

(Free) The Other End Of The Stethoscope - 33 Insights for Excellent Patient Care

# The Other End Of The Stethoscope - 33 Insights for Excellent Patient Care

*Marcus Engel*

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#464574 in Books Phillips Press 2006-10-23 2006-10-27 Original language: English PDF # 1 8.50 x .25 x 5.50l, #File Name: 0972000011110 pages | File size: 32.Mb

**Marcus Engel : The Other End Of The Stethoscope - 33 Insights for Excellent Patient Care** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Other End Of The Stethoscope - 33 Insights for Excellent Patient Care:

8 of 8 people found the following review helpful. A little too self centered for my taste By K. L. Hanson 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. 0 of 0 people found the following review helpful. Must read for anyone in the medical field

By Kimberly Castelluccio 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. 0 of 0 people found the following review helpful. Great read.

By India Van Horn 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.

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.

"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, MEd President/CEO Institute 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, RN Director of Operations St. Louis and Southern Illinois region Healthsouth Surgery Centers

From the Back Cover

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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.

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About the Author

Marcus Engel is a professional speaker and bestselling author whose messages inspire, impact and influence audiences. He has spoken to audiences around the globe for major Health Care Institutions, Corporations, Faith Based Organizations and many top rated Universities and Colleges.