



Figure Map Narrative Competition for Six Tzu Chi Hospitals Nurses

By Chang Chu-Fen

In order to promote figure map utilization for the six Tzu Chi hospitals nurses, a figure map narrative competition was held. The purpose of the competition was to inherit the Tzu Chi medical philosophy of human centered services. The style of this competition was to share the results of story-telling using patient figure drawings with oral presentation and popular votes.

The “Figure Map” story-telling style is informal and can be performed at any location with any format. The key is to tell the story of the patient you’re caring with pictures. It is a case by case presentation of nursing services, centered in people. Through presentations of nurses from the six Tzu Chi hospitals, the event achieved the goal of improving clinical services.

Highlights of the oral presentations are presented below.

Application of Clinical Review and Detailed Illustrations

Following the examples of Hualien Tzu Chi Hospital, the Nursing Department of Dalin Tzu Chi Hospital adopted the figure map narrative approach since 2015. The following year, a training team from Hualien came to help Dalin staff started the program. The team was led by assistant professor Kuo Li-Chuan from the Medical School of Tzu Chi University. During that time, core personnel of the new program was also assigned. In 2017, the program was expanded to all nursing units of the Dalin Hospital. All nurses involving in the program are invited to the current meeting.

On December 8, 2017, Tzu Chi University Medical School Associate Professor Kuo Li-Chuan was a guest speaker to this “Six Tzu Chi Hospitals” Nursing Conference. Her talk entitled ‘The Application of Clinical Review and Illustrations’. In her talk, she emphasized the power of listen to and observed from the patients. She also pointed out the importance of cumulating knowledge from each single case of practice for professional growth and to achieve the nursing goal of patients centered humane care.

Variability and Receptivity of Figure Maps

A stage play describing a couple’s story was shown by our nurses. The husband said: “How did I get such a disease?” The wife answered: “I can’t believe that you are suffering from such a disease.” “But I want to live, I don’t want to go through the terrible procedure of dialyses ...” This was the oral presentation of



Six Tzu Chi Hospitals nursing representatives get together at Dalin for oral presentation of figure map narrative competition.



the first poster, presented by two Dalin Tzu Chi Hospital nurses. Through such a theatrical presentation, the husband finally accepted the kidney transplant. The story presented the hesitation of the patient and the care of the nurses.

Chang Yu-Fang from Taipei Tzu Chi Hospital shared a story of a 32 year old organic tea farmer. The farmer was involved in a serious car accident and entered the hospital, unconscious. He could not talk, unable to step down from the bed. With ruptured intestines, was not able to be feed. From the prolonged hospitalization, he was depressed. Yu-Fang tried every approach to encourage him and keep him accompanied in order for him to find himself. Finally, she opened him up and Yu-Fang added a brother. Unfortunately, this brother passed away. Tears dropped from her eyes as Yu-Fang presented the story.

Wang Ai-Lun, head nurse of Kuanshan Tzu Chi Hospital in Taitung, worked for the hospital for 16 years. Because her hospital is located in the rural area, she has to update her nursing skill from the internet. She is eager to learn new story telling nursing technique from live presentations. Representatives from the Hualien Tzu Chi Hospital shared a case of head and neck cancer patient. In addition, other



Kuanshan and Yuli Tzu Chi Hospitals are well represented

hospital all sent their specialists for presentation. There were a total of eleven story telling presentations.

Colorful Posters and Emotional Presentations

Other than oral presentations, colorful posters were displayed around the hallways. There were a total of 45 posters from each of the six participating hospitals. Popular vote was also conducted to select the best poster.

Telling Stories of the Patients and Advancing Professional Skills

Best Story Telling poster was won by Dalin TC Hospital. Head nurse Tseng Fang-Ling from ward 5A was their representative to accept the award. Fang-Ling said: "In our unit, we divided our nurses into small groups of two to three persons each. Each group selected their case studies and plans their figure maps. We made our posters once a month. Initially, we all felt pressure for planning and making of our posters. However, after a period of time we all mastered the skill and felt free to do the work. Of course, there were different opinions in the format

