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| Nota di contenuto       | Front Cover; Title Page; Copyright Page; Contents; Dedication; Acknowledgments; Foreword; Introduction; What Is Privileged Presence?; Why This Book?; What Matters in Health Care?; Why Stories?; Why These Stories?; Who Is This Book for?; As Unique as Snowflakes: Responding to Individuals; I Am Not a Patella; Aunt Mary; Respect for Dignity; Friends in Low Places; Who Will Walk the Dog?; Unriddling the Riddle; The Walk of Honor; Security Equals Safety with Sensitivity; When Life Is Threatened: The Importance of Support; Death-Life; Flying Blind in a Frightening World; Living the Opposites<br>The Journey of the Green ElephantI Needed a Guide; Rise & Shine; A Profoundly Isolating Experience; His Name Means "Rise above the Storm"; Natural Allies: Partnerships in Care; We Are Not Visitors in Her Life; Something's Wrong-Please Listen to Me!; That's What We're Here For; When the Brain Is Broken; It Takes a Team; Investing in Information; It Just Comes Naturally; Awash in Disappointment; Choosing a Doctor; Mama Carmela; More than Words: Feeling Heard and Being Valued; A Triple Win; Surgical Suspense on Sundays; The Healing Effect of Listening; Tatoo It on Our Hearts<br>An Enormous Burden Is LiftedWhere's the Headache?; I'm the Full-Time Tenant of This Body; The Value of Asking Questions; I Didn't Feel Heard; Being Together: The Power of Family; I Want My Children with Me; Smiles Tell the Story; Olivia's Story; It Was as Hard as It Gets: The Impact of a Global Crisis on Family-Centered Care; If Anyone Asks, |

You're Twelve-Year-Old Twins!; It's Not about Time: Small Moments and Lasting Memories; Everyday Gifts; When Loss Is Suppressed or Acknowledged; Simple Sentences; Making the Unbearable Bearable; She Sang Him His Life; The Magic of Music  
Thanks for the Good Seats Within a Single Day; Our Last Father's Day; Hope for the Future: Passion for the Possible; Learning from Tragedy; The Capacity to Do Good; Finding Meaning in Chaos; It Doesn't Take Much; The White Coat; When the World Turns Upside Down: A Doctor Experiences Being a Patient; The Other Side of the Bed; Behind a Locked Door; Creating a Culture; Reflections; Different Stories, Similar Echoes; To Fix, Help, or Serve; When One Is Overwhelmed; The Intensity of Memories; Moving On; Building the Momentum for Change

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Sommario/riassunto

Privileged Presence is a collection of more than 50 stories that capture both the medical and emotional aspects of the health care experience through tales from those who have been there, and offers powerful messages about the essential ingredients of "good" health care: respect, compassion, collaboration, open and honest communication, family involvement, and flexibility and responsiveness to individuals and their needs. This updated second edition uses real-world experiences recounted by patients and their families, nurses, doctors, and other health care professionals to illustrate what work

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