

# Tell Me More (TMM)®

A Patient-Centered Approach for  
Medical Students to  
Reignite Humanism at the Bedside



THE ARNOLD P.  
**GOLD**  
FOUNDATION  
Keeping Healthcare Human

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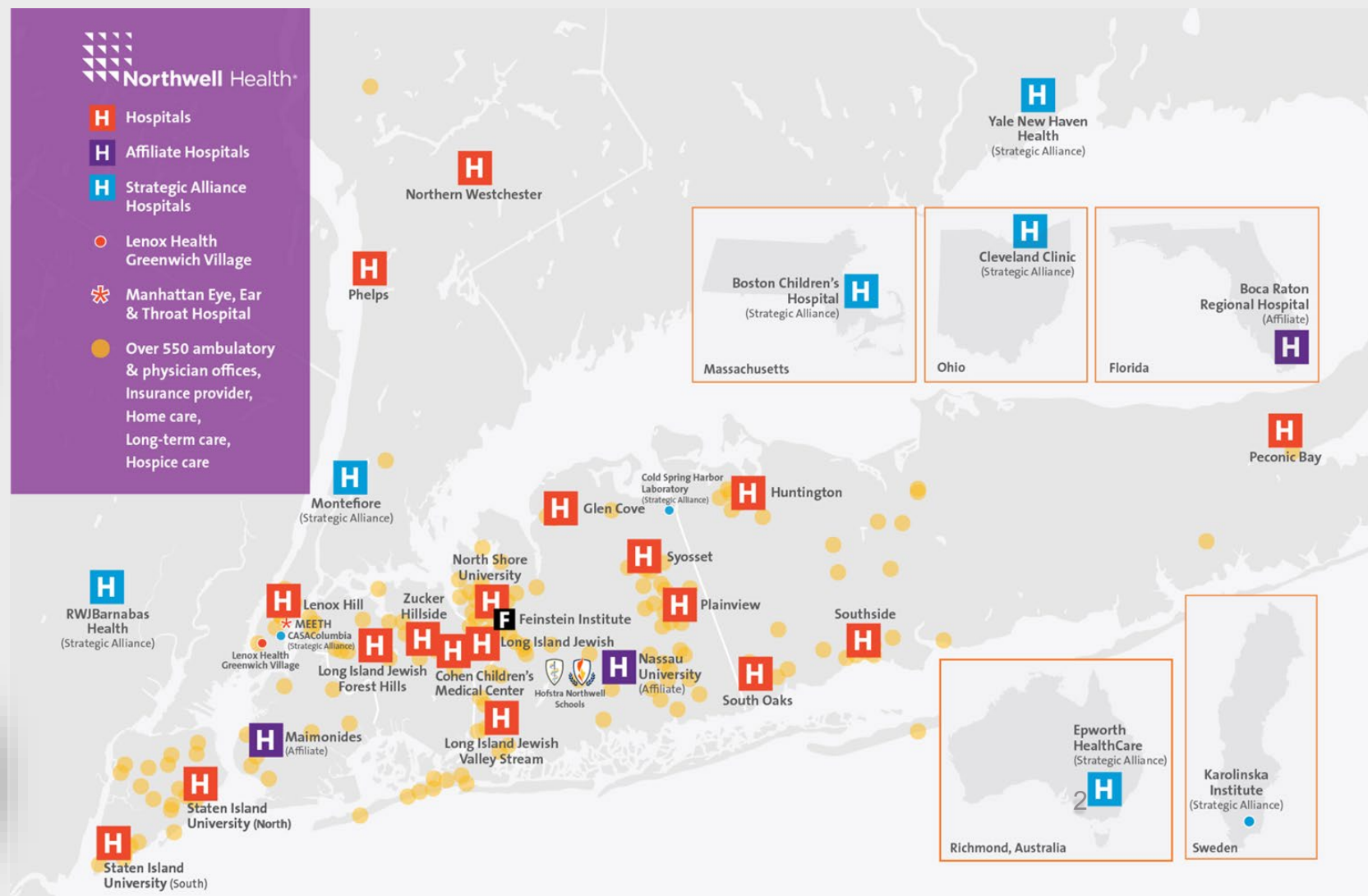
Northwell Health

**23**   
Hospitals

**~4,000**  
 Employed  
Doctors

**1,800+**  
Residents  
& Fellows 

**2 mil +**  
Patients  
Treated  
Annually 



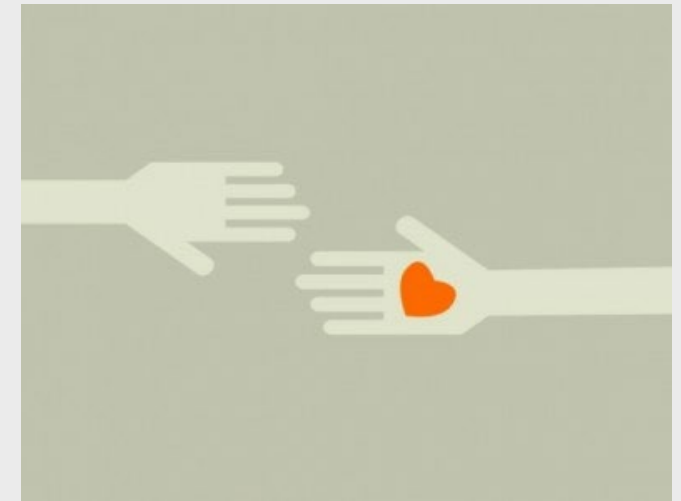
# Humanism in Medicine: What Does It Mean and Why Is It More Important Than Ever?

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**Humanism** as any system or mode of thought or action in which human interests, values, and dignity predominate.

