Integrative Therapies: Enhancing the Patient Experience

Lisa Golden, CAVS, HTCP
Manager, Volunteer Services
Sharp Chula Vista Medical Center
"I responded to a special request for a patient who had suffered a stroke. When I got to the room, I performed three songs for the patient and family. The patient’s heart rate went down and the family was so sweet and appreciative. It made me feel so good that I made the family's day and that my passion for music helped with the patient's health". -Catherine
Objectives for Today’s Session

• Outline the collaborative development process
• Identify benefits to patients, staff and volunteers
• Identify and resolve potential barriers to successful implementation
Alignment with Planetree Standards

• Integrative Therapies
• Arts and Meaningful Entertainment
• Healthy Communities
  – Community partners
  – Volunteers
## Services

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<th>MODALITY</th>
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<td>Art for Healing</td>
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<td>Healing Touch and Reiki</td>
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<td>Pet Therapy</td>
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<td>Guided Imagery</td>
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<td>Music for Healing</td>
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<td>Interns (Moyo Drum)</td>
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<td>Clinical Aromatherapy</td>
<td>Interns (toolkit/competency)</td>
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<td>Comfort Hand Massage</td>
<td>Interns (competency)</td>
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Pet Therapy

- 2005
- Dogs
- Rabbit
- Rounding
- Scheduled visits
Arts for Healing

• 2007
• Art Cart
• Patients
• Families
Healing Touch / Reiki

- 2011
- Inpatient rounding
- Staff
- Outpatient by appointment
Aromatherapy

• 2014

• Positive Outcomes
  – Decrease symptoms
  – Increased relaxation
  – Increased feelings of well-being
  – Assist with sleep disorders
  – Enhanced interactions with patients
Expansion

• Idea: expand complimentary (free) integrative services to improve the patient experience
• Progress in diversifying volunteer services
• Planetree standards successful practices to be adopted
Stirring the Pot

• Meeting of the minds
  – Director of Nursing Education
  – Volunteer Services Manager
Challenge

• Lack of resources with paid staff
• Lack of available volunteers
  – Right interest / motivation
  – Scheduling
• Funding
• Gap in life experience
  – Some risk – non-traditional care
  – Lack of emotional maturity
  – Retirees not comfortable with these activities
Community Collaboration

• Catalyst
  – Community Advisory Board for ADN nursing program
  – Director of Nursing Education, DON at community college partnered to create Work-Study program

• Academic Curriculum
  – Course credit nursing theory put into action
  – Developed skills and communication
Thought to Action

- Nursing student potential
  - Seizing opportunity – Work-Study program
  - Motivated to learn and gain credits
  - Interested in gaining skills
  - Availability during needed times
Implementation of Internship

• Idea to reality in 45 days
• SCVMC “Integrative Therapy Program Cooperative Volunteer Experience Education”
  – 60 hours course
  – Measurable outcomes for both hospital and students
Goals for students

• Learn and apply patient centered care nursing model
• Provide at least 60 hours hospital time in between class, work and family
• Develop communication skills
• Analyze and evaluate personal strengths and areas for growth as a nurse
Goals for hospital

• Improve patient experience by offering integrative services
  – Reduce pain
  – Increase rest and relaxation
  – Ease family stress
• Improve patient satisfaction
Clinical Aromatherapy

– Train interns to:
  • Identify appropriate candidates
  • Check with roommate
  • Test for negative reactions prior
  • Record in medical record (report to nurse)

– Cotton ball / dispenser cup
– Mixed with lotion for hand massage
Comfort Hand Massage

Outcomes

- Benefits when paired with aromatherapy
- Increased relaxation
- Promotes immune response
- Increased circulation
- Positive social interaction
- Increased patient satisfaction
Music for Healing

- Benefits
  - Entertainment
  - Welcome distraction
  - Healing environment
  - Relaxation
  - Decreases anxiety
Outcomes for Students

