

Conversation for Kindness

Gathering for Kindness

October 2022

About the movement:

[Conversation for kindness](#) is a 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.

Conversations for kindness

- Monthly virtual call on the 3rd Thursday of every month [6-7pm GMT]
- A focus on listening, learning, thinking differently and mobilising for action
- An open culture of sharing of resources, energy and ideas

If you would like to join the conversation for kindness please complete the [contact form](#).

On the day

On 20 October, about **55** Kindness in Healthcare community members came together to connect and discuss how to **transform healthcare through kindness and the arts**. Hosted by Bob Klaber and Suzie Bailey, we heard from **Cath Crock** and **Sue Robins** who shared their work on **Gathering of Kindness**.

The event covered a range of things, including an invitation to host a **Gathering of Kindness** event in your own country! Participants also heard more about the impact of small, but powerful, things in a healthcare setting, such as music, the arts and the role of the 'human touch'.

This insights pack summarises the session.



[Watch the event on YouTube](#)



Participants were represented from all over the world

New Zealand
Canada
Sweden
Australia
New Zealand
United Kingdom
United States of America



“hello joining from Halesowen, UK”

“Sending fall vibes from Montreal!”

“Hi från Sweden, Gothenburg. First time for me!”

“Hi to all from chilly Boston”

“Morning everyone from New Zealand! Happy to be here, always a monthly highlight to see and talk with you all!”

Talk: Transforming Healthcare through Kindness and the Arts

Participants heard from Cath Crock and Sue Robins (their slides can be found from [slide 15](#) onwards in this pack) about **transforming healthcare through Kindness and the Arts**, and their **Gathering of Kindness** initiative. There have been three US events and Sue shared plans for an event in Canada this year. All staff of healthcare organisations can join the online events regardless of their role.

They spoke about how **trust** is the foundation of all relationships. And Cath shared her experiences of sitting down with parents of children undergoing bone marrow treatment about their journey and some of the difficulties they go through. She heard parents talk about patient safety, their emotions, pain management and the environment. The parents asked if they could bring music into the environment, which led to the formation of the [Hush foundation](#) - a foundation that aims to **bring the arts and music into the healthcare setting**.

This led to **composers being brought into operating theatres and waiting rooms**. They used the environment to create music, commenting that it's one of the most challenging settings to work in. They sought to compose music to reduce people's anxiety. In [this video](#), Cath shares a little about the work of Hush Foundation and the growing movement, Gathering of Kindness.

Another challenge is **how staff treat each other** and the effects on patient safety. As a result, three plays were created on the theme of patient safety. These plays acted as a catalysts to start discussions about workplace cultures and what is going on that is negatively impacting patient care.

[Gathering of Kindness](#) have done pop-ups at different healthcare facilities and involve staff from all parts of the organization. Narrative workshops also take place during the Gathering of Kindness events.



Dr Cath Crock



Sue Robins

Continued on next slide

Talk: Transforming Healthcare through Kindness and the Arts- continued

Sue shared her experience of the late Dr Darwish, who provided compassionate and kind care for her son and other patients and truly kept that human element whenever she provided care for her patients. Dr Darwish saw more than just the patient, she saw the person, the families that were affected by what the patient is going through. This kind of care is not as common as it should be currently and we and the wider healthcare community need to find ways, big or small, to foster kind and compassionate care for patients.

Information was shared about the next [Gathering of Kindness 2022](#) event - taking place on **November 7 to 11**. The event will focus on **reconnection** and will take place in-person over 2 days with the option to join online too. **Please use the link to find out more!** If you are interested in starting a similar event in your country, **get in contact via the previous link and find out how!**

Participants also then heard from Nicki Macklin also gave a brief description of the **research** she is conducting in collaboration with Gathering of Kindness.



Dr Cath Crock



Sue Robins



Key themes emerged in our discussion

Rather than go to breakout rooms we stayed in a single group to reflect and discuss what we had heard. Our discussion was wide ranging and very rich and there were 4 main themes that came through in our discussion.

1 How art, literature and music can **positively impact emotions** in healthcare



2 The importance of having a **human touch** in care



3 The value in identifying all the **stakeholders** in kindness in a healthcare setting



4 How a **small act of kindness** can make a big impact



Key themes emerged in our group discussion

1

How art, literature and music can positively impact emotions in healthcare

“Even the impact of just having the radio on in the background of hospital ward changes the feel of a space and brings relaxation and some cheer. I can only imagine how powerful composed music must be.”

“This was at Cornwall (UK) - I left blank books with each piano and the tributes were beautiful...from calming children to bringing joy to staff. We even received a baby grand for free!”

“I was asked to place (free) pianos in all our hospitals...one of the best things I was ever asked to do...healing for both staff, patients and visitors”

“Reminds of the transformation you'd see with singing groups for people with dementia in residential / nursing home care - joyous!”

“Rana Awdish in the US talks about visual Thinking Strategies. Going to art galleries early in the stage of team building to facilitate the importance of respecting different POV of your fellow team members”

“Relaxation and joy. (And humour too). That's what the arts can bring to health care”

Key takeaways:

- Music can help to improve the mood of staff, patients and patient relatives/friends
- Music/art/literature can help with forming connections between people in healthcare
- The arts can be used as an effective medium to creating a kinder environment

Key themes emerged in our group discussion- Need to change

2

The importance of having a human touch in care

“The Human Factor On their journey towards becoming doctors, students learn to present patient ‘cases’ through an impersonal passive voice which risks losing what is particular and meaningful to both patient and student.”