George E. Thibault, MD Acad Med. 2019;94:1074–1077

- **Humanism** will be aided by creating communities of like-minded health professionals and by finding partners in other societal sectors.
- Such a renewed sense of purpose in defense of **humanism** can be an antidote to professional disillusionment.
- And there is an important role for educators in providing the substrate and tools for this expanded vision of **humanism in medicine**.
- We must see that our educational processes afford more opportunities to **express and develop humanism**.



# Goals

## Describe the Tell Me More® Program

- 1) TMM® Supports Humanism at its core for patients and clinicians
- 2) It has been successfully implemented at the Northwell Health System



# Tell Me More (TMM)®

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**1. Description of the Rotation**

**2. TMM Posters**

**3. Quotes from Student Reflections**

**4. Data with Quotes**

# 1. Description of the Rotation

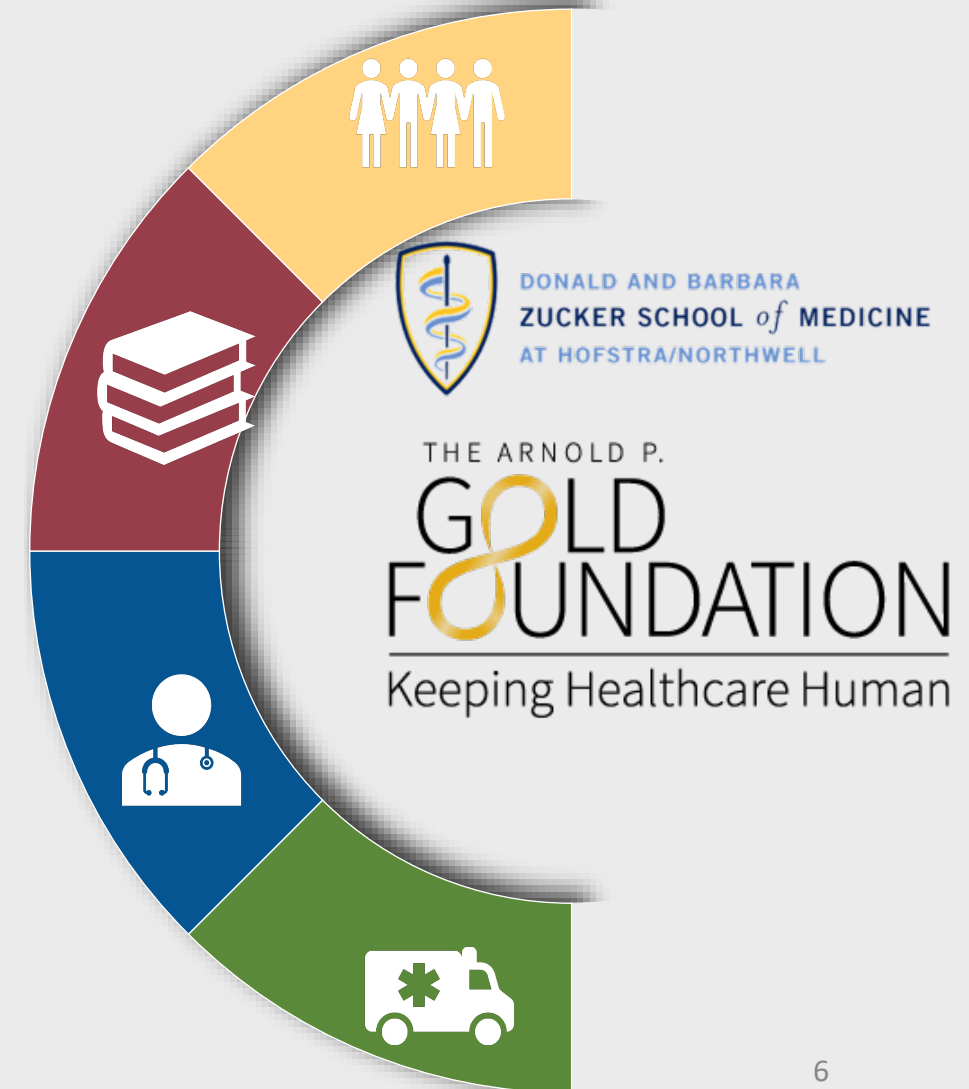
## Background of Tell Me More (TMM) ®

Began in **2014** as part of National Solidarity Day for Compassionate Patient Care with students from the Gold Humanism Society

Adapted by the **Donald & Barbara Zucker School of Medicine at Hofstra/Northwell** since **2016**

Designed to **facilitate communication** between patients and their health care teams

**Partnered with Northwell Health** Patient Experience team for implementation at Northwell Health hospitals



# 1. Description of the Rotation

## General Goals of the Program



### Solicit

personal information about a patient that can be shared with other members of the health care team to remind them that the **patient is a unique human being beyond their illness**



### Build

**rapport and trust** between patients and health -care providers by letting patients know that **they are respected and cared for as unique individuals**



### Remind

patients of **their special strengths and qualities** during a time of hospitalization

### Enhance

**the patient care experience** during hospitalization

### Enhance

**the health care team's experience** of interacting i.e. building relationships with patients

### Enhance

**empathy** towards patients by health care providers





# 1. Description of the Rotation

## Implementation

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Implemented by **medical students** at diverse Northwell hospitals

**Spent 2-4 weeks** between 2016-present on an inpatient medical unit:  
**PICU, pediatric hematology -oncology, pediatric eating disorders unit, transplant unit, general surgical unit, gyn -onc and the general medicine floors**

Patients populations both **English and with limited English proficiency**  
**were interviewed**





