

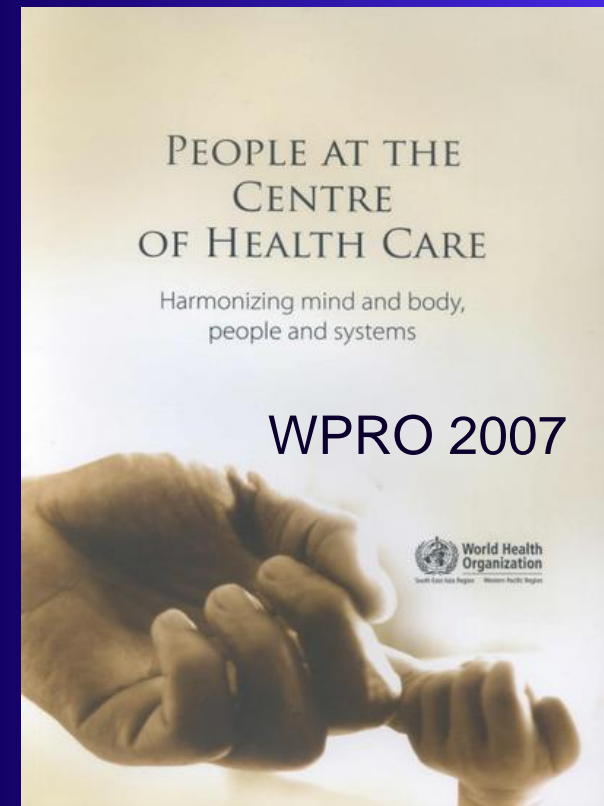
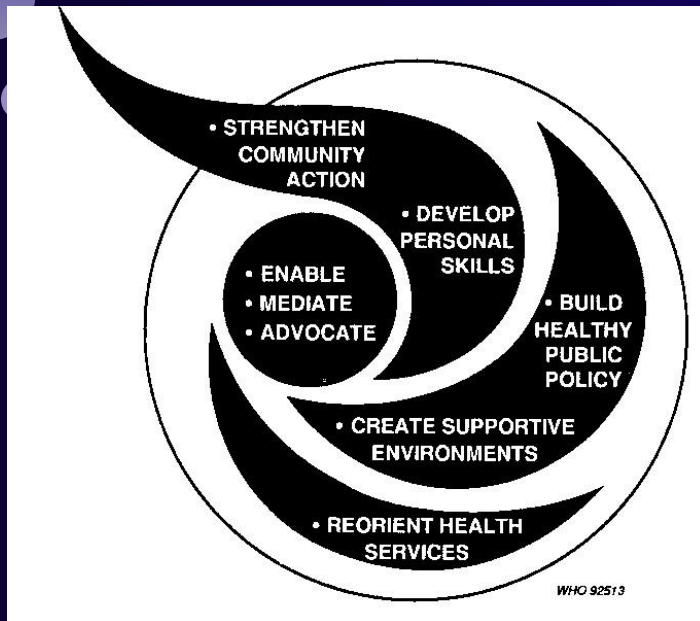


Harmonization of Spirituality, Sensibility & Humanistic Healthcare

Anuwat Supachutikul, M.D.
Duangsamorn Boonpadung, M.A.
Healthcare Accreditation Institute,
Thailand

