



The Patient Experience: The Importance of Care, Communication, and Compassion in the Hospital Room

Brian Boyle

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Brian Boyle tells a personal story of his fight back from near death after a horrific automobile accident. He focuses on his experience as a patient who, while in a two-month long medically induced coma, was unable to move or talk to anyone around him, yet he was able to hear, see and feel pain. Brian slowly clawed his way back to the living and found the strength to live to tell his story in his acclaimed memoir, *Iron Heart*.

Now Brian provides vital information from the patient's perspective to help caregivers gain valuable insight that will help them understand new ways on how to provide care to both patients and their families. By completion of this book, the participant will be able to:

Recognize the variety of feelings and emotions of the patient

Identify simple methods and interventions to provide emotional support to relax the patient

Determine the importance of particular amenities to a patient who may be unable to communicate

Evaluate patient life-history to determine appropriate intervention techniques

Understand the motivational role that communication has between the healthcare provider and the patient and his or her family

Brian's story about catastrophe, survival, and transcending all odds has implemented new and innovative strategies for improving patient safety and quality of care on a national level, as well as serving as a learning experience for healthcare providers of all levels and backgrounds. When it comes to the patient experience, Brian has become a mouthpiece for the voiceless.

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