



Enhancing Respect & Dignity

CMS Presentation

Nov 16, 2023

Dr. Joseph Eppink



Agenda

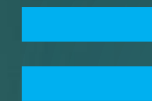
- ▶ Respect & Dignity
- ▶ Knowledge
- ▶ Environment
- ▶ Communication
- ▶ Putting it together:
Cups of cold water

Respect... Dignity

- ▶ What do you think?
- ▶ Are they the same?
- ▶ Are they different?



Respect.... Dignity... huh?



- ✓ deep admiration for someone or something brought on by their abilities, qualities, or achievements
- ✓ due regard for the feelings, wishes, rights, or traditions of others

- ✓ belief that all humans have equal worth and value
- ✓ a sense of pride in yourself
self-respect

"We should indeed keep calm in the face of difference, and live our lives in a state of inclusion and wonder at the diversity of humanity."

George Takei

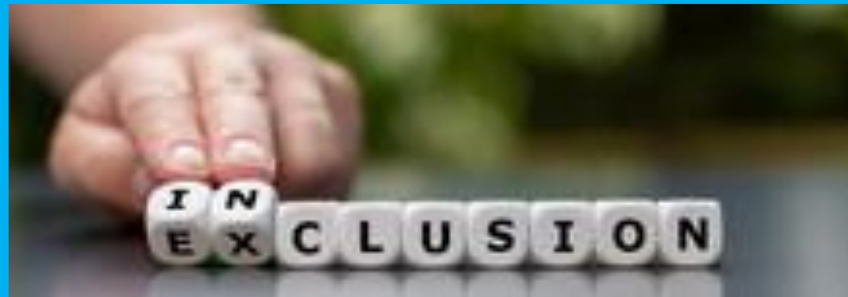
Respect.... Dignity... huh?



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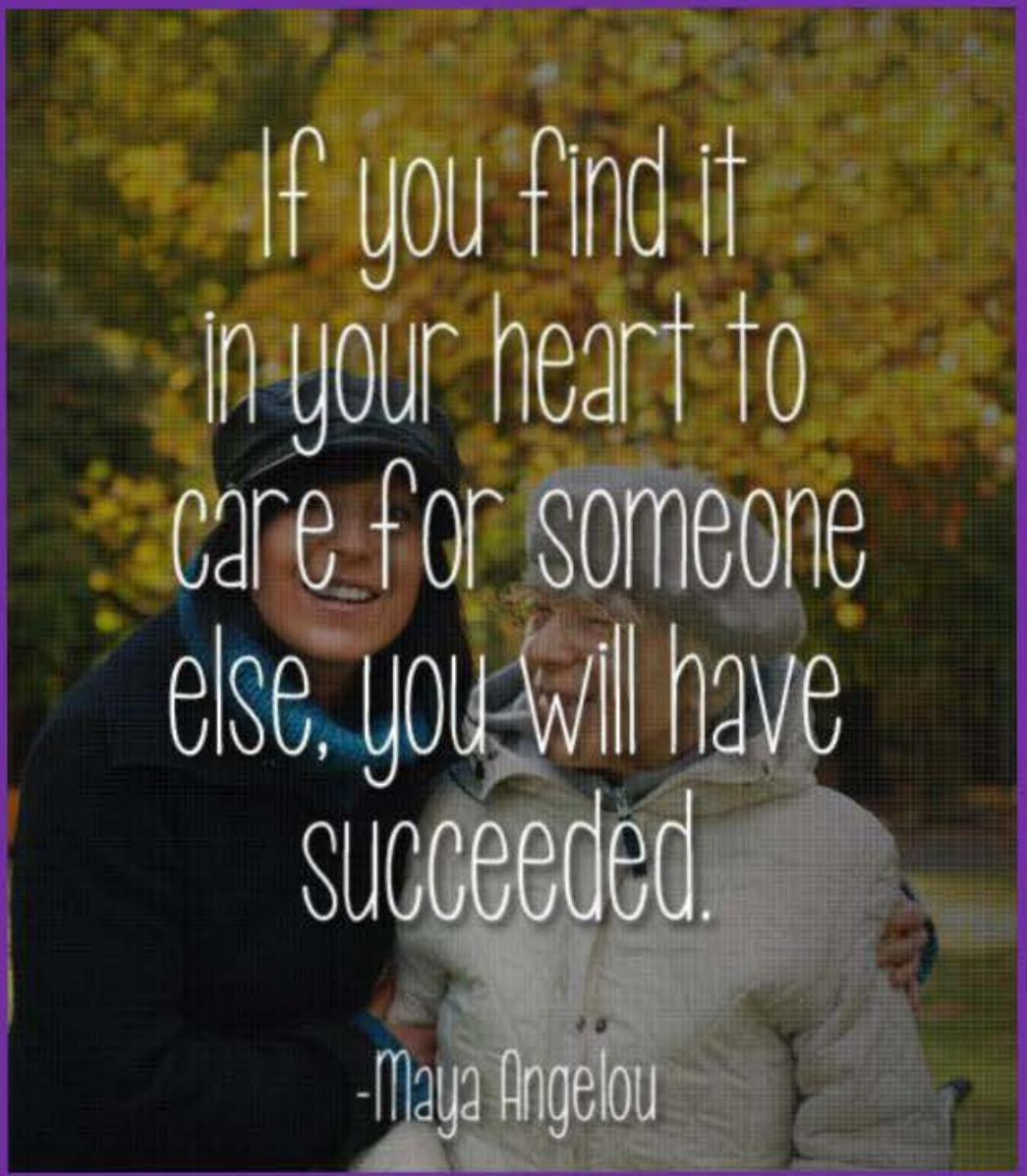


