



Healing from the Heart

A Practical Guide to Creating Excellent Experiences for Patients and Their Families

By Timothy Dawes

Softcover, \$21.97
7X10", 168 pages
ISBN: 0-9788247-0-9
Interplay Press, LLC

Available from:
amazon.com
barnesandnoble.com
interplaygroup.com

The Book that Patients are Begging their Doctors and Nurses to Read

Written for doctors, nurses, therapists, technicians, risk managers, and other frontline staff, new book provides a step-by-step method for creating great experiences for patients who are frightened and in pain.

Patients today are more likely to sue because of the way they've been treated than because of a physical injury. They routinely withhold important health information from doctors they don't trust. And the top reason they give for leaving their medical practice is that they don't think they're being listened to.

But the traditional medical school curriculum doesn't emphasize empathy skills. So, medical staffs have had little support in learning to make real connections with their patients.

That's the hole that healthcare consultant, Tim Dawes, has stepped in to fill with his book, *Healing from the Heart, A Practical Guide to Creating Excellent Experiences for Patients and Their Families*.

The book provides a step-by-step process for listening to patients, drawing out their concerns, and responding to their needs. It's filled with practical insights such as:

- **The two questions your most upset patients desperately need to hear**
- **Eight common strategies for comforting patients that often backfire**
- **A specific way to listen to patients' accusations that reveals their deepest needs**
- **How the instinct to commiserate with patients can hurt them and put medical groups at risk**

Dawes wrote the book after teaching hundreds of frontline care givers to create great experiences with patients that were unreachable, lost in grief, dangerous, or threatening to sue.

Critical Acclaim for *Healing from the Heart!*

- Named **Award-Winning Finalist**, General-medical category of **USABookNews Best Books 2006**.
- "*Our patients increasingly expect no less than excellence in communication and Healing from the Heart provides a process for health care providers to achieve this worthy goal.*" **American College of Physician Executives**
- "*The antidote for what's missing in nursing education.*" **RN (publishers of RN Journal and RN Web)**
- "*A rare jewel of a book packed with practical ideas and a powerful model for making empathy more transparent to patients and their families.*" **Overlake Hospital Medical Center, Bellevue, WA**
- "*Healing from the Heart is an important contribution to the humanization of health care.*" **Sr. VP Healing Health Services, St. Charles Medical Center**

About the Author:

Tim Dawes specializes in training staff—from frontline service providers to general managers and vice presidents—to increase revenue and decrease liability for their organizations by creating excellent experiences for patients and themselves.

The process Dawes teaches is based on Compassionate Communication, a method for creating compassionate connection that's been field-tested internationally for over 45 years. He speaks and trains at a variety of healthcare organizations nationally.