



# Taking Care of the Patient

Patient Perspective to Better  
Care and Happiness

**Lori Hartwell**  
RSN Founder & President

I am taller  
than I look!



Mark Eaton, NBA

I know how  
to beat the  
odds



Adversity  
introduced  
me to  
myself!



*“An illness is too demanding  
when you do not have hope.”*

- Lori Hartwell

# How well do you know the Patient?

Do they Prefer?

Uncomfortable Chairs

Multiple Needles Sticks

Feeling Cold

Cheerful Healthcare Professionals

# How well do you know the Patient?

Do they Prefer?

A grouchy head nurse

A TV that has no sound

Popcorn smells from the staff lounge

Clean and safe environment

# How well do you know the Patient?

Do they Prefer?

Low Blood Pressure

Waiting in the Lobby

A Cassette Deck to Play Music

Warm Blankets

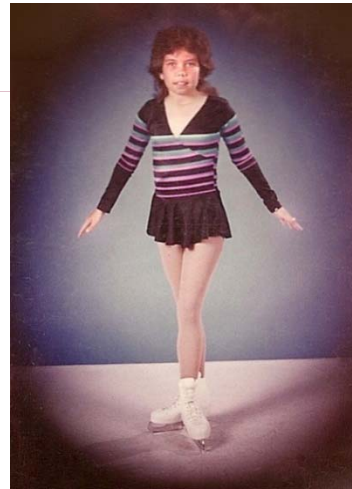


# Growing Up



C. C. RONNOW SCHOOL  
1973-74

# 12 Years on Dialysis



# Expectations

*“If you accept the expectations of others, especially negative ones, then you never will change the outcome.”*

- Michael Jordan



# Finding My Path



# Life Changing News

Big Bear Lake

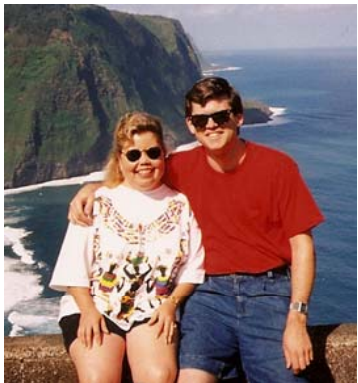


# The Gift of Life



What it Gave Me...

# My Husband...



Dean  
Hartwell

# My Kids





# My Work

*“RSN serves the kidney community by instilling health, happiness, and hope through education, advocacy, and awareness...one person at a time.”*

[www.RSNhope.org](http://www.RSNhope.org)



# One Friend Can Make a Difference!



# The Reality of a Chronic Illness



# Starting Over



# Emotional Stages

Shock/Denial  
Anger/Fear  
Depression/Grief  
Understanding/Acceptance

*“Life's challenges are not supposed to paralyze you, they're supposed to help you discover who you are.”*

-Bernice Johnson Reagon

# Another Chance



# Coping with Arts and Crafts



EMBRACE **HOPE**  
JEWELRY by lori hartwell



Lori Hartwell  
Founder & President



The EmbraceHOPE Collection is **assembled by people who have been affected by chronic kidney disease**, providing them with the opportunity to help RSN and to share their experiences, strength, and hope with one another at the same time.



12 handmade bracelets, each dedicated to an incredible woman who helped me prepare for my fourth kidney transplant.

- Lori Hartwell

*“Adversity is a fact of life.  
It can't be controlled.  
What we can control is how we  
react to it.”*

- source unknown



# Tips for Taking Care of the Patient

# Smile



*“A warm smile is the universal language of kindness.”*

- William Arthur Ward

# Listen

*“We have two ears and one mouth so that we can listen twice as much as we speak.”*

- Epictetus

# Patience



*“You must first have a lot of patience to learn to have patience.”*

- Stanislaw Lec

# Ask Questions/Feedback



*“The important thing is not to stop questioning. Curiosity has its own reason for existing.”*

- Albert Einstein

# Empathy

*“Patients don’t care how much you know until they know how much you care.”*



# Questioning Care?

*“Tell me, I’ll forget. Show me, I may remember. But, involve me, and I’ll understand.”*

- Chinese Proverb

# Expertise

*“It takes considerable knowledge just to realize the extent of your own ignorance.”*

