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Presenter(s)

Anne McSweeney, LCSW

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Tom Willner

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UNDERSTANDING THE PATIENT PERSPECTIVE THROUGH STORYTELLING AND MUSIC

Description

In the hectic lives of healthcare professionals, it is often difficult to view situations through our patients' eyes. How does it truly feel to receive a devastating diagnosis? What is the toll it takes physically and emotionally on your body? How do your family members and caregivers cope emotionally? This innovative presentation is a unique lens into the eyes of a patient.

Anne McSweeney, Social Worker/Educator and Tom Willner, Playwright /Cancer Survivor joined forces to help clinicians better understand the patient perspective. Using music and storytelling, we will explore a journey of hope, courage, love, and family. Some key points of exploration include receiving bad news, clinical empathy, stages of grief, family dynamics and survivorship. This innovative presentation will establish the foundation to more deeply explore issues from a

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patient's perspective and provide us with tools to better assist our patients and their caregivers as they go through their journeys.

Objectives

1. **Name 3 losses that a patient may experience when diagnosed with a serious or terminal illness.**
2. **State the difference between sympathy and clinical empathy. Begin to initiate a plan to begin practicing more mindful clinical empathy with patients/caregivers.**
3. **State 3 valuable patient perspectives that can allow you to better serve patients/caregivers.**

*Bios Needed for Each Presenter

Anne McSweeney, LCSW Bio

Anne McSweeney is a Licensed Clinical Social Worker with a unique and diverse background in medical social work, education and community relations. Anne is the owner and Educational Director of CEU Creations. For over 13 years, CEU Creations has been providing cutting-edge, educational training to clinicians throughout the United States through live and online CE Training.

Anne has been a social worker since 1994. Prior to finding her niche providing educational trainings, Anne practiced medical social work for over 8 years – working primarily with the geriatric population in home health, hospice and dialysis.

In 2015, Anne was appointed to the Fulton County Commission on Elderly Affairs. She served for 5 years as a member of the Steering Committee for the Piedmont Hospital Care Transitions Work Group – which was a group committed to collaborating with community partners in an attempt to reduce hospital re-admissions. Anne is a board member for the Atlanta Senior Care Network Niche which is a group of professionals that work with seniors. In addition, she is also

a board member for The Aimee Copeland Foundation and Ageless Interaction. She received her undergraduate degree in Psychology from Auburn and her Masters in Social Work from the University of AL. She resides in Alpharetta, GA with her husband and 2 daughters.

Tom Willner Bio

Tom Willner, President of Tom Willner Music and co-founder of Center Stage Education, is a musician, published songwriter, playwright, speaker, and author. He is a testicular cancer survivor who has written a musical and a book about his experience that raise awareness and funding for cancer charities and teach about the patient experience. He also has over two decades of experience in technology and digital strategy, with certifications in Healthcare Information Technology and Electronic Health Records.

Tom documented his journey as a patient through a powerful musical. Joining forces with Anne McSweeney, LCSW and Educator – Center Stage Education has a passion for educating healthcare professionals in a creative and engaging way. A main theme of Tom's musical is empathy – understanding the patient's point of view. This theme resonates across many fields of medicine. Whether you choose a presentation that includes the entire musical or one that focuses on storytelling with songs – you will be forever changed after experiencing it!

Sources

1. American Nurses Association. (n.d.). Code of Ethics for Nurses. Retrieved from <https://www.nursingworld.org/practice-policy/nursing-excellence/ethics/code-of-ethics-for-nurses/>
2. Beaulieu, M., Haggerty, J., Beaulieu, C., & Bouharaoui, F. (2011, December). Interpersonal Communication from the Patient Perspective: Comparison of Primary Healthcare Evaluation Instruments. Retrieved from [https://cdn.auckland.ac.nz/assets/fmhs/faculty/health-literacy/Conceptualising HL for patients perspective.pdf](https://cdn.auckland.ac.nz/assets/fmhs/faculty/health-literacy/Conceptualising_HL_for_patients_perspective.pdf)

3. National Association of Social Workers. (2017). Code of Ethics. Retrieved from <https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>
4. The Joint Commission. (2019). Helpful Tip: Understanding the Patient's Perspective - Resource Gallery - News. Retrieved from <https://www.jcrinc.com/helpful-tip-understanding-the-patients-perspective/>
5. Willner, T. (2008). Turning Thirty, The Musical. Retrieved from <http://www.turningthirtythemusical.com/p/welcome.html>

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