

# HEALING HEALTHCARE SYSTEMS

*Creating Environments that Heal*



## Patient & Staff Stories

### C.A.R.E. Programming

"We have the C.A.R.E. Channel running continuously in the Sharon Lane Health Information Center. The large, flat screen TV is located right inside our door and is visible by everyone that walks by (it is a direct path to the restrooms) so we have a lot of traffic. Not too long ago a gentleman came in and sat down in the comfy chair in front of the TV and started to look at the beautiful scenery and began to sob...of course when I approached him he was very embarrassed. It gave me the opportunity to share the beauty of nature and how it can soothe our souls. His wife was having a diagnostic test that day. He was full of worry and very tired. After some time of just talking about the scenes that were being shown, each one more beautiful than before, winter to spring to blooming flowers, I was able to talk about "hope, renewal of life" and he relaxed, we shared big tears and hugs together. It made me aware one more time how music and nature can really heal. Thank you for such a beautiful tool to help our patients when some times nothing else can."

--Claudia Stafford, RN at **Aultman Hospital**, Canton, Ohio

"My mother just got out of LRMC in Lakeland, FL. She's an Alzheimers patient, 82 years old and absolutely loved this channel. At home, she sleeps 95-98% of the time...but she sits up, watches, and talks about the images and music on this channel!"

--Daughter of patient at **Lakeland Regional Medical Center**, Lakeland, Florida

"We love The C.A.R.E. Channel...ICU has it in most all of the rooms. Walking down the hall, we find it playing in so many rooms, even in empty rooms! Our hospital spent \$150,000 on our new CCTV system and having The C.A.R.E. Channel has made it worth it."

--Staff member of Mission Services at **Good Samaritan Hospital**, Puyallup, Washington

"I'm a 25-year old man and I'm writing to say I love The C.A.R.E. Channel! I was in the hospital suffering from internal stomach bleeding, and then I came across this wonderful service and couldn't stop watching it. In fact, all I did when I could was watch (and listen to) these bliss-inducing, beautiful scenes over and over again. Losing myself in the sublime imagery really eased my mind and made me feel positive about the situation I was in, I almost forgot I was sick! I just wanted to quickly express my gratitude for this wonderful service you provide (TV really needs this!). Thanks again!"

--Mr. Sean Thienpoint, **South Nassau Community Hospital**,  
Oceanside, New York

"I recently spent about 12 hours a day last week watching The C.A.R.E. Channel while hospitalized. I couldn't believe how much the beautiful pictures and music helped calm my anxiety about my illness."

--Patient at **Memorial Hospital West**, Pembroke Pines, Florida

"We had a patient who had been in a coma in the CCU for three days. When he woke up and started getting restless, the nurses asked him if he wanted to hear the channel with beautiful music, he said, "No. I've listened to that music nonstop for three days!" They do hear everything. So they turned down the music and let him watch the nature scenes and that was fine with him."

--Jan Boller, **Sutter Solano Medical Center**, Vallejo, California

"During our lengthy stay in the hospital with our daughter, we discovered The C.A.R.E. Channel. This combined some of the most beautiful scenery we had seen, with a very soothing music. We found this to be the most relaxing media we have ever used. We became mesmerized, allowing a tense situation to become far more tolerable. Thank you for this wonderful media. I only wish it were available on our cable network at home."

--Father of a child who was a patient at **North Colorado Medical Center, Greeley, Colorado**

"Tonight, I visited for a while with a young woman who has experienced much abuse in her life, and who entered the hospital last week with chest pain. When she came into her room, she saw stars shooting across the TV screen and she burst into tears...she thought she was dying. She came to discover that The C.A.R.E. Channel has been very helpful during her stay. She turned to it both to calm her fears, and also to tap her emotions and help her to cry. In such a short time, The C.A.R.E. Channel has been making a very powerful impact here."

--Chaplain Rolf V. Brende, D.Min., BCC, **North Colorado Medical Center, Greeley, Colorado**

..."I'm writing to thank you for the most gracious and tactful manner in which you took care of [my wife] during the period between her passing and my arrival [at the hospital] later that morning. Room 4208 was cleared, the speaker with the soft music and the television with the slides of flowers-all this was truly humane for me. Put simply, it was a class act."

--Husband of a woman who was a patient at **Karmanos Cancer Center, Detroit, Michigan**

"I am the technician who installed The C.A.R.E. Channel at St. John's Regional Medical Center in Joplin, Missouri. When our Medical Nurse Specialist first contacted me regarding the system, I was a little skeptical about how much use we would see by patients at our facility. We installed the system and then later expanded it to our Physical Rehabilitation Unit and Skilled Nursing Facility. It seemed by all reports to be welcomed by staff and patients."

"I didn't realize how much until I ended up being a patient in the hospital for six days. I had a blood clot in my leg so I was unable to get up and move around. I did the normal channel surfing during the day when I was awake, but when evening came, I found myself unable to get any rest because of the high level of ambient noise in the hallway outside my room."

"The first night, I tossed and turned all night long. The next evening, I turned the TV to The C.A.R.E. Channel. I subsequently left it on every evening during my stay. It allowed me to relax and by leaving the volume turned up, it drowned out the noise that was keeping me from sleeping. And although I would surf during the day, if I was unable to find any show that I truly wanted to watch, I would turn it back to The C.A.R.E. Channel. I would therefore recommend it to any facility. I think it will reduce the time spent by patients thinking about their health problems and therefore shorten their stay and enhance their care."

--Gary R. Bartz, **St. John's Regional Medical Center, Joplin, Missouri**

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