

Conversation for Kindness

A Christmas Advent Calendar: kindness  
efforts from our community

15 December 2022

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# Context

## About the movement

**Conversations for Kindness** is a monthly virtual meeting that 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 and 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 Zoom call on the third 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 this contact form**

# On the day

This Conversation for Kindness was held on 15 December, where around **65** Kindness in Healthcare community members came together.

This meeting had a special format, we heard from 'kindness experts' from within our wider community. Eight groups shared a 2-3 minute presentation about how they are focused on returning humanity to the centre of health and care across the globe.

**This insights pack summarises the session**

**Watch the event on YouTube** 



**Participants joined in from all over the world!**

# What Matters to You? - Maureen and Mathieu

**Maureen** opened the conversation by sharing with us the origins of the WMTY movement. About a decade ago, she read an article in the New England Medical Journal which discussed the need to turn the questions we ask of patients from

*'What's the matter with you?'*

to

*'What matters to you?'*


Before long it turned from a question into a movement. Today, WMTY is a network that extends across more than 50 countries worldwide.



**Mathieu** summarised the mission of the WMTY movement:


- WMTY links to the kindness movement by bringing humanity into healthcare, **acting as a first step** on the road to kindness and compassion.
- **About patients AND staff** – focus on both those requiring care, as well as those providing the care.
- WMTY is something **any of us can ask**, not just patients but within our teams and across the board.
- Asking WMTY is **possible, and achievable**.
- We can look at WMTY as the additional vital sign required in our care of those around us

# What Matters to You?

Fantastic insights were shared in the Zoom chat from attendees, showing how asking **WMTY** can really make a difference...

 HUGHES, Henrietta (LIBERTY BRIDGE ROAD PRACTICE) 7:11 am  
I use WMTY to ask senior leaders - it's really interesting - they pause, think and then it really changes the conversation - and builds relationships

 4  4

 Gill Phillips @WhoseShoes (External) 7:16 am  
#WMTY is coming through as one of the CENTRAL threads in our new Family Integrated Care (neonatal) project - with lots of learning from Canada and Sweden, in particular. One woman HATED being called 'Mum', desperate to be called by her name, felt she was losing her identity. Another LOVED being called 'Mum' - said she didn't yet feel like a Mum (danger of 'hospital baby') and this helped remind her and give her confidence. What matters to you and personalisation key! 

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# The Patient Revolution - Sheila

Sheila outlined the mission of the Patient Revolution as coordinating the efforts of people across the world in working together to change the conditions for care.

Patients, families, clinicians, health care professionals and administration, policy and organisational leaders, all collaborating to create a multi-level and multi-system change towards careful and kind care. **“In it together”** and harnessing the **“power of the community”**.

She likened the efforts of those of us working within the movement of kindness in healthcare as replenishing the soil (conditions for care) by adding new minerals and nutrients to the soil for growth and change.

We need to  
*work together*  
to change  
the conditions  
for care.



[www.patientrevolution.org](http://www.patientrevolution.org)

Revolution: turning away from  
*industrial healthcare* toward  
careful and kind care for all



[www.patientrevolution.org](http://www.patientrevolution.org)

# The Patient Revolution

**Convene**  
a community

100 years Careful and kind care everywhere  
Next Global Movement for Care  
Now Programs and Services  
Foundation

**Share** language,  
knowledge & insights

**Partner** for  
radical change

www.patientrevolution.org

The Patient Revolution is creating a vision where the change that they are aspiring to implement is a long term game, not just in small, short term increments.

Much work has been done in recent years in strengthening the Patient Revolution Foundation and network, ready to start creating broader systemic changes such as developing programmes and services tailored towards education, generating new knowledge and supporting individuals and organisations to gear up towards the more radical changes required for system wide shifts.

**“Turning away from industrial healthcare *toward* careful and kind care for all”**



# Conversations for Kindness - Bob and Nicki

Bob gave a brief history of the Conversations for Kindness forum – it was started by a group of friends 25 months ago and has rapidly grown into a worldwide forum of over 500 people from more than 30 countries, meeting online once a month to discuss and share ideas relating to kindness in healthcare.

