

**PDQ Assignment  
Dignity in Care  
9/19/2023**

**Below is a brief description of the session and my reflections**

**Fictional Patient - Mark Miller (MM), DOB 1942.**

I started out the meeting by thanking MM for attending the session today. I explained that the purpose of the session was to spend some time getting to know him as a person to provide him with the best care. I added humor by saying you can “share some fun facts about yourself that you think is important for the care team to know.” MM smiled when I used the term “fun facts.”

He said “will I spent my career as teacher. I loved teaching and the students” When I retired I volunteered at the local library teaching community kids. Now with all these health issues, I have not been volunteering. I feel like I am losing myself. I responded with empathy, and encouraging words, saying “MM sorry to hear you have been feeling this way and it is understandable given your current health condition.” I then asked what are some things you want your care team to know so that we can better support you. MM proceeded to say that we are taking too long to provide results from testing, and it would help to get results sooner. I then said thanks for letting us know that. I think one way we might be able to address that is by having virtual sessions. The waitlist for virtual sessions are shorter than in person sessions. Would he be comfortable with virtual session? He said I will need help setting up the technology. I said no worries, we can have one of our IT staff contact him and walk you through how to set it up. He said you know; I actually can have my daughter help. I said good and maybe she can join your virtual session. He said great, but that requires getting written informed consent for two people, my wife and my daughter. I tried to ease his anxiety by reminding him that his wife already has consent to attend his session. It is only needed for his daughter. There was a sign of relief hearing that.

I then began moving towards closure by saying I want to be mindful of time, do you have anything else you want to share before we close? MM proceeded to thank me for the session and said it was helpful and he was looking forward to getting set up for virtual sessions that will allow him to get his medical information sooner. I then thanked MM for meeting with me today and wished him well.

In my reflection on this experience, I found myself being concerned that I did too much problem solving rather than listening attentively. Actually, I did listen attentively, however, I could not separate attentive listening from problem solving. Such that when I heard MM's problems, I quickly moved into problem solving.

I appreciate any feedback you can provide to help me improve. Thanks