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Aim Statement:

How can we enhance compassionate conversations and see the person behind the patient?

Background to problem worth solving:

Our team wanted to look at ways to enhance compassionate connection with our patients

What we did...

Nursing staff participated in compassion exercises at handover safety huddles asking: Why did you want to become a nurse?

- "I love to be around people, interact with them and help them"
- "To care and make a difference"
- "I enjoy looking after people when they are most vulnerable"
- "I like helping people when they need somebody to care for them"

Compassion activities allowed us to reflect on the importance of our job and the joy we can bring to ourselves and to others.

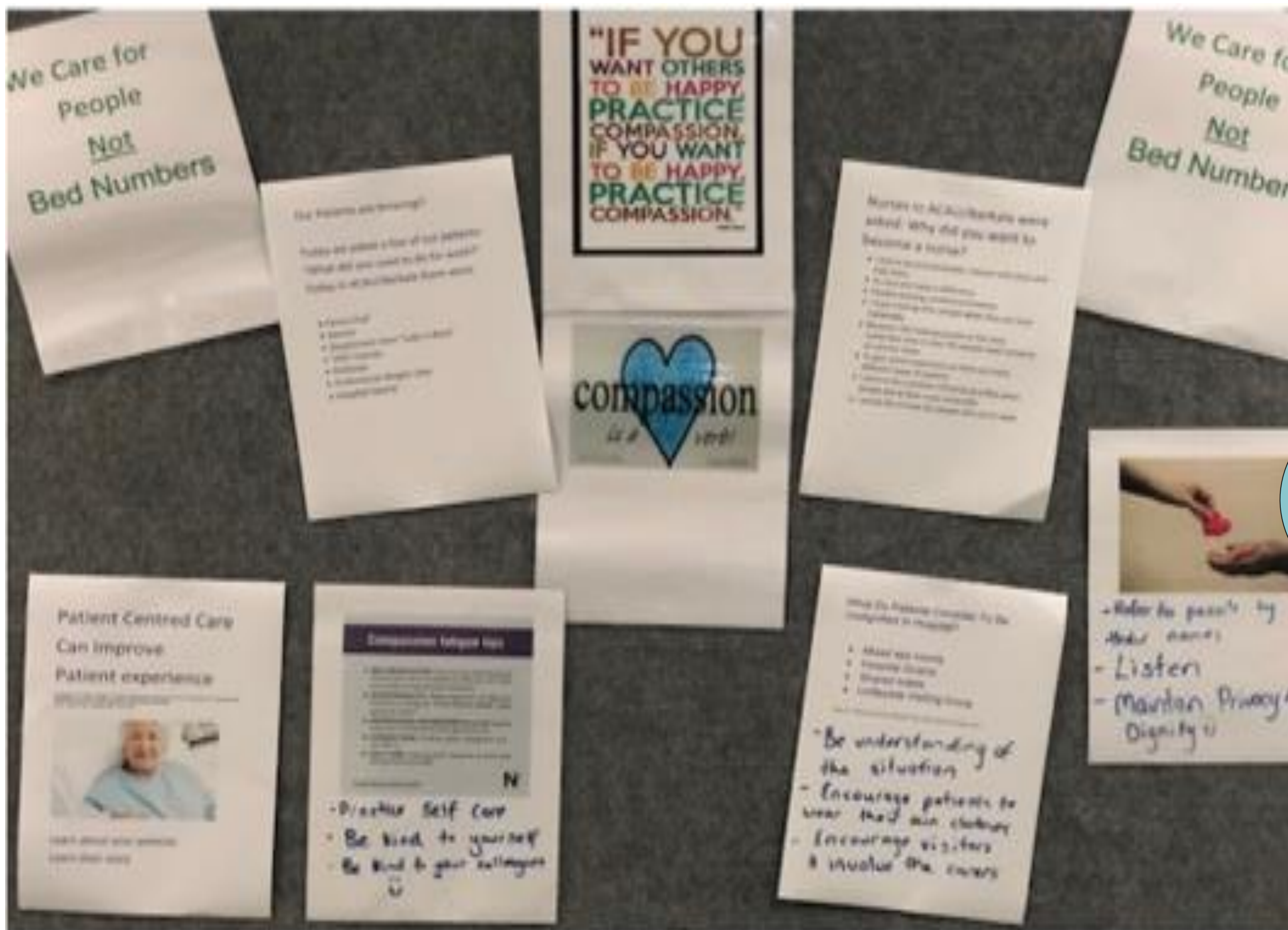


Partnering with Consumers Standard

Positive patient experience can also positively impact employee satisfaction (Manary et al. 2013). Providing person centred care by understanding the individual experiences of that person can improve the patient experience (Jorm et al. 2009). Patient centred care is integral to the values of healthcare (Richards, Coulter & Wicks 2015). Compassion to self and others is essential in person centred health practice (Lieshout et. al).

References

Jorm C.M, Dunbar N., Sudano L. & Travaglia J.F. (2009) Should Patient safety be more patient centred? Australian Health Review 33, 390-399.
Lieshout F.V, Titchen A., McCormack B & McCance T. (2015) Compassion in facilitating the development of person- centred health care practice. Journal of Compassionate Health Care 2.1 : 5.
Manary M.P, Boulding W., Stealin R & Glickman S. W. (2013) The patient experience and health outcomes. New England Journal of Medicine 368, 201-205.
Richards T, Coulter A. & Wicks P. (2015) Time to deliver patient centred care. BMJ 350:530.



What our patients are saying NOW!

"I love when the nurses are smiling"

It's nice to talk about something other than being sick

"I haven't always been like this, it's nice to remember"

Patient Centred Care Can Improve Patient experience

Edwardsson D, Watt E, Pearce F. Patient experiences of caring and person-centredness are associated with perceived nursing care quality Journal of Advanced Nursing Issue: Volume 73(1), January 2017, p 217-227



Learn about your patients
Learn their story

We asked our patients "what did you do for work?" and we learned about people who...

- Travelled the world
- Nurse
- Teacher
- "Lady in Black" at department store
- Professional weight lifter
- Mother of 13 children
- Travelled the world
- Ballet dancer



Plans to sustain change:

***Show compassion to yourself and your colleagues**

Thank you to all the patients and nurses in Barkala/ACAU



Spark a conversation- Our patients have experienced love, loss, grief & joy- **Just like us**