

# Enhancing Compassionate Care: A reciprocal relationship centered approach.

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# Learning Objectives:

## Do good/ Do no harm - Do no self harm

- Understand the impact of relationships in our work
- Recognize the reciprocity of relationships in healthcare, and the connection between reciprocity and compassion
- Explore how healthcare providers can sustain their sense of meaning, purpose and value in connection to their work

# Outline

## Part 1)

- Introduction to Centre for Practitioner Renewal
- Impact of working in health care
- Reciprocal relationship centered care
- Relationship with self
- Exercise: Your first team

# Outline

## Part 2)

- Self knowledge and connection
- The Window of Effective Empathy
- “Shadow Exercise”
- Transforming caregiver distress

# Centre for Practitioner Renewal (CPR)

Health care is about living/dying, curing/healing;  
art/science, mind/heart, skills/knowledge,  
technology/compassion

Health care is based on a business model of efficiency, the  
work we do is about relationship—relationship with  
self, other and Other

Relationship is often sacrificed to action and efficiency

# Centre for Practitioner Renewal

- How do we sustain health care providers in the work place?
- What is the effect of being in the presence of suffering?
- What would be reparative, healing or restore resilience for health care providers?

*Efficiency through relationship*

# Challenges to Well Being in Health Care

- Economic restraint & restructuring
- Rapidly developing technologies
- Increased access to information/misinformation
- Increased patient complexity
- Shortage of practitioners
- Decreased numbers of beds
- A more critical & litigious social climate

# Our Experience at CPR

Sustaining Healthcare Providers in the workplace:

Burnout / Compassion Fatigue / Vicarious  
Trauma / Moral Distress / Grief / Depression  
/ Anxiety

*and*

“Lateral Stress” among colleagues



# Unfixable Suffering

Trauma: a sense of helplessness in the face of  
unfixable suffering

Judith Herman

# Lateral Stress:

## Accumulated stress discharged between colleagues

- Irritability, frustration, lack of patience
- Intolerance of difficult emotion
- Silencing response
- Scapegoating /bullying/incivility

# Relationship-centered Health Care

- An approach that recognizes the importance and uniqueness of each health care participant's relationship with [*one's self and*] every other, and considers these relationships to be central in supporting:
  - high-quality care
  - high-quality work environment
  - superior organizational performance

Safran, DG, Miller, W. and Beckman, H  
Organizational Dimensions of Relationship-centered Care  
J Gen Intern Med 2006; 21:S9-15

# Relationship-centered Health Care

## Principles:

1. Relationships in healthcare ought to include the personhood of the participants
2. Affect and emotion are important components of relationships in health care
3. All health care relationships occur in the context of reciprocal influence
4. The formation and maintenance of genuine relationships in health care is morally valuable

Beach, MC, Inui, T, Relationship-Centered Care Research Network.  
Relationship-centered Care: A Constructive Reframing  
J Gen Intern Med 2006; 21:S3-8

# Relationship-centered Health Care

Recognizing clinicians' relationships to:

- Self
- Patients + friends/family
- Colleagues
- The healthcare system
- The community
- Transcendence

# Core Messages

- Relationships can sustain if they are maintained (self, other and Other)
- Relational intelligence begins with self
- The past is always present

# Self Knowledge

*Many people miss out on themselves as they journey through life. They know others, they know places, they know skills, they know their work, but tragically, they do not know themselves at all.*

John O'Donohue: Anam Cara

# Relationship with Self

The individual's capacity for self-awareness, depth of self-knowledge, and capacity to create and sustain personal integration ("wholeness" or integrity) in complex and challenging circumstances.

The least explored dimension of relationship-centered care.

Beach, MC, Inui, T, Relationship-Centered Care Research Network.  
Relationship-centered Care: A Constructive Reframing  
J Gen Intern Med 2006; 21:S3-8



# The Good, the Bad, and the Ugly

Wholeness = Healing

Healing = Wholeness

# Guidelines for Safer Self Exploration and Expression

- Creating safety makes experience predictable
- Safety comes from predictability
- If we don't establish predictability explicitly, then it will happen implicitly
  
- We are more likely to negotiate ground rules with intimate partners
- We are more likely to apply rules set by family/culture

# Group Guidelines

C onfidentiality

E qual airtime

N on-judgemental listening

T imeliness

R ight to pass

E ngaged

# Check-in

What is drawing your attention from this room?

# Check-in

What is drawing your attention from this room?

How helpful or hindering is the distraction?

# Check-in

What is drawing your attention from this room?

How helpful or hindering is the distraction?

If it is hindering, what do you need to make it less distracting?

# The Tea Ceremony

The background of the slide is a solid dark blue color. In the lower right quadrant, there are several faint, overlapping, wavy lines in a slightly lighter shade of blue, creating a subtle, abstract pattern that resembles ripples in water or stylized waves.

# First Experience of Team

- Who defined your family of origin?
- What do you remember about decision making?
- Who was silent, who was outspoken, who was demanding, who was funny?
- Who did/do you like? Who did/do you dislike?
- Who held the power? Who had control
- How did people listen and understand each other? Did you feel heard and understood?



# First Experience of Team

- What core messages from that first team might still be affecting you at work today?
- What messages would you like to keep?
- What messages would you like to leave behind?

# Discussion

# Reciprocity in Relationship

Self ↔ Other

Behaviours

Emotions

Expectations

Yearnings

- I affect others and they affect me
- The more I reflect on my own reactions, the clearer my understanding of the others'

# Reconnecting with oneself

- The “functional disconnect” is an adaptive tool for managing emotional reactions during acute situations
- The importance of “emotionally reconnecting” with oneself afterwards is often neglected or avoided

P. Whitehead, 2012

# Resilience

Performance =  $f$ (Ability + Motivation + Environment)

# Resilience

1. Motivation to self-reflect and develop insight
2. Memory cues as a reminder to emerge from daily routines
3. A tool to help self-reflection/self-awareness

# Memory Cues

- Hand washing
- Going to the toilet
- Closing the office door at the end of the day
- Opening the office door at the days beginning
- Sitting in a particular chair
- Checking off a patient's name on the day sheet

# Maintaining Yourself FIFE yourself

Feelings

Impression

Function

Expectations

Cave, 2009



# Maintaining Yourself

## FIFE yourself

### Feelings

What do you feel about yourself/patient/colleague?

### Impression

What is your impression (judgment) of yourself regarding your patient/work/colleague?

### Function

What effect does this patient/work colleague have on you?

### Expectations

What expectations are you expressing in how you are communicating?

# End of Day Ritual

- Leaving work and reconnecting to yourself

# Centre for Practitioner Renewal

[www.practitionerrenewal.ca](http://www.practitionerrenewal.ca)