



## QPS TalkTime



A community of quality and patient safety improvers

# Narrative based medicine in your practice

4<sup>th</sup> April 2023 | 13.00 - 14.00





# How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- If your tech fails, don't worry – we're recording it so you can watch back on the NQPSD YouTube channel and access the slides at your convenience.



- Audio is available via your PC or dial in:

Telephone no: Irish: 01-5260058 / UK: +44-20-7660-8149

Event number: 2734 273 4797#



- Please feel free to continue the discussion on twitter via [@QPSTalkTime](#)

[@muirishouston](#) | [@NationalQPS](#)

[@mapflynn](#) | [@johnfitzsimons9](#) | [@juanitaguidera](#)

[#QIreland](#) | [#patientsafety](#)



- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out).

- You will receive an email from QPS TalkTime confirming your attendance.



# What you will learn today...

- Explore what narrative medicine is
- Hear examples of how stories in healthcare improve care and patient safety
- Learn how you can use this approach in your work

QPS TalkTime



A community of quality and patient safety improvers

## Narrative Based Medicine in your Practice

4<sup>th</sup> April 2023 | 1pm to 2pm

### Guest speaker



#### Dr. Muiris Houston

Medical Writer and Health Analyst, Consultant Occupational Physician and Adjunct Prof in Narrative Based Medicine in Trinity College Dublin.

He has a special interest in narrative based medicine and is a champion of the patient's story. An adjunct prof at the Department of Academic Neurology at Trinity College Dublin, he lectures on medical humanities to undergraduates and postgraduates. Muiris has also been a journalist with The Irish Times for over 20 years and has twice won medical journalist of the year awards. His Medical Matters columns have been a centrepiece of the newspapers health supplement since it commenced publication. His aim throughout his writing career has been to demystify medical issues for the lay reader and to provide a voice for them.

Muiris has also been Ireland news correspondent for the British Medical Journal and is a columnist with the doctor's newspaper The Medical Independent. He has provided keynote presentations on narrative medicine to wider audiences. "In the Psychiatrist's Chair" is his first book, co-written with TCD professor of Psychiatry, Dr Brendan Kelly.

Muiris has been honoured by the Royal College of General Practitioners and the Royal College of Physicians in Ireland for his achievements in bridging the gap between doctors and patients.

### Co-hosts



**Dr. John Fitzsimons**, Clinical Director with the National Quality and Patient Safety Directorate and Consultant Paediatrician at Children's Health Ireland at Temple Street.



**Dr. Maureen Flynn**, Director of Nursing, QPS Connect Lead with the National Quality and Patient Safety Directorate

### What will I learn?

- Exploring what narrative medicine is?
- Examples of how stories in healthcare improve care and patient safety
- Learning how you can use this approach in your work?

### National Quality and Patient Safety Directorate

The National QPS Directorate provides a regular lunch time, one hour webinar series, focusing on quality safety and improvement. Running approximately every two weeks (in term time), it is open to all those interested in improving quality. Join individually or together as a group to assist in building your own local QPS networks.

[@NationalQPS](#) [@QPSTalkTime](#) [Kris.kavanagh@hse.ie](mailto:Kris.kavanagh@hse.ie)



To register  
scan below



Click here

# To get started ... we invite you to

- Share using the chat box
- Your name, work and where you are joining us from ...
- Finish this statement:

**Is there time to listen in  
healthcare?**



# Our speaker today



## Dr. Muiris Houston

Medical Writer and Health Analyst, Consultant  
Occupational Physician and Adjunct Prof in Narrative  
Based Medicine in Trinity College Dublin.



**Dr. John Fitzsimons,**  
Clinical Director, HSE  
National Quality and Patient  
Safety Directorate and  
Consultant Paediatrician,  
Children's Health Ireland at  
Temple Street.

