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# Author Bio

Patricia J. Rullo is the author of many books, including *Speak Up and Stay Alive*, a patient advocate hospital survival guide, and the patient safety/charity anthology *Highway to Heart, Humor, and Honesty in Healthcare*. She is a speaker/trainer on the subject of patient safety and is the host and producer of three nationally syndicated radio shows.

*(Speak Up and Stay Alive, Speak Up Talk Radio, and Eleven Cats Radio)*

Pat is a seasoned audiobook narrator and producer. In addition, she interviews and promotes authors on her radio network, *Speak Up Talk Radio*, where she also helps others host their own podcasts.

Prior to becoming the voice for patient safety, Pat was known as a speaker and coach in the insurance industry.

She has served on the advisory boards of New York Life Insurance Company and Transamerica Life Insurance Company.

She is the founder of the charity *The Sewport Project* where handmade pillowcases are delivered to homeless veteran shelters and women and children's domestic abuse homes.

Pat was recently rescued by 13 cats and not surprisingly, is an accomplished litterbox scooper.



Patricia J. Rullo



Anthology Compiled by Patricia J. Rullo

# Highway to Heart, Humor, and Honesty in Healthcare

Foreword by  
Dr. Lucian Leape

Interviews and Compilation: Patricia J. Rullo

Category: Healthcare

Print ISBN: **10:** 097998078X

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Formats: Kindle and Paperback

Amazon: [LINK](#)

Website Purchase: [LINK](#)

# Book Bio

Is patient safety on your radar?

If you are a healthcare provider, a patient,  
or a human—it should be.

If you want to deliver or receive healthcare that  
feels good while doing good—  
this book is your roadmap.

Nationally syndicated patient safety radio host,  
Patricia J. Rullo, interviews 31 healthcare  
movers and shakers.

They take you on a question and answer journey  
that is raw, real, and revealing.

Quick to read chapters share real-life,  
often harrowing healthcare encounters that  
ultimately speak to solutions to help you achieve  
safer outcomes.

*Although the book is not about or for children—  
all book proceeds fund the whimsical pillowcase  
project for hospitalized children via  
Ryan's Case for Smiles.*

## Contributing Authors

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# TESTIMONIALS



**“Hospital quality improvement and safety initiatives still have much to learn about understanding patients’ concerns, their feelings when harmed, and how to communicate with them effectively and empathetically. This unique book ... is just what they need.”**

**Lucian Leape, MD**

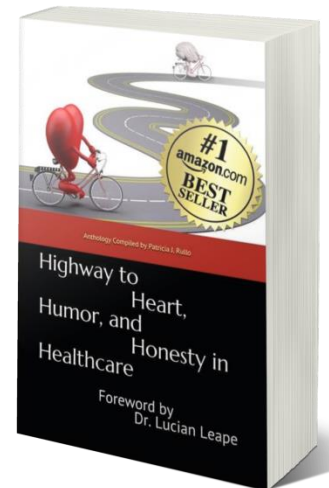
**Adjunct Professor of Health Policy, Harvard School of Public Health**

**“The goal of this book is to add heart, humor and honesty to healthcare, hospital safety and the patient experience. Titles such as “Making Caring Visible”, “Chronic Pain—the Invisible Illness”, “End of Life Wishes”, and “The Person Behind the Patient” were open and revealing yet filled with care and compassion.”**

**Jena Henry, Author**

**“Healthcare people need to read this. Patients need to read this. Somehow this book manages to appeal to anyone involved in any kind of health related encounter. Kudos to everyone who shared their heart in this book. It is well worth the read.”**

**Carole Kiner, Amazon Reviewer**



**AWARDED AMAZON #1 NEW RELEASE in these categories:**

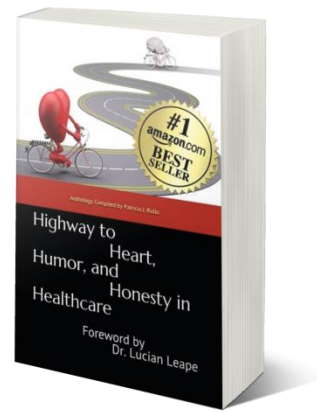
**Hospital Administration  
Doctors and Medicine  
Questions and Answers Reference**

**AWARDED AMAZON #1 BEST SELLER in these categories:**

**Medical Education and Training  
Health Reference**



# Target Audience



## WHO SHOULD READ

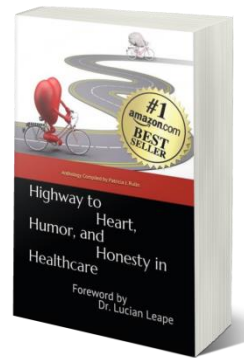
- healthcare providers
- patients
- healthcare administrators
- patient advocates
- emergency medical providers
- family members
- legal healthcare related professionals

## BOOK BENEFITS

- creates safer medical care
- improves the patient experience
- increases patient satisfaction
- reduces medical errors
- makes difficult conversations easy
- encourages empathetic communication
- gives back – book proceeds fund the whimsical pillowcase project for hospitalized children via Case for Smiles



# Book Excerpt



## Making Caring Visible

### Taken mid-way from chapter 1

Pat: Sometimes it is systems and processes that prevent very well-meaning people from doing what they would do from the heart. But because of the system, they cannot. This takes me to the question of technology. What role has technology played in improving or diminishing communication between providers and patients?

