

effective
Voices
 affective Patient reflective

Cultivating compassion in care: the power of stories

Pip Hardy

Pilgrim Projects / Patient Voices Cultivating compassion evaluation conference, Brighton, UK
 6th May 2015

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Patient Voices

patience, noun. calm endurance of pain or any provocation; perseverance

patient, adj. having or showing patience

voice, verb. give utterance to, express

Concise Oxford Dictionary, 1964

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Patient Voices: what we set out to achieve

'...to capture some of the unwritten and unspoken stories of ordinary people so that those who devise and implement strategy, as well as clinicians directly involved in care, may carry out their duties in a more informed and compassionate manner.'

We hope that, as a result of seeing the stories, patients, their carers and clinicians may meet as equals and work respectfully together for the benefit of all.' Patient Voices Rationale 2004

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Patient Voices: some facts and figures

- Established in 2003
- ~1000 stories facilitated/recorded
- ~600 stories released
- ~130 workshops, plus some home visits!
- ~15 Patient Voices stories WIP
- ~1 million hits on the website annually
- ~2000 hits per working day on PV website
- ~40,000 stories viewed during the year
- ~100 presentations
- 6 papers published
- 1 book published

Cultivating Compassion
 HOW DIGITAL STORYTELLING IS TRANSFORMING HEALTHCARE

Pip Hardy and Tony Norman, Editors

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Patient Voices: where we work

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Patient Voices: suffering

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Professional and compassionate

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This story is not released for the website.


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Time to reflect: EAR

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Effective
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Reflective

Summer 2009



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Compassion

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'The whole idea of compassion is based on a keen awareness of the interdependence of all these living beings, which are all part of one another, and all involved in one another.'

Thomas Merton

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Compassion

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'The quivering of the heart in the face of sorrow, pain or suffering.'

Jack Kornfield

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Compassion

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'Compassion is not a relationship between the healer and the wounded. It's a relationship between equals. Only when we know our own darkness well can we be present with the darkness of others.



Compassion becomes real when we recognize our shared humanity.'

Pema Chödrön

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Stories and compassion

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'Telling, sharing and hearing stories is another way of crossing the boundaries of consciousness, opening our hearts and cultivating compassion for all beings as if they were part of our family.'

Kornfield 2008

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Transforming culture

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'Storytelling is the mode of description best suited to transformation in new situations of action.'




Schön, 1988

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Markers and guides

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'Every light was a story and the flashes themselves were the stories going out over the waves, as markers and guides, comfort and warning.'

Winterson, 2005

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The care of the patient

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'One of the essential qualities of the clinician is interest in humanity, for the secret of the care of the patient is in caring for the patient.'

Francis Peabody (1927)
The care of the patient

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Relieving suffering

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'Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest complement, or the smallest act of caring, all of which have the potential to turn a life around.' Source unknown



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Night shift

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Vaitkunas 2013

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Cultivating compassion

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Creating the right conditions:

- Preparing the ground
- Sowing the seeds
- Nurturing the plants



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Preparing the ground

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- becoming aware
- noticing the nature of suffering
- tolerating uncertainty and ambiguity
- accepting ourselves
- being kind to ourselves
- recognising our interconnectedness

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Sowing the seeds

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- cultivating skilful action
- developing wisdom
- offering kindness
- relieving suffering
- sharing joy
- practising equanimity



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Ways of knowing

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- Empirical knowing
- Aesthetic knowing
- Personal knowing
- Ethical knowing

Carper 1978



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Nurturing the seeds

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Making and taking time

- time to notice
- time to reflect
- time to care
- time to listen
- time to breathe
- time to 'just be'



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Creating the right conditions

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Creating space

- *temenos* (sacred space)
- deep listening
- story circles



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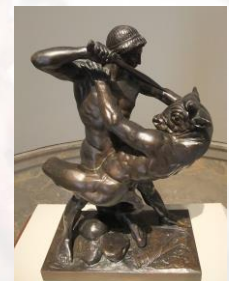
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Self-compassion

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'People reach greater maturity as they find the freedom to be themselves and to claim, accept and love their own personal story, with all its brokenness and its beauty.'

Jean Vanier 2004




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Ubuntu: the essence of being human

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'The solitary human being is a contradiction in terms and therefore you seek to work for the common good because your humanity comes into its own in belonging.'

Archbishop Desmond Tutu


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Xenia: the art of hospitality

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'We are guests in our patients' lives; and we are their hosts when they come to us.'

'Why should they, or we, expect anything less than the graciousness expected by guests and from hosts at their very best?'




Berwick 1999

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The man in Bed 5

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Mett 2013

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Walking in someone else's shoes

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'These stories allow us to walk in someone else's shoes for a few minutes.'



Medical Officer, National Institute of Medical Research, Dar es Salaam, Tanzania

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Walking in someone else's shoes

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The culture of the mind...

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'The culture of the mind must be subservient to the culture of the heart.'



MK Gandhi

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The sleepless ones

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The sleepless ones

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What if all the people who could not sleep at two or three or four in the morning left their houses and went to the parks? what if hundreds, thousands millions went in their solitude like a stream and each told their story? What if there were old women fearful if they slept they would die and young women unable to conceive and husbands having affairs and children fearful of falling and fathers worried about paying bills and men having business troubles

and women unlucky in love and those that were in physical pain and those who were guilty? What if they all left their houses like a stream and the moon illuminated their way and they came, each one to tell their stories? Would these be the more troubled of humanity? Or would these be the passionate of this world or those who need to create to live or would these be the lonely ones? AId I ask you if they all came to the parks at night and told their stories would the sun on rising be more radiant and again I ask you would they embrace? - Lawrence Timauer

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The stories are all one

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'Each affects the other and the other affects the next and the world is full of stories and the stories are all one.'



Albom 2004

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Thank you

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