Every month we have amazing speakers who generously give of their time and ideas, sharing their work and encouraging others in the network to collaborate and work together. Routinely we have at least 50 participants on the call – this month we had 67 people from around the world dialling in.

Several key themes around kindness in healthcare have emerged from the group discussions:

**25 months into the conversation – some of the key themes that have emerged include:**

Kindness is a choice of action we can all take, role model & lead for

But what is more important – kind intent, or the outcome of kindness?

Growing evidence of the biological & psychological impact of kindness

More work is needed to evidence the direct impact of kindness on quality, safety, equity

Leading with kindness needs to be central in work to reduce staff burnout

Systematically challenging unkindness (and exploring why) is a crucial role of leaders

Kindness is a cycle - being kind stimulates more kindness

Small acts of kindness can have a big impact

Make kindness your starting point – and everything else follows

If you would like to join the conversation, please email me: [bob.klamber@nhs.net](mailto:bob.klamber@nhs.net)

# Conversations for Kindness

Nicki summarised the developing connections being made within the network by individuals from the Southern Hemisphere.

The time difference makes it difficult to attend, but people do make the effort to attend from the Southern Hemisphere - we applaud you! Currently there are about 50 members from the Southern Hemisphere.

Aspirations include growing the base large enough to support holding parallel forums for Conversations for Kindness for people wanting to attend at a more sociable hour!

## Our conversation for kindness

- Monthly call on 3<sup>rd</sup> Thursday of the month [6 -7pm GMT]
- Listening, learning, thinking differently and mobilising for action
- Sharing of resources, energy and ideas
- Everyone very welcome

If anyone knows of any Southern Hemisphere people who might like to join our forum, link in Nicki using [nicki.c.macklin@gmail.com](mailto:nicki.c.macklin@gmail.com)

# Civility Saves Lives - Chris

Chris Turner, representing Civility Saves Lives ([www.civilitysaveslives.com](http://www.civilitysaveslives.com)) explained how Civility Saves Lives focuses their kindness message on exploring the impact of behaviour on team performance.

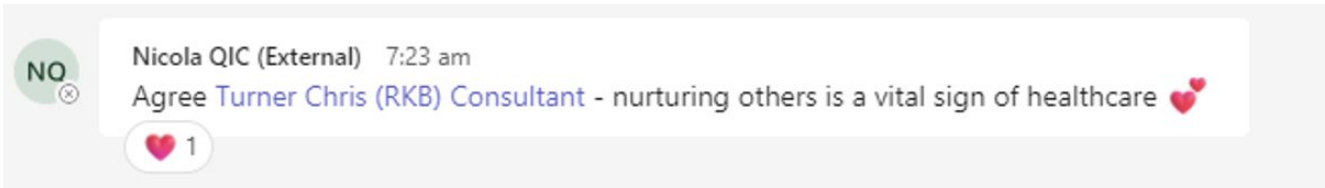
Chris outlined the **3 'C's'** of high performing teams in healthcare:

1. Good **Culture**
2. **Competence**
3. **Capacity** – both personal and systemic



A key message and one that resonated with the audience was that: “*you cannot culture your way out of capacity*” and that building good culture is all about how we treat each other. Highly performing teams need all three ‘Cs’ in order to sustain and grow performance.

