

Patient expectations from the Health Professional

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Conference participants were asked to discuss what they, individually, expect from their Health Professional (HP) (Doctor, Nurse, Social Worker, etc). The presenter proposed that it is only by understanding and being aware of what we, ourselves, expect as patients that we can come close to fulfilling the expectations of our patients.

Fulfilling expectations of appropriate care results in better patient health outcomes, realistic health goals, disclosure of relevant Health Status information, higher autonomy and improved ability to cope and plan.

The presenter summarized the list of expectations into 3 main qualities – Communication, Compassion and Expertise which condense into "LOVE" - the essential ingredient of life.

The interpretation of love is open to much discussion especially in the international setting. "CARE" is more universally understood. To the presenter, Love/Care is patient, kind, never gives up, always hopeful and endures through every circumstance. By being personally aware of the importance of practicing compassion, communication and obtaining expertise all the time and motivated to invest time and energy in building and maintaining professional skills and knowledge the HP not only becomes a better person but also meet patient expectations. A win-win situation.

The presenter considers it an honor to be a part of the world wide team fighting cancer, working to provide the best available treatments and holistic care to our patients. She is proud to be an Oncology Nurse. Oncology is a field that is always moving forward to the day when we will understand and conquer cancers.