Hear Me Now: When Storytelling Meets a Health System Library

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Hear Me Now

When Storytelling Meets a Health System Library

Heather J Martin, MISt, AHIP
Amanda Schwartz, MLIS
Providence Health Services
A centralized library department with a single budget & collection serving all of Providence including 52 acute care hospitals and the University of Providence School of Health Professions. Our team of 15 library professionals mix remote work with staffing 13 library spaces.
The Story Begins…

Testing, testing…
May 6, 2020
Dianna Reely

A medical team from Providence Home & Community Care gear up and get ready to test caregivers and residents for COVID-19 …

Spotlight on caring: older adults at home get a special delivery of springtime cheer from Providence ElderPlace
May 6, 2020

Before the pandemic, Providence ElderPlace health and social centers served as the place for our participants, older adults, ...

Face behind the mask
May 4, 2020
Michael Drummond

Terry Hylton, RN, director of nursing at Providence Transitional Care in Anchorage, became one of the many caregivers to don …

Providence

Non-Incremental Change
Hear Me Now is a storytelling program at Providence, initially created in partnership with StoryCorps. Hear Me Now’s mission is to give patients, loved ones, and caregivers a sacred space to share their stories and make healthcare more humane.

**Why Storytelling?**

Storytelling and listening are keys to whole person care – health care that’s based on emotional, spiritual, and psychosocial needs, as well as medical needs. Storytelling can play a powerful role in relieving stress and building resiliency.

**The goal is to help our community members:**

• Relieve some of the psychological distress that comes from providing care

• Find comfort and empowerment in sharing their stories

• Reinforce a culture that respects listening and understanding one another

• Create audio segments that will be shared to help others better understand whole person care
Heather’s Full Circle Journey
The Initial Ask

The ability to catalog and search Hear Me Now’s Coronavirus Collection in order for administrators and the public to find stories of interest.

Winner of Modern Healthcare's 2020 Impact Marketing Award - Silver
Creation of Metadata Structure

MULTImedia Library

Advise Direction
CARP
Hear Me Now
Our Stories

Hear Me Now Podcast Season 1 - 2020
Hear Me Now Podcast Season 2 - 2020
Hear Me Now Podcast Season 3 - 2022
National Healthcare Decisions Videos
Testing and Support Videos

Hear Me Now Stories - Mission-Inspired

Hear Me Now is a partnership with the Institute for Human Caring and I-Care to record interviews with patients, family, and caregivers. Storytelling and listening have proven clinical value, and we look to whole person care, which addresses emotional, spiritual, and psychosocial comfort, as well as medical needs of the people we serve.

Other Locations:
- Alaska
- California
- Delaware
- Hawaii
- Texas
- Washington

Search Keyword
Clear Filters

Feeling hopeful
Nov 17, 2020
Tatiana Paton, a CTU nurse, talks with colleague Mike about being fearful early in the pandemic. She shares about shortages of personal protection equipment on the East Coast and in other countries. To help ensure their safety, as well as their patients and families, she and some of her nursing colleagues quickly put together a list of demands for their chief nursing officer.

Most of those demands were met within a week, giving her hope.

Edit credit: Mike Adams Tatiana’s 90% Petition

A lasting sacred encounter
Dec 6, 2020
Nancy Jordan & Janice Peters

Anna, an oncology nurse, recalls with colleague Nancy the solemn experience she shared with a cancer patient and her 20-year-old daughter. The patient requested to remain in the hospital because she didn’t want to die at home where her daughter lived. She wanted to remain in a happy place. Her wish was honored. Anna formed a compassionate bond as the patient and her daughter found a sense of leading in the absence of a cure.

Edit credit: Sean Collins, Animation: flutterWorks

Hear Me Now

Hear Me Now is a storytelling program at Providence. Initially created in partnership with StoryCorps, Hear Me Now’s mission is to give patients, loved ones, and caregivers a sacred space to share their stories and make healthcare more humane.

Hear Me Now proudly celebrates diversity, equity and inclusion to promote trust, understanding and healing.

