

Relationship Centered Whole Person Care

October 29, 2018

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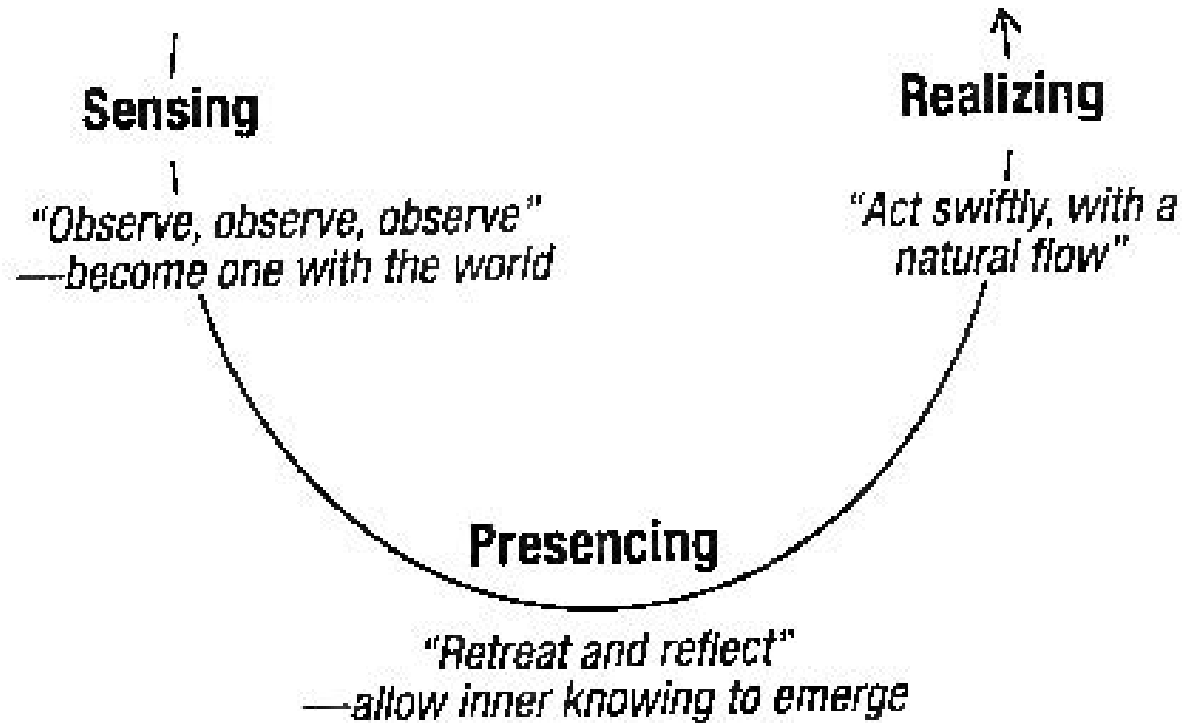
MCGILL UNIVERSITY

