



Reawakening Human Connection in Healthcare for Enhancing Patient Experience

إعادة إيقاظ التواصل الإنساني في الرعاية الصحية
لتحسين تجربة المريض

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ماهي تجربة المريض ؟

What is the **Patient Experience**?

Getting good treatment in a comfortable, caring and safe environment, delivered in a calm and measuring way, having information to make choices, to feel confident and feel in control. Being talked to and listened to as an equal and being treated with honesty, respect and dignity.

NHS

توفير العلاج المناسب للمريض في بيئة مريحة ذات رعاية وطمأنينة بطريقة قياسية. توفير المعلومات الكاملة ليكون لديه حرية الاختيار، وكذلك إعطائه الثقة. يجب إنصافه بإعطائه فرصة التحدث وإظهار الاحترام، النزاهة والاهتمام تجاهه.



**IF WE TAKE A MOMENT TO EMPATHIZE WITH
ANY PATIENT, WE WILL IMMEDIATELY FEEL
THEIR VULNERABILITY**

Understanding Patients' Vulnerability - إدراك مدى ضعف المريض



Increases Our Empathy - زيادة الحس العاطفي



Respect Patients' Dignity – احترام كرامة المريض



Respect Patients' Personal Integrity - احترام قوامية المريض



Seeing the Human in the Patient - رؤية الانسان وليس المريض



Improve Patients' Experience – تحسين تجربة المريض



The aim of healthcare is:

To restore or to make whole the damaged physical and psychological unity of the person



Respect for integrity = respect for the unity of a life-story, a life-context and a life-totality by which we recognize the identity of the others [Dignity]

What is our true purpose in Healthcare services?

*Our true purpose is healing.
And we find joy in service when compassion lies at the heart
of everything we do.*



قال الله تعالى (ومن أحيّاها فكأنما أحيّا الناس جميعا)

We Literally hold another person's Life in our hands and are the source for sustaining our own and others humanity.

Levinas, French & Logstrup, Danish Philosopher.
Jean Watson 2015.

الراحمون يرحمهم الرحمن

**Compassion caring is to
Keep the client best
interest in mind.**

*Compassionate caring is safer,
more effective, satisfies patients,
saves time, reduces demand,
gives meaning to work, and
costs less*

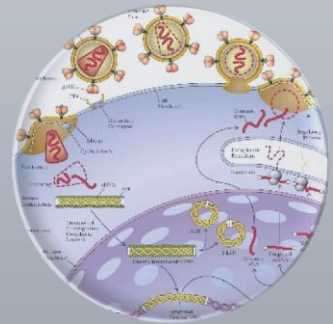
{ يُرِيدُ اللَّهُ أَنْ يُخَفِّفَ عَنْكُمْ^ج وَخُلِقَ الْإِنْسَانُ ضَعِيفًا }

Allah doth wish to lighten your (difficulties)
For man was created Weak (in flesh).

(Al-Nessaa. 28)



Aspects of Vulnerability



Biological or
Corporeal
Vulnerability
(Disease & aging)



Social
Vulnerability
(Environment)



Cultural
Vulnerability
(Knowledge)



In applying and advancing scientific knowledge, medical practice and associated technologies, human vulnerability should be taken into account. Individuals and groups of special vulnerability should be protected and the personal integrity of such individuals respected.

Article 8 of Universal Declaration on Bioethics and Human Rights, UNESCO

**What is your fears?
what is your concern?
How do you feel ?
what kind of things we can provide you to make you
comfortable?**

The Sacred Moment Initiative

اللحظات الروحانية للمريض

Twin Rivers Regional Medical Center

قال الله تعالى { وَلَقَدْ كَرَّمْنَا بَنِي آدَمَ وَحَمَلْنَاهُمْ فِي الْبَرِّ وَالْبَحْرِ وَرَزَقْنَاهُمْ مِنَ الطَّيِّبَاتِ وَفَضَّلْنَاهُمْ عَلَى كَثِيرٍ مِمَّنْ خَلَقْنَا تَفْضِيلًا }



Patient Dignity:

'Patient dignity is feeling valued and comfortable psychologically with one's physical presentation and behaviour, level of control over the situation, and the behaviour of other people in the environment'.*

*Baillie 2008

Feelings Associated with Dignity



Feeling Comfortable

- Safe
- Happy
- Relaxed
- Not worried
- Knowing your privacy is not invaded without invitation
- Not feeling embarrassed
- Well-being



Feeling in Control

- Able to cope
- Confident



Feeling Valued

- Self respect
- Self esteem
- Of consequence
- Cared about

The Threatened Factors of Patient's Dignity in a Hospital Environment . العوامل المؤثرة في عدم احترام كرامة المريض .



Staff Behavior

Breaching Privacy

Paternalism

Curtness

Patient Factors

Impaired Health

Old Age

Hospital Environment

Hospital Systems

Lack of Privacy

How Patients' Dignity is Promoted in Hospital.

العوامل المحفزة لاحترام كرامة المريض



Staff Behavior

Providing Privacy

Therapeutic Interactions

Patient Factors

Ability to Control

Attitude

Relationship w/Staff

Hospital Environment

Conducive Physical Environment

Culture/ Leadership

Other Patients

*Baillie 2008

What Patient Really Want

- Don't hurt me
- Help me
- Be Nice to Me



Don Berwic, MD



Please Listen to me

Please Respect me

Please involve me

Don't confuse me

Please Consider my Family

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Thank you