**Dr. Maureen Flynn,**  
Director of Nursing, QPS  
Connect Lead with the  
National Quality and Patient  
Safety Directorate





# Patient Stories: Why They Matter

Dr Muiris Houston

Masters in Medical Humanities (U Syd)

Adjunct Prof Narrative Based Medicine TCD

# What is Narrative?

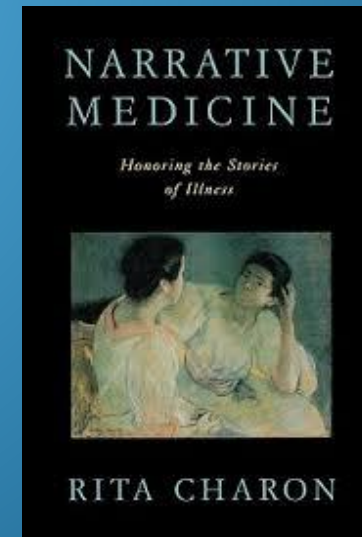
*It is more than just a story. It is a thread that links events in our lives and puts them into context. Narrative gives our life events certain meaning.*

Carol, T. BJGP 2005

# What is narrative medicine?

Started ~ 2000 in US – Rita Charon et al

- “Clinical practice informed by the theory and practice of reading, writing, telling and receiving stories”
- Theoretical approach





# What is Narrative Based Medicine?

- Greenhalgh and Hurvitz NBM book published 1998 U.K.
- Practical approach to NBM- DOING >> theorising
- A European approach developed by John Launer and others
- Reflective Practice IS Narrative Practice

# What is narrative based medicine?

- Literature-and-Medicine
- Bibliotherapy
- Therapeutic Writing
- **Narrative knowledge, narrative competence and narrative humility = the application of narrative ideas to the practice of medicine**

# Narrative Knowledge

- “that which one uses to understand the meaning and significance of stories through cognitive, symbolic and affective means.” Charon, R.
- NK leads to a local and particular understanding about one situation by one participant and observer.
- Contrast with “logicoscientific knowledge” which attempts to illustrate the universally true.

# Narrative Competence

*Ability to acknowledge, absorb, interpret, act on stories of others.*

*...So that health professionals are equipped with the skills to competently carry out these narrative tasks with patients.*

# Narrative Competence

- Allows healthcare professionals to figure out what their patients are going through, thereby enhancing diagnostic accuracy and therapeutic direction
- With narrative competence we can:
  - be more attentive to patients
  - be more attuned to patients' experiences
  - become more reflective in our practice
  - better able to interpret illness stories



# Narrative Humility

Emphasizes the patient's ownership of their story.

“Narrative humility is a response to efforts at clinical mastery, including many well intentioned ones”

Reminder that doctors and other health care professionals cannot simply take a person's story and run with it

Sayantani DasGupta 2008

# Narrative Based Medicine

- Bridge between doctor and patient
- Travel back / forth – keep story alive
- Building a history, not taking it
- Patient Anecdote
  - - understanding their illness
  - - how illness affects patient's life



# Chronic Disease

“Voice of Medicine v. “Voice of Life World”

When pts addressed only in voice of medicine



Patient satisfaction and Rx compliance poor

*Bradley, Colin ICGP 2006*

# Pt. Narrative v. Health Outcomes

- ↑ Expression of pt. narrative=
  - ↓ B.P.
  - ↓ Blood Sugar
  - Reduces cancer pain
  - Improves lung function in asthma
- Greater trust and satisfaction in doctors who encourage narrative
- Better adherence to Rx.

# Narrative Skills

“Recognizing, absorbing, interpreting and being moved by the stories of illness”



# Empathy

Narrative awareness and competence feed empathy

- active listening
- reflective summarising statements:
  - content
  - emotions

# Active Listening

- Patients have rehearsed their 'story'
- Telling you their story is **very** important
- Doctors interrupt stories from patients very early (18-21 seconds)
- If we do not interrupt (60-90 seconds)

# Adverse Outcomes

Most do not involve an error: why do patients sue?

