

Kindness in Healthcare

Eudaimonia

July 2022

Background:

This monthly meeting was set up in the summer of 2020 by eight colleagues and friends working in healthcare across Sweden, the UK and the USA: Bob Klaber, Dominique Allwood, Maureen Bisognano, Goran Henriks, Suzie Bailey, Anette Nilsson, Gabby Matthews & James Mountford. The purpose of the meeting was to have some time together to continue some initial conversations around kindness, and its role at the 'business end' of healthcare, and to plan interactive workshops on this topic.

An ongoing conversation:

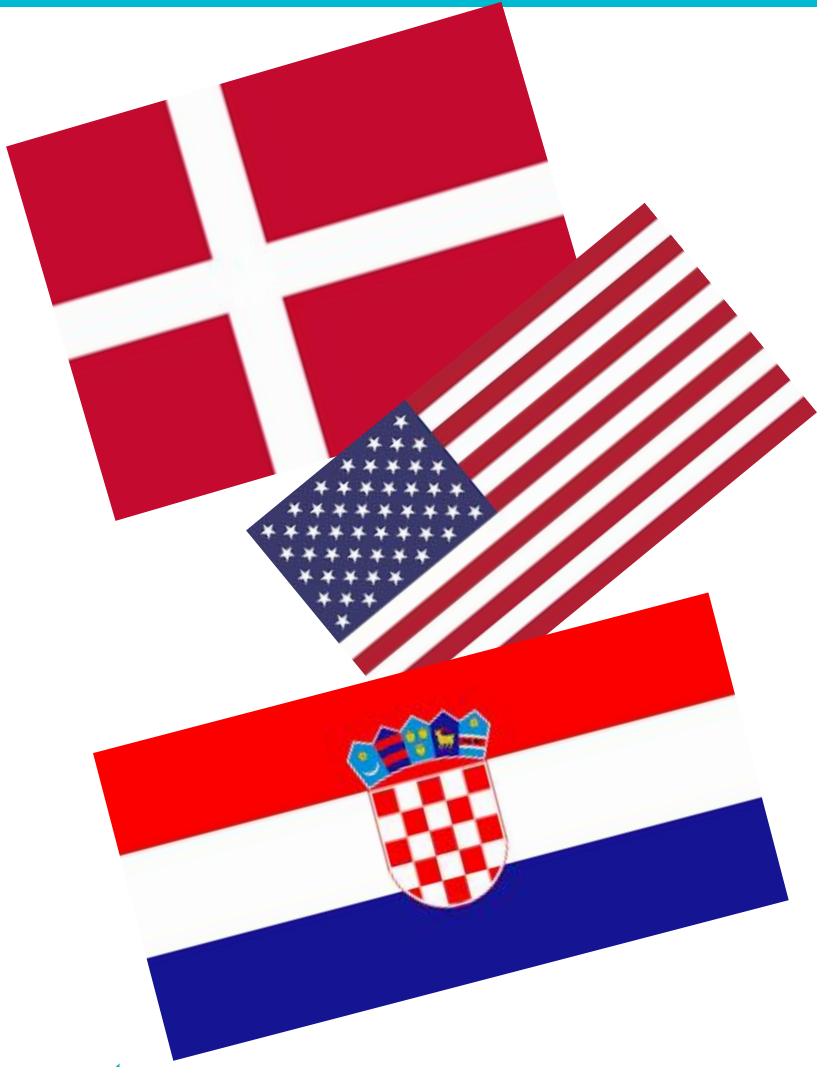
This is an overview of the conversation at the July 2022 session. As each of us have been doing more thinking and work in this area, it has become increasingly clear that this conversation is at the heart of the direction that health and care systems across the globe need to take to better meet the needs of the things that matter most to our citizens and communities. Reconnecting our work with the true purpose and mission of health and care.. The essence of our time together is built around stories, listening and coproduction.

On the day

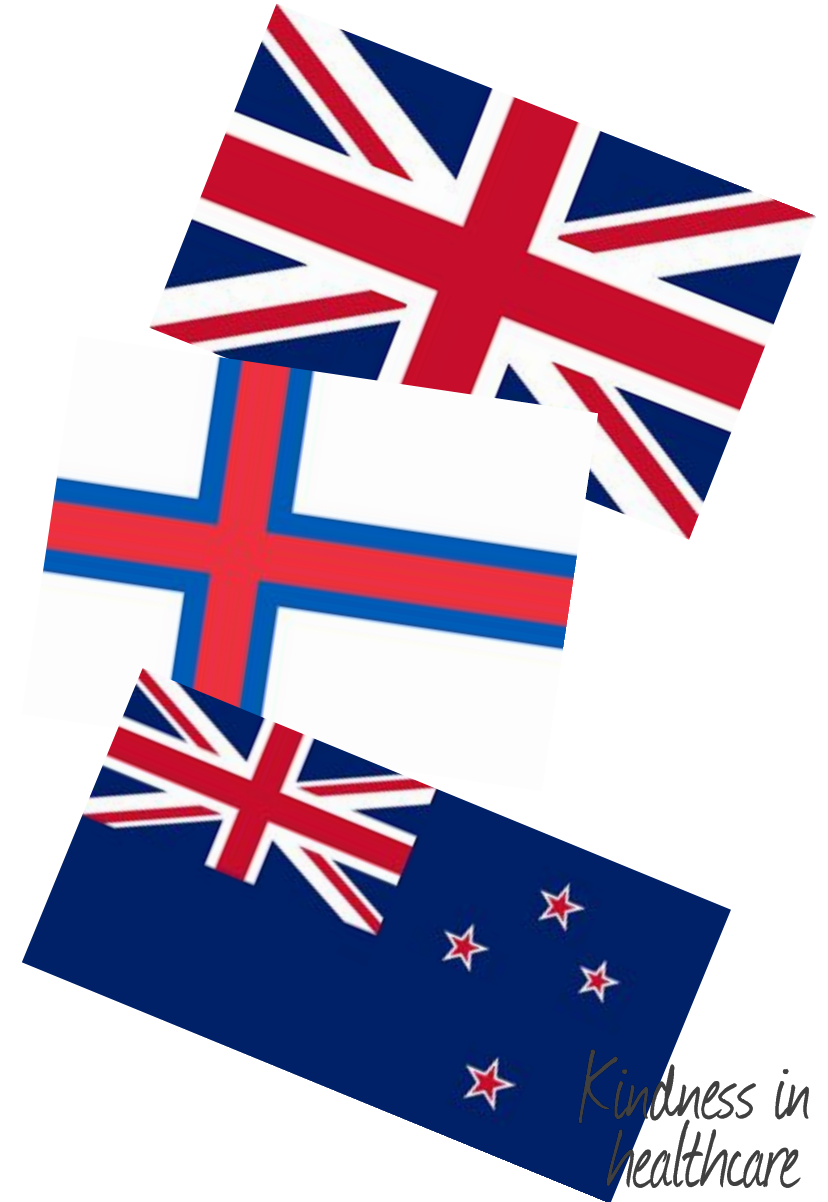
About 30 Kindness in Healthcare community members came together to connect and discuss the concept of Eudomania. The workshop was held on 21 July 2022 and was hosted by Dominique Allwood and Nicki Macklin. It involved introductions and a presentation from Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement. This was followed by breakout discussions and closing reflections and remarks.



