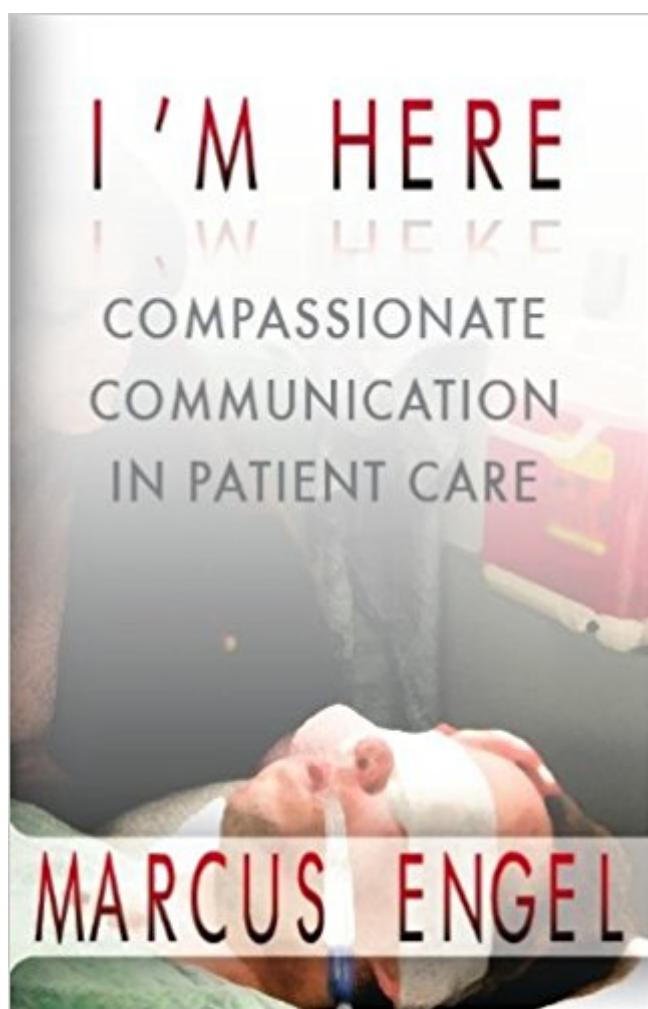


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# I'm Here: Compassionate Communication In Patient Care



## Synopsis

Modern medical technology helps patients recover faster than any other time in history. However, the human interaction between patient and care giver is still the essential foundation of healing. *Here* is a personal narrative from the patient's perspective. Filled with practical advice, packed with humor and overflowing with appreciation, Marcus Engel encourages health care professionals to practice compassionate communications in all its forms. Marcus' books and keynote presentation has left an unforgettable impression on our nursing staff. It's an invaluable reminder of why we do, what we do. -Dee Evans, Driscoll Children's Hospital, Corpus Christi, TX

*Here* should be required reading for all health practitioners. Marcus' personal experience of being a patient and his insights into what constitutes compassionate care are marvelous and right on. -Dr. Norma Stephens Hannigan, Assistant Professor of Clinical Nursing Diplomate of Comprehensive Care, Columbia University in the City of New York. -Professional speaker and author Marcus Engel is considered an expert in communicating the patient's perspective, and inspiring health care professionals to excellence. Marcus speaks from the heart. After being blinded and suffering catastrophic injuries at the hands of a drunk driver, he endured years of hospitalization, rehab and recovery. Marcus is the author of *After This: An Inspirational Journey for All the Wrong Reasons* and *The Other End of the Stethoscope: 33 Insights for Excellent Patient Care.*

## Book Information

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## **Customer Reviews**

For all the "wounded healers" who end up working and standing by the bedsides of the sick and the broken, this book is incredibly valuable. This book is a first-person account by a man who was blinded and burned in a horrible automobile accident. It talks about staying in the moment with another person. I used to work in oncology and it took me awhile to finally figure out my mission was not to "help" anyone, but just to be in the present with them. From there, the two of you can face what needs to be faced and do what needs to be done. This book is a first-person account by a man who was blinded and burned in a horrible automobile accident. His well-written descriptions of how it felt to be in the dark while health care workers, family and friends were trying their level best to do the right thing. This is a book that every social worker and hospital workers needs to keep close by.

I work in the medical profession as a registered nurse and I think all medical professionals should have to read this book! It is a great story.

I believe this should be required reading for every person who cares for patients-- nurses, doctors and all others who touch patients. This is one man's experience with being a patient, but the lessons in approach, attitude, and the importance of how as well as what things are said can be applied universally. Through it all, the comfort of presence is seen as the main ingredient in patient care.

This book is great. Even though I am not in the medical field it is helpful. I am a drug and alcohol counselor. So helpful in how we view our clients.

I purchased this book with "The Other End of the Stethoscope" while some of it was (admittedly) repetitive of the previous book, it was so important to repeat. Helping medical professionals to better understand the patient's perspective can never be overstated.

This book is easy to sit down and read quickly. As an RN I noticed that it has impacted my practice

immediately. It gave me a new and deeper level of empathy for my patients. I think anyone who works directly with patients in the medical field should read it.

What a powerful story. I use this book for a class I held for my nurses. The ones who read it enjoyed it and I was able to see how it changed their practice.

Need this book for a nursing class, however it exceeded my expectations and I think everyone in the healthcare field should be sure to read it!~

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You Provide Compassionate Care

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