

Bon Ton

Piccola filosofia del vivere civile

Il mondo ha bisogno di buone maniere.

Giovanni XXIII

## Buone maniere **verso**

- Colleghi e collaboratori
- Utenti
- Familiari
- Se stessi

# Il buon dottore

Patients need **good doctors**. Good doctors make the care of their patients their first concern: they are competent, keep their knowledge and skills up to date, establish and maintain good relationships with patients and colleagues\*, are honest and trustworthy, and act with integrity.

\* Those a doctor works with, whether or not they are also doctors.

Il rispetto delle Regole della Casa, persino delle disposizioni del primario, è una forma sostanziale di buona educazione.

Il collega che amiamo

Tafazzismo

C'è un limite al pararsi il culo,  
superato il quale esso diviene  
**IL** bersaglio.



Specialisti

Esigete rispetto  
(ma dovete guadagnarlo)

Il dottore sono me.

Per piacere. Grazie.

I babbani.

I babbani siamo noi.

The ED is a place where **the range of human experience can play out in a single day.**

The occasional **miracle mixes with random tragedies** and all too often news must be given that will forever change the life of a patient or their family.

**As a physician you will move on to the next patient, but a patient or family will forever remember those single moments.**

Signor Rossi,  
Signora Bianchi.

Che cazzo vuoi?

Cosa posso fare per Lei?

Shake your hands.

Sbrojavacca R, N Engl J Med 2006;354:1368-1369.



Smile, and smile again.

Sbrojavacca R, Arch Int Med 456:208-10.

Sit down, please.

Sbrojavacca R, Lancet, 2008;54:1368-1369.

Parla con me.

E ascoltami.


**Look patients in the eye** *so they know you are present, listening, and care about their concerns. If you will be taking notes during the interview, do so following a short period of good eye contact. Demonstrate respect for a patient's well-being and privacy.*

Garmel

Essere uomini.

Healing Skills for Medical Practice

*Ann Intern Med.* 2008;149:720-724.



I'm here to  
**SAVE YOUR ASS**  
not Kiss it!

It is indeed a **privilege** to be in a position to offer care to patients during what is likely to be their time of greatest need.

Approaching patients sensitively, recognizing their **apprehension, pain, concerns**, and perhaps **shame** is critical to our mission.

This is true no matter how trivial a patient's problem may seem.

# There's No Place Like Home



Il costo di un ricovero improprio è  
pagato in primo luogo dal paziente

Saper sbagliare.

**Gli errori esistono**

**Prendere decisioni cliniche per motivi organizzativi aumenta il rischio di sbagliare. Ed è un brutto errore.**

L'uso appropriato delle risorse è una  
forma di buona educazione.

L' interesse del *mio* paziente.

Orsù dunque avvocato nostro

Equanimità.

Euristiche e e bias

Giudizi e pregiudizi



# Demonstrable biases in the medical setting

- Gender
- Education
- Race
- Ethnicity
- Obesity
- Psychiatric illness
- Age
- Socioeconomic status
- Sexual orientation
- Substance abuse disorders
- Chronic and complex illness

**I will not permit**

considerations of *age, disease or disability, creed, ethnic origin, gender, nationality, race, sexual orientation, or social standing to intervene between my duty and my patient.*

Art. 4 - Libert  e indipendenza della professione -

....

Il medico nell'esercizio della professione ...

non deve soggiacere a **interessi, imposizioni e suggerimenti** di qualsiasi natura.

La guerra abbruttisce.

# La cognizione del dolore

# Interpretare il dolore degli altri

Detecting pain in people with an intellectual disability

Foley DC AEN 2004, 12:196-200

Non solo dolore

# Il concetto di dignità



LEA e LEU

Quanta dignità c'è su una barella, con un femore rotto, in un PS affollato, coperti da un lenzuolo che non nasconde un pannolone?

