



Hope For The Best, Plan For The Rest

Insider's Guide To Improving The
Illness Experience

- Dr. Samantha (Sammy) Winemaker
- 12th Annual Great Lakes Palliative Care Conference
- May 3, 2024

Conflict Of Interest



I receive funding from Health Canada
and CIHR for research projects.



I have co-authored a book
(Page Two, 2023)

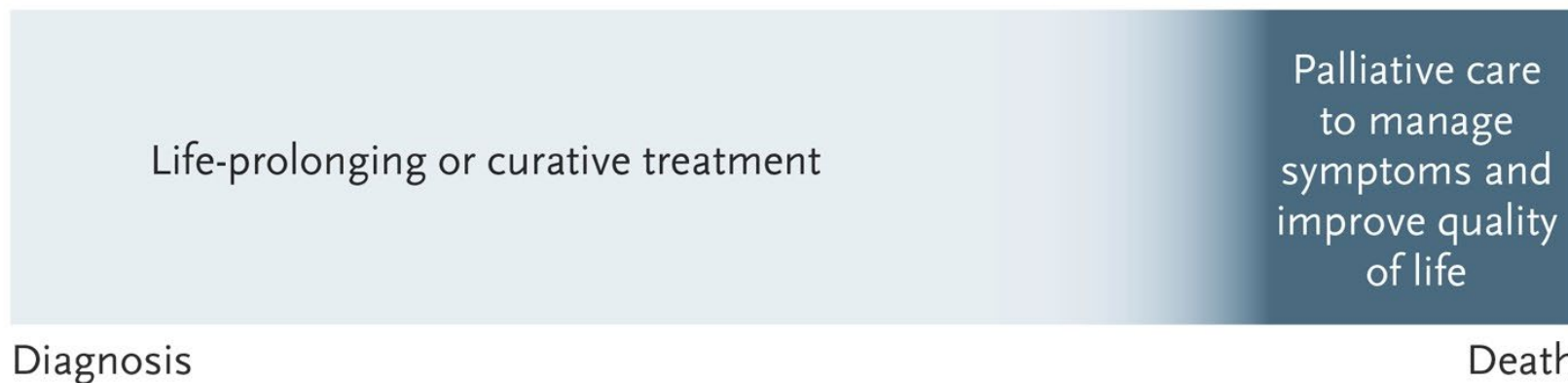


16

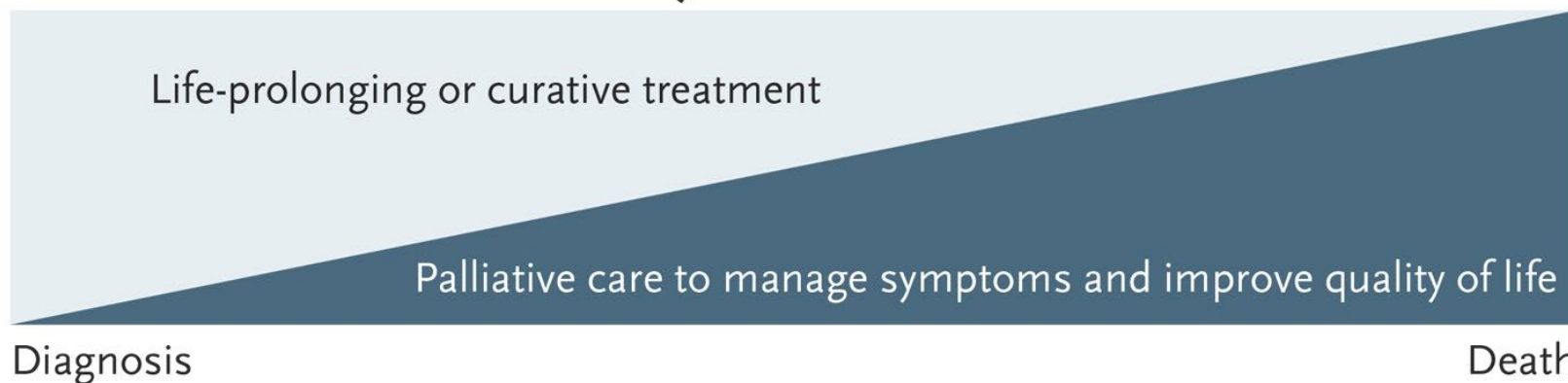




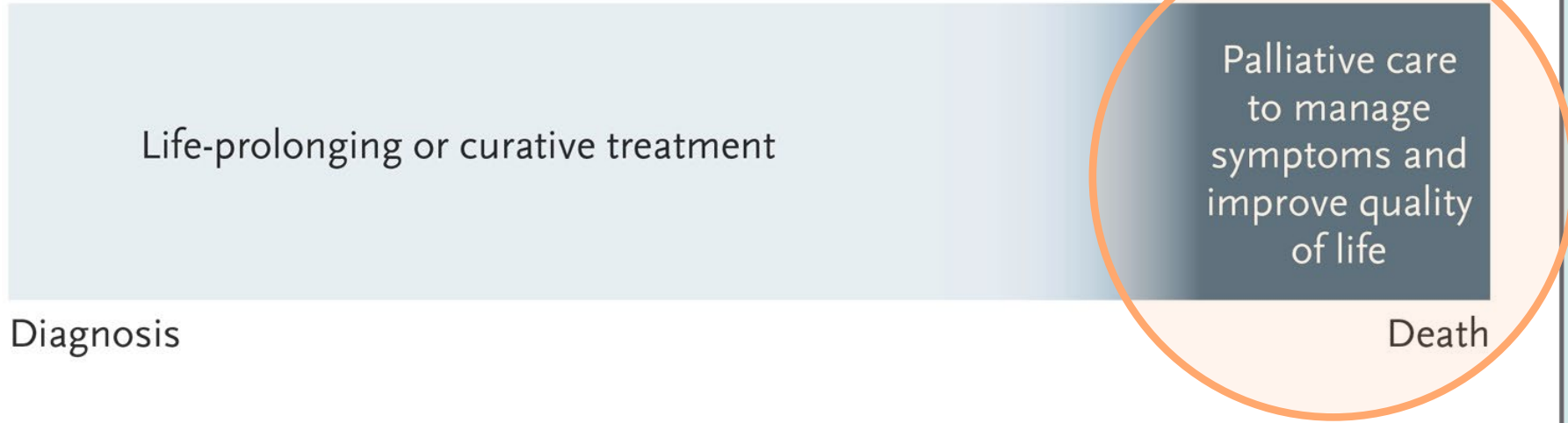
Traditional Palliative Care



Early Palliative Care



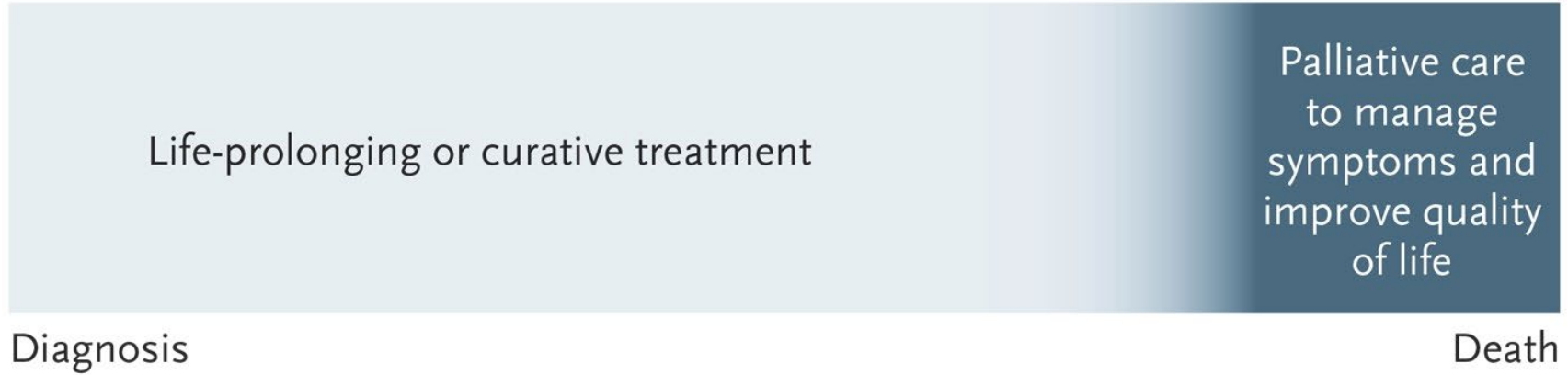
Traditional Palliative Care



Early Palliative Care



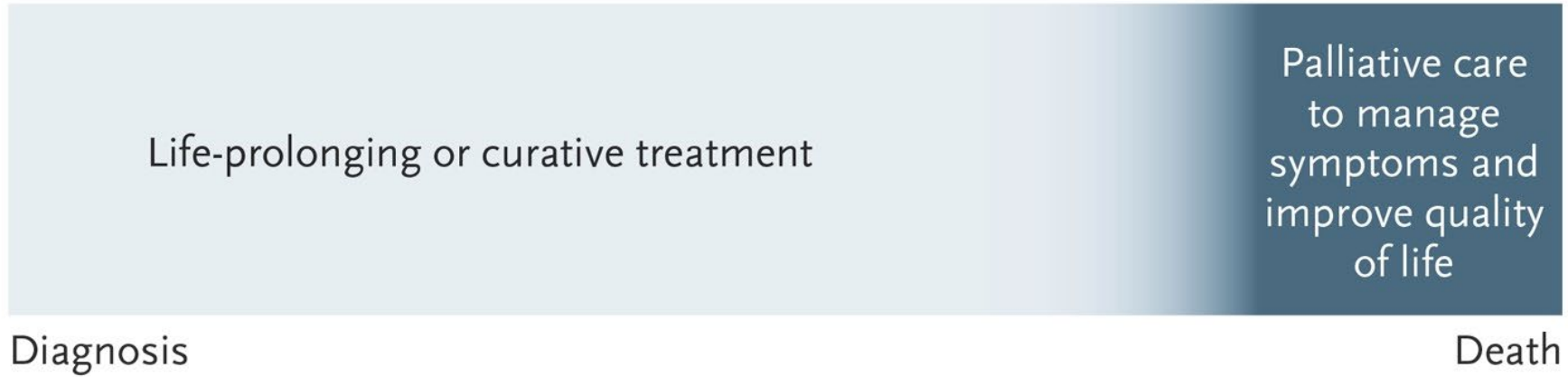
