

1. How many times have you heard parents or patients being referred to as “crazy” when they try their best to advocate for their loved ones? How can we reframe our interactions with these individuals from “what’s wrong with you” to “what happened to you?” and “What is strong about you?”
2. How might an acute stress on a background of trauma lead parents to need to control their environment?
3. What are specific actions providers can take to form a better therapeutic bond with families of patients with chronic complex medical disorders? How can peer support help in these cases?
4. How might care conferences themselves be traumatizing and triggering?
5. How might deeper empathy for patients stave off provider burnout and moral distress?

Key themes: shared decision making; peer support; collaboration and mutuality; medical trauma