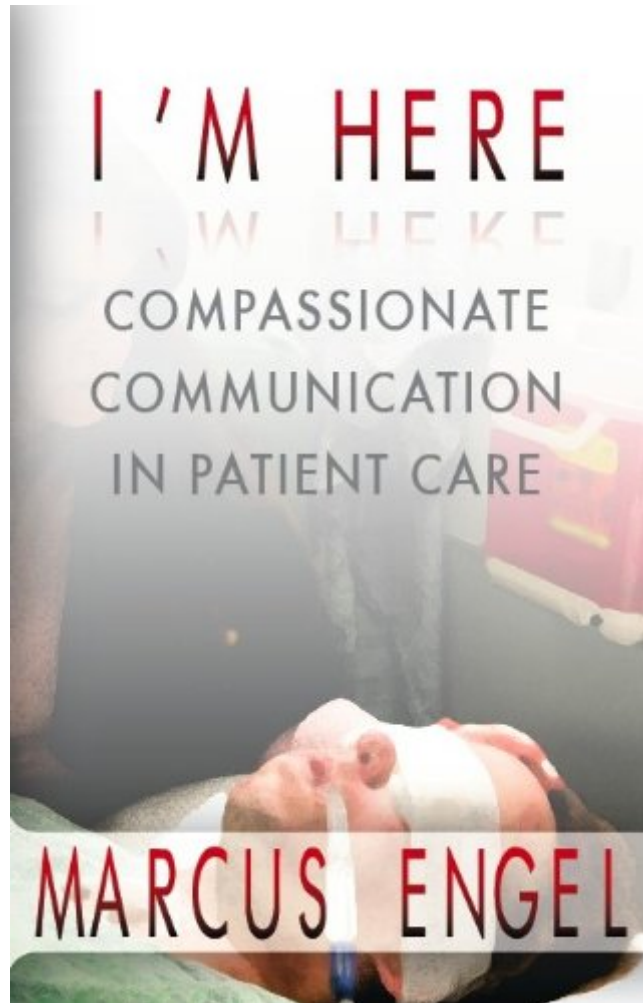


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# I'm Here: Compassionate Communication In Patient Care



## 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's 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's 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 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.

I am not in the healthcare field, but I read Marcus' book. I could not put it down. Marcus speaks for all patients everywhere. This book should be read by everyone that has anything to do with the healthcare profession. Thank you Marcus for improving the care that any healthcare professional reading this book will provide. I recommend all of Marcus' books.

As a nurse, this book touched my heart. This young man's journey through the healthcare system is both tragic and uplifting. He also outlines the importance of the small things, such as a gentle touch, introducing ones self and being present that often get lost in the craziness of a hospital day but are extremely vital to the patient and ultimately it is a reminder of why so many of us wanted to be at the bedside in the first place. Highly recommend!

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.

This is a great and inspiring book. I buy this book for all my newly graduated RN's for my unit and any new RN's who come to my unit. I feel passionate about this book as it reveals a true story from the patient perspective. It not only is great for health care workers, it is great for our own personal recovery and realizing the difference we each make in our own lives and that of others. It is a touching story, and an easy read. I believe that any nurse manager should read this and buy this for their employees. It really should be required reading in schools for all health care and medical professionals.

With vivid imagery, painful personal descriptions, and intensely relatable stories, I have never survived what the author has been through and yet I feel like I am better able to empathize, serve, and support someone in pain. Yes, there are swear words, and I think sometimes there are no other words left to fully describe one's personal experience. Must read for anyone in the service or health related field.

This is a compelling story of a young man who was horribly injured and the impact his caregivers had on him. I wish all medical professionals would read this book. I can only hope that if I was in his situation, that I would have compassionate, empathic medical professionals caring for me. Thank you to Marcus for giving the world this information.

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