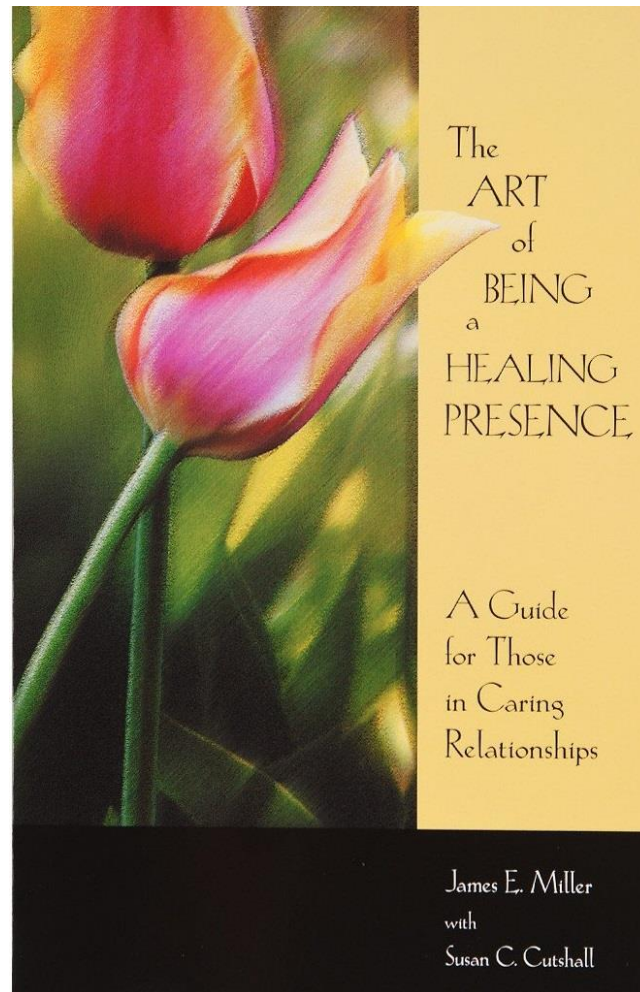




# The Art of Being a Healing Presence

**Community Hospice is a licensed CE provider through CE Broker, No. 50-420.**  
One (1) contact hour for nursing staff  
One (1) CEU for LCSW, LMFT, LMHC (licensure exp. 3/2019)  
One (1) training hour for CNA/HHA  
One (1) contact hour for nursing home administrators  
One (1) contact hour for case managers

# The Art of Being a Healing Presence



# Before We Begin...

- 1. Sign in** with full name and license #:
  - Please note: illegible writing may result in no certificate or a certificate with a misspelled name, or inaccurate supporting entered into CE Broker.
- 2. Remain for duration** of the program for CEs to be issued.
- 3. Silence** all communications equipment.

# Learning Objectives

**At the conclusion of this presentation, participants will be able to:**

- Define Healing Presence
- Explain 'active listening'
- Explain why being a healing presence is an art, not a science
- Describe the eight preparatory steps to being a healing presence

# Healing Presence

A nurse washes the body of a stillborn child, then wraps and brings the baby to the mother and father. She models for them the naturalness of holding their child as they say their goodbyes. She stays close for awhile, then she leaves, allowing their privacy. Later, she is quietly available as the parents make plans for what they will do next.



**This is a healing presence.**

# Healing Presence

A volunteer for his congregation visits a man whose wife has Alzheimer's Disease. The husband talks about the stress of his full-time caregiving responsibilities. He voices his sadness, anger and loneliness as well as his guilt for having some of these feelings. The volunteer listens thoughtfully, nodding from time to time. When the volunteer finally speaks, he acknowledges the husband's feelings, then reports what he is witnessing: A loving husband who provides excellent care in very trying circumstances. Tears of relief and appreciation fall from the husband's eyes as the two sit quietly.



**This is a healing presence.**

# Healing Presence

An aide bathes an elderly woman who lies in a nursing home bed. The woman seems alert, but cannot speak. With great care, the aide gives the woman a bath and shampoos her hair, talking softly, moving gently. Tasks complete, the aide sits for a few moments beside the woman's bed, holding and stroking her hand.