- Thomas Sowell

# Optimism

*“Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence.”*

- Helen Keller

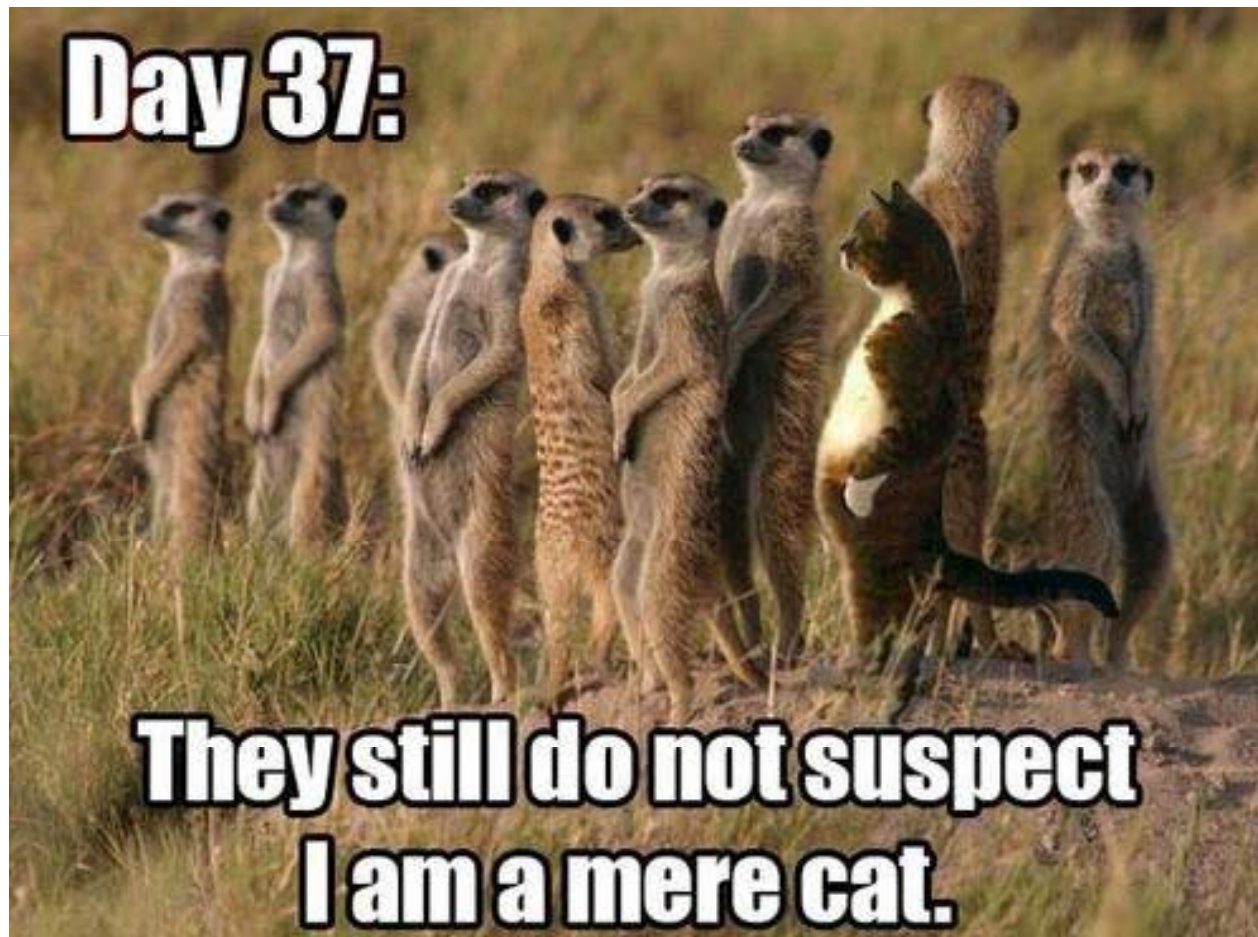
# Humor



*“You can turn painful situations around through laughter. If you can find humor in anything, even poverty, you can survive it.”*

- Bill Cosby

# Double Check





# The Secret to Happiness

“If you want happiness for  
an hour.”

Take a Nap

Chinese Proverb

“If you want happiness for  
a day.”

Go Fishing



“If you want happiness for  
a week.”

Take a Vacation

“If you want happiness for  
a month.”

Get Married

“If you want happiness for  
a year.”

Inherit a Fortune

“If you want happiness for  
a Lifetime.”

Help Someone Else



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