SHARE YOUR STORY

Our Featured Clips

Personal connections
Community service

Providing Excellence in Health Care

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Controlled Vocab: Custom Structure
# Controlled Vocab and Terminology

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Permission to use or have access to something</td>
</tr>
<tr>
<td>Audience</td>
<td>The people to whom a message is directed</td>
</tr>
<tr>
<td>Authoritative</td>
<td>Having the power to make decisions or judgments</td>
</tr>
<tr>
<td>Benefit</td>
<td>An advantage or profit derived from something</td>
</tr>
<tr>
<td>Cause</td>
<td>The reason for something happening</td>
</tr>
<tr>
<td>Challenge</td>
<td>Something that is difficult or hard to deal with</td>
</tr>
<tr>
<td>Concept</td>
<td>A general or abstract idea</td>
</tr>
<tr>
<td>Context</td>
<td>The circumstances or situation that surround something</td>
</tr>
<tr>
<td>Definition</td>
<td>A statement that explains what something means</td>
</tr>
<tr>
<td>Example</td>
<td>An instance or illustration of something</td>
</tr>
<tr>
<td>Feature</td>
<td>A characteristic or quality that is typical of something</td>
</tr>
<tr>
<td>Function</td>
<td>The purpose or role of something</td>
</tr>
<tr>
<td>Goal</td>
<td>The desired result or outcome of an action</td>
</tr>
<tr>
<td>Initiative</td>
<td>An endeavor or effort undertaken to accomplish something</td>
</tr>
<tr>
<td>Leader</td>
<td>A person who leads or directs someone else</td>
</tr>
<tr>
<td>Principle</td>
<td>A basic rule or idea that guides behavior</td>
</tr>
<tr>
<td>Process</td>
<td>The series of steps or actions taken to achieve a goal</td>
</tr>
<tr>
<td>Resource</td>
<td>Something that is available for use or benefit</td>
</tr>
<tr>
<td>Strategy</td>
<td>A plan or approach for achieving a goal</td>
</tr>
<tr>
<td>Technology</td>
<td>The application of scientific knowledge for practical purposes</td>
</tr>
<tr>
<td>Tool</td>
<td>An instrument or device used to achieve a specific purpose</td>
</tr>
<tr>
<td>Technique</td>
<td>A method or procedure used to achieve a specific result</td>
</tr>
<tr>
<td>Topic</td>
<td>A subject or matter that is discussed or studied</td>
</tr>
<tr>
<td>Trait</td>
<td>A characteristic or quality that a person or thing possesses</td>
</tr>
<tr>
<td>Vision</td>
<td>A clear idea or plan for the future</td>
</tr>
</tbody>
</table>

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*Source: [Providence](https://www.providence.org)*
Hear Me Now Podcast

I just want you to know how grateful I am for the research assistance you give us in producing the Hear Me Now podcast. It makes a huge difference in how we’re able to frame topics and how we conduct interviews. The help is invaluable. We couldn’t do this without you.”

-Sean Collins, Hear Me Now Producer
Library researched topics have included:

- Psychedelics in Medicine
- Future Medicine
- Dental-Medical Divide
- Narrative Medicine
- Trauma Informed Care
- Family Caregiving
- Is Surgery Still an Old Boys Club

Listen [here](#): "Staffing a Pandemic" – Season 2 – Feb 11, 2021

Call them Unsung Heroes, call them Essential Workers, today we talk with some of the people whose mission-critical work keeps our hospitals, skilled nursing facilities, and home health care open during a pandemic – including Heather Martin, Library Director.
Rooted in Love: Jody Heaton & Kitty Cannan

Rooted in love

Sep 26, 2020
Jody Heaton & Kitty Cannan

Kitty and Jody first met when Jody’s mom Elsie was at the end of her life, and Kitty was her nurse. After Elsie passed away, Jody brought Kitty a plant for taking such good care of her mother. Twenty years later they reconnected when Jody decided to become a hospice volunteer and bumped into Kitty at the hospital. To Jody’s surprise, the plant was still there, and Kitty gave her a couple of clippings from that plant, giving root to a new friendship. Edit credit: StoryCorps
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Institute of Human Caring: Hear Me Now Homepage
https://www.instituteforhumancaring.org/Hear-Me-Now.aspx