Creative Caring
Touches People

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During our care for Mr. Gu, we noticed that he paid a lot of attention to his appearances. Even though he wore a hospital gown, he impressed us by accessorizing it with a different color scarf every day. Inspired by our teacher's teaching method of using humanoid mapping, we had an idea: If we substitute the big catheter bag with a small surgical drainage bag, Mr. Gu could wear it inside his pants and nobody would notice that he was using a catheter and he would still appear dashing. He beamed his approval when we told him about this idea.

A teaching strategy of humanoid mapping was promoted among the wards. In the beginning, nurses on the seventh floor rejected the method, but later they used the illustration and sparked countless creative reports. The humanoid mapping turned individual report format into group brain storming sessions that encouraged the nurses' enthusiasm and devotion.

A Scarf-Wearing Patient;
An Ingenious Way to Cover a Catheter Bag

At 1:30 PM, the unit nurses began presenting their routine case reports. The presenter on that day was Yu-Tong. The protagonist was a male patient

The use of humanoid mapping in the report aspires other nurses to reconsider patients under their care. The evaluation of patients' knowledge about the medical treatment can help customize patient care and gain patient trust.

admitted to the hospital with acute urine stagnation. "Why do you have to draw a scarf around the patient?" Prof. Li-Chuan Kuo of Tzu Chi University Medical School asked with curiosity. "He cares about his appearance and changes a different color scarf every day. That made an impression on me, so I drew a scarf around his neck." "You just reported that it was difficult to teach the patient bladder training. After you learned about his cognitive self-image, did you change the way you care for him?" Prof. Kuo continued to guide the student's way of thinking.

Even though the presentation was over, the in-depth patient care from the nurses was just beginning to percolate in the unit.

With Prof. Kuo's words in mind, Deputy Head Nurse Meng-Hsiu and Yu-Tong went to see Mr. Gu to discuss about a bladder training plan. "If you can complete the bladder training, you won't have to wear the catheter and the ugly bag." Meng-Hsiu and Yu-Tong used different "incentive" to direct Mr. Gu's way of thinking. To their surprise, Mr. Gu opened his once tightly shut eyes and nodded. Although he was not able to remove the catheter at the time of his discharge, there was a significant progress in his bladder training.

On the day of discharge, Mr. Gu changed into a suit, but appeared to be a little awkward holding his catheter bag in hand. "Looking into Mr. Gu's eyes, I suddenly got this idea of substituting the surgical drainage bag for the big catheter bag. This way, Mr. Gu can wear it inside his pants without revealing it to other people. When we told Mr. Gu about this idea, he smiled broadly. At that moment, I felt a sense of accomplishment." The Deputy Head Nurse Men Shiu grinned when she talked about this episode.

A Gentle Lady in a Skirt; Effectively Convinced to Accept Treatment

Chih Yun is another nurse who used the humanoid mapping tool for her report.

"My patient is a young lady who could not fulfill her parents' academic expectation when she was in college and started to use drugs through peer influence. After graduation, she continued the habit to relieve stress from her job. About a month ago, she started to have frequent urination. The doctor's diagnosis was Ketamine bladder infection and she was hospitalized for treatment. She looked normal and hardly looked the part of a drug addict. She used her skirt to cover the diaper she was wearing."

I have participated in Yu-Tong's report using humanoid mapping before, so I discussed my presentation with Meng-Hsiu. She suggested that the patient might have a self-control problem. Before I met her, my colleague told me that she only took one kind of painkiller exactly every 4 hours. No other painkiller can be used and the injection cannot be delayed. This put a lot of pressure on the nurses. The humanoid mapping method of teaching reminded us that we have to find out about the patient's knowledge on the disease. I could not help but think why this gentle lady had such a strong addiction to drugs and eventually resulted in a bladder infection? I asked her why she did not want to use another type of painkiller. She said that her hospital roommate told her if she used the other painkiller, she would end up with kidney dialysis. I explained to her the benefits and the side effects of the two painkillers, and the reason to alternate them. I realized that before a routine explanation of the therapy, we have to find out about the patient's knowledge about the process, then describe to her about the pros and cons of the therapy to correct any misconceptions. Afterwards,

not only did the patient accept the treatment plan, we also decreased the frequent use of painkiller from 6 times a day to once a day. The important point is that in the evaluation of the treatment, we have to include the evaluation of patient's knowledge about the therapy. This way, we can customize the therapy treatment and gain the patient's trust.

Improving Therapy Treatment and Gaining Patients' Trust

Using the humanoid mapping, we improved the process of patient care. Not only did it better communicate patients' special needs compared to written texts, it also promoted creative ideas for nurses. Through this training, we hope nurses can use logical thinking to discover patients' needs and eventually achieve the goal of improving treatment and gaining patient trust.