Faculty Initiative on Relationship Centered Whole Person Care

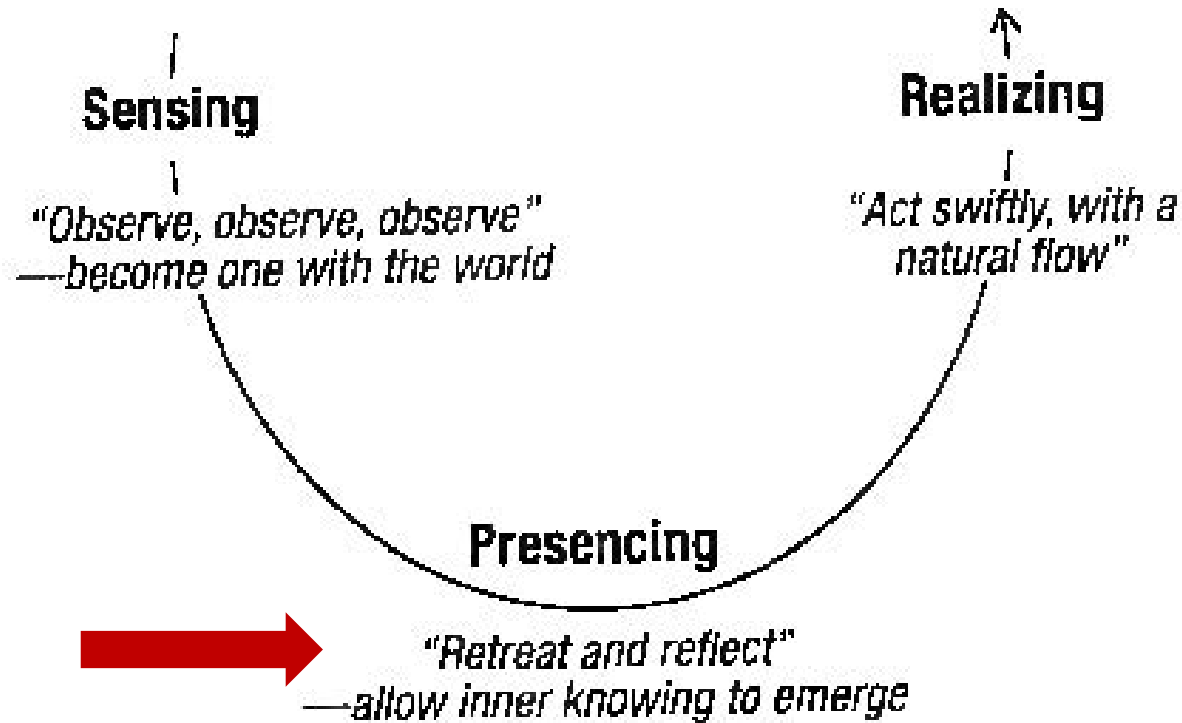
- The objective is to promote/create a culture of healthcare practice in which individual practitioners and the system relate to patients as vulnerable human beings who need empathic caring and attention.
- The purpose of care is patient centered but the process is relationship centered. Therefore we also need to pay attention to the training and wellness of the clinicians who deliver the care.
- The approach will be based on positive psychology (appreciative inquiry, positive deviance and self-determination theory) to harness and nurture the resources already available within the faculty.
- We will not target individual clinicians but identify systemic changes and best practices to promote a better culture of care for patients and clinicians.

RCWPC MEETINGS: 4 patients, 3 physicians, 2 nurses (one administrator), 2 medical students, 1 Social Worker, 1 Ph.D. scientist

- **January 24.** Introduction – U diagram
- **February 21.** Improve a relationship – difficulty, commitment
- **March 21.** Positive experiences – work that is in congruence with our values
- **April 25.** Reviewing complaints – responsibility
- **May 23.** Reflection – foster conditions to improve relationship
- **August 22.** Presentation by Vice-Dean Majnemer on Education Strategic Plan. Reflection on Wounding, Curing, Healing
- **September 26.** Proposed emergent theme and reflection
- **October 24.** Further reflection on proposed theme and presentation by APDP group from St. Mary's Hospital.