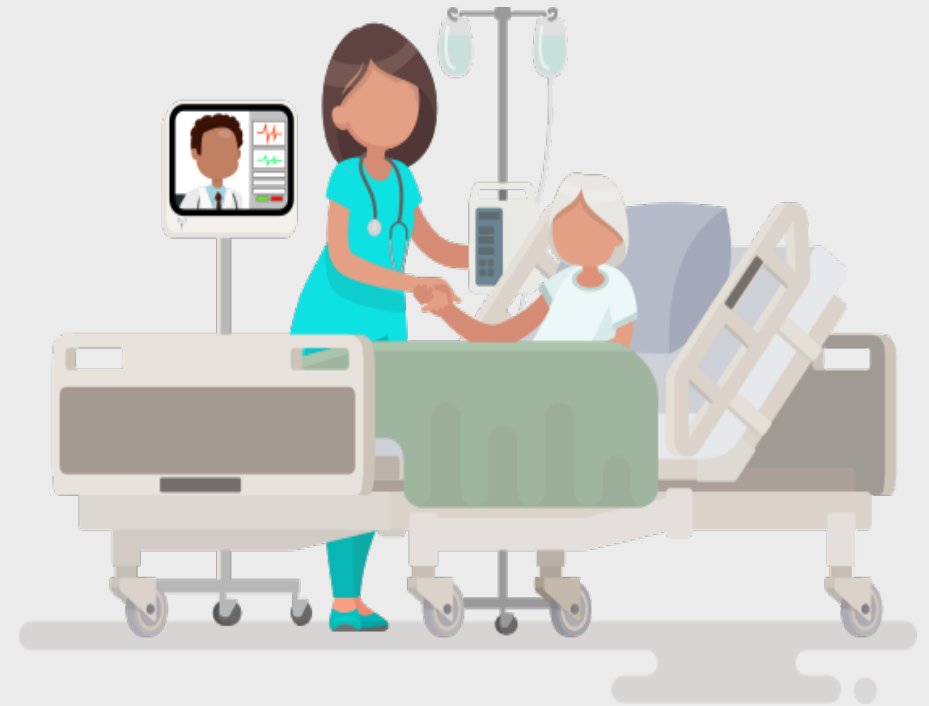
# 1. Description of the Rotation

## Implementation

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Examples of questions asked to the patients:

1. How would your friends describe you?
2. What are your strengths?
3. What has been most meaningful to you?



# tell me more®

the more we know about you, the better care we can give you. please read the questions in the idea bank and write or draw pictures to answer. your family is welcome to help you! we will hang this by your bed so your entire healthcare team can get to know you more personally.

## idea bank

### big picture items

- tell me about your strengths...
- what has been most meaningful to you in your life?
- how would your friends describe you?
- for what in your life do you feel most grateful?
- tell me about the people who are most important in your life.
- what would constitute a "perfect" day for you?
- if religion plays a strong role in your life, what does that mean to you?
- what about your career/professional life is most fulfilling to you?

### if i could go anywhere....

- where are the most interesting places you've lived? what made them interesting?
- where are the most interesting places you've traveled?
- if you could travel anywhere in the world, where would you go?

### just the facts

- do you have any family pets? what kinds?
- what is your favorite holiday? what makes this your favorite?
- where were you born?
- where did you spend most of your growing up?
- do you listen to music often? tell me about the music you like to listen to most...
- do you play any sports and/or have favorite sports teams that you follow? tell me about the sports and/or teams you like most...
- what do you do in your free time? tell me about the things you like to do most...
- what movies would you recommend? tell me about a movie you liked a lot...
- what books would you recommend? tell me about any books you liked a lot...

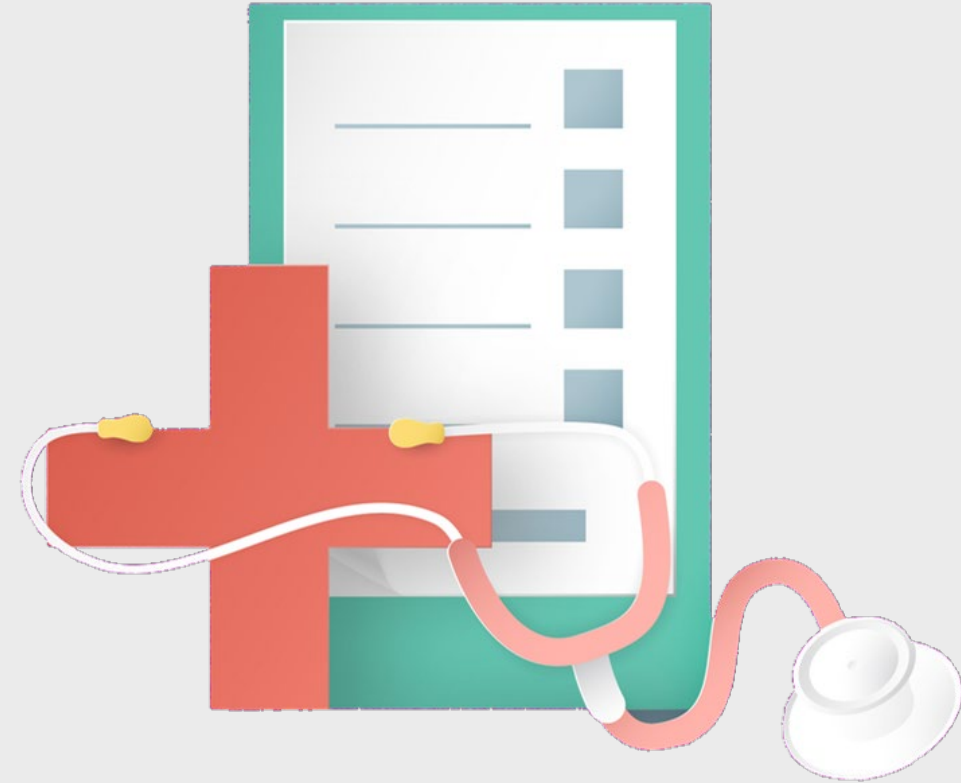
# 1. Description of the Rotation

## Implementation

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### Data Collection

- **Recorded the responses** from patients on to posters **displayed at the bedside** where it is highly visible to all who enter
- **Qualitative reflections written** by students weekly. Themes identified & connected to **quotes**
- **Quantitative feedback** obtained from the clinical team members using a **survey**



