

Compassion



This makes for great staff training video on compassion. Too often we may label a patient as difficult or grumpy (or worse), but if we could see what they are going through would we treat them differently? Remember, at the end of the day you have your friends and family to go home to. The difficult, stressed, or angry patient has themselves to live with 24 hours a day. Be the bright spot in their day, because you might be providing the only one.

Take 10 minutes of training time with your staff to view this video and then set the following goal for the day.... Can you deal with the next difficult patient without passing judgement or taking their difficult attitude personally?

Here is the link to the video....

https://www.youtube.com/watch?feature=player_embedded&v=W12_knlv_xw

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