

Client Testimonials & Best Practices

C.A.R.E. Programming

C.A.R.E. Channel Best Practice:

"We use the channel extensively with our dying veterans and families. The calm environment and energy that is produced from these offerings help our veteran's transition more peacefully at the time of death. We even note that the non-responsive patient that has The C.A.R.E. Channel playing in their room often doesn't require as much medication to remain in a calm/peaceful state."

–**Sheila Lozier**, Bay Pines VA Medical Center, Bay Pines, FL

C.A.R.E. Channel Best Practice:

"I place PICC's in patients. PICC is an intravenous catheter that is placed in the upper arm and feeds into the superior vena cava. I do this procedure at the bedside which can take from 30 to 90 minutes. The patient is awake during the procedure and if they are relaxed and comfortable their veins are more likely to dilate and the procedure is more likely to go quickly. If they are stressed, anxious or uncomfortable their veins are likely to vasospasm and it makes the procedure that much harder. It has now become part of my routine to turn on the C.A.R.E. Channel at the beginning of every procedure. I always start with using the music, but sometimes the patient will just want to look at the images so I'll turn the volume down. I can't tell you how much I believe the C.A.R.E. Channel has helped to create the soothing, relaxing, healing ambiance that I desire. It has been an extraordinary therapeutic tool. I have encouraged all staff to use it, particularly with confused patients or patients who are having difficulty sleeping. The C.A.R.E. Channel has been an invaluable investment in transforming our environment."

–**Glenn Marks, RN**, Verde Valley Medical Center, Cottonwood, AZ

C.A.R.E. Channel Best Practice:

"McKee's surgical oncology unit staff routinely have The C.A.R.E. Channel playing on the room television of patients who are admitted to that unit following surgery. The C.A.R.E. Channel program is used to enhance their healing environment. Over the past year, this patient care unit has consistently been in Pres-Ganey's 99th percentile for patient satisfaction."

–**Bruce Rippe, Director of Pastoral Care**, McKee Medical, Loveland, CO

"The welcoming environment established by The C.A.R.E. Channel® and C.A.R.E. With Music is essential to our comprehensive, holistic approach to healing. With the help of Healing HealthCare Systems, St. Charles Medical Center and its caregivers have established a powerful therapeutic presence for all our patients, families, and staff."

–**James T. Lussier, CEO**, St. Charles Medical Center, Bend, Oregon

"The C.A.R.E. Channel has been a great addition to the healing environment of Craig Hospital. We care exclusively for patients with spinal cord and traumatic brain injuries...The soothing music and peaceful scenes help our patients calm down and sometimes even help them sleep. It is a valuable tool for our staff and a wonderful resource for patients and families."

–Terry Chase, R.N., Ph.D., Director of Patient Education,
Craig Hospital, Englewood, Colorado

"Susan Mazer and Dallas Smith brought into our facility an awareness of the environment that has positively impacted how we deliver patient care. Because sounds in the hospital can be an assault on patients' senses, with the use of The C.A.R.E. Channel, we are able to protect our patients from the institutional environment. It allows us to be with the patient when we are not in the room."

–Yvette Mooney, R.N., M.S., C.N.A.A.,
Vice President of Patient Care Services, South Nassau
Communities Hospital, Oceanside, New York

Educational Workshops & Presentations

"Susan Mazer and Dallas Smith engage the senses and the creative minds of their audiences in the work of designing healing healthcare environments. By creating awareness and identifying choices, they inspire staff to view their workplace as a therapeutic space where compassionate relationships and healing journeys occur. I recommend their workshops as a means to create a deeper sense of the meaning of healing for all caregivers."

–Carol Wahl, R.N., Vice President of Nursing Administration,
Good Samaritan Hospital, Kearney, Nebraska

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