# Tell Me More (TMM)®

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## 2. TMM Posters

### Sample of Patient Poster

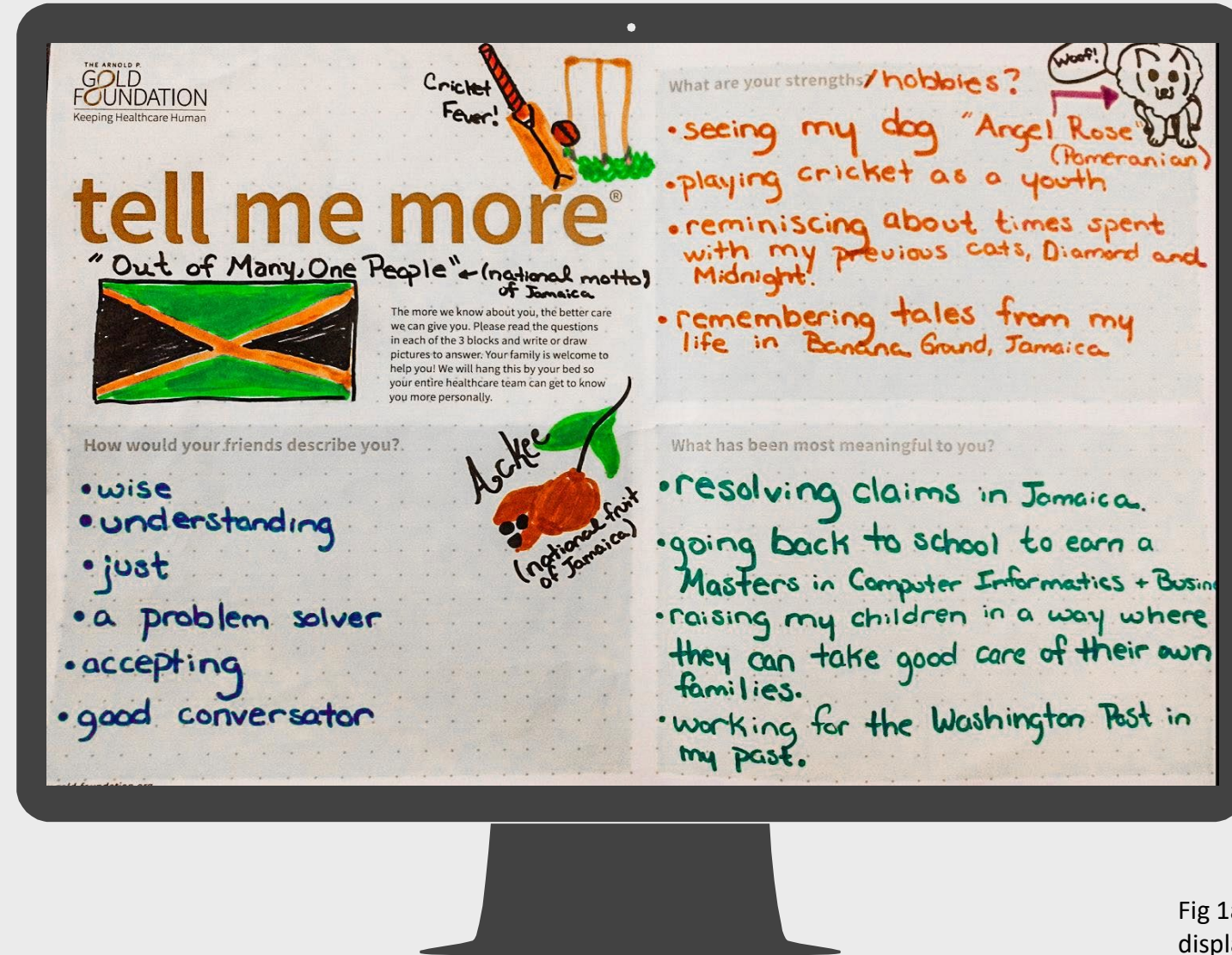


Fig 1a. Sample of patient poster displayed at bedside



## 2. TMM Posters

### Sample of Patient Poster

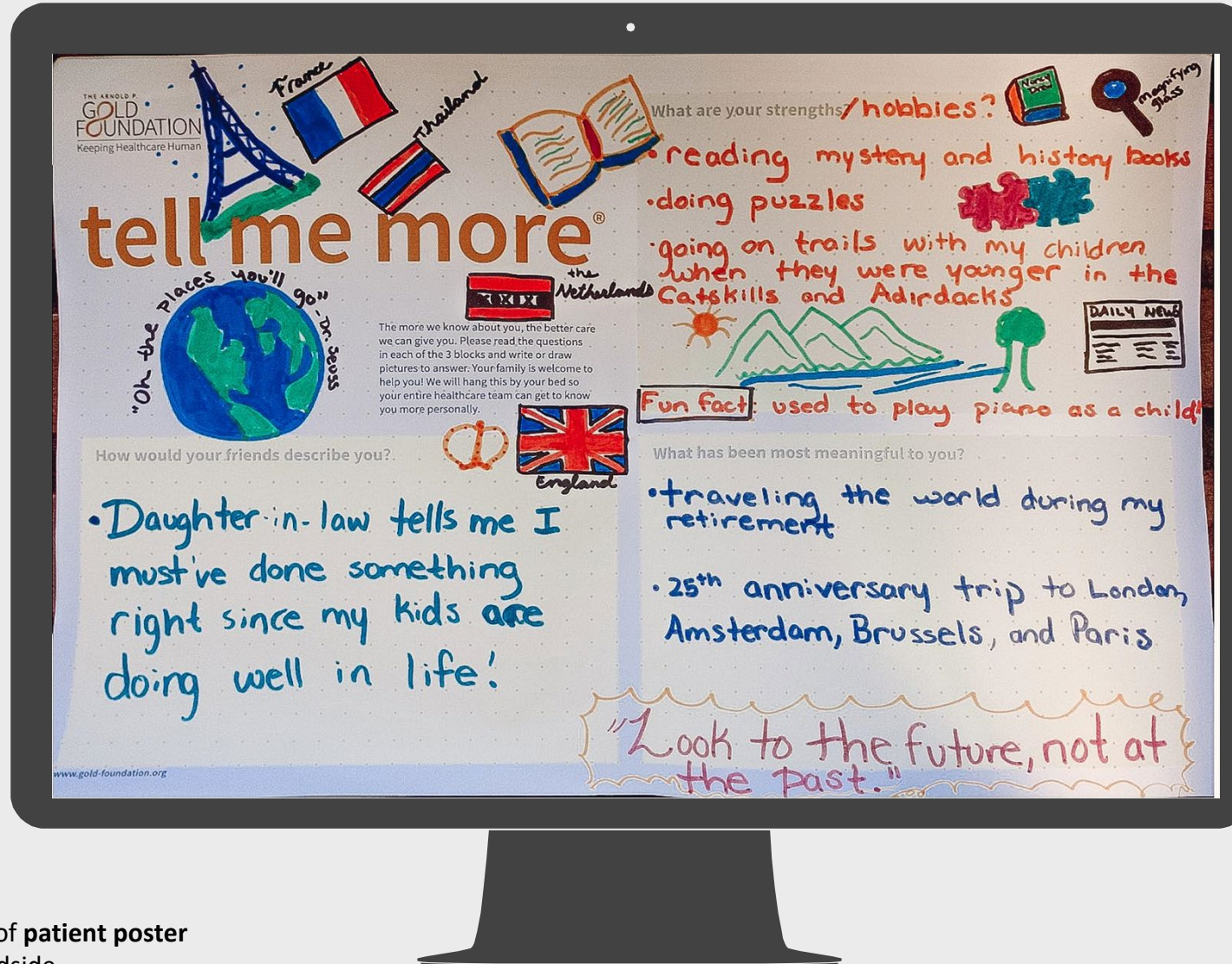


Fig 1a. Sample of patient poster displayed at bedside

## 2. TMM Posters

### Sample of Pediatric Patient Poster

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Keeping Healthcare Human

**Emily** 9 years old

**tell me more**

My Birthday is SOON - Dec 18<sup>th</sup> ☺

"Kindness is the New Beautiful" ← my campaign slogan!

The more we know about you, the better care we can give you. Please read the questions in each of the 3 blocks and write or draw pictures to answer. Your family is welcome to help you! We will hang this by your bed so your entire healthcare team can get to know you more personally.

How would your friends describe you?

- ★ I'm a great Big Sister! to twin younger brothers!
- ★ Funny
- ★ Great Dancer

★ When I grow up I want to be a Nurse Practitioner Peds Home / Onc

What is the best thing about you?

I'm Kind and BRAVE

★ I'm President of Student Council

I'm a Girl Scout

→ I'm so active in positive change at school!

What are you good at? What is something you have done that you are most proud of?

I play Volleyball, Soccer, Basketball

I'm good at Drama ★

I love Dancing to Cardi B!

My favorite subject is Reading + Writing



## 2. TMM Posters

### Sample of Patient Poster with Limited English Proficiency

THE ARNOLD P. GOLD FOUNDATION  
Keeping Healthcare Human

# tell me more®

Hi! Call me  
ADAMUS

I'm from Dominican  
I'm living in Queens

The more we know about you, the better care we can give you. Please read the questions in each of the 3 blocks and write or draw pictures to answer. Your family is welcome to help you! We will hang this by your bed so your entire healthcare team can get to know you more personally.

