

NOVEMBER 2022 MONTHLY HBOT WEBINAR

Creating a Safe and Comfortable Environment

PRESENTED BY THE CHI
HEALTH MERCY PROGRAM



www.serenagroupinc.com



Build A Rapport



Patients will have a better overall experience when they are comfortable and trust you



They will ask questions

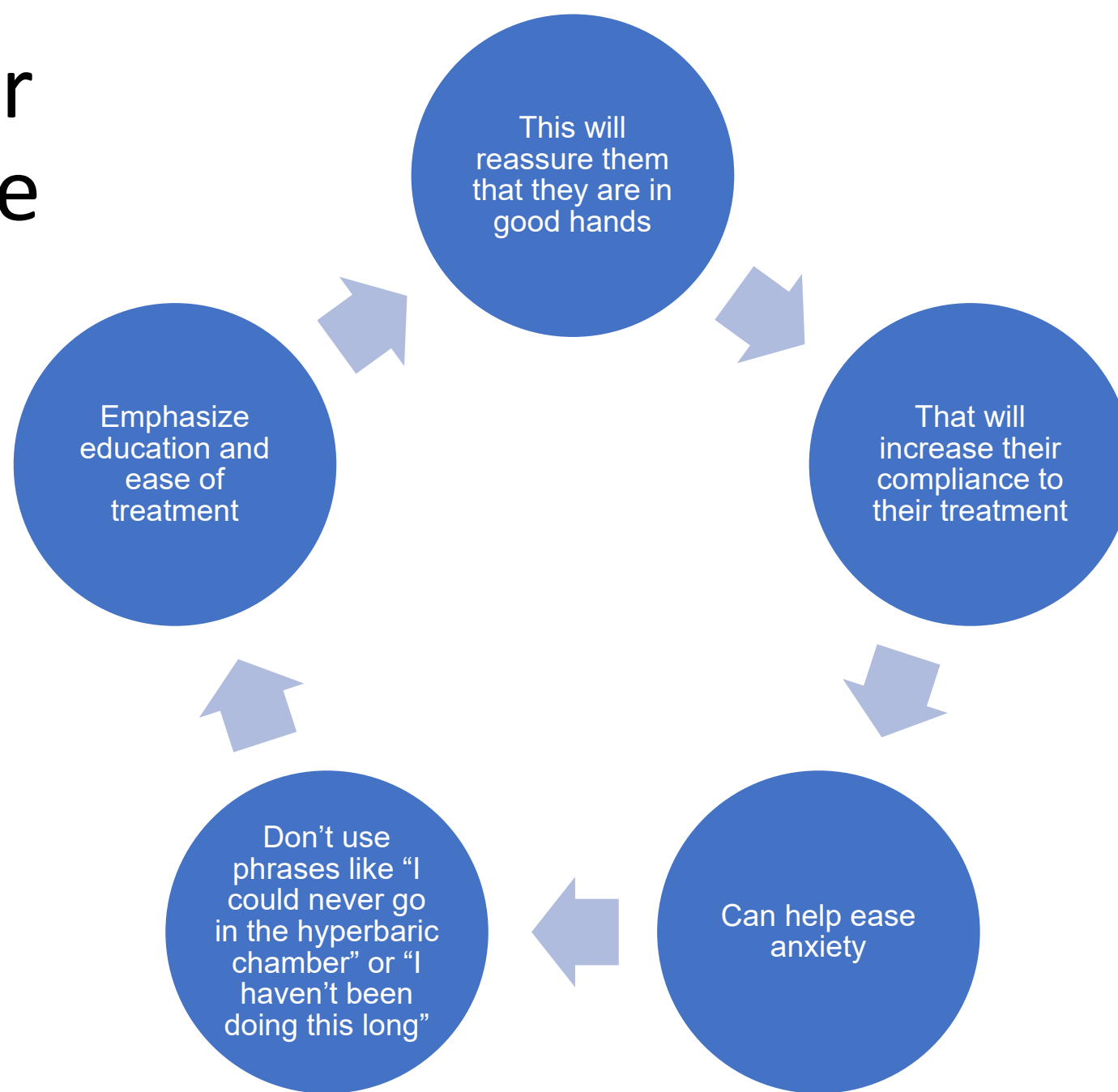


Speak more freely with you



Sometimes share things with you that they won't tell the physician

Share Your Knowledge



Ease Anxiety About Their Wound

- The more education a patient has, the more comfortable they will feel
- Explain signs and symptoms of infection
- Share the wound pictures as healing begins
- Show patients their measurements and signs of healing
- Use your time with them to reinforce best practices, such as offloading, diabetes management and compliance

Make HBO Safe and Convienient

Make sure that the patient has everything they need

- Handrails
- Step stools
- Shoehorn in changing room
- Comfortable waiting room
- Sheets/blankets/pillows
- Water bottle
- Diaper/Depends if incontinent
- A strong understanding of Hyperbaric Oxygen Therapy



Do NOT be a drag...



- Not every day is a perfect day, but we don't want our patients to feel that negative energy
- Try to keep a sunny, upbeat demeanor when caring for patients
- A smile and kind words can go a long way
- Who in your center is the fun ambassador?
 - A fun ambassador can help us celebrate graduations from the HBO program, holiday decorating, birthday celebrations, etc.
- "Every day in the hyperbaric center should feel like going to Disney World. Patients need that extra excitement to come in." –Dr. Serena

Why Creating This Environment Matters

By taking these extra steps you will...

- Make the patient feel more comfortable in your abilities
- Encourage compliance and better adherence to the plan of care
- Decrease patient safety risks
- Increase patient satisfaction
- Improve show rates
- Give patients a better overall experience



QUINZ

Question 1

Ask yourself: If I were a patient, what would make this experience better for me?



Answer 1

There are so many correct answers to this!



Question 2

How important is it to build a rapport with patients in your center?



Answer 2

Very

Building rapport will make your patients more comfortable and as a result more likely to be compliant with treatment.

IMPORTANT

SerenaGroup HBOT Contact Information

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SerenaGroup Upcoming HBOT Educational Courses



Introduction to Hyperbaric Medicine = Omaha NE

January 12, 2023 - January 15, 2023

CHI Health Creighton University Medical Center Bergan Mercy



Introduction to Hyperbaric Medicine = West Palm Beach FL

March 23, 2023 - March 26, 2023

Perry Baromedical Corporation



Introduction to Hyperbaric Medicine = West Palm Beach, FL

August 17, 2023 - August 20, 2023

Perry Baromedical Corporation



Introduction to Hyperbaric Medicine = West Palm Beach, FL

November 9, 2023 - November 12, 2023

Perry Baromedical Corporation



SerenaGroup
Building the Nation's Leading Wound Care Team



Next Month's Presenter

DATE: Tuesday, December 20, 2022,
at 12pm EST | 11am CST

PRESENTING: ACMH

TOPIC: Patient Education and
Compliance