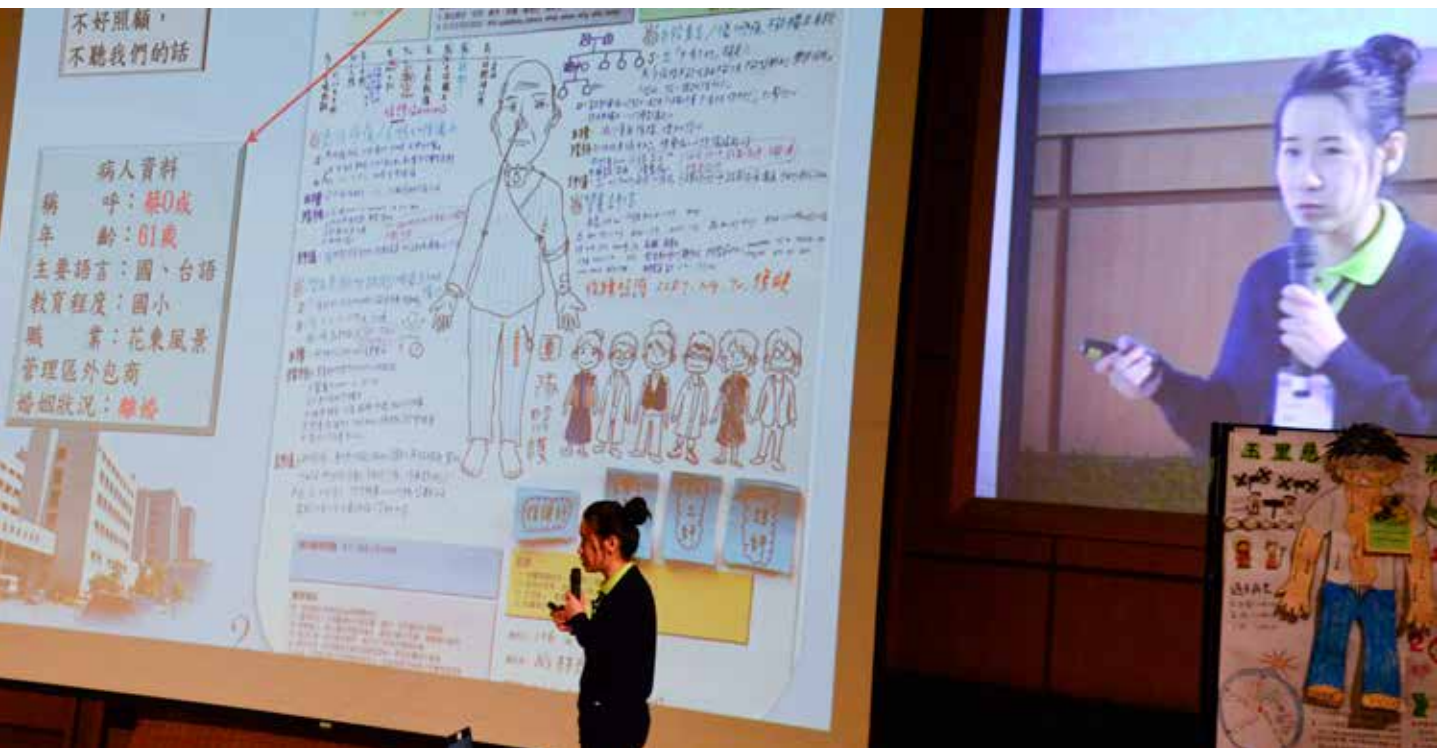


and style. Some thought presenting the nursing procedure of the case is of foremost importance. Some preferred the artistic presentation over other aspects. Of course, the personal taste of the judges has a certain weight, too. All the factors, contents, artistic outlooks, personal flavor, count in the final selection.”

Fang-Ling also discovered that figure map presentation enhanced the presentation techniques of her colleagues. It presented the flow of the nursing procedure, from a patient entering the hospital, to diagnosis, to the treatment of the illness, all the way to the release of the patient. By going through the procedure step-by-step, no doubt will improve the patient care skill of our nurses.

Hold their Hands When the Patients Are Suffering

Yang Chuan-Yu and Liao I-Hui from the Dalin Tzu Chi Hospital presented a case study in the meeting. The case was for a patient with esophagus cancer complicated tumor repression. The two nurses planned the way to help the patient to go through his first chemotherapy. They also utilized multi-department resources to help the patient through the post therapy challenges. Finally, they





Through the storytelling figure maps, nursing has more depth and is more human.

arranged a palliative team to help the patient peacefully fulfilled his journey in front of his family.

Yang and Liao did not understand the logic of storytelling nursing before. However, after a year of training and practices they realized that with such a procedure they can review their nursing experiences step-by-step. Therefore, the figure map procedure is actually a teaching tool. The pictures are easy to understand, they not only help the caring nurses, they actually expanding the nursing care to the patients and their families.

Finally, Teacher Kuo Li-Chuan summarized the participation of the six hospitals by saying:” The story of the patients presented in the figure maps, reflects your nursing experience. They are the professional paths you went through. However, it is more important to remember that the profession of nursing is to care for the patients. From the stories we presented in this meeting, we need to think back that the utmost mission of our profession is to hold our patients’ hand when they are suffering.”

Six Tzu Chi Hospitals figure maps lively exhibits



