

**Compassion as a Corporate and Personal
Value in Integrated Healthcare:
A New Way of Working**

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Integrated Care

- **Person Centred**
- **Needs and preferences of the patient/services users, their families and carers**
- **Shared experience and feedback of patients/service users**
- **New Ways of Working**

Person Centred

You are not a human **Having**

You are not a human **Doing**

You are not a human **Been**

You are not a human **Bean**

You are a human **Being**

*Human **Being***

A human who is **Being** means:

- 1. Surviving as a biological organism*
- 2. Flourishing in their wellbeing as a person*

Key Point

Understand your own needs as a human who is **Being**

Reflect that understanding in your relationships with those humans in your care who are also humans who are **Being**



Through the practice of Compassion

Compassion

Recognition of the suffering of another person.

Internal response (active imagination of the sufferer's condition, concern for his or her good, sense of sharing his or her distress)

Movement towards addressing such suffering through presence, word and action.

Distinguished from the values of sympathy and empathy by the requirement for action

Key Point

Relationship with patients

The Conversation is the Relationship



I (subject) to It (object)

I (subject) to You (subject)

I (subject) to It (object)

Monologue

The sick person as a category becomes an “It” or object when they are seen as: ‘just a patient,’ ‘a body,’ ‘a syndrome,’ ‘a disease,’ ‘a bed number,’ ‘a room number,’ ‘a chart number.

I (subject) to You (subject)

True dialogue between “I” and “You.”

The sick person as a “You” or subject is “Mary” or “Ms. Murphy,” or “John” or “Mr. Smith.”

“A Person,” with needs that go beyond the functioning of their bodies as an element in a system called a treatment pathway.

Key Point

Three Great Hungers of Person Centred Care

1. Stimulus

2. Recognition

3. Structure

Stimulus

Knowing that they are alive and safe as a biological organism; the need to be able to think:

“Do I exist?”

Your ability and desire to be able to answer “Yes”!

Recognition

The need to know that they are seen and heard as a person.

Do you see me?

Do you hear me?

Does what I say mean anything to you?

Your ability and desire to be able to answer “Yes”!

Structure

The need to know and be able to anticipate living through the immediate future. The most important question after we know we exist biologically and existentially is

What will happen next?

Your ability and desire to be able to answer

Practice of Compassion

Hospitals experience shorter lengths of stay, lower rates of rehospitalisation, better health outcomes and fewer costly procedures.

Caregivers who are able to express compassion for patients, families and each other experience higher job satisfaction, less stress, and a greater sense of teamwork.

Patients who are treated compassionately benefit from improved quality of care, better health, fewer medical errors, and a deeper human connection with their caregivers.

Compassion for Yourself

Care staff need to be

Treated by others with Compassion

Treat themselves with Compassion

Treat their colleagues with Compassion

Involvement of Patient and Families

Be not afraid: behind every behaviour there is a positive intention, feelings and emotions are driven by met or unmet needs

Essential in the development of a compassionate culture

Look internally to your palliative care units

Patient stories – both the stories themselves and the act of collecting them – as a way to help caregivers better relate to patients

Volunteers writing short stories about patients' lives that become part of the medical record for the care team.

New Ways of Working

Relate to your patients /colleagues as
“I” to “You” and not an “I” to “It”

- *“Do I exist?”*

Be able to answer “Yes”!

- *“Do you see me? Do you hear me? Does anything I say matter?”*

Be able to answer “Yes”!

- *“What is going to happen next?”*

Be able to tell them , and what is going to happen in the future as best you can.

New Ways of Working

- **Rule of Thumb**
Satisfied needs lead to positive feelings/emotions
- **Unsatisfied needs lead to negative feelings/emotions**
- **Look for the positive intention behind negative behaviour**
- **Awareness facilitates practice of compassion**

New Ways of Working

Write out a short statement of the personal information that you would like to be included in your medical records as a patient. See how it would assist the people caring for you to relate to you in a more meaningful way

Write out your own obituary. What would you like to be said about you. Pick the key things and try to give life to them each day in your work.

New Ways of Working



Treat yourself
with
Compassion



Treat your
colleagues with
Compassion

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