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# The Other End Of The Stethoscope – 33 Insights For Excellent Patient Care



## Synopsis

Work overload. Constantly changing policies. Increasing bureaucratic regulations. These are just a few of the challenges health care providers face every day; challenges that limit the ability to provide excellent patient care. Marcus' insights will give health care providers new and essential strategies to rediscover the magic and compassion between caregiver and patient.

## Book Information

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## Customer Reviews

"With over 20 years of experience in medical education, I wish I had this book to share with every resident I taught. Marcus has cut right to the chase, and provides a perspective on medical care that every physician, nurse, and allied health professional should hear."David Campbell, MD, MEdPresident/CEOInstitute for Family Medicine"Marcus' book is a powerful reminder of why we do what we do, and how the tools of communication, compassion and caring make all the difference." Terri Seidel, RNDirector of OperationsSt. Louis and Southern Illinois regionHealthsouth Surgery CentersMarcus book is a powerful reminder of why we do what we do, and how the tools of communication, compassion and caring make all the difference. --Terri Seidel, RN, Director of Operations, St. Louis and Southern Illinois Region Healthsouth Surgery CentersWith over 20 years of experience in medical education, I wish I had this book to share with every resident I taught. Marcus has cut right to the chase and provides a perspective on medical care that every physician, nurse and allied health professional should hear. --David Campbell, MD, MEd, President/CEO of Institute for Family MedicineMarcus book is a powerful reminder of why we do

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Surgery CentersMarcus book is a powerful reminder of why we do what we do, and how the tools of communication, compassion and caring make all the difference. --Terri Seidel, RN, Director of Operations, St. Louis and Southern Illinois Region Healthsouth Surgery Centers

Work overloadConstantly changing policiesIncreasing bureaucratic regulationsThese are just a few of the challenges health care providers face every day; Challenges that limit the ability to provide excellent patient care. Â After being blinded and suffering catastrophic injuries at the hands of a drunk driver, Marcus Engel witnessed health care from the other end of the stethoscope. Through 300 hours of reconstructive facial surgery, and years of hospitalization, rehab and recovery, Marcus witnessed firsthand, the good, the bad and the ugly of patient care. Marcus' insights will give health care providers new and essential strategies to rediscover the magic and compassion between caregiver and patient."With over 20 years of experience in medical education, I wish I had this book to share with every resident I taught.Â Marcus has cut right to the chase, and provides a perspective on medical care that every physician, nurse, and allied health professional should hear."David Campbell, MD, MEdPresident/CEOInstitute for Family Medicine"Marcus' book is a powerful reminder of why we do what we do, and how the tools of communication, compassion and caring make all the difference."Â Terri Seidel, RNDirector of OperationsSt. Louis and Southern Illinois regionHealthsouth Surgery Centers

I agree that this is a good read for anyone who is new to hospital patient care. It can be difficult for a new grad to understand the emotional roller coaster that a patient can be on as the result of a hospital admission. And not all but most newcomers to hospital care also tend to be very young and usually haven't ever been a patient themselves, except for maybe having tonsils taken out. However, as a hospital clinician of many years, I found the author to be a little too self absorbed and ego centric for my taste, especially the parts where he seems to think that everyone should tolerate his unacceptable behavior no matter what. It seems to reflect the patients of today who have an unbelievably entitled attitude when they enter the hospital, as if they check their manners at the door and consider it a free for all. I've experienced the younger and younger patients get ruder and ruder and it makes me glad that I'm less than 10 years shy of retirement.I've had 13 surgeries myself, have been in pain that had me climbing out of my skin, but never felt the need to scream or swear at people. In my opinion, there is NEVER a situation that gives a patient the right to be verbally

abusive with ANYONE who is trying to help them (except for severe dementia cases where the patient has no idea where they are in the first place and are usually terrified.) I did tough it and finish the book, but it went directly into the sell-back bag. Definitely not a keeper.

Nursing school used this book as required reading for the course. I really feel this book is condescending towards nurses, forgetting that nurses are human beings with feelings, also. In my opinion, this book was preachy and insulting to a group of professionals who make a living often by being abused by patients. I get it—Nurses are a service-industry worker, but we are also people who work hard and we deserve respect. Maybe someone should write a book on how to be a good patient.

I'm going to be starting rn school in a month and I recently got my cna awaiting to start my first cna job. This book opened my eyes in so many ways. Marc gives so many tips on what to do or say to comfort a patient and more importantly, what NOT to say. This is coming from a real patient and not a textbook. It's a completely different perspective and it makes me want to be like the good nurses he had.

Neat perspective from a patient. As a nurse, it is always interesting to hear things from the patient point of view. It would also be nice for them to see things from ours.

Everyone throughout my training process at a hospital spoke of Marcus, and read an insert from his book. I finally got my hands on his first book. It's amazing how true Marcus' s views are about patient care. Reading the story from Marcus' s point of view, was very touching. Thank you for sharing your story.

This was an interesting insight from a patient's perspective and provides hope for the patient that the medical professionals might gain insight as to how to show empathy.

Marcus presented the side of nursing I have just begun to appreciate. Marcus, your journey through all the healthcare workers was amazingly on target. I could not put this book down. And seeing as I am writing this in a hospital, in pain, with a tube up my nose, and the beloved diarrhea of a operation prep, I am delighted to say that the tearful chapters were so balanced by the tender moments. As a nursing instructor, I plan to share this book to support the kind of nurse I expect my

newbies to be. And after 10 years, so many are, just wonderful caring nurses.

Very good and informative, anyone going into healthcare needs to read this

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