

Coastal Neurological Medical Group, Inc.

9850 Genesee Avenue Suite 860
www.coastalneurological.com

La Jolla, California 92037

Phone 858-453-3842

Fax 858-535-9390
www.tinyurl.com/doctorsilver

Dee E. Silver, M.D.

Caregivers' Suggestions to Make Everybody Happy (Making It Happen)

1. Make yourself useful and make a difference. See what you can do to help.
2. Evaluate the setting so you can understand how to make a difference.
3. Appreciate and be aware of what is happening around you involving all people – the patient, the family and other caregivers. Listen, watch and read.
4. Remember the three As: Available, amiable and able.
5. With the patient and family, maintain integrity and honesty.
6. Always take the high road especially in any conversation and in all your actions and behavior.
7. Remember to continue to practice perfect manners.
8. Remember to be of good character. Never, never talk about doctors, the patient's family, (no matter how complex), your company or other caregivers.
9. If the patient or family talks about another doctor, caregiver, company or your company, listen but do not comment.
10. Do which you can only write in a newspaper.
11. Do not demean another company or caregiver or the patient or any of the family. If questioned, just give the facts, avoid the emotions and drama and stick with the comments as supported by evidence.
12. Make yourself available and useful.
13. Find a way to make a difference to help the family, the family caregivers, the patient and other caregivers.
14. If family caregivers tell stories, just listen because most likely they are venting or describing their frustration either about their situation or the complexity of the family as it deals with the patient's journey.
15. On any conversation or information given to you, just use it as insight into the setting, but do not repeat or comment.
16. All family members do not participate equally in the care of the patient.
17. All family situations and dynamics are always complex. Some are not what they seem to be, especially some family caregivers.
18. All family situations are complex, some more than others.
19. Everybody brings in their own "baggage". This includes the paid caregiver, the family caregivers, spouse and friends.
20. Watch carefully for the "affinity syndrome". This is someone with a connection to the family that becomes a caregiver in some manner and intrudes on opinions and events that they should not be involved.
21. Continue to read on the patient's disease on an ongoing basis and try to get more education.
22. Knowledge of the patient's disease will make your job more interesting and less boring and mundane.
23. Deal with issues, not personality. Enter your time and contact with the patient and family with a smile and a positive comment and action with a smile and thank you.
24. Always have a smile and a "Thank you".
25. Know more about the disease, it's signs and symptoms. This allows greater knowledge and understanding for communication with the patient, caregivers and the doctors.
26. Remember, people are counting on you: your patients, their family and your company.
27. Remember, these families are in "crisis", real or perceived.
28. For the family of patients, some occurrences or personnel can be like a stone in your shoe and need to be removed.
29. Rumination of or on a conflict is never helpful
30. Do not come to work sick, families dislike this.
31. Keep good hygiene for you and the patient.
32. Remember, if something is missing, everybody is suspect.
33. In your care environment, caregivers will be in contact with many psychiatric conditions; to include, Personality disorders, bipolar disorder and depression.

Here are a few books to help understand people. One is "How to Read a Person Like a Book" by Nierenberg and Calero. The second one is "How to Understand People and Predict Their Behavior" by Dimitius, Jo-Ellan. Third is "The Seven Habits of Highly Effective People" by Steven Covey.

Be sure to look at programs done on Parkinson's and MS on YouTube and also uctv.tv on MDTV.

Dee E. Silver, M.D.
President, Coastal Neurological Medical Group, Inc.