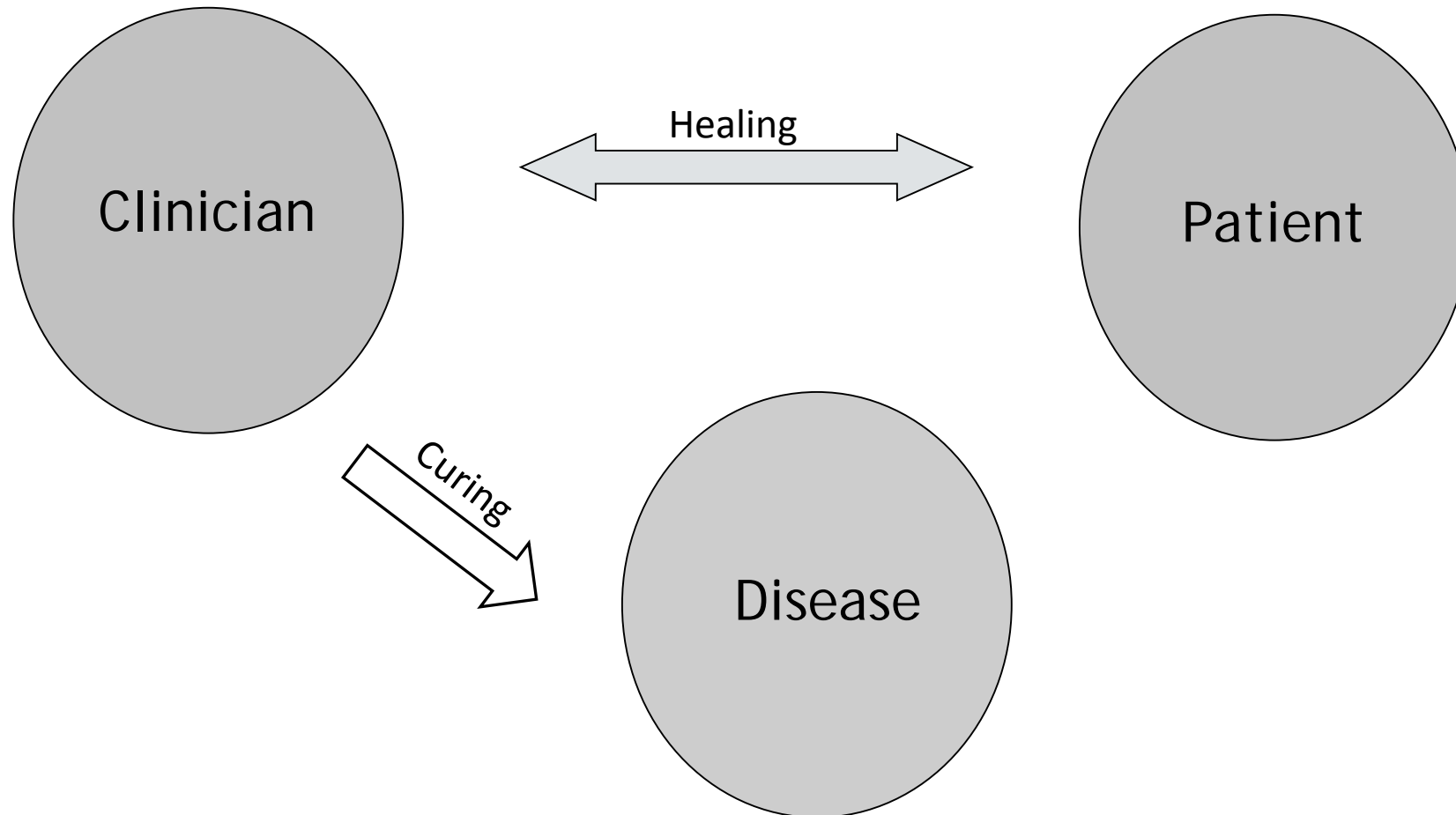


Presence. An Exploration of Profound Change in People, Organizations, and Society. Peter Senge, C.Otto Scharmer, Joseph Jaworski, Betty Sue Flowers. New York: Doubleday; 2005.

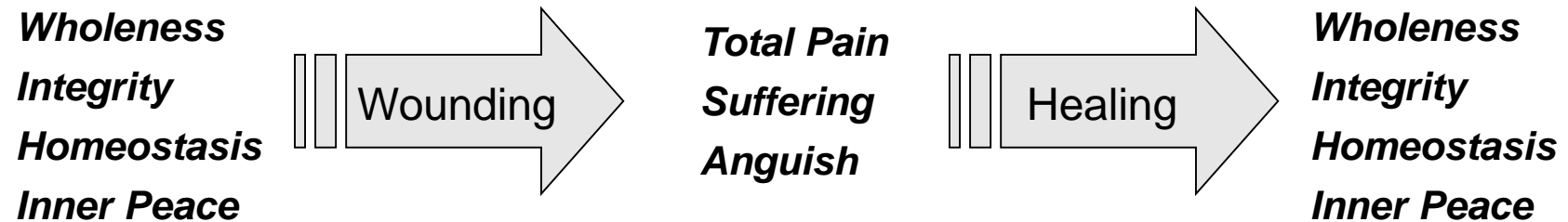


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The Two Therapeutic Relationships



Quality of Life



Healing

Definition: Healing has been defined as a relational process involving movement towards an experience of integrity and wholeness, which may be facilitated by a caregiver's interventions but is dependent on an innate potential within the patient.

Mount & Kearney

Wound

Societal changes, mergers and healthcare reform have resulted in:

- Larger administrative structures in which people feel increasingly isolated, disconnected, and alienated
- Distant top down administrative initiatives that don't fit with local context and values
- A sense of being exchangeable and controlled rather than valuable and trusted.

