(P04) A MOTIVATIONAL "MERCY MOMENT": STORY OF MULTIPLE SCLEROSIS
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**Background:** Hearing someone’s patient story firsthand or in a videotape is an incredibly powerful tool in motivating healthcare workers to serve by responding with compassion to the needs of others. **Objectives:** This presentation will discuss a project, “Mercy Moments,” and show a 7-minute DVD to foster empathy in multiple sclerosis (MS) health-care professionals, especially nursing and rehabilitation specialists. **Methods:** As a professional MS nurse and patient, I shared my “Mercy Moment” MS story, “Chicken Soup: Living with MS,” on videotape and live as a speaker. This videotape was developed as a part of a “Healing Environment” Retreat program initiated in 2007 at St. John’s Mercy Medical Center. Throughout the year, St. John’s Mercy sponsors retreats in which groups of coworkers brainstorm opportunities to make our environment more conducive to healing. The top ten initiatives from each retreat are identified, and teams are formed to work on them. One healing environment program outcome from a 2009 team of coworkers (of which I was a member) was titled “Mercy Moments.” Our program goal was to create a forum for our coworkers who have been patients to speak out and share their stories or those of their family members to foster compassion, empathy, inspiration, and advocacy. Diverse strategies to connect using stories on all levels were developed using an intranet “Storybook,” videotape, and speaker series. **Results:** Compassion, empathy, and inspiration were fostered in coworkers at St. John’s Mercy Healthcare. **Conclusions:** MS health-care professionals will be inspired and their hearts will feel warmed by this presentation. They will be motivated to serve their patients with compassionate care.

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