



Chapters of Life Under the Brush

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Every humanoid diagram tells a story. We enjoy sharing these stories.

As ward RNs, we face a wide range of patients every day. Although we're extremely busy, we stop every once in a while to listen to their life stories. These stories always evoke different feelings and emotions and enable us to accompany our patients with more empathy. How can we record these stories and elicit sympathy in more people?

When I joined this unit, I was exposed to "humanoid diagrams". Back then, I didn't have a clear understanding of this tool. I thought I only had to draw the patient on a piece of paper and carry out the required nursing measures to provide him/her with the care he/she needed. As a result of the meticulous guidance provided by a senior colleague, I realized I was wrong.

The humanoid diagram story that left the deepest impression on me was the case of a patient who experienced bladder discomfort caused by urinary catheterization. This middle-aged male patient who had undergone prostate resection surgery to treat prostatic hyperplasia. Due to the catheterization, he constantly begged me: "Can you please perform enema on me? I really feel an urge to defecate!" When I was about to perform enema for the patient to satisfy his physical needs, my senior colleague took me aside and told me that this discomfort was caused by the catheterization. After administering bladder antispasmodic, his symptoms improved. I relied on a humanoid diagram to depict his discomfort including his facial expressions and actions and thereby provide everyone with a more vivid understanding of bladder discomfort caused by catheterization and corresponding nursing measures.

Humanoid diagrams are a form of narrative nursing. These diagrams tell powerful life stories. They represent testimonies created through the joint efforts of the whole team, giving a detailed account of the perseverance and progress of the patient during the treatment process.



Nursing staff members of the Urology Ward on the 7th Floor of the HeXin Building, Hualien Tzu Chi Hospital work in pairs to prepare humanoid diagram-based case reports. RNs engage in discussions after working hours.

In addition to depicting treatment directions and measure that RNs should prioritize in the care process based on needs and expectations from the perspective of patients, humanoid diagrams also bear witness to the trust and mutual affection between nurse and patient.



In the process of completing humanoid diagram-based case reports, we build communication bridges between nurses and patients. When questioning the patient, we embark on a journey of building trust and forging excellent nurse-patient relationships. Through timely responses and in-depth communication, we make the patient feel at ease, increase his/her willingness to state their needs and physical conditions, and gain a better understanding of his/her expectations. We are firmly committed to fulfilling the hopes of our patients regarding medical treatment through concerted efforts of the medical team. Humanoid diagram-based presentations give all team members a chance to gain an in-depth perception of the patient's life trajectory. Humanoid diagrams which require logical and integrative skills are not only highly conducive to giving us a clear grasp of disease theory and treatment approaches but also give us a chance to convey the deep concern of the medical team for the patient.

We currently implement humanoid diagram education in pairs (one senior nurse



The process of humanoid diagram preparation not only gives every participant a chance to demonstrate his/her talents but also coalesces the power of the team.

ranked N2 or higher is paired with a junior nurse). This arrangement aims to give junior nurses a more rapid understanding of nursing goals and patient conditions through guidance provided by senior colleagues. Another objective is to give senior colleagues a firm grasp of educational priorities and facilitate the effective training of newly hired staff members. Finally, this training mode also fosters cooperation and communication between team members and expedites the formation of an intensified collaboration model. On the other hand, we expect to facilitate the detection of patient problems in different dimensions through pair interactions and exchanges and gain a more comprehensive understanding of patient conditions by considering individual perspectives and viewpoints. Humanoid diagram-based reports for each patient are created hand-in-hand by two RNs in consideration of the opinions of other nurses who have cared for the patient before. RNs of the respective unit and team members in other occupational categories eagerly share their observed patient conditions. These shared observations highlight our varying perceptions. They also serve as a source of inspiration for the reporting teams comprised of two RNs.

Humanoid diagrams also further motivate staff members to review the research literature to supplement and corroborate nursing measures and disease knowledge. This supplementary knowledge provides all nursing staff members of the unit with a clearer understanding of therapeutic approaches and enables them to fully comprehend the patients' stories during the treatment process.

Furthermore, the results of the implementation of humanoid diagram education in different units bear witness to team solidarity. Despite the fact that each reporting team only has two members, they do their best to assist each other in the process of creating humanoid diagrams as required by demonstrating their talents in different fields such as drawing, composing text, and proposal of ideas. The completed humanoid diagrams are first presented to supervising senior colleagues and unit heads. Upon completion of revisions, the head of the nursing department reviews the final version of the report in detail and offers reminders to give RNs a better understanding of care process priorities.

The most distinctive characteristic of humanoid diagrams is that it helps every RN in charge of creating diagrams convert their comprehension of different aspects of the care process into in-depth perceptions through the conveyance of text and images. Interactions and sharing of experiences in the context of humanoid diagram-based case reporting not only strengthens team cohesion but also enriches every RN's understanding of the patients' life stories and thereby adds meaning and depth to nursing work.