Traditional Palliative Care



Early Palliative Care



Traditional Palliative Care



Early Palliative Care



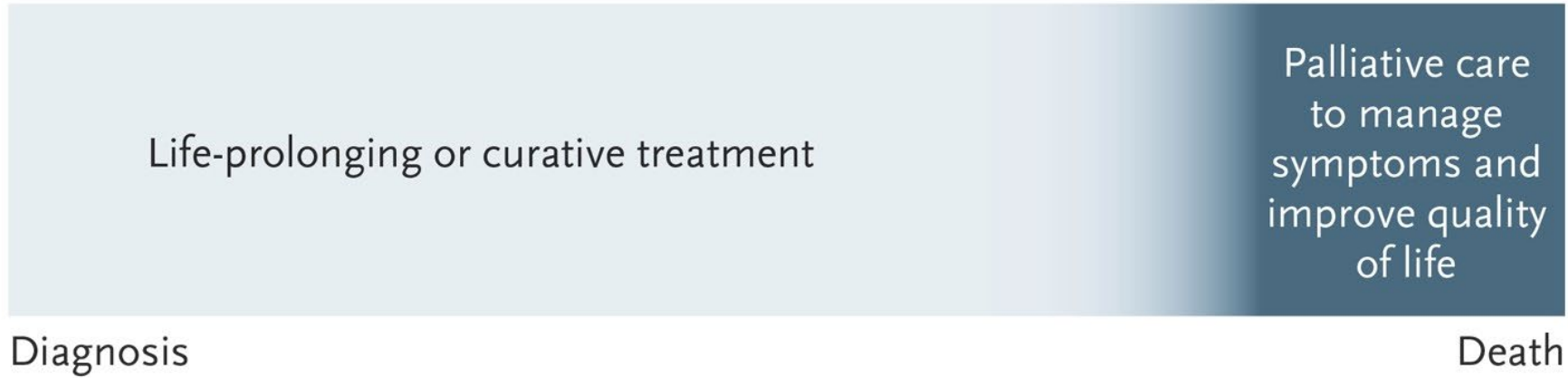
Traditional Palliative Care



Early Palliative Care



Traditional Palliative Care

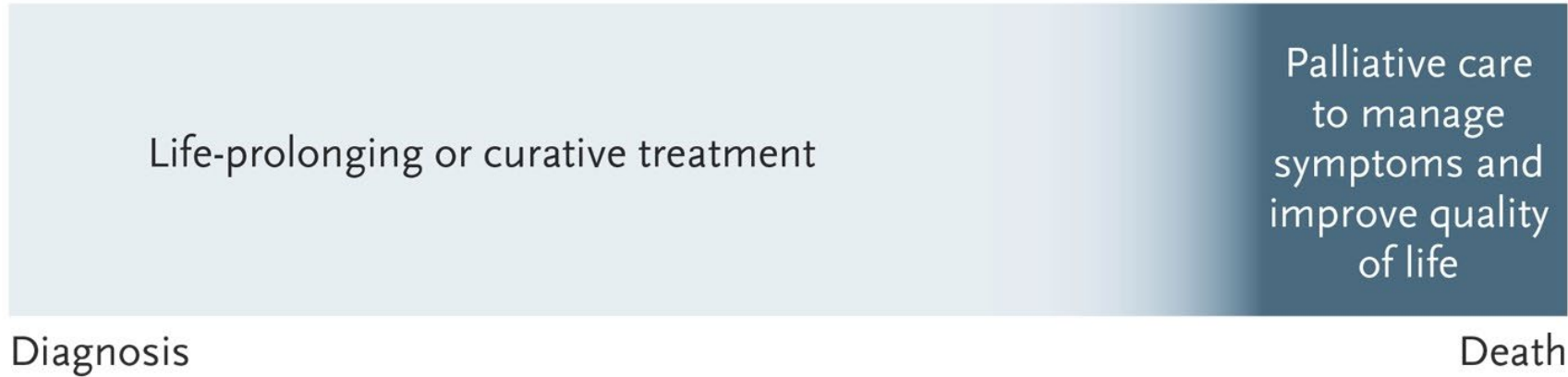


Early Palliative Care

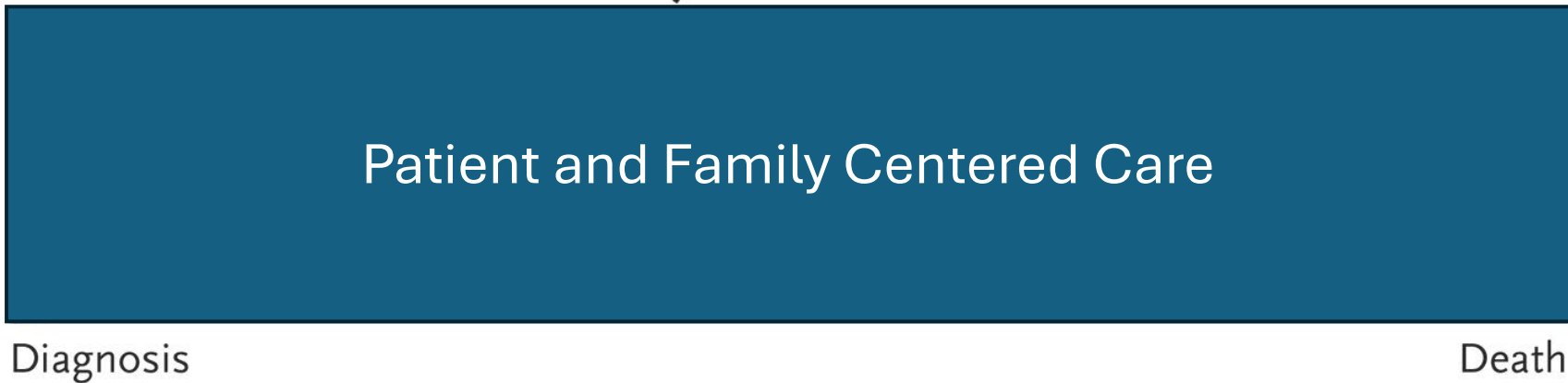




Traditional Palliative Care



Humanized Care





In the Dark

REACTIVE

UNAWARE

UNSURE

GENERIC

OVERWHELMED

FRUSTRATED

SCARED

PREPARED

INFORMED

CONFIDENT

TAILORED

IN CONTROL

IN CHARGE

HOPEFUL

In the Know







The Waiting Room REVOLUTION

is a movement designed
for patients and families
to transform the illness
experience.



