



WE CARE

The 5-Star Patient Experience

Anxiety & the Patient Experience

There are many anxieties a patient could encounter while in the hospital. Among them are:

- When will I get my tests?
- Will the procedure hurt?
- Are my valuables safe?
- Will the next nurse know my case and take good care of me?
- Will I look silly if I say I don't understand?
- Where am I supposed to go?
- How much is this going to cost?
- How long do I have to stay?
- What happens when I leave?

Anxieties can cause our patients distress.

- It impairs patient attention.
- It drives people to seek comfort and security, explaining why they so greatly appreciate small gestures from care-takers
- It lowers frustration tolerance that makes some patient appear irritable.
- It interferes with rational thinking, memory and information retention and therefore compliance.
- It increases people's perception of pain.
- It can be cumulative.



Quotes of the Month

“Anxiety is the space between the ‘now’ and the ‘then’.” – Richard Abell

“Worry is a thin stream of fear trickling through the mind. If encouraged, it cuts a channel into which all other thoughts are drained.” – Arthur Somers Roche

“Neither comprehensive nor learning can take place in an atmosphere of anxiety.” – Frank Smith

Reducing anxiety is essential to providing a quality patient experience.

The more we lessen anxiety, the more patients will be relaxed, engaged in their own healing, grateful to us for our compassionate care and service, and the better their outcomes will be.

**Look for specific ways to reduce patient anxiety in the next issue of the WE CARE newsletter.*

Voice of Our Patients

“Melissa helped me to be relaxed when I had to wait for the doctor’s response.”

“I would like to tell you about my experience when I was so scared because I had to have surgery. The OP nurse was so nice. The surgical nurse was totally super. The anesthesia guy was awesome and put me at ease. I’ve told everyone about my great experience!”

“When I was upset, she took the time to calm me down.”

“When I came in for my first mammogram, Julie put me at ease and explained everything thoroughly which I greatly appreciated.”

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