

Soundbite script – The art of listening

Amanda Bruemmer (BREM-ER), MD, physician, OSF HealthCare

“Narrative medicine is learning about stories, how we tell stories, why we tell stories, how we listen to stories, and then using that information in a clinical setting when you're taking care of patients to provide more personalized and more comprehensive care.” (:13)

Amanda Bruemmer, MD, physician, OSF HealthCare

“A lot of my job in narrative medicine is just not to talk. It's just to listen, listen to how they're talking about how they're feeling, how they're talking about their illness, how they're talking about their experiences. And once I've heard that, I can help them figure out where they want to go next.” (:16)

Amanda Bruemmer, MD, physician, OSF HealthCare

“I think that even after our first meeting, they get the sense that something is different about the way that I talk to my patients, the way that I explain things and the way that I present treatment options. I think it gives them that space to feel like I understand who they are, what they want and where they're going. That's all the components of narrative medicine.” (:22)

Amanda Bruemmer, MD, physician, OSF HealthCare

“I think there's a lot of disconnect. Sometimes patients feel like they're getting a one size fits all treatment. And I never want anybody to feel that way, because it's really hard to engage in any kind of a treatment plan, if you don't really understand why we're doing what we're doing.” (:19)

Amanda Bruemmer, MD, physician, OSF HealthCare

“When we really think about sitting down the patient and the doctor and that relationship, something like narrative medicine is just not replaceable. It's something that I think a lot of people feel have been missing for a long time. So, it's nice to kind of welcome that back into the practice of medicine.” (:20)