Attendees shared their thoughts in the chat, inspired by Chris’ words:



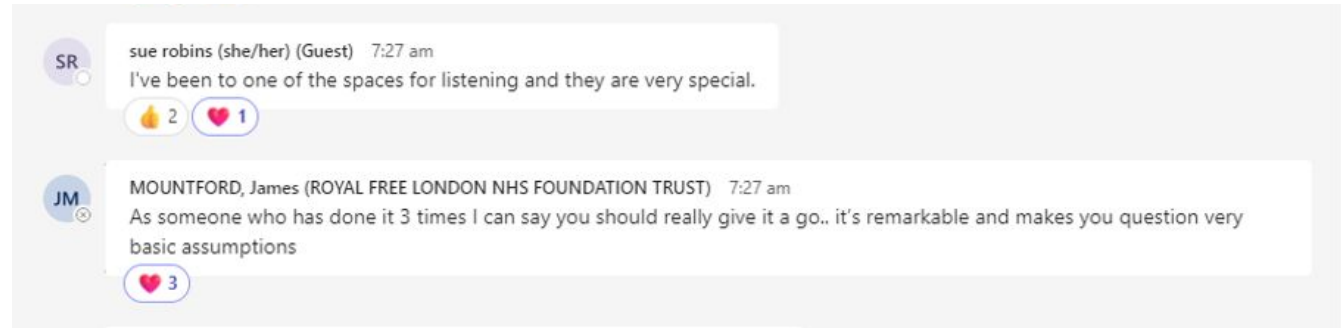
# Spaces for Listening - Brigid

Brigid spoke to us about a movement called Spaces for Listening, started in May 2020 based on a sense that more spaces for both listening to each other, and being heard, were needed. Spaces for Listening is a session conducted on Zoom for 8 people at a time and less than 60 minutes in length covering three 'listening rounds'. Each person speaks for around 2 minutes per round based on a prompt and is heard by the 7 other people present. As the rounds cycle through, each participant is thus provided with space to both speak freely and listen deeply to others in a way that is not commonly experienced in standard meetings and in normal work environments.

Brigid likened the experience as being able to **“speak and be heard, and not be fixed”**.

Together with their team, Spaces for Listening have facilitated 280 sessions in 2.5 years.

Insights shared  
in the chat were  
positive:



# Kaleidoscope - Shane and Rowan

Rowan and Shane spoke about the wonderful work of Kaleidoscope Health and Care. Theirs is an example of an organisation that explicitly values, expects, and focuses on kindness in every aspect of their operations, including their team, recruitment, collaborative work with other organisations, and their 'Inspiring Projects'.

Inspiring projects are self-funded by Kaleidoscope and are chosen for their ability to contribute to Kaleidoscope's mission for kindness. Conversations for Kindness is an example of a beneficiary of Kaleidoscope resources and energy – they work with us to support our strategy development for the future, have helped us to design and grow our website <https://kindnessinhealthcare.world/> and dedicate time and creativity each month for turning these notes from the forum into polished and rich information packs.

**Our first requirement is that you're kind.** Life is too short to work with people who aren't.

Rowan shared examples of how Kaleidoscope explicitly show kindness within the organisation:

- **Supporting internships and diversity** by encouraging underrepresented voices of people embarking on careers in healthcare.
- **Kindness fairies** e.g. celebrating birthdays with cake!

# Kaleidoscope Health and Care

Shane talked about the explicit kindness strategies Kaleidoscope uses as a consultancy - involving explicit messaging of kindness in the process as well as the outcomes of the collaboration work. Kindness is expected, and if the organisation requesting services or collaboration is not comfortable with this notion, then the fit is not right for developing the relationship any further. Any collaboration has outcomes in mind that include supporting organisations and leaders to be more kind, more joyful and more connected.



# Gathering of Kindness - Cath

Cath comes to us from Melbourne, Australia and represents the Hush Foundation (<https://www.hush.org.au/>) and Gathering of Kindness (<https://www.gatheringofkindness.org/>) The two organisations were built in response to seeing a need to reimagine a healthcare system that is kind and nurturing to those working within, and those receiving care within it.

Hush Music has worked with musicians and composers over two decades to create music as therapy for patients and families as they access treatment and procedures, and move through health care environments that can at times be stressful and anxiety-inducing. Hush has produced more than 20 albums of original music aimed at using music as a positive influence on healthcare experiences for both patients and their families as well as staff.