How narrative humility may help

# Why do patients sue?

Patients who take action have experienced:

- Poor communication
  - Not being listened to
  - Lack of empathy
  - Lack of information
- Disempowerment
  - Feeling devalued
  - Not being understood or taken seriously
- Desertion
  - Feeling abandoned
  - Family excluded
  - Staff arrogance

*Beckman et al 1994, Stephen et al 2012*

# How narrative humility may help

- Request the patient to relate their story to you:
  - Knowledge  
Their understanding and perspective of the adverse outcome
  - Emotion  
What emotions they are or have experienced
- Summarise the patient's story
  - Invite correction and clarification
  - Request permission to provide further information



# Narrative Writing: Why?

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**Narrative writing enhances self-reflection**

**Narrative Writing enhances empathy,**

**Narrative writing promotes practitioner well-being.**

# Reflective Narratives

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- Life-long learning practice
- In your own time, about particular patient or situation
- Can be personal or shared
- A habit well worth developing!

Envoi...

*“ Illness is what the patient has on  
their way to see doctor and disease is  
what they have on the way home ”*

*(Anon)*





# Narrative Practice Ireland

- Send an email to:  
[narrativepracticeireland@gmail.com](mailto:narrativepracticeireland@gmail.com)
- Twitter: @NarrativePrac
- Or join substack newsletter via QR code



# A Good Book!

- "Narrative-Based Practice in Health and Social Care: Conversations Inviting Change" by John Launer:
- This book explores the use of narrative in healthcare and provides practical guidance on how to incorporate the principles of narrative medicine into clinical practice.



# Hearing your thoughts and comments





On behalf of the quality and patient safety community,  
it gives us great pleasure to launch:

## Quality and Patient Safety Matters #AllThingsQuality

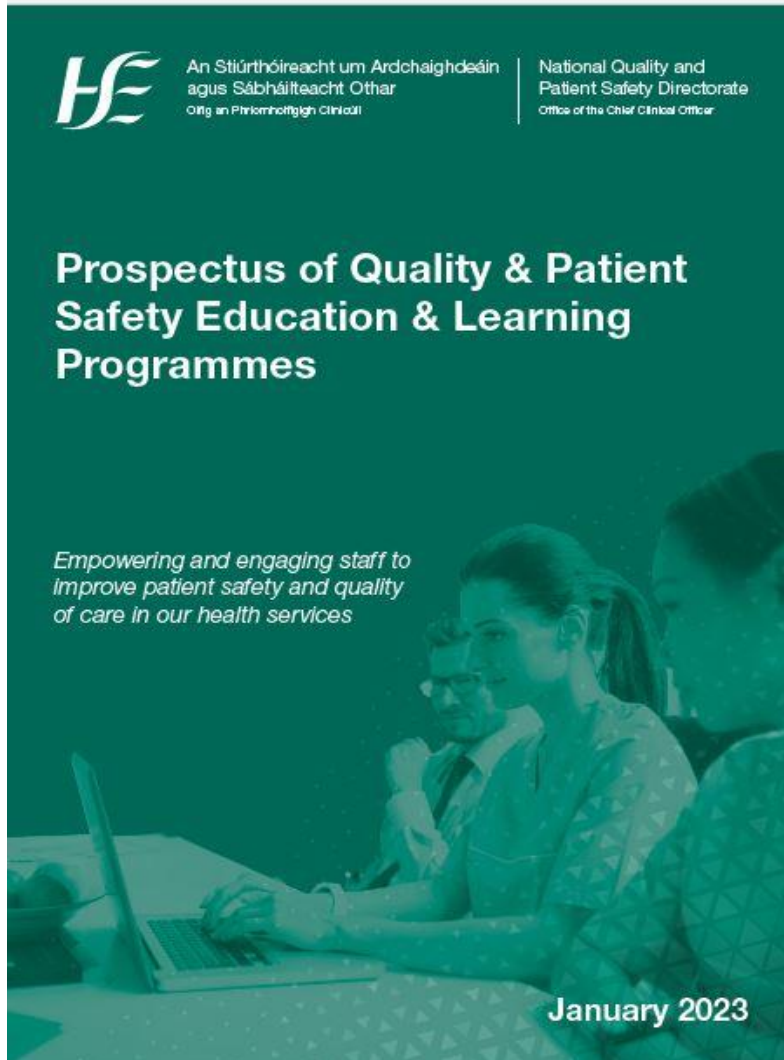
Available NOW  
Link in the chatbox!

