

As you are getting settled
for our time together,
please take a moment to complete
the self-assessment

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Compassion: Caring for Self and Others

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The meaning of care.*

© Methodist Health System

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Objectives

- Reflect on "The Meaning of Care"
- Describe the impact of compassion
- Engage in meaningful self-reflection
- Emphasize how self-care contributes to *The Meaning of Care*

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Employee Standards of Behavior

Employee Standards of Behavior for Compassionate Service

Committed to caring for people through:

- A Culture of Service Excellence
- Employee Ownership and Pride
- A Commitment to Safety

At the end of this session, we will ask each of you to sign the standards again recommitting to providing compassionate service!

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Describe “The Meaning of Care”



Methodist Core Values:

Patient-Centered, Respect, Excellence, Teamwork, Community Service

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Shifting Words to Actions

**Let's Discuss: What does the meaning of care feel like?
(for patients/visitors and coworkers)**

Let's Reflect (1):

When have I demonstrated The Meaning of Care with patients, visitors or staff? When was a time when I did not provide the meaning of care? What were a couple of contributing factors to me not living out the Meaning of Care?



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Reflection on Our Work in Healthcare

Looking Through Another's Eyes

Let's Reflect (2):

*Why did I go into healthcare?
What keeps me in my profession?*

We never know what others are experiencing so
compassion is so important!

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Demonstrating the Meaning of Care



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Take Aways: Scene 1

Patient Presents to the Emergency Department

- AIDET®
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank you
- Professional interactions
- Vocera Etiquette
- Service recovery for non-compassionate language and behaviors

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Take Aways: Scene 2

Patient is Seen by a Provider

- AIDET®
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank you
- Managing up
- Remaining calm and deescalating

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Take Aways: Scene 3

Patient Arrives to the Inpatient Unit

- AIDET®
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank you
- Inclusion of health partner
- Teamwork

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Take Aways: Scene 4

Pharmacy Visits Patient About Medications

- AIDET®
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank you
- Encouraging and affirming questions
- Service recovery for non-compassionate language and behaviors
- Resources to support resilience and self care

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Take Aways: Scene 5

Patient Prepares for Discharge

- AIDET®
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank you
- Service recovery of events on a unit
- Accommodating to patient requests
- SMART Discharge and teach back with health partner

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Can of Chaos



Let's Discuss: Think about your responses to the Compassion questionnaire. How would your assessment change on a "can of chaos" day?

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Can of Chaos



Let's Reflect (3):

In the last month, what happened on a day I didn't want to be at work? What occurred in the hours or days before? Was there anything that helped me change my attitude during the day?

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Pollution or Steam?



Are you venting pollution or letting off steam?

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Pollution or Steam?



Are you venting pollution or letting off steam?

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Shift Gears to Colleagues: Pollution or Steam?



Venting Pollution	Letting Off Steam
Gossiping about a coworker	Sharing feedback 1:1 with supervisor about a coworkers situation/ work performance
Complaining about someone/ something and pressuring others to agree and contribute (stir the pot)	Releasing frustration and emotion and pairing it with problem solving
Personalizing conflict	Inviting someone else to discuss the problem itself, not people
Aggravated tone of voice Disrespectful non-verbals	Taking a deep breath, listen to music, time-out, journal feelings

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Addressing Pollution

Addressing a coworker who is venting pollution:

- Address person privately - one on one
- Timing – In the moment may or may not be the right time...both parties need to be in the right state of mind
- Show respect - "I have a lot of respect for you, can I share something with you?"
- Get curious - "Are you okay because you don't seem like yourself?"
- Name what you heard, how you heard it and why it didn't feel helpful to you - "When I heard you say __, it came across ____."
- Offer a more constructive, less personal perspective
- Use humor constructively, without passive aggression
- Carry your own mail – Use a mediator if you are not comfortable addressing person

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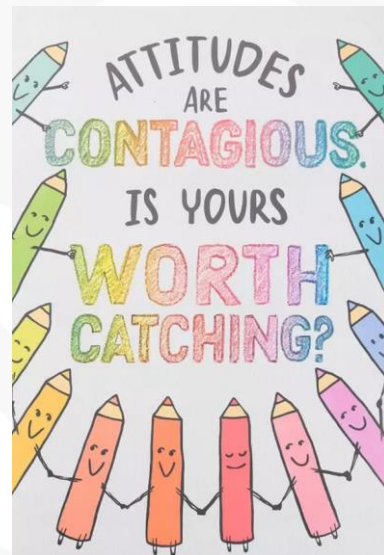
Taking Responsibility for Ourselves

What you bring to work
affects your patients
and your coworkers:

Attitude	Compassion
Fatigue	Anxiety
Joy	Gratitude
Frustration	Motivation
Creativity	Distraction

Let's Reflect (4):

What is one thing I can commit to bringing to my next shift to positively affect my team?



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Caring for your mind, body and spirit



Let's Reflect (5)(6):

What are 3 things I could do during my workday to take care of myself? What makes it challenging?

What are 3 things I could do after my workday to take care of myself? What makes it challenging?

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**"You can design, create and build the most wonderful place, but it takes people to make the dream a reality."
-Walt Disney**



Let's Discuss: What is one thing you have learned about yourself and your practice of compassion during our time together today?

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Commit to Compassionate Service

Employee Standards of Behavior for Compassionate Service

Please sign and date the back page and leave
with the program facilitator!



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References:

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<https://bestcare.org/mission-vision-and-values>; accessed February 2025
- Methodist Health System's Standards of Behavior for Compassionate Care

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