"A most important book, which raises fundamental questions about the nature of medicine in our time. It should be required reading." —OLIVER SACKS



GOD'S HOTEL

A DOCTOR, A HOSPITAL,
AND A PILGRIMAGE
TO THE HEART OF MEDICINE

VICTORIA SWEET

THEM

WHY WE HATE EACH OTHER—
AND HOW TO HEAL



BEN SASSE

NEW YORK TIMES BESTSELLING AUTHOR OF
THE VANISHING AMERICAN ADULT

Community

- Local
- Close Contact
- Shared Values
- History
- Identity

CURING

HEALING

Approach

Standardized

Individualized

Requirement

Expertise

Openness, Time and Space

Energy

Outside

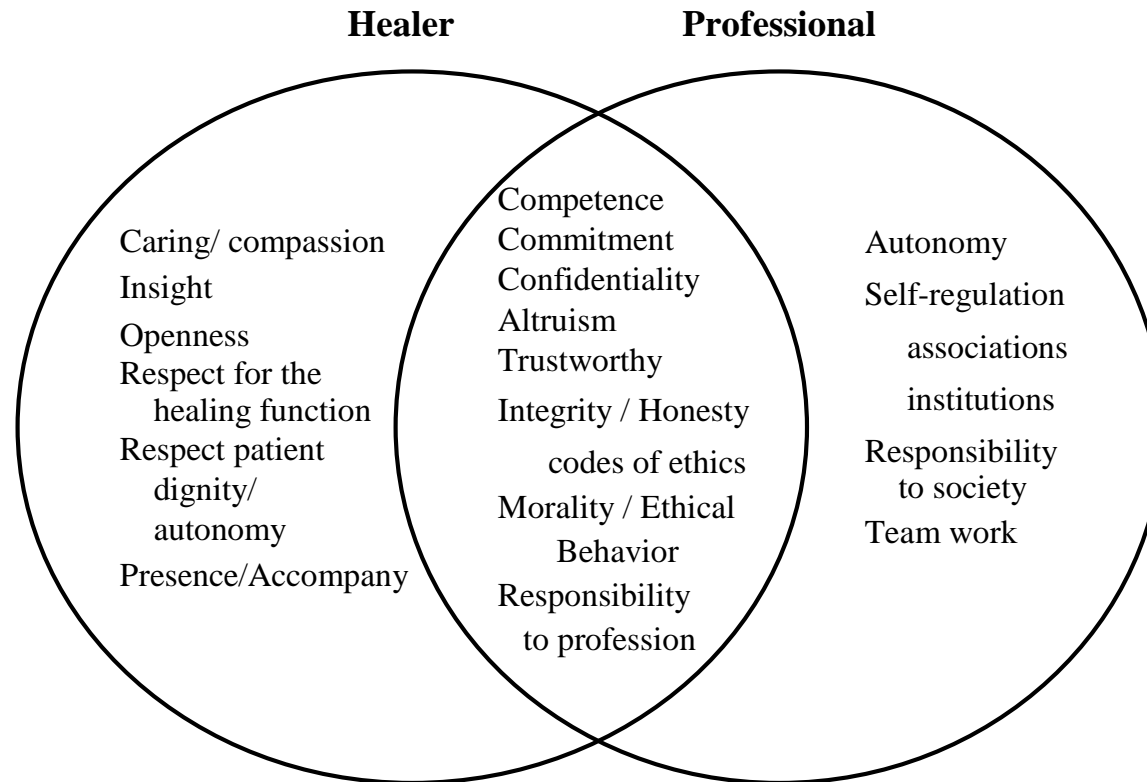
Inside

Relationship

Compliance

Independence (autonomy)

Attributes of the Physician /Medical Professional



Cruess RL, Cruess SR. Whole Person Care, Professionalism, and the Medical Mandate. In: Hutchinson TA (ed.), Whole Person Care: A New Paradigm for the 21st Century . New York: Springer Science + Business Media, LLC;2011.

Our effort to bring proton therapy to Canada, to the MUHC

- 2008: CFI application for a research facility for Eastern Canada well-reviewed by international experts
- Early 2010s: Encouraged by 1st INESSS report (“more research needed”) and a competitive joint FRSQ-MSSS grant awarded to our team to study advantages in a population-based cohort of patients <30 years
- 2016: Reactivated proposal after the move to the Glen with a revised business plan; support from the DG, +ve if non-official feedback from the RAMQ, MSSS
- 2018 August: Announcement of a private centre, completely unacceptable to us for many reasons including safety issues and much greater cost/patient

Mission of Association of Physicians, Dentists and Pharmacists at St. Mary's Hospital

- To protect and promote the interests of its members
- To promote excellence in clinical care, teaching and research at St. Mary's Hospital
- To encourage collegiality and collaboration amongst staff
- To promote local identity and sense of community in keeping with the cultural history of St. Mary's.

Question: What suggestions do you have to nurture local communities at McGill and harness their power in the service of Relationship Centered Whole Person Care?