Participants represented from all over the world



United Kingdom
United States of America
Denmark
Croatia
Faroe Islands
Australia
New Zealand
France



Presentation

Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement shared her nascent thinking about caring and introduced the concept of Eudaimonia. Eudaimonia is an Aristotelian term to describe human flourishing, happiness, focusing on doing good, and compassion. The focus on flourishing gives it a strong link to how we also conceptualise kindness. Maureen suggested that we need to take a holistic view on how we apply concepts of eudaimonia to our own environments in healthcare – 1. Patients, families and communities, 2. Teams and organisations, and 3. Ourselves.



You can view Maureen's presentation in full on [YouTube](#).

The four T's

Maureen shared and explained the four T's for a new way of caring: Tempo, Touch, Teamwork, Trust.



Tempo

An hourglass with white sand is positioned in front of a calendar showing dates from 15 to 31. The word 'Tempo' is overlaid in large black font.



Touch

A close-up of a person's hands holding an elderly person's hands. The word 'Touch' is overlaid in large white font.



Teamwork

A group of people in a professional setting, possibly a meeting or conference, with the word 'Teamwork' overlaid in large white font.



Trust

Two hikers are climbing a steep, rocky mountain slope. One hiker is helping the other up. The word 'Trust' is overlaid in large black font.

Why does a hug feel so good?

Maureen showed us a short film by community member David Fryburg's non-profit Envision Kindness about the importance of touch.



[View the short video](#)



From understanding to helping

Maureen ended her presentation with this powerful quotation from Jane Goodall.



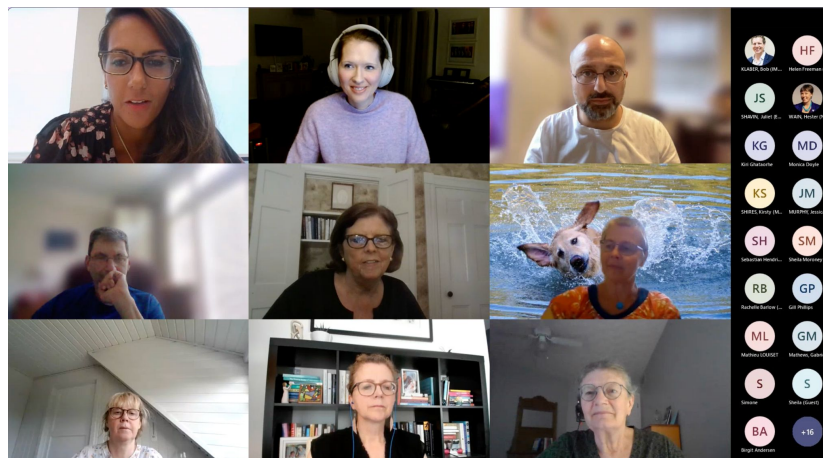
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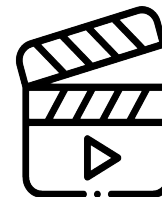
Breakouts

Participants were split into groups and asked to discuss the four T's for a new way of caring: Tempo, Touch, Teamwork, Trust. Do they resonate? Should there be more T's? Should we take any away? Participants fed-back highlights from their discussions.

Patients are experiencing such long wait times for emergency access to the point that patients are like they are being **warehoused and processed** rather than cared for.



Please view a recording of the breakout summaries on [YouTube.](#)



How do we make sure the four T's are inclusive? Is teamwork too focused on clinicians? How about a fifth 'T': Together?

Further resources

Participants and presenters shared the following resources during the session:

- Maureen and Pedro's brilliant plenary from the International Forum in Gothenburg in June 2022: [Keynote 3: Maureen Bisognano and Pedro Delgado Gothenburg 2022 - YouTube](#)
- 'Wild Card - Whose Shoes' podcast chat with Bob Klaber about kindness: ["32. Bob Klaber"](#)
- What matters to you resources: www.WMTY.world
- A journal article on 'Hearing the patient voice: a qualitative interview study exploring the patient experience of a nurse-led initiative to integrate and enhance primary and secondary healthcare pathways' available [here](#)

kindnessinhealthcare.world