@NationalQPS

See the link in the newsletter to share your QPS stories in  
future editions.



# Prospectus of QPS Education and Learning programmes - 2023



## Table of Contents

Quality Improvement  
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Governance & Risk  
Safeguarding  
Antimicrobial Resistance & Control (AMRIC)  
Change & Innovation  
Library Services

Connecting with QPS



<https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html>





**Patient Safety Together:**  
learning, sharing and improving



## Website launched on 17th January

## What is it?

- A new freely available online resource that shares patient safety learning & supports the HSE Patient Safety Strategy (2019- 2024)
- Enables users to access & download new and up-to-date QPS information.

## Resources will include:

- HSE National Patient Safety Alerts
- Patient Safety Supplements
- Patient Safety Stories
- Resources for further learning including Patient Safety Digest and QPS Community



**Patient Safety Together | [patientsafetytogether@hse.ie](mailto:patientsafetytogether@hse.ie) | [www.hse.ie/pst/](http://www.hse.ie/pst/)**

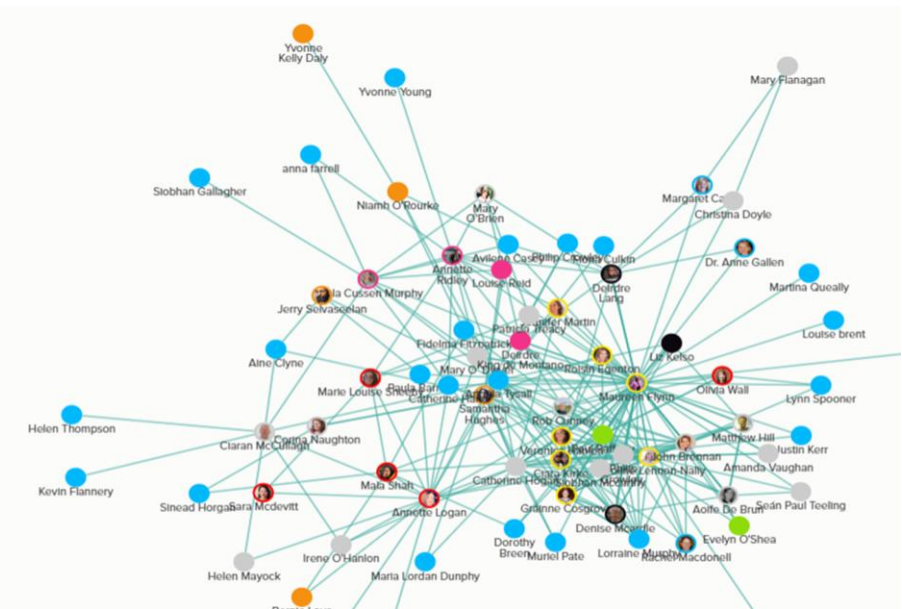




# The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

- How to join the map?
  - Visit the HSE website (see link in the chat)
  - Get sent your unique link to the map
  - Enter information about you, your professional characteristics and your interests
  - Log your connections
- How to use the map?
  - Filter the map by role, organisation, interests
  - View individual profiles
  - Connect and collaborate with others



# Apply to become a member of

## About

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. Q is delivered by the Health Foundation and supported and co-funded by partners across the UK and Ireland.