What are your strengths?

- Construir - to build / create
- Negocios - business.
- I like watching baseball.  
↑  
NY Mets!!!

How would your friends describe you?

UN GRAN PERSONA MUY EMPRENDEDORA - a good person, innovative business man  
MUY MOTIVADORA - very motivating for others  
UN EJEMPLO A SEGUIR  
→ an example to follow  
Amable → kind  
Calmado → laid-back person, calm  
Leal → Loyal friend  
Sincero → sincere  
Wonderful husband ~ my wife

What has been most meaningful to you?

- Spending time w/ family  
"pasa tiempo con" "familia"
- Personal Growth; Helping Others  
"crecer"

## Language Spoken by LEP Patients



- Spanish
- Bengali
- Mandarin
- Russian
- Hindi
- Creole

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### 3. Quotes from Student Reflections

Patients as humanistic  
teachers

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I held his hand and prayed with him as he asked him for continued health and strength in fighting his current flare of ulcerative colitis and included a short prayer for my family and I. This was my first time ever praying with a patient, and it felt powerful and genuine



@mike.natter

### 3. Quotes from Student Reflections

#### Patients as humanistic teachers



Illustration by [illegible]



“

*The **Second Sentence*** by Jonathan Kole, tied so closely to my experience on this elective, especially the last line, ‘**Everyone carries a masterpiece** in their pocket, a unique passion that they yearn to reveal. Have I found it?’ I look forward to bringing to mind each child’s masterpiece, trying to find their Second sentence, and to continue learning how to make that a priority, especially in the stress and chaos of being a new intern next year

### 3. Quotes from Student Reflections

Patients as humanistic  
teachers

“

I found that, regardless of the specific religion, I can appreciate my patient's experience even if it's not my own experience simply because of the positive impact and support it provides my patient

