Dear Colleague,

The See Me as a Person website exists to provide guidance to clinicians in all disciplines in creating, nurturing, and deepening their therapeutic relationships. We invite you to share your questions and challenges with us as you strive daily to bring authenticity and deep connection to the relationships you create with the patients and families you serve, even within today's highly technical, fast-paced, time-constrained, and frequently chaotic health care environments.

Warmly,

Mary Koloroutis and Michael Trout

Mary Koloroutis, MSN, RN, is Vice-President of Creative Health Care Management, a consulting firm bringing Relationship-Based Care to health care organizations across the globe. Mary is the co-creator, author, and editor of the Relationship-Based Care series of books and workshops.

Michael Trout, MA, is Director of The Infant-Parent Institute, a private clinical practice and research foundation specializing in problems of attachment in early life. He is the creator of fifteen documentary films and two books in his field.

Visit SeeMeAsAPerson.com and join the discussion!

Excerpt from SeeMeAsAPerson.com:

Q & A: Perceiving a Family Member as Aggressive or Controlling

Question:
I have trouble staying therapeutic when a patient is passive and his or her family member is aggressive and controlling. I find myself advocating for the patient, becoming a little defensive of my patient, and even subtly positioned against the family member.

Answer:
It might be helpful to remember that you have probably just entered a family dynamic that has been operational for some time. You’re not going to be able to change it, and in the short time you interact with the family system, you may not even come to understand it. But it may help you keep frustration and/or aggravation low to hold in mind that you are probably witnessing a version of how things have been for your patient for many years. It is the right thing to attend to your patient, even to advocate for your patient. But don’t set as a goal straightening all of these people out before discharge! Use the therapeutic practice of wondering to see what you can pick up about this family dynamic into which you have just walked. Replace judgment or aggravation with curiosity about it. (continued at: SeeMeAsAPerson.com)
The therapeutic relationship between clinicians and patients is what brings Relationship-Based Care to life. Within the world of health care, the act of therapeutic connection is not owned by any one profession. The responsibility to offer authentic and compassionate care to another human being is something we all share.

In our chaotic and time constrained environments in which technical and complex demands prevail, clinicians struggle as they strive every day to connect with the patients and families in their care.

The purpose of the therapeutic relationship is to facilitate the capacity of patients and their loved ones to cope with illness and to take ownership for their healing and health. It is grounded in medical, nursing, and psychological research, and it is also plainly built on the healing power of authentic connection.

The See Me as a Person Book offers guiding principles and a practical methodology that facilitate the clinician’s ability to form authentic relationships which improve patient safety and the overall experience of care. Therapeutic relationships are the very heart of Relationship-Based Care. Winner of an 2013 AJN Book of the Year award in Med/Surg nursing. Softcover, 464 pages. (2012) $39.95 • B650


The See Me as a Person CD provides a diverse mix of patient stories and caregiver reflections on therapeutic relationships. Each track is carefully crafted to inspire and deepen our experience of what it means to be fully present for those we care for. Includes a 36 page full color booklet with transcript and track information.

Compact Disc, 10 Tracks. (2011) $19.95 • A520CD

An excellent tool for supporting therapeutic ways of being. Each bookmark gives caregivers a quick reminder of the therapeutic practices contained in the See Me as a Person book: attunement, wondering, following, and holding.

Gloss laminated, loose. $.40 each • M468

The See Me as a Person Card Deck provides daily reminders to inspire and reinforce therapeutic relationship behaviors and attitudes. Regular use will deepen the experience of creating therapeutic relationships at the point of care.

Gloss laminated, 21 cards. $14.95 • M650

Available at our online store: www.chcm.com