• Positive anecdotal feedback
  – Witnessed benefit to patients
  – Students enjoy the experience
  – Stated increased comfort with patient and family communication
Student Feedback

“As nursing students we get so caught up in learning the science of nursing and in perfecting our technical skills that we rarely get the opportunity to actively develop the caring side of nursing. While participating in the Integrative Therapy program…I got…the opportunity to speak to patients, to reach out to those that are in very vulnerable situations, and offer them an alternative modality that brought them some distraction from their daily routine. It was amazing how such a small action really changed the patient’s day. It is something that I’ll carry with me for the rest of my career and my life.” -Iris
Hospital / Patient Outcomes

• Hospital: more pleasant environment (music, aromas)
  – Satisfaction with pain is fairly consistent
  – Didn’t improve overall satisfaction scores (multifactorial)

• Patient:
  – Verbatim comments - high satisfaction with therapies available
Patient Feedback

“I really appreciate the person who came in my room to ask if she could play instrument and also gave me a hand massage. That was very nice, I never expected that. I encourage to continue doing that.” (inpatient)

“Very comfortable area with lovely soothing music.” (outpatient)
Program Recognition

2015

C.O.R.E. Award
Student Recognition

CERTIFICATE OF APPRECIATION

This certificate is awarded to

Iris Vazquez

in recognition of valuable contributions to

The Integrative Therapies Work Study Program

Sharp Chula Vista Medical Center and Southwestern College School of Nursing

[Signature]
Program Evaluation

- Refined the orientation process
- Peer to peer promotion and leadership
- Record keeping—indications/outcomes of interventions
- Oversight of interns—time clock
- Dedicated phone line and process for expediting requests
Process Improvement

• Monitor progress
• Assess and reassess
• Involve all players
Road Blocks?

• No colleges in your area?
• No support from Admin?
• No funding?
Solutions

• No colleges in your area?
  – Current volunteers
  – Professional groups
    • Healing Touch
    • Reiki
    • Manicurists
    • Massage Therapists
Solutions

• No support from Admin?
  – Align with organizational goals
  – Network with colleagues
  – Look at it from all angles
Solutions

• No funding?
  – Auxiliary/guild/foundation
  – Corporate partners
  – ROI report
Success!

Doubts in your mind are a much greater roadblock to success than obstacles on the journey.

Orrin Woodward

meetville.com
Questions/Comments?

Lisa Golden, CAVS, HTCP
(619) 502-3606
lisa.golden@sharp.com
Three of the most essential concepts for new students to grasp in the Healing Touch Level 1 class are—“ground, center and attune.” With a firm foundation in these three concepts, students and practitioners have a strong base upon which to build their practice, to keep them aligned with Source and to avoid depleting their own energy while doing the work.

To be honest, these concepts took me years to fully understand and some days I feel like I still have a lot to learn in order to maintain balance in my life. Therefore, I continue to practice and strive for balance through self-care practices such as the Healing Touch Self-Chakra Connection technique and meditation. I was inspired to write the following meditation as I gazed upon the image shown above, which was at the centerpiece altar during my Level 6 instructor training with Cynthia Hutchison, Program Director of Healing Touch Program. The Grounding Tree is the beautiful artwork of Cynthia’s talented daughter, Catherine Hutchison. I share this image and meditation with you, whether you are a seasoned professional or someone new to these concepts, in the hope that they bring some balance to your life as they do to mine. Feel free to adapt the meditation to your needs and use it with my permission for your personal use or in your classes.

The Meditation
As you get settled in your seats and create a space free from distractions, we will start the morning with a guided meditation. This will help each of us to feel more grounded, centered and attuned—which may be new terms for you. However, they are terms with which you will become quite familiar over time and with practice. Realize that your mind may wander and that is okay. If that happens very gently and kindly bring your attention back to my voice or to your own breath.