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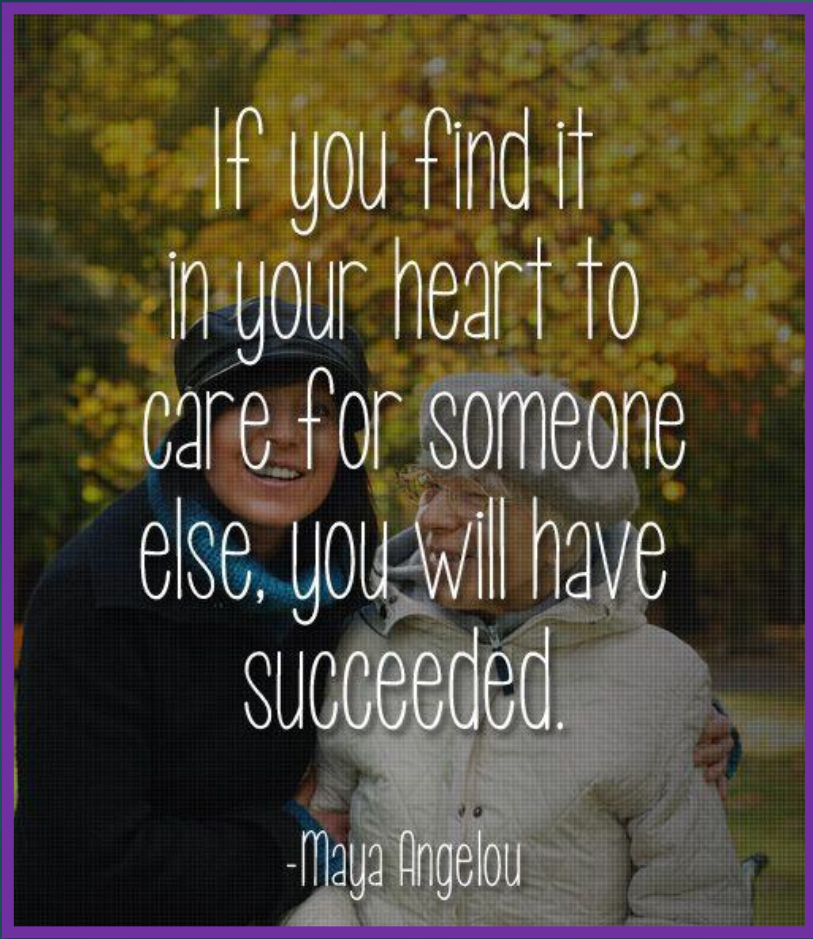


The year? 1991



If you find it
in your heart to
care for someone
else, you will have
succeeded.

-Maya Angelou



Your role is SUPER important!!!

Why settle for less?

Respect + Dignity (Inclusion) =
KNOWLEDGE



Respect + Dignity (Inclusion) = **KNOWLEDGE**



General

- Veterans
- Cultures
- Faiths & Beliefs
- Food

Specific

- Patient Life
- Likes & Dislikes
- Family
- Music
- TV
- Pictures

Quick story how you
succeeded
with knowledge?

