

Compliance Today – January 2019 Resolution empathy: Achieve better patient outcomes

by Sharon Parsley

Sharon Parsley JD, MBA, CHC, CHRC (sharonparsley@outlook.com) is President & Managing Director of Quest Advisory Group, LLC in Ocala, FL.

During late 2018, I experienced a good portion of our healthcare delivery system from a bedside seat, in the role of advocate and spouse. Injuries sustained by my husband resulted in a first-ever ambulance ride to a Level 2 trauma facility, four days as a guest of a medical intensive care unit, two days in a trauma step-down unit, 12 days in an inpatient rehab facility, and a discharge home with nursing and physical and occupational therapy services. On a daily basis, we experienced uplifting, thoughtful, and empathetic interactions with the vast majority of his caregivers. On the flip side of the coin, there were conversations at key decision-making points that were handled hurriedly and ineptly by clinicians, with little compassion or care in evidence.

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