Compassionate care from resilient professionals: removing the barriers

Dr Alys Cole-King
Compassion

‘A sensitivity to the distress of self and others with a commitment to try to do something about it’.
Compassionate Care

Drivers

- RCGP
- Institute of Medicine
- Older Adults Commissioner
- Point of Care 2009
- CQC ‘Dignity and Nutrition’
- College of Medicine
- Care and Compassion 2011

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Benefits compassionate care

- Enhance staff efficiency
- Enhance staff resilience
- Enhanced SDM
- Communication
- Better treatment plans
- More effective at delivering care

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Why is it important?

- Resilient professionals
- Effective care
- Enhanced SDM
- Communication
- Better treatment plans

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How did you introduce your change

- Changing hearts and minds
- Pragmatic resources
6 essential components

- Motivation
- Sensitivity
- Sympathy
- Distress tolerance
- Empathy
- Non Judgemental

Adapted from Gilbert 2009 with permission

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Compassion

Patient receiving compassionate care

Health providers facilitated to deliver compassionate care

Organisational factors

Cole-King & Gilbert 2011
How did you measure the impact?

The *Connecting with People* training

- Changes in patient care - audits
- Changes in professional attitudes
  - 93% increased understanding
  - 89% increased self reported empathy
  - 92% increased belief they had a role in suicide prevention
- 100% of ED delegates (n=110)
- 95% Primary Care delegates (n=44)
When and how to spread?

Dissemination

- RCPsych programme
- Key module on the RCGP accredited Primhe Diploma
- 2012 BMJ Masterclass

Sustainability

- Build local capability via a Train the Trainer programme
- Link to policy
- Rural Health Project
- BCU Care and Compassion Project
- Integrate delivery into HB reporting mechanisms
Compassion

‘If you want others to be happy, practice compassion. If you want to be happy, practice compassion.’

*His Holiness the Dalai Lama*
What three things could you do tomorrow