Respect + Dignity (Inclusion) = **KNOWLEDGE**



General

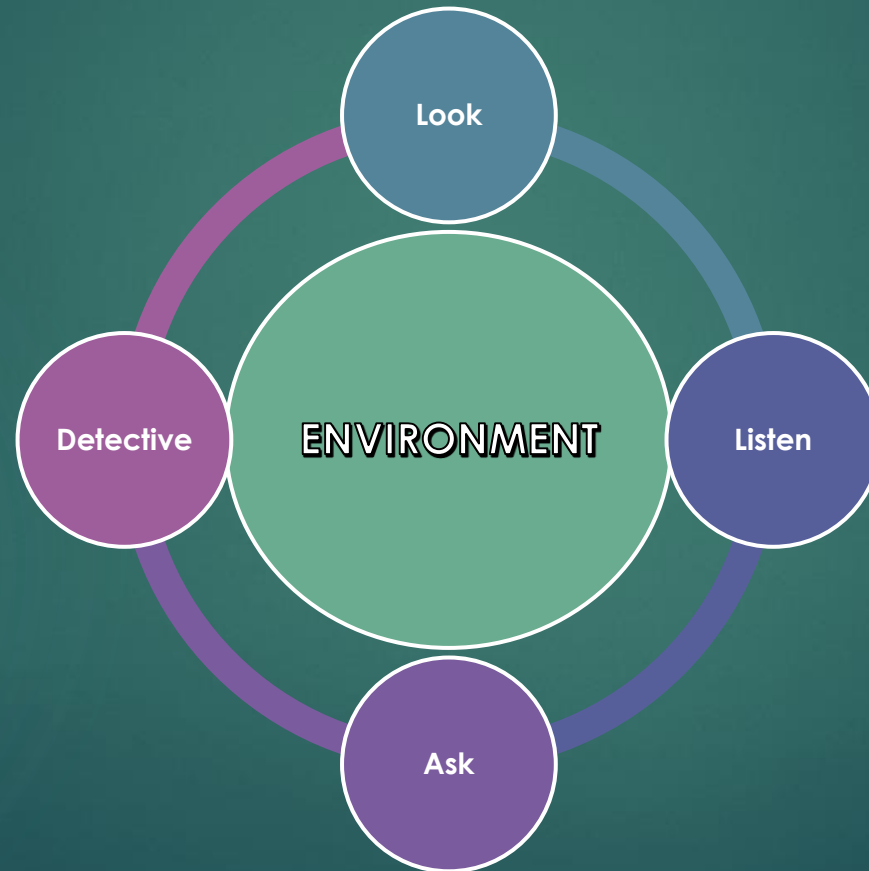
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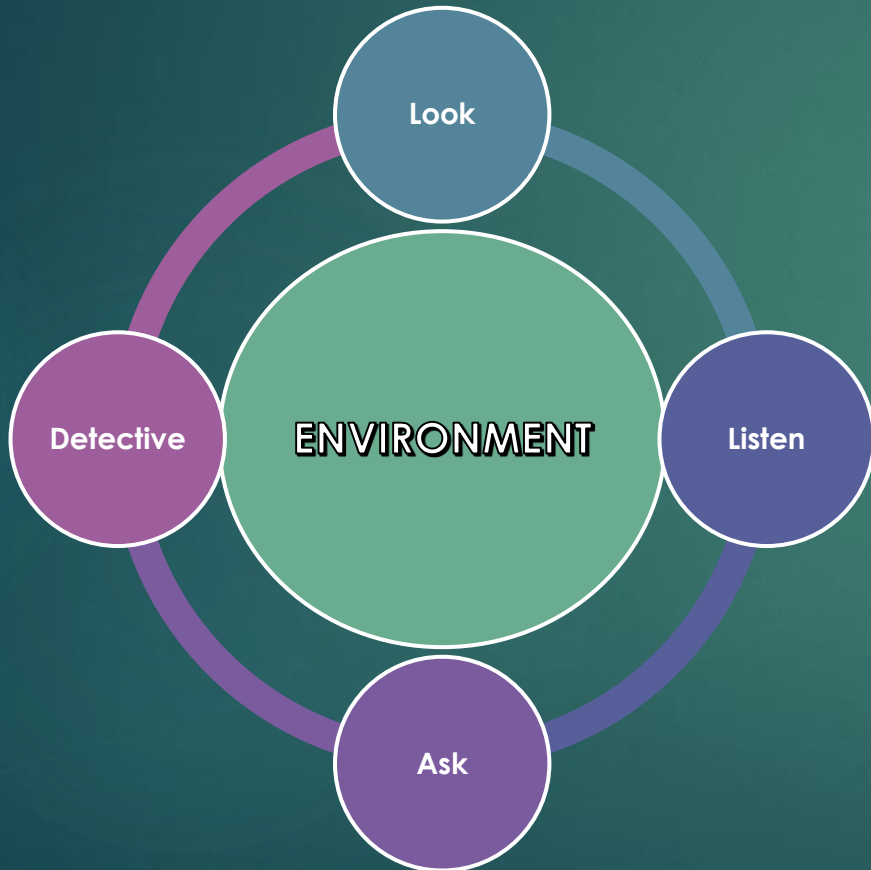
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Your responsibility