Human face -face  
connection is one  
of the most beautiful  
experiences

”





### 3. Quotes from Student Reflections

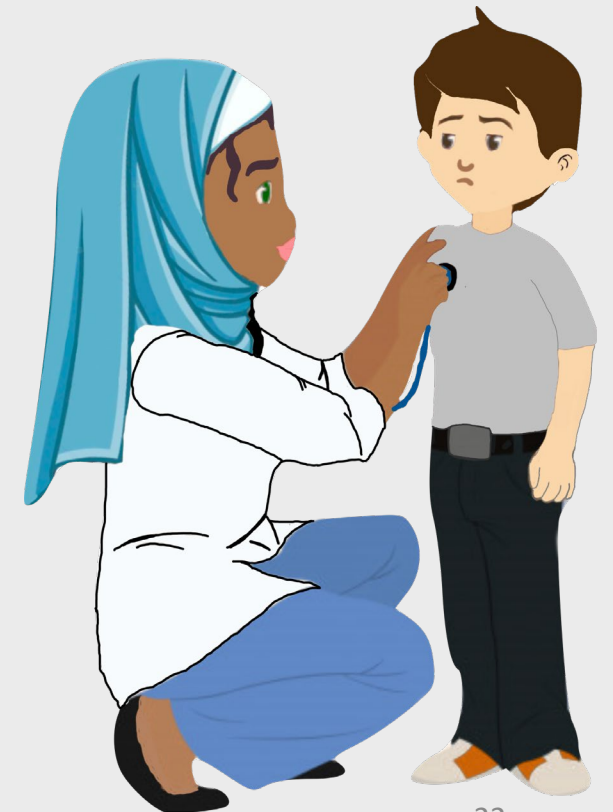
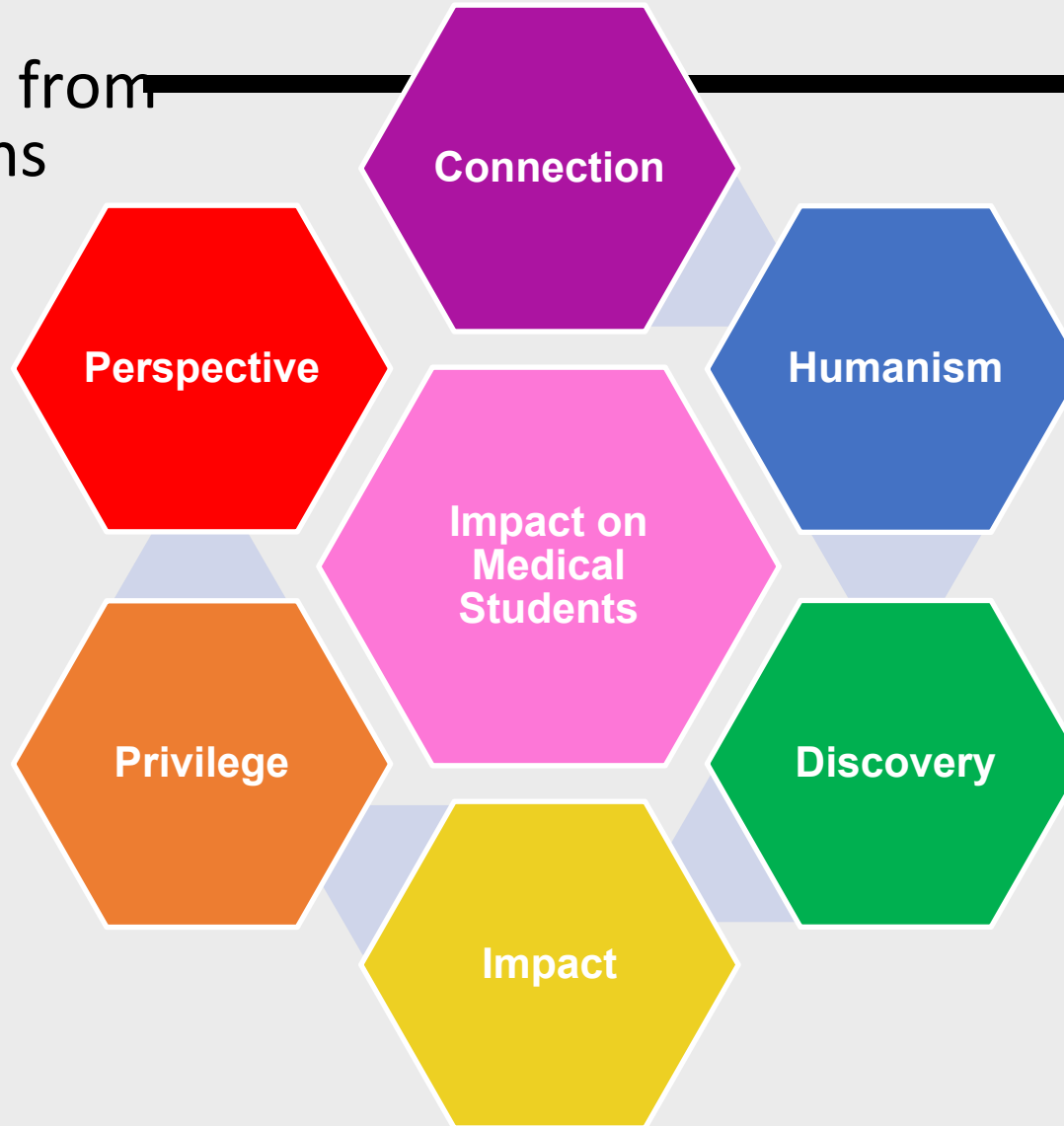
## Directly affected by providers

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“One of the nurses told me that the poster allowed the team to gain deeper understanding of her social situation, which helped our case manager and social worker set up home care for this patient with dementia.”