Wendy: One study recently said that while seeing patients, providers look at screens for longer than they look into the patient's eyes. Again, they are trying to document and access information and are so task-oriented and preoccupied with meeting those requirements, they are not present to the people in front of them and are not connecting. So I think we have a real compassion crisis in healthcare and it's pathetic and extreme.

Pat: A provider cannot document while looking at the patient at the same time.

Wendy: People think they can multitask, which is a fallacy. When you're doing what you described as multitasking—I think of it as rapid cycling. They're switching rapidly between one thing and another. What happens in so many healthcare interactions is people think they're multitasking while they're looking at the computer. But they're not present to the person. So the best practice is to consciously alternate between connecting to the patient and dealing with the computer. When you're writing, say, excuse me a moment. I want to make sure I write down everything that you said. Then look back, lean forward, tune in again with full mindfulness, and interact with the patient. Listen. Ask questions. Then switch back when you need to write something down or access information. So there's a best practice that enables people to both deal with the technology and let it help them and their patients and stay connected and respectful to the patient—so the patient feels like the center of their world during those precious moments when they're actually interacting.

Pat: You mentioned task-oriented. How do you instill or how do you teach the relationship aspect of an encounter to a provider who is either innately task-focused or is required to be task-focused?

# Interview Questions

Why are you involved in the patient safety world?

How do you and your work make a difference?

What causes healthcare to be unsafe for patients?

What is a patient advocate?

How can a patient advocate help both patient & provider?

Why should a provider learn how to communicate?

What are some healthcare hazards?

How can we enhance the patient/provider relationship?

Is zero harm possible?

What advice do you have for patients or family members?

What advice do you have for healthcare providers?

How do you build trust with your doctor?

Why is the patient experience a hot topic?

How can you make your doctor visits more meaningful?

How can a provider bring more “heart” to the patient?

What role does humor play?

What does honesty in healthcare mean?

How should a provider deal with a harmful event?

Share some tips to stay safe during a healthcare encounter.

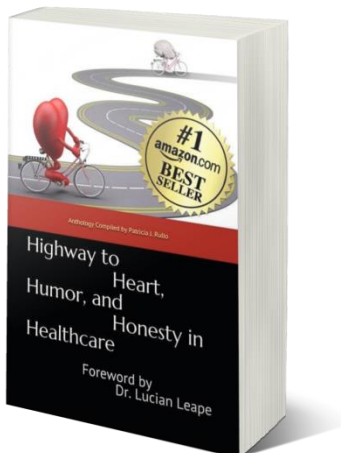
Explain the pillowcase charity aspect of the project.

# STORY IDEAS FOR REPORTERS:



## Potential Headlines

1. How to add “heart” to healthcare
2. The patient experience - what does it mean?
3. Patient safety - post COVID
4. How to know if/when you need a patient advocate
5. I’ve been harmed by healthcare. Now what?
6. What patients wish their doctor would do
7. Safe healthcare - an oxymoron?
8. How communication in healthcare can save lives
9. The top 5 healthcare hazards
10. How to achieve high reliability healthcare
11. How to be an effective healthcare leader
12. Caregiving - what everyone needs to know
13. Should patients really speak up?
14. What in the world is a “just culture”?
15. How to find that person “behind” the patient
16. Are empowered patients healthier?
17. Humor in healthcare. Really?
18. What doctors wish their patients knew
19. How to have an “end of life” conversation
20. The patient’s role in healthcare safety
21. Electronic medical records - a boon, a bust, or both?

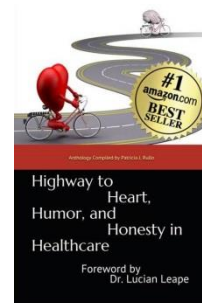
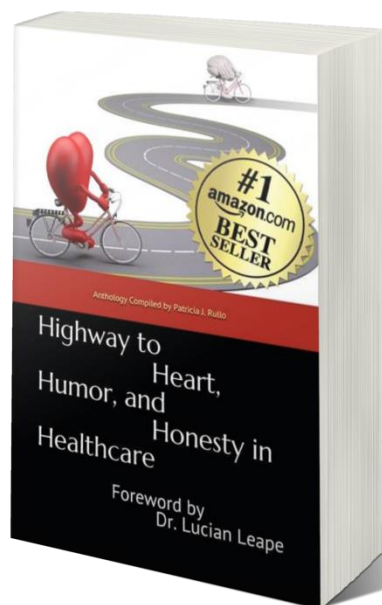




# DOWNLOADABLE PHOTOS

**I appreciate requests for photographs for press use.  
Email and let us know where you post your article so we can link to it  
and share on our radio shows.**

**Thank you.**





# Connect with Pat Rullo

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