Dr. Hsien Seow & Dr. Samantha Winemaker

www.waitingroomrevolution.com

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



CONNECT THE DOTS

Play a central role in navigating the system



INVITE YOURSELF

Initiate conversations about what to expect

7 keys for navigating a life-changing illness

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for
the rest



WALK TWO ROADS

Hope for the best and plan for
the rest



WALK TWO ROADS

Hope for the best and plan for the rest



Reality

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



ZOOM OUT

Understand the big picture
of your illness



ZOOM OUT

Understand the big picture
of your illness



Illness Understanding

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



KNOW YOUR STYLE

Reflect on how you cope and face challenges



KNOW YOUR STYLE

Reflect on how you cope and face challenges



Character

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



Personhood

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



Chosen Family

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



CONNECT THE DOTS

Play a central role in navigating the system



CONNECT THE DOTS

Play a central role in navigating the system



CONNECT THE DOTS

Play a central role in navigating
the system



Shared Management

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



CONNECT THE DOTS

Play a central role in navigating the system



INVITE YOURSELF

Initiate conversations about what to expect



INVITE YOURSELF

Initiate conversations about
what to expect



INVITE YOURSELF

Initiate conversations about what to expect



Partnership

7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



CONNECT THE DOTS

Play a central role in navigating the system



INVITE YOURSELF

Initiate conversations about what to expect

In the Dark

REACTIVE

UNAWARE

UNSURE

GENERIC

OVERWHELMED

FRUSTRATED

SCARED

PREPARED

INFORMED

CONFIDENT

TAILORED

IN CONTROL

IN CHARGE

HOPEFUL

In the Know

In the Dark



In the Know

7 KEYS FOR NAVIGATING A LIFE-CHANGING DIAGNOSIS



1. Walk Two Roads

Balance staying positive while also seeking honest, accurate information. This helps you stay hopeful and grounded to reality.

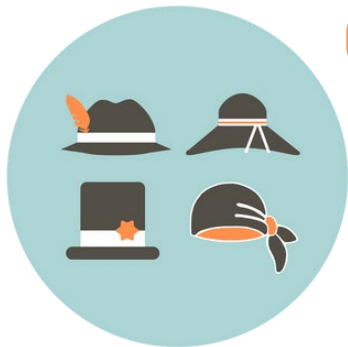
ACTION → Ask yourself what you are hoping for and what you need to plan for just in case?



2. Zoom Out

Every illness has a known pattern to it. Understanding this storyline gives you a birds-eye view of where you are at in your illness and the long view.

ACTION → Ask your provider “What will my illness look like over time? What can I expect along the way?”



3. Know Your Style

Your unique way of being will have as much impact on your illness experience as the illness itself. Harness information about your style to gain more control.

ACTION → Reflect on your tendencies when facing stressful situations & how those might apply in your illness.



4. Customize Your Order

At times you may want to tailor your care to match your values. Use your values & preferences to guide your decisions throughout your illness.

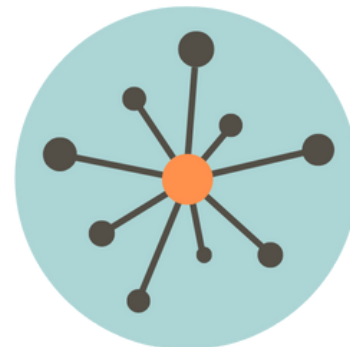
ACTION → Ask yourself what do you value most?



5. Anticipate Ripple Effects

Your inner crew (e.g. family and caregivers) will have a parallel illness journey. Their lives will be affected in multiple ways.

ACTION → Consider what support you need from your inner crew. Encourage them to get information and support too.



6. Connect the Dots

You and your inner crew need to play a central role in coordinating information. This enhances continuity and safety, especially at transition points

ACTION → Ask yourself who will be the manager of your journey?



7. Invite Yourself

Initiate conversations with your healthcare team. Don't assume no news is good news. Passive, polite patients are encouraged to be respectfully assertive.

ACTION → Ask questions and seek the information you need so you can make informed decisions.

For more information go to:
waitingroomrevolution.com

© Seow and Winemaker. 2021. All rights reserved.