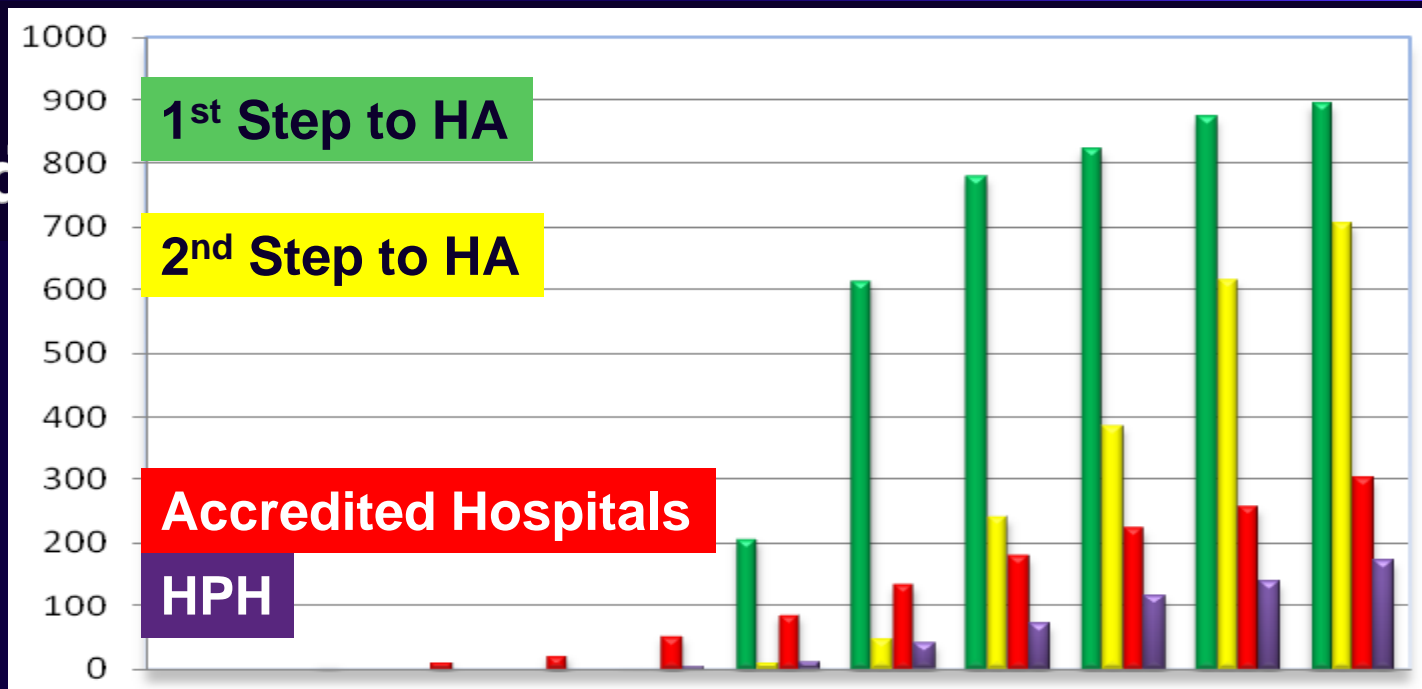


A Call to Transform Health Care Organization



- Domain 1 Better informed & more empowered individuals, families, & communities
- Domain 2 Competence & responsive health practitioners
- Domain 3 **Efficient & benevolent health care organizations**
- Domain 4 Supportive & humanitarian health care systems

HA and HA



1st HA Standards



1996

1st HA Certificate



1998

Universal Coverage Policy



2000

3-Step Recognition



2002

2004

2006

2008

2009

1st Creep

Promote HPH using HA Process

1st HA Standards



1996

1st HA Certificate



1998

Universal Coverage Policy



2000

3-Step Recognition



2002

2nd HA/HPH Standards



Humanized Healthcare



2006



2008 2009

2nd Creep

Humanized Healthcare
“believe in the seed of virtue”



Modernized Healthcare
“good, but not enough”

