

The #hellomynameis... campaign is about making connections to help foster compassionate care and enhance care experiences. We asked members of CEAN to share a word, sentence, or a story on what making these connections mean to their care experiences. Here's what they shared...

It makes you feel like a human being rather than an illness or disease.

When a health care provider speaks like a human being to me, I feel more confident in the relationship, knowing there is trust and I'm not being treated like an object. It needs to be beyond hello my name is. Break the social barrier and engage with the patient like someone who genuinely cares. It's time to start asking how a person is feeling and not reacting to a physical ailment. We are all human beings and we all have emotions.

When a healthcare provider tells you their full name and tell you who they are, it creates that instant connection and it is the first step to building a trusting relationship.. I reference this to my first meeting with my nurse practitioner. She was the first one in the family practice and obviously many did not know her role. Although the appointment was only 10 minutes, she took time to introduce herself and explain what she could do for me. I really liked her approach because our first meeting was like an interview, we were both trying to establish if we were the right fit for one another. I am very satisfied with the care she is providing.

It made a big difference to me when nurses introduced themselves after a shift change.



It makes the experience more personable and gives you confidence that you will be treated as a human being rather than an illness.



It is very rare when our daughter, who suffers from schizophrenia, would invite us to a family meeting at her mental health team. So when she did, we were thrilled. My husband took the morning off work (I couldn't) and he attended the meeting. He was so disappointed when he put out his hand to say, "Hello, my name is John.." and the doctor did not reciprocate. Please, these small courtesies are so important. They express so much and are so desperately needed - no more so then now. As family, we need to be validated and we need to feel supported. Take the time and give us a smile, a handshake, a hello. It will go a very long way.



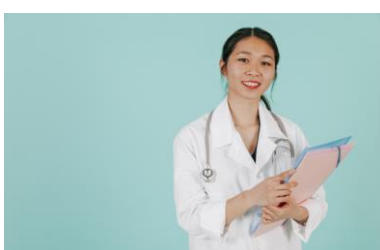
A sense that I matter and that the staff SEES me as a person

Meaningful connections make one feel genuinely cared for, and in turn provides the positive energy we need during the healing process.



I believe it is very important that healthcare providers show compassion and are caring for their patients. It means a lot when healthcare providers introduce themselves and ask how the patient is doing and also when they share a personal story. This builds a relationship of trust and gives a good feeling to the patient. They will feel that the healthcare provider cares and in that way the patient is more willing to share more about their health and this will benefit their treatment journey and healing.

Personalized welcoming reduces anxiety - hospitable engagement



I always ask for the exact name of my care provider (e.g. referral to a specialist) and... Google them, plus use other ways (e.g. prof webs, friends) for finding about them as people and professionals. I try to develop at least minimal relationship with doctors, most are OK with it, this doesn't mean asking them personal questions or divulging my personal life details beyond those needed for the clinical encounter. It is on the edges of the medical field but I have some medical knowledge so it might be easy for me. I feel confident to press when I see that a person is not very competent - I want my answers, they get pay for providing them. They know they are no gods and I am not a worshiper, we are two adults trying to find a solution to my particular health issue.

"Hello, Good morning, my name is Mary. How are you today?"

That is your workplace...shift after shift you go there, greet your friends, catchup on the latest gossip, and settle into a routine that you know and understand in a place that is second nature to you. None of that is the case when I walk through the doors, or worse yet, when I am rolled through the doors. A greeting, a smile, a name, a comforting comment is a priceless indicator that this may actually be okay.

I am advocating for my brother who has schizophrenia , I am a caregiver. We are in ER, for days, he is in a catotonic state due to a pharmaceutical error in the community. Many well meaning doctors are coming in and out, nurses, pharmacist, they tell me their name. I hear it for a second and then its gone from my head. When they tell me their name they say it too quickly - they don't seem comfortable sharing it and don't make eye contact when saying it. Why don't they know I am only half capable of processing information? My brother, is so scared, they don't seem to get it.



"Hello my name is Stephanie , I will be your nurse today . I will be taking your temperature and some blood. It won't hurt and /or will be quick. What can I do for you while you wait for the doctor to see you?"

#hellomynameis day is July 23rd

Making connections is important all year round

At Vancouver Coastal Health, we will work towards providing exceptional care by:

- Remembering to introduce ourselves to patients, families and caregivers
- Letting the patient know our role and what we are about to do
- Asking the patient how we can help