**This is a healing presence.**

# Healing Presence

A hospice social worker (SW) enters the bedroom of a dying man who is surrounded by anxious family members. The SW kneels beside his bed, takes his hand and asks, “Would you like me to tell you what I see?” With his consent, she tells him she senses his struggle. She sees also that his disease is becoming larger than his ability to fight it. With direct and tender words, she speaks the truth of his approaching death. Her quiet honesty disarms all defenses, enabling the man and his family to take a step beyond their fear and begin facing the pain of their approaching losses. She continues to kneel there as emotion fills the room.



**This is a healing presence.**



# Healing Presence

## Definition:

Being a healing presence is the art of being consciously and compassionately in the present moment with another. When you are completely present, you stay aware of each unfolding moment. You give yourself fully to the present, letting go of what was and choosing not to anticipate what will be.



# Who Can Be a Healing Presence?

Every member of the team!



# Active Listening

- Be attentive
- No multi-tasking
- Maintain eye contact
- Don't interrupt
- Allow periods of silence
- Show empathy
- Allow expressions of feelings
- Watch non-verbal messages



# Active Listening

## Checking for Understanding

- **Facilitate:**

- “Tell me more.”
- Attentive listening
- Echo the person’s last few words

- **Clarify:**

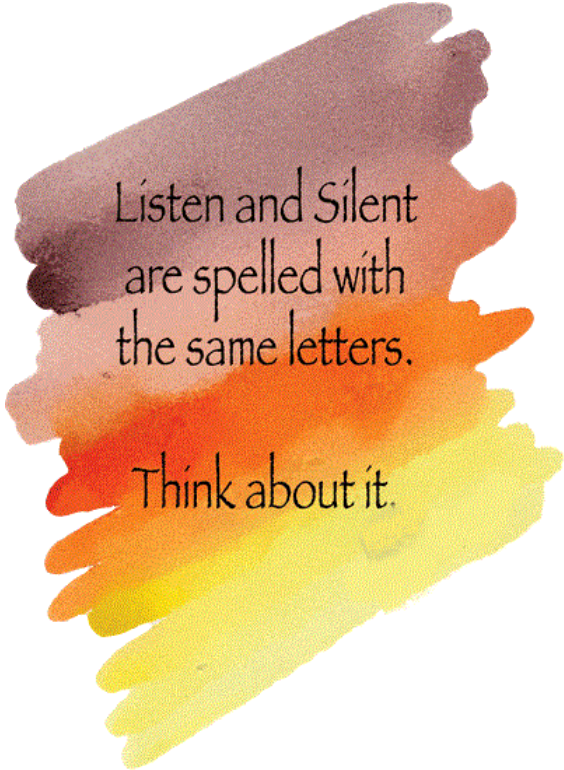
- “Help me understand what you mean by that.”
- “Let me review what I think I heard you say.”
- “I’d like to summarize so we can both be sure I have the story straight.”

# Active and Reflective Listening Exercise

- An exercise to demonstrate active and reflective listening
- Pair off in groups of two
- Alternate speaking and listening roles for 3 minutes each

# Importance of Active & Reflective Listening

- When people believe their concerns have been heard, they are more willing to accept the other's recommendations.
- When people feel their concerns are not heard and not responded to, dissatisfaction and poor compliance result.



Listen and Silent  
are spelled with  
the same letters.

Think about it.

# Art or Science?

- Principles are applied in your own way
- Personal and distinctive presence
- Individual intuition, vision, gifts and skills
- Create something uniquely yours
- Not something you do -- it's who you are



# Steps to Being a Healing Presence

- Open yourself
- Intend to be a healing presence
- Prepare a space
- Prepare a space within yourself

(MILLER & CUTSHALL, 2001)





# Steps to Being a Healing Presence

- Honor the chosen one
- Offer what you have to give
- Receive the gifts that come
- Live a life of wholeness & balance



# Summary

## Being present is:

- Quieting our minds, mouth and motion
- Practicing active listening
- No rush to say something
- No hurry to make things better
- Just listen, support and allow



# Questions?

- To request care or a free, no-obligation information visit for your patients/residents and their loved ones, please call **904.407.6500** or visit **CommunityHospice.com**
- Please complete your evaluation form and return it to Community Hospice representative before you leave.

# References

Miller, J. & Cutshall, S. (2001). The Art of Being a Healing Presence.