

# What Matters to You?

## Perspectives from previously ventilated patients

Some patients aren't able to speak for themselves when receiving care. Below are some tips from previously ventilated patients on what matters to them.



Talk to me, even though I can't talk back. Introduce yourself and narrate the care that you are providing. Orient me to time and place, and ask me if I am comfortable.

When possible, provide me with a pen and paper, a dry erase board and pen, or a visual board with letters and emotions to communicate. Make eye contact and ensure that I feel heard.

Keep my family involved and updated. Set up virtual visits (phone calls/video chat) between me and my family. Seeing them and hearing their voices and supportive words makes a difference.

Act as a surrogate family in the absence of my family. Offer kind words of reassurance to ease my anxiety and confusion. Spend a few minutes to connect with me.

Source: Christiansen, T. (2020, March 27). Lessons from the Lived Experience: What Your Vented Patients Would Ask if They Could. Retrieved from <https://www.theberylinstitute.org>.