



Service Priorities and Programmes Electronic Presentations

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HA Moving Stories - from complex multisystem rehabilitation to professionalism and humanism in healthcare staff training and education

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Introduction

While evidence based practices serve most common medical problems, complex multisystem rehabilitation in rare cases presents both a daunting and potentially rewarding task in staff training and education.

Objectives

To share and learn the “hidden curriculum” of CARE (Compassion, Appreciation, Respect and Empathy) in caring of patients requiring complex multisystem care.

Methodology

Recovery story of a tetraplegic patient with severe Guillain Barre Syndrome presenting for rehabilitation after half-year critical care was shared for learning attributes of professionalism and humanism through his life experience along his care journey. The first intervention was life-saving tracheostomy suction as his non-verbal body struggle was detected by a rehabilitation and respiratory specialist. It marked a turning point for highly organized multidisciplinary multisystem rehabilitation care for this cognitively sound patient, sadly communicating with left eye and minimal shoulder movement. Demand for specialist knowledge and skills to direct team care was profound. Active postural rehabilitation 5 to 10 minutes per day was kicked off giving patient standing view of the world again. Modes of communication and personalized training for patient were innovated. Hope but not false hope was instilled through open communication and psychosocial support for patient and family. 24hour nursing care was intensive. Bowel, bladder, skin and tracheostomy care preserved dignity. Multidisciplinary team rehabilitation with weekly care plans were delivered. Baby step successes created new hope for recovery. Breakthrough came when patient suddenly spoke again and honoured committed staff and team with tears of joy. Direct communication on neuropathic pain perceptions promoted better pain management. Peri-discharge conflict was resolved by weekly improvement and addressing safety concerns. Progress slowed down after wheelchair independence. Ethical dilemma

arose with difficulty in finding comparable community training program to upkeep his progress. With downs and ups, patient is now a community free walker.

Result

A 3-minute video made by patient in 2013 inspired many in Caring Forum, medical trainees and students and provided insights on professionalism and humanism through empathic role modelling, compassionate team and personal reflections (educators, generations of students, patients). Two moving stories of his ICU and Rehabilitation experience were also shared in HA Moving Stories 2015/16 to enrich mutual understanding of patient, carer and healthcare workers' needs.