Q-Membership is not needed to join the Patient Safety Community, but we encourage anyone with an interest in quality and patient safety to explore all the supports freely available on the Q Community Website: <https://q.health.org.uk/join-q/>

For information on how to apply contact:  
[Mary.Lawless@hse.ie](mailto:Mary.Lawless@hse.ie) / [Roisin.Egenton@hse.ie](mailto:Roisin.Egenton@hse.ie)





# Our next QPS TalkTime



**Dr. Joan Power**  
Consultant Haematologist



**Anne Jones**  
Nurse Lead for Quality and  
Patient Safety Improvement,  
IEHG

More guests TBC....

QPS TalkTime



**QPS TalkTime No. 6**  
18<sup>th</sup> April 2023 | 1pm to 2pm

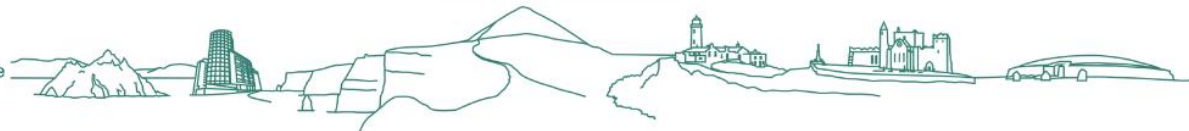
## Safer Surgeries Steps to reduce risk of harm

Register now



An Stiúrtóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an Phríomhoifigigh Cliniciúil

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer



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National Quality and  
Patient Safety Directorate  
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Connecting people interested in quality and patient safety

[www.hse/nqpsd.ie](http://www.hse/nqpsd.ie)

[nqps@hse.ie](mailto:nqps@hse.ie)

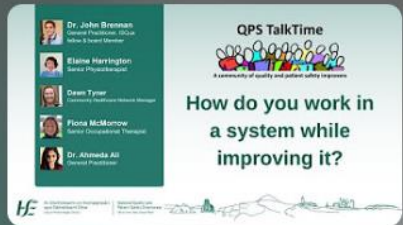
[@NationalQPS](https://twitter.com/NationalQPS)

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[#QIreland](https://twitter.com/QIreland)



# Signposting webinars, dates for your diary...



## QPS TalkTime

HSE National QPS

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92 videos 244 views Updated today

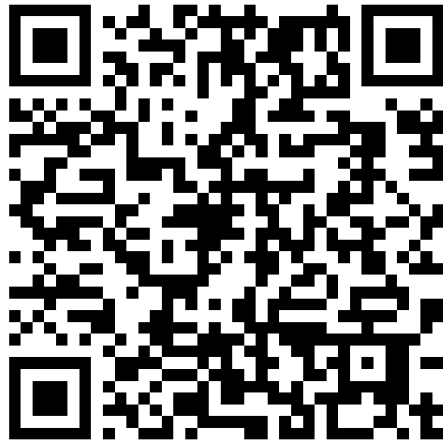


▶ Play all

↻ Shuffle

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Watch back on  
YouTube



Our next  
QPSTalkTime  
webinar

18<sup>th</sup> April 2023 | 13.00 - 14.00  
**No. 6: QPS TalkTime Safer surgeries:  
Reducing common causes of harm**  
Dr. Joan Power, Anne Jones

Open  
disclosure  
webinar

12<sup>th</sup> April 2023 | 11.00 - 12.30  
**“Medico-legal aspects of record-keeping and  
documentation”**  
Mr. Asim Sheikh, Barrister-at-Law, and Assistant Professor in Legal  
Medicine, UCD School of Medicine

Conferences

23<sup>rd</sup> May 2023 | 09.30 - 16.30  
**Building a Just Culture in Healthcare:  
a HSE Dialogue**  
**Croke Park Conference Centre, Dublin**



# Connect with us



**HSE National QPS**  
@NationalQPS



# Let us know how we did today ....

**Reminder:** Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you.

*Thank  
you*

**Contact:** [Kris.Kavanagh@hse.ie](mailto:Kris.Kavanagh@hse.ie) to be included on our mailing list to receive QPS TalkTime invitations