“Acknowledging the difficult with compassion and seeing the human!”

“The healthcare assistant who lifted a patient's stillborn baby from the crib on the floor and placed him on the chair. The lady was so overwhelmed and thanked her for lifting her baby off the floor. No-one in our ED has ever done that again”

“When a patient said to me ..to err is human”

“that deep deep sense that we are all just people; and the role of curiosity in this too”

“Love Yoko Sen's work on making the sounds and alarms of medical equipment less stressful and more effective.”

“My contribution to Kindness is the importance of doctors to be Kind to each other at Handover and transfer of patients with the K-ISBAR concept.”

Key takeaways:

- To always remember that patients and staff are people first
- Healthcare is more than just medical science, it involves emotions and feelings. We shouldn't forget the human element during any healthcare interaction
- We should design healthcare environments that is comfortable for people and not for an industrial setting

Key themes emerged in our group discussion- Need to change

3 The value in identifying all the **stakeholders** in kindness in a healthcare setting

“parents who come to tell their stories to help us learn”

“It's really hard to feel part of a team/family in the modern NHS. We need to work out how to make that happen”

“So true that even the parking attendant and cleaning staff matter, as far as the patient journey is concerned”

“I'm loving these stories of kindness from patients. The power of the exchange is always two-way (or more!)”

“Self kindness is where it all begins.”

Key takeaways:

- Healthcare involves more than just clinicians, it involves patients, admin, cleaning staff, catering staff etc., who are all “stakeholders” in kindness and all stakeholders need to be involved to spread kindness across healthcare
- We can learn from everyone involved in the patient journey on how to make healthcare kinder for everyone

Key themes emerged in our group discussion- Need to change

4

How a small act of kindness can make a big impact

“Since COVID, I have reached out to at least one person who lives alone every day to make connections and give kindness. Today, three people so far!”

“I was uplifted and inspired by a patient in our hospital who was truly suffering, but who had the grace to thank me for my help--I'm in awe of people who can dig deep amidst their own struggles to share”

“The colleague who brought me a diet coke when visiting me in our hospital the day after my hysterectomy, knowing and remembering that I don't drink tea/coffee :-)”

“the nurse who brought me a coffee after my surgery- a real coffee”

“How powerful are the words 'Thank you' they make a real difference to giver and receiver!”

Key takeaways:

- Sometimes a simple thank you or a few kind words can have a big impact
- A small kind act whether it be a few words of gratitude or even a hug can have an impact of how a person feels and improve someone's well being

Further resources

Speakers and participants shared further reading, blogs and videos in the chat box

Resources and links

- Gathering of Kindness <https://www.gatheringofkindness.org/>
- Hush Foundation <https://www.hush.org.au/hush-music>
- Hexitime <https://hexitime.com/activity/poetry-and-creative-reflection>
- Arts in Health <https://www.cwplus.org.uk/our-work/arts-in-health/>
- Adding a human factor to health <https://sites.google.com/view/humanflourishingmeded/home>
- Poetry Pharmacy book
https://www.amazon.co.uk/Poetry-Pharmacy-Tried-True-Prescriptions-ebook/dp/B075KTV97X/ref=sr_1_1?crid=2N674RY6H778J&keywords=pharmacy+poetry&qid=1666288700&qu=eyJxc2MiOilxLjM0liwicXNhIjoiMS40NSIsInFzcCI6IjEuMzlfQ%3D%3D&s=digital-text&sprefix=pharmacy+poetry%2Cdigital-text%2C63&sr=1-1&pldnSite=1
- Hexitime <https://blogs.bmj.com/bmjleader/category/hexitime/>
- Ducks in a Row book <https://www.suerobins.com/ducks-in-a-row>

Acknowledgements

This insights pack has been co-produced by:
Nicki Macklin, Cath Crock and Sue Robins
The team at Kaleidoscope Health & Care
Dr. Bob Klaber

For all enquiries please contact us [via the Kindness in Healthcare website](#).

Gathering of Kindness

Presentation slides - appendix

Cath Crock and Sue Robins

Gathering of Kindness Talk

Transforming Healthcare through Kindness and the Arts

**Conversation for Kindness
Cath Crock + Sue Robins
With Nicki Macklin
October 22, 2022**



Introductions



Cath + Sue, 2011



Evolution

Patient Centred Care



Gathering of Kindness



Arts + Humanity In Health Care

hush
foundation



Reflective Question

Write about a time kindness was uplifting and inspiring...

Or alternatively, when it was difficult or challenging.



Partnering with Patients



About Dr. Darwish

Nothing
changes until
somebody
feels
something.

Gaping Void



Reflective Question

*What are the 15 kindnesses
in
About Dr. Darwish?*



November 7 - 11, 2022

Gathering of Kindness Connections 2022



Lift your gaze from
the daily grind.

Gather • Be Inspired • Reconnect



Gathering of Kindness All Over the World



Conversation Starter...



Nicki Macklin
New Zealand

The Case For
Kindness



Gathering of Kindness CANADA



Reflective Question

*Give an example about how
the arts or creativity have
helped you in your work
or home life*



Calls to ACTION



1. Register

www.gatheringofkindness.org

2. Start your own event

kindnessinhealthcare.world