7 clinician invitations



INVITE REALITY



INVITE ILLNESS
UNDERSTANDING



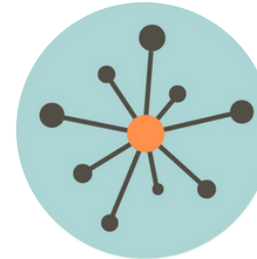
INVITE THEIR
CHARACTER



INVITE PERSONHOOD



INVITE THE FAMILY



INVITE SHARED
MANAGEMENT



INVITE PARTNERSHIP

Benefits for Providers

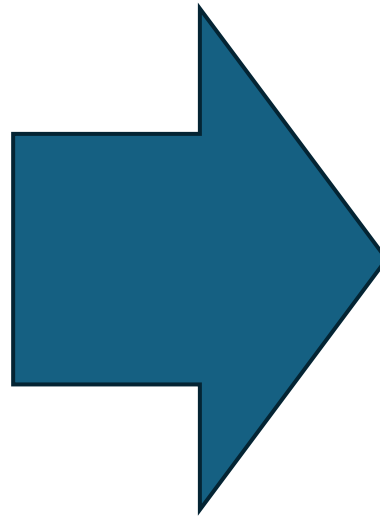
Heads Down Care

- Weary
- Detached
- Reactive
- Helpless
- Hopeless
- Futile
- Frustrated
- Conflicted
- Burnout

Benefits for Providers

Heads Down Care

- Weary
- Detached
- Reactive
- Helpless
- Hopeless
- Futile
- Frustrated
- Conflicted
- Burnout



Heads Up Care

- Caring
- Engaged
- Proactive
- Helpful
- Hopeful
- Meaningful
- Pride
- Satisfaction
- Resilience





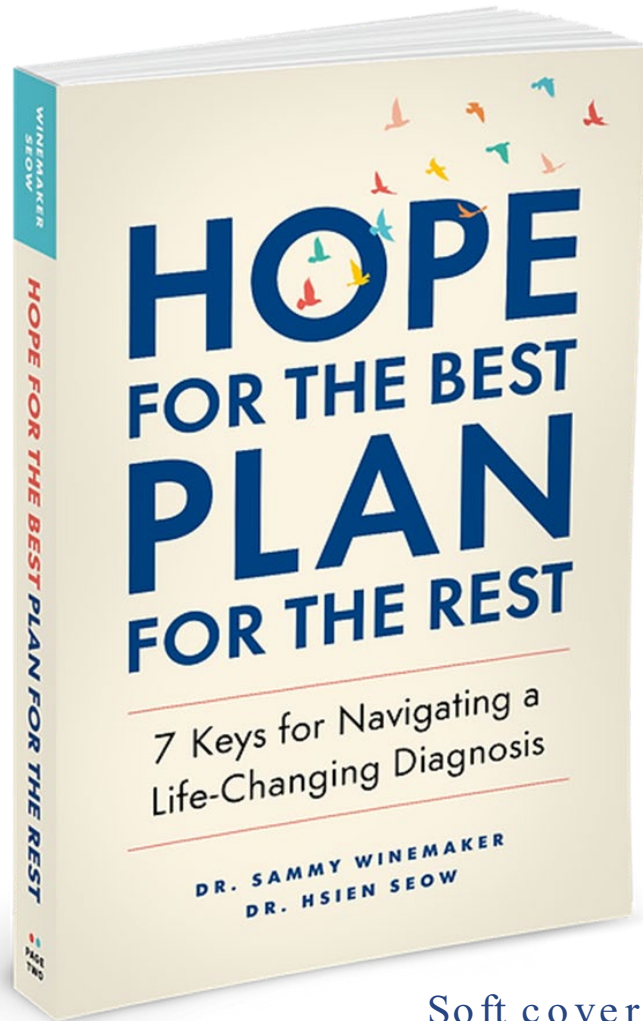
www.waitingroomrevolution.com

Join our newsletter!

The Waiting Room REVOLUTION

is a movement designed
for patients and families
to transform the illness
experience.





Soft cover \$24.95

Also available in ebook & audiobook

“Kind, clear, and system-changing:
a clarion call for a patient-led revolution in health care.”

KATHRYN MANNIX, MD, *Sunday Times*–bestselling author of
With the End in Mind

“A lightning bolt of hope! A palliative care tour de force and essential
reading for all who feel overwhelmed and alone in the health care system.”

THERESA BROWN, RN, *New York Times*–bestselling author of *Healing*

“Succinct, practical tips for getting the best care
and living well through the course of your illness.”

IRA BYOCK, MD, bestselling author of *The Four Things That Matter Most*

Please leave a review!

Thank You

Dr. Samantha (Sammy) Winemaker

Palliative Care Physician

Co-founder, Waiting Room Revolution

Associate Clinical Professor, McMaster University

swinemaker@icloud.com

X (Twitter): @SammyWinemaker

Instagram: @sammy.winemaker

TikTok: @Dr.SammyWinemaker

