Why Compassionate Care is Important to Your Grantees

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Enable you to describe:

- Key values, attributes and behaviors of compassionate collaborative care (CCC)
- Organizational strategies that support CCC for patients, families and staff
- Strategies to integrate CCC into your own and your grantees’ programs

Session goals
Caring about relationships

• A compassionate, collaborative manager
• Shared values
• Supportive processes
• A supported team
• Supported families
Appreciative inquiry

• Tell a story about a time when you witnessed, offered, or received compassionate collaborative caring in any setting
  • Describe what the person(s) did that you perceived as compassionate and collaborative
  • How did the recipient(s) respond, what was the impact?
  • What was it about the context or setting that made acts of compassion and collaboration possible?
What is compassionate collaborative care?

Working interdependently to recognize and ameliorate concerns, distress, pain and suffering
COMpassion is a fundamental Human Nature component, enabling Action, where Shared, informed decision making and Altruistic motivation, intention to help lead to Empathic concern. This concern leads to Understanding concerns, distress, which in turn leads to Cognitive processing, and then to Emotional resonance. This cycle of perception, understanding, and empathy leads to recognition, attention, and ultimately to Perceivers’ wellbeing.
Cheryl Kane and Max
Program re-design exercise

• As a group, select an existing program; this might be a program or service one of your grantees has implemented.

• How might you re-design it so that organizational processes and structures would enable compassionate collaborative care values and relationships?
What have we learned?

• Values and behaviors of CCC that feel most impactful to you
• Design ideas – processes and structures that enable CCC
• Name one idea you will use with your grantees moving forward
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