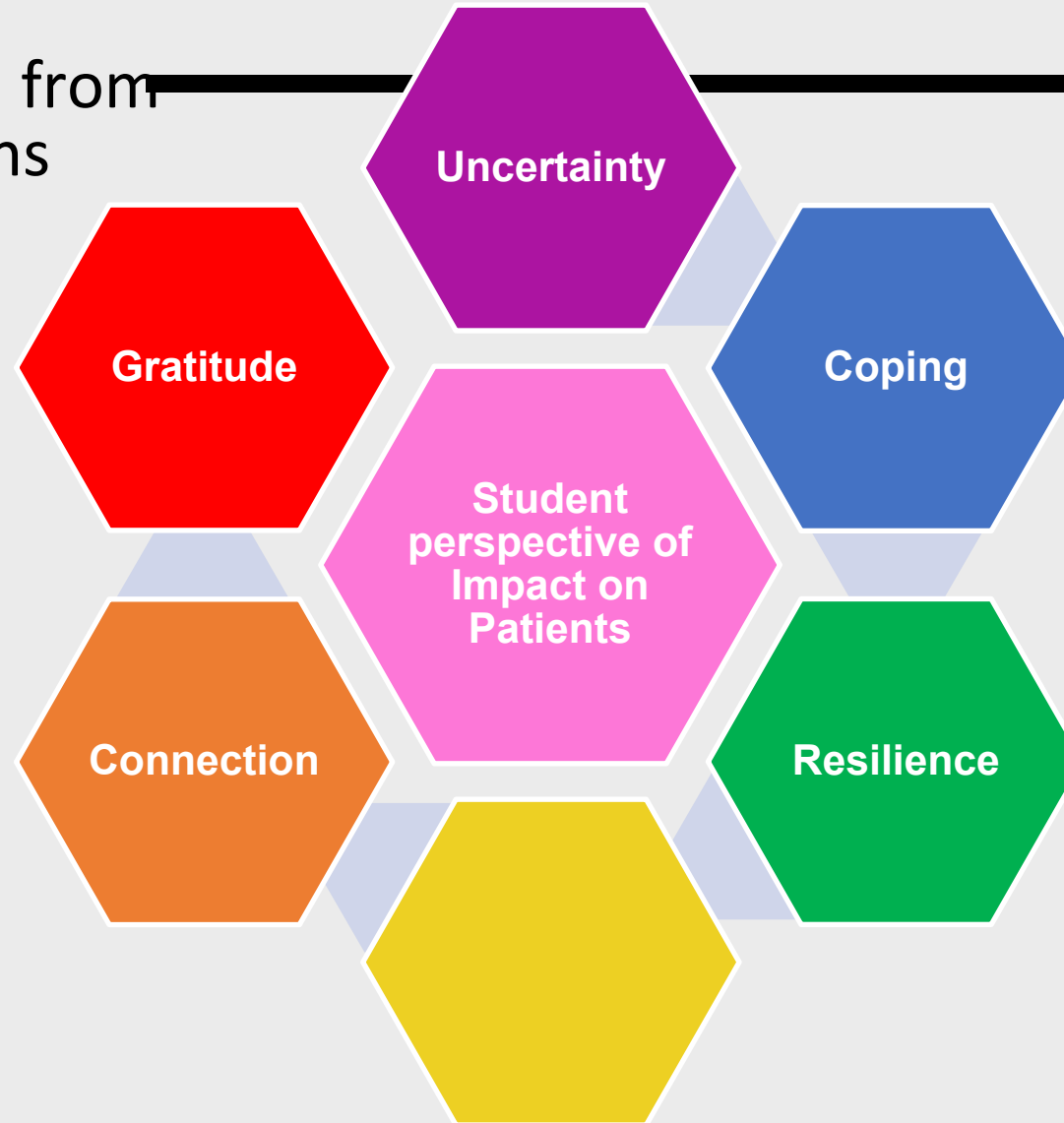


## Themes Extracted from Student Reflections





## Themes Extracted from Student Reflections



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## 4. Data with Quotes

### Student Evaluations and Comments

4.8 out of 5.0

2018-19

“ Aside from their medical history, **each patient has an interesting background and unique story** that you don't get to learn about unless you take the **time to listen and talk to them about it** . Having broad but at the same time specific questions like those used in Tell Me More is a great way to have these types of conversations with patients. ”