## Gather • Be Inspired • Reconnect

The Gathering of Kindness is an event held each year to bring together the arts and humanity of healthcare in a week-long in-person and online gathering. Over the years it has grown into a global movement, with Gathering of Kindness events held in the US, Canada and Australia each year. Activities involve using the arts to underpin the conversations that we need to have in healthcare

## What is the Microsystem Festival? The real triple loop learning meeting place

- The Microsystem Festival is more than a conference. It is a warm and personal event which provides you with great opportunities to **meet other people who are committed to health and social care improvement**
- The conference is international and with several exciting lecturers with roots in both theory and practice.
- **The Festival is a network forum “all teach all learn” that has been organized for 20 years in a row.**

### The themes over the years

2004 - Go to the Gemba	2014 - Reflection
2005 - Creativity and problem solution	2015 - Integration
2006 - Micro-Meso-MACRO	2016 - It's all about people
2007 - Leadership & spread - within healthcare	2017 - Perspective
2008 - emPOWERment	2018 - MicroMastery
2009 - Health care evolution	2019 - Sustain@bility
2010 - Let's energize healthcare	2020 - CoMePassionIT
2011 - Set your mind free	2021 - Rekindling
2012 - The Heart & Art och Healthcare	2022 - SynEnergy
2013 - Rhythm of Change	2023 - Resonance



# Microsystem Festival

To wrap up the session Göran told us about the fantastic Microsystem Festival which has been held annually for 20 years in Sweden, and brings together people from around the world who are committed to improvement in health and social care. The Festival adopts an 'all teach all learn' approach and balances theory with practical knowledge. This coming year's theme is 'resonance'. The next Festival is in Sweden from February 28 – March 2, 2023.

Göran briefly outlined this coming year's theme and approach, looking at the five factors for a highly performing clinical microsystem (see slide below): Leadership, staff, patients, performance, and information/information technology. He encouraged those who are interested to consider attending the festival in person, because of the richness of the networking opportunities available face to face.



# Further resources

- Join the Patient Revolution: <https://patientrevolution.org/join>
- Explore the resources for What Matters To You? <https://wmtty.world/>
- A fabulous Christmas opinion piece by Dominique Allwood and Victor Montori for the BMJ - *Careful, kind care is our compass out of the pandemic fog*:  
<https://www.bmj.com/content/379/bmj-2022-073444>
- Check out Civility Saves Lives for information and resources: <https://www.civilitysaveslives.com/>
- Learn more about Spaces for Listening:  
<https://www.bma.org.uk/media/5921/spaces-for-listening.pdf>  
<https://brigidrussell43.medium.com/keeping-it-simple-bd4a4a1b4d7f>
- Find out more from Kaleidoscope about their work: <https://www.kscopehealth.org.uk>
- <https://www.kscopehealth.org.uk/blog/our-first-requirement-is-that-youre-kind-lessons-from-a-different-way-to-recruit/>

# Further resources

- Learn about Cath's wonderful work and community here: <https://www.gatheringofkindness.org/>  
<https://www.hush.org.au/>
- If you want to find out more about Clinical Microsystem theory, and the Microsystem Festival, see these links: <https://www.microsystemfestival.com/>

The Institute for Excellence in Health and Social Systems (IEHSS) at the University of New Hampshire: <http://www.clinicalmicrosystem.org/about/>

“Microsystems in Health Care: Part 9. Developing Small Clinical Units to Attain Peak Performance”

Paul B. Batalden, M.D. Eugene C. Nelson, D.Sc., M.P.H. William H. Edwards, M.D. Marjorie M. Godfrey, M.S., R.N. Julie J. Mohr, M.S.P.H., Ph.D.

<http://clinicalmicrosystem.org/uploads/documents/JQIPart9.pdf>

- If you are interested ‘Harvesting’ – gathering ideas for improvement from others, inside and outside of healthcare, as a method of transformation, read more here, from Maureen Bisognano at IHI: <https://www.ihl.org/Engage/collaboratives/Health-Improvement-Alliance-Europe/Pages/%27Harvesting%27-a-method-to-open-your-organization-to-alternative-solutions.aspx>