Respect + Dignity (Inclusion) =
ENVIRONMENT



Respect + Dignity (Inclusion) = **ENVIRONMENT**



General

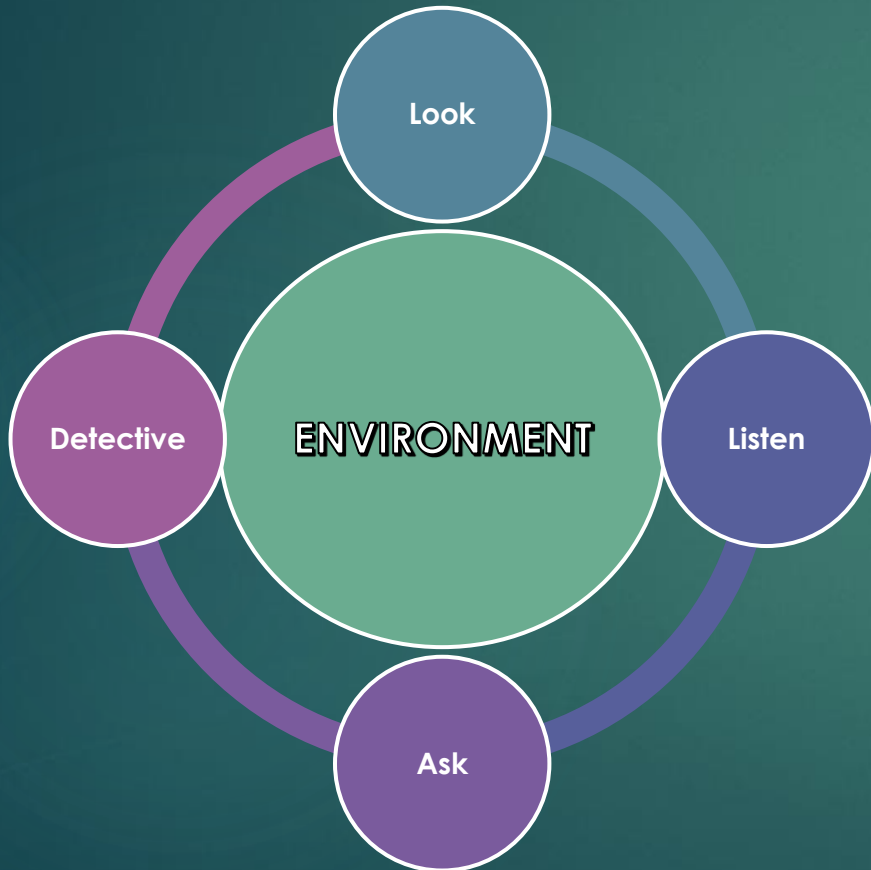
- House
- Patient friendly?
- Ambiance?
- Comfortable living?

Specific

- Clothing
- Scents
- Sounds (too loud? Too soft?)
- Temperature
- Accessible

Quick story how you
succeeded
with environment?

Respect + Dignity (Inclusion) = **ENVIRONMENT**



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Your responsibility

Respect + Dignity (Inclusion) =
COMMUNICATION



Respect + Dignity (Inclusion) =
COMMUNICATION



Respect + Dignity (Inclusion) = **COMMUNICATION**



General

- Listening
- Open-ended questions
- Time before replying
- Don't judge

Specific

- Let the patient answer!
- Listen to that story for the 85th time
- Allow yourself to learn from the patient
- You didn't walk in their shoes... stop that judging!

Quick story how you
succeeded
with environment?

Respect + Dignity (Inclusion) = **COMMUNICATION**



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Diversity is a fact.
Equity is a choice.
Inclusion is an
action.
Belonging is an
outcome.

- Arthur Chan



When we, as caregivers, can
provide inclusion created by
dignity + respect...

belonging will be our result!

belonging... the ability for those you
care thrive from quality of life!

let's give those cups of cold water!