*(Rodolfo Sbrojavacca MD ,personal communication)*

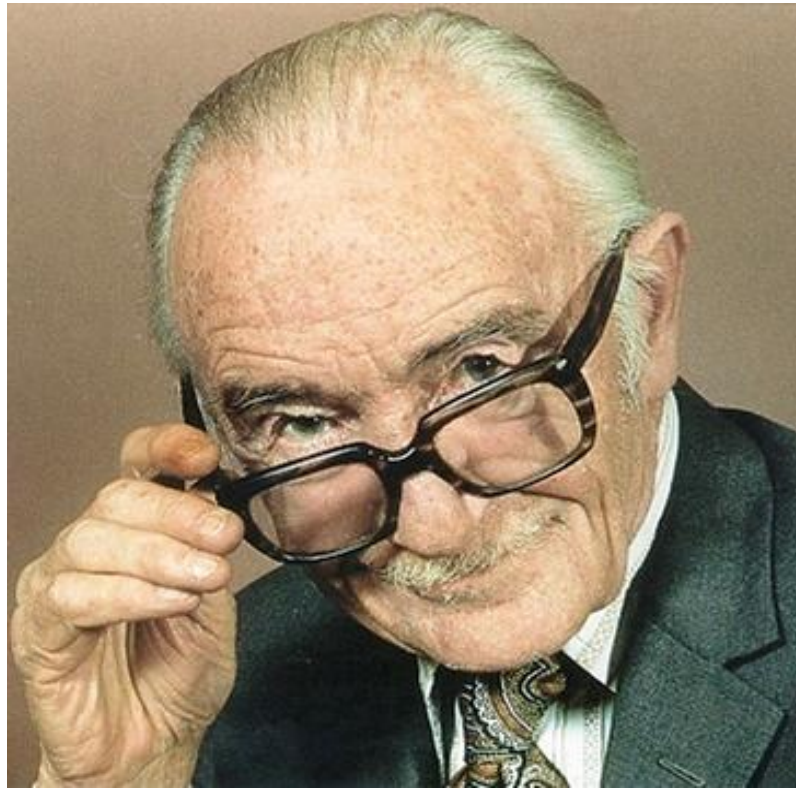
Patient's dignity should be maintained at all times  
and health care workers need to recognise that  
**they themselves need dignity**  
in order to promote dignity in others.

Griffin-Heslin VL, AEN 2005, 13:251-57

L' altro dolore

Quanto dolore possiamo sopportare?

**Che dottore vorresti trovare?**



Cochrane e il prigioniero.

Istinto e ragione.

Practical and important though many procedures are, requiring both skill and experience, for the patient, nothing can replace the compassion and sympathy that the caring professions owe the afflicted. So many aspects of excellent practice stem from these simple human qualities, which thankfully survive despite the strong business ethic that pervades medicine in many countries today. One other lesson remains. If you are a physician, no matter how important you may think you are, you should, so far as your own illnesses are concerned, consider yourself a layman

Christopher Booth



“Non poteva essere che la testimonianza di quello che avevano fatto e, senza dubbio, avrebbero dovuto ancora fare, contro il terrore e le sue armi inesauribili, malgrado i loro dolori personali, quegli uomini che non potendo essere santi e rifiutandosi di ammettere i flagelli, si sforzano comunque di essere dei medici.”

*Albert Camus, La peste*

## **1.1 On being a patient**

Christopher Booth

Those who practise medicine should remember that we are all patients at some time, but particularly at the beginning and end of our lives. Even distinguished professors and historians of medicine are not spared, as this account reveals. Doctors and those who manage and organize health services must recognize that patients may find it difficult to access care when they need it; that rapid relief of pain, by whatever means is appropriate, is absolutely crucial; that patients are often faced by a bewildering number of staff, who rotate on and off duty, and continuity of care is important—being looked after by a doctor or nurse whom you get to know and who understands your illness is essential for morale; that apparently simple procedures such as venesection or urinary catheterization require explanation, since they may cause great distress; that despondency mounts when there is unaccountable delay in carrying out scheduled procedures. Practical and important though many procedures are, requiring both skill and experience, for the patient, nothing can replace the compassion and sympathy that the caring professions owe the afflicted. So many aspects of excellent practice stem from these simple human qualities, which thankfully survive despite the strong business ethic that pervades medicine in many countries today. One other lesson remains. If you are a physician, no matter how important you may think you are, you should, so far as your own illnesses are concerned, consider yourself a layman