Delivering Change that Matters to People

Strategies to activate and empower patients in the management of their own care

A Patients Perspective

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Background

• Ombudsman
• Leas Cross Aras Attracta
• Values based educational interventions
• Fitness to Practice Lay Member
• 40 years carer 70 hospital admissions
• 2016 Anus Horribilis
What have I learned?

• Correlative experience patients and staff

• Compassion for the Self

• Authentic values lead leadership
You are not a human Having
You are not a human Doing
You are not a human Bean

You are a human Being
Needs of Humans who are Being

Autonomy

Honesty

Connection

Meaning

Peace

Physical Wellbeing
Needs of Humans who are Being

Feelings when those needs are satisfied

Confident, Engaged, Excited, Grateful, Hopeful, Inspired, Joyful, Peaceful, Refreshed
Needs of Humans who are Being

Feelings when those needs are not satisfied

Afraid, Anger, Annoyed, Aversion, Confused, Disconnected, Disquiet, Embarrassed, Fatigue, Pain, Sadness
Your own needs and feelings as a care giver and as a human who is Being are exactly the same.
When you identify those feelings, or a derivative thereof, in yourself or in your patient or a member of their family, you will find that they arise from a need which had either been met or unmet, and this awareness provides a key to facilitating the delivery of compassionate integrated care.
Living as individuals we relate to other people in one of two ways:

I (subject) to It (object)

I (Subject) to You (Subject)
Key Point

Three Hungers of Hope in Healthcare

Stimulus
Recognition
Structure
Stimulus

“Do I exist?”

and be able to answer

“Yes you do”
Recognition

Do you see me?

Do you hear me?

Does what I say mean anything to you?
Predictability:

What will happen next?
Key Point

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What could you do, starting tomorrow, that you could incorporate into your way of working, and which could dramatically improve the care experience of your patients?
Needs and Feelings
Relate to your patients as “I” to “You” and not an “I” to “It”
Existence
Recognition
Structure
Personal Information
Obituary