As we get started, I invite you to look at the image of The Grounding Tree. I will ask you to recall this image later in the meditation. Take three deep, cleansing breaths and as you do, release any stress and worry you may be carrying. The rush to get out of the house on time, the traffic, the parking challenges, anything that is on your mind. Gift yourself with ten minutes of self-care, which is so important to you. At your own pace:

Breathe in . . . and out . . . relaxing your body.
Breathe in . . . and out . . . easing your mind.
Breathe in . . . and out . . . connecting to spirit.
Breathe at your own comfortable pace now as you drop your attention from your mind . . . into your heart . . . into your belly . . . into your feet.
Morning Meditation: Ground, Center and Attune

As you draw your attention to your feet, call to mind the image of The Grounding Tree. Recall the silhouette of a person standing in the form of a tree, arms extended like branches, feet growing roots. Feel your own feet on the floor. Imagine roots growing from the soles of your feet, extending into the floor, through the carpet, through the foundation of the building, into the rich soil, through rocks and lava into the center of the Earth. Connect to Earth energy, Mother Earth. Allow yourself to feel completely and firmly grounded—like a mighty oak or a great redwood. Feel the strength, the power, the support of the Earth energy flow into your roots. Allow it to feed you, welcome it into your feet and slowly allow it to rise to your legs and hips. You are in your body. You are comfortable, supported and safe.

Now visualize your legs and torso as the trunk of the tree. The Earth energy rises in you like sap rising in a tree, continuing into your abdomen and up your spine—making you feel strong and firm. Let this energy fill your chest and flow down your arms and out your fingers. The sap continues to flow to your neck, filling your face and head, extending to the very ends of your hair. You are completely connected to Earth’s healing, supportive energy and you feel this life-force flowing through your veins. Spend a moment savoring this power and integrating this strength into your being.

Now bring your attention to your heart. This is the center of your being. In the middle of your tree trunk, within all those rings, is a golden light. Bring your attention there and as your attention draws closer, the golden light grows brighter. You are allowing yourself to feel centered, coming back to yourself, remembering who you are and where you began.

That little sapling is still alive, surrounded by all those rings—those years of life experience. Allow the light to gently penetrate those rings and emanate your true self from your heart center. As the light grows, it dissolves any fears, doubts, insecurities—leaving room only for love in your heart center. Now set an intention for yourself. Take a moment to lovingly plant a seed in your heart center. It could be a desire, goal or wish for you to experience today. It could be something simple or something big, but let it be comfortable and exciting and joyful. Take a moment in silence now to plant your seed.

I now invite you to allow that golden light from your heart center to flow naturally and easily to your arms, from the trunk to the branches on your tree. Bring your attention to your branches, your leaves, your flowers or cones. Marvel at your beauty and power. Feel the warmth on your leaves and branches. From where is that warmth coming? Your attention is drawn upward to the sky, toward the sun, toward the Universal Energy flowing into the top of your head. Trees naturally grow toward the light. So too, you reach your branches toward this beautiful warm light that is flowing into you, filling you with peace and connecting you with the Universe and the world around you. This light emanates from you just as it moves into you, attuning you to your environment, to those around you, to your experiences—giving you the fuel and the energy you need to put your intention into action. Savor this connection with the Universe and the world around you. Feel the connection to something bigger than yourself.

Now that you are fully grounded to the earth, centered in your heart, attuned to the world around you and you have silently stated your intention for the
day, gently release this intention and allow the Universal Energy to do the magical work it knows how to do. Allow yourself to be an instrument in this work to bring about your hopes and desires.

Bring your attention back to your heart center and gently release the image of your tree self. Come back to your human limbs, torso and head. Take a few deep breaths and when you feel ready, open your eyes—feeling grounded, centered and attuned.

Author Lisa Golden is a Healing Touch Certified Practitioner.

Energy Magazine recorded Lisa Golden’s Morning Meditation so you, dear reader, can easily start your day grounded, centered and attuned. This free self-care tool can be found here and on our website under the Downloads tab. Find a quiet place, listen to the guided meditation and energetically prepare yourself for the day ahead.