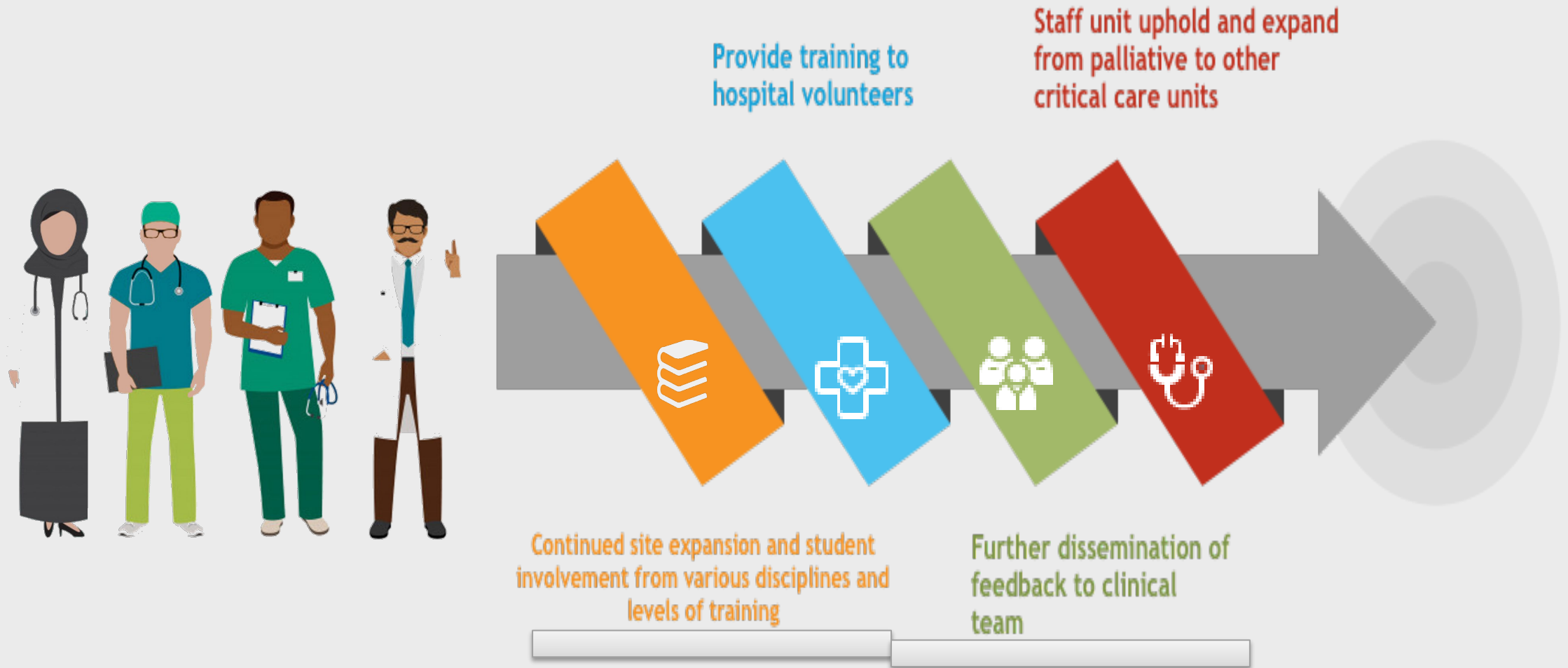
“ The **elective** at its cornerstone **supports** the notion that **medicine should not be practiced without humanism**. When the two forge together, there is value for everyone from patients to providers for all aspects of the care experience. ”

“ Becoming **more aware of the art of medicine** and picking up on patients' unexpressed needs. ”



# Future Direction

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# Conclusion

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Serves as a cost-effective model to improve the hospitalized patient and family experience, specifically their interaction with the healthcare team



Acts as a bridge to foster relationships beyond the medicalized electronic health record that clinicians use to document their clinical interactions focused on illness



Prompt conversations with patients and build relationships focused on who they are as an individual



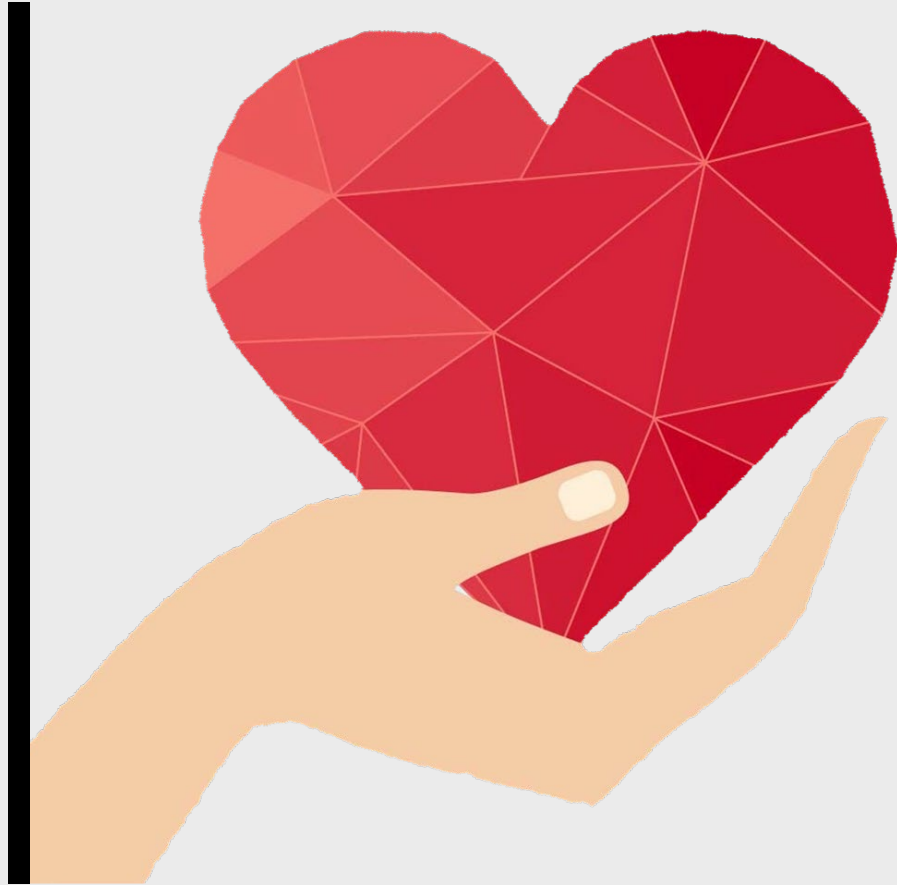
Engages clinical teams to connect with patients as individual people



Able to meet diverse patient populations, including adults and children

# Final Thoughts

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*“I’ve seen individuals who have been through so much in their lives become elated over the simple opportunity at conversation. We can always find something in common with another that will make a personal impact..* **The art of medicine lies within its heart.**”

-Kelsey McLeod, MD

# Acknowledgements

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The Culture of Care Leaders, Northwell Health





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***Thank you!***  
**Questions?**



Thank you to the Arnold P. Gold Foundation  
for supporting  
Tell Me More ®



# References

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