

Resources

Exercises/Discussion questions (to reflect on or discuss with a colleague)

1. How can the evidence of the link between compassion and health outcomes for patients and positive patient experience be communicated effectively throughout your team/organisation? How can you involve patients in that process?
2. Why does compassion affect health outcomes and to what extent do team members/staff appreciate that? How can that appreciation be strengthened?
3. How can you ensure that staff are aware of the link between showing compassion in the delivery of care and better caregiver well-being/ lower levels of burnout?
4. Does your finance director and the finance team know about the effects of caregiver compassion on healthcare costs? How can you make them aware of the evidence?
5. What are the barriers in your team/organisation to compassionate care and how can they be overcome?
6. What strategy should be put in place to develop compassionate care across the organisation – for patients and for staff?
7. How can we support the development of our senior leaders to ensure they all model compassion in their leadership?

Questionnaires

*Measuring compassionate healthcare with the 12-item Schwartz Center Compassionate Care Scale*⁹⁹

Did the clinician...

1. Express sensitivity, caring and compassion for your situation?
2. Strive to understand your emotional needs?
3. Consider the effect of your illness on you, your family and the people most important to you?
4. Listen attentively to you?
5. Convey information to you in a way that is understandable?

6. Gain your trust?
7. Always involve you in decisions about your treatment?
8. Comfortably discuss sensitive, emotional, or psychological issues?
9. Treat you as a person, not a disease?
10. Show respect for you, your family and those important to you?
11. Communicate results in a timely and sensitive manner?
12. Spend enough time with you?

Guidance on using this questionnaire is provided in Appendix 1.

Websites

1. Health Education and Improvement Wales: Compassionate Leadership Principles for Health and Social Care in Wales
This website sets out the leadership principles for Health and Social Care in Wales. It commits the system to ensuring that, by 2030, leadership will be distributed. The strategy outlines a shared vision that everyone across health and social care in Wales will model and practise compassionate and collective leadership, in order to ensure high-quality, continually improving and compassionate care for the people of Wales.
<https://nhs.wales/leadershipportal.heiw.wales/leadership-principles>
2. The Social Care Institute for Excellence (SCIE)
The SCIE in the UK has published the principles for ensuring that warmth and kindness are practised to bring dignity in social care. The Institute explains that people feel their dignity is respected when the care they receive is delivered with human warmth and empathy. They are not objects, burdens, numbers or aliens. They are us, cared for with kindness. Their website offers interactive case examples to help the reader consider their own compassionate responses to specific situations.
<https://www.scie.org.uk/dignity/care/warmth-and-kindness>
3. The Health Foundation: Compassion, Dignity and Respect in healthcare
The Health Foundation, an independent charity committed to bringing about better health and healthcare for people in the UK, published a report in 2014 on Compassion, Dignity and Respect in healthcare. The report offers some definitions of compassion in care:

'Compassion comes from that moment when we can see the world through somebody else's eyes.'
'Compassion is about treating patients with dignity, respect and empathy.'

'I think it's particularly powerful when we are feeling vulnerable, in physical or psychological pain, or when we are afraid.'

'The consistent theme is that it's always the smallest things that make the greatest differences.'

'You hear so many stories nowadays of people being treated as a number.'

'Compassion isn't just about talking to the patients – it's making them feel safe in a nice, clean environment, where they can feel at home.'

'I think that the most valuable gift that we can give each other, and give the patients, is the gift of time.'

<https://www.health.org.uk/video/compassion-dignity-and-respect-in-health-care>

4. In this blog, Dr Clare Price-Dowd from the NHS Leadership Academy talks about her personal experience of compassionate nursing and discusses why it's so important in the NHS.

<https://www.nursinginpractice.com/views/what-does-compassion-mean-to-me/>

Videos

A TEDx talk by Dr Stephen Trzeciak about the research and findings in *Compassionomics* and how his 12-year-old son asked a question that sparked his awakening and changed his life's work. (15 minutes)

https://www.youtube.com/watch?v=pNkb6R5whXE&feature=emb_rel_pause

Another TEDx talk by Dr Stephen Trzeciak about the research and findings in *Compassionomics* and how 40 seconds of compassion could save a life. (15 minutes)

<https://www.youtube.com/watch?v=eW69hyPUul>

A fuller talk by Dr Stephen Trzeciak about the research and findings in *Compassionomics*, in a Grand Round at his own institution, Cooper Medical School Rowan University. (55 minutes)

https://www.youtube.com/watch?v=g-cDC-M_3UM

The Compassionate Leadership interview by Chris Whitehead with Dr Stephen Trzeciak, covering key questions about the findings from his research and what inspired Dr Stephen Trzeciak. (37 minutes)

<https://www.compassionate-leadership.co.uk/podcast/episode/20179444/stephen-trzeciak-compassionomics-the-evidence-base-for-compassion>