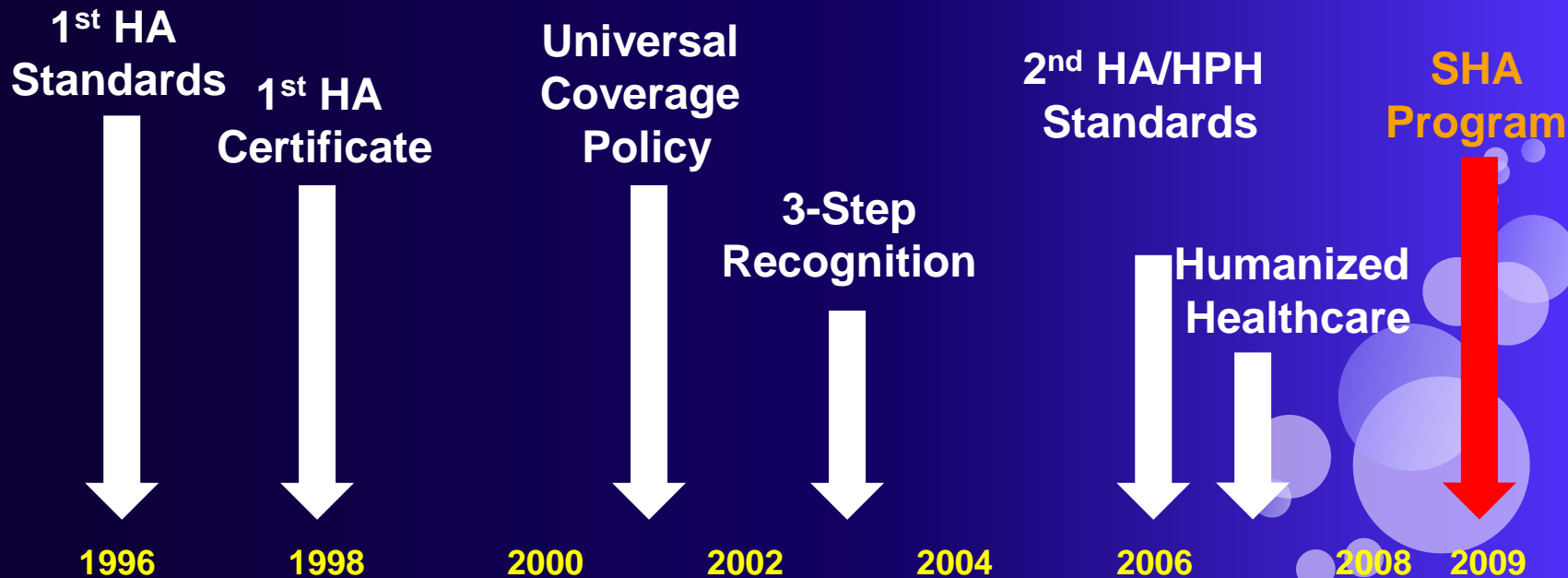


Prof. Prawase Wasi, 8th HA National Forum, 2007

3rd Creep

SHA Program

**Sustainable
Healthcare & Health Promotion by
Appreciation & Accreditation**

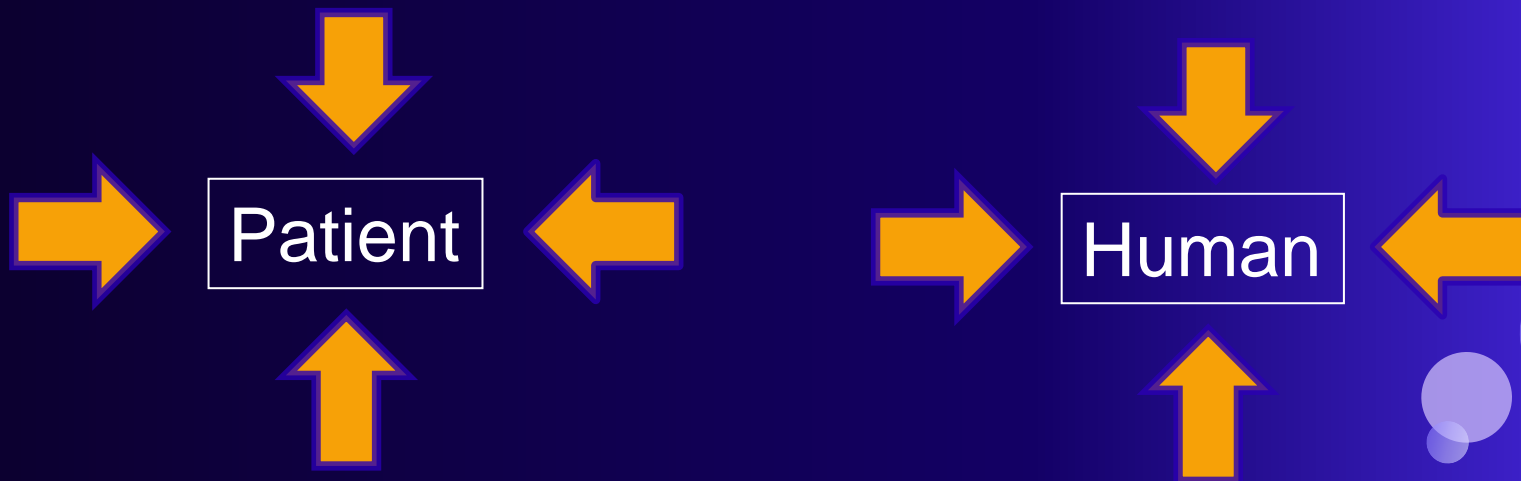


SHA Program

Sustainable
Healthcare & Health Promotion by
Appreciation & Accreditation

Goal:

To move a focus from patient-centered to human-centered healthcare, balancing bio-medical and spiritual aspect of care.



Sustainable Healthcare and Health Promotion by Appreciation and Accreditation

Dream

Content

Approach

Humanized Healthcare

HPH (Health Promoting Hospital)

Appreciation

Sustainable

HA (Hospital Accreditation)

Accreditation

Sufficiency Economy

Spirituality

Standards

Safety

SHA is a dual approach of
systematic evaluation of accreditation and
spiritual development for happiness and sustainable development

SHA Program

Sustainable
Healthcare & Health Promotion by
Appreciation & Accreditation

50 accredited & 10 non-accredited hospitals were invited.
Build future scenario together

Happiness Culture of Caring:

Compassion

Comprehensiveness

Continuity

Coordination

Convenience

Comfortable

Contemplative

Community

Work upon Our Success

Sufficiency Economy

Spirituality &
Sensibility

Humanized Healthcare

Standards

Health Promoting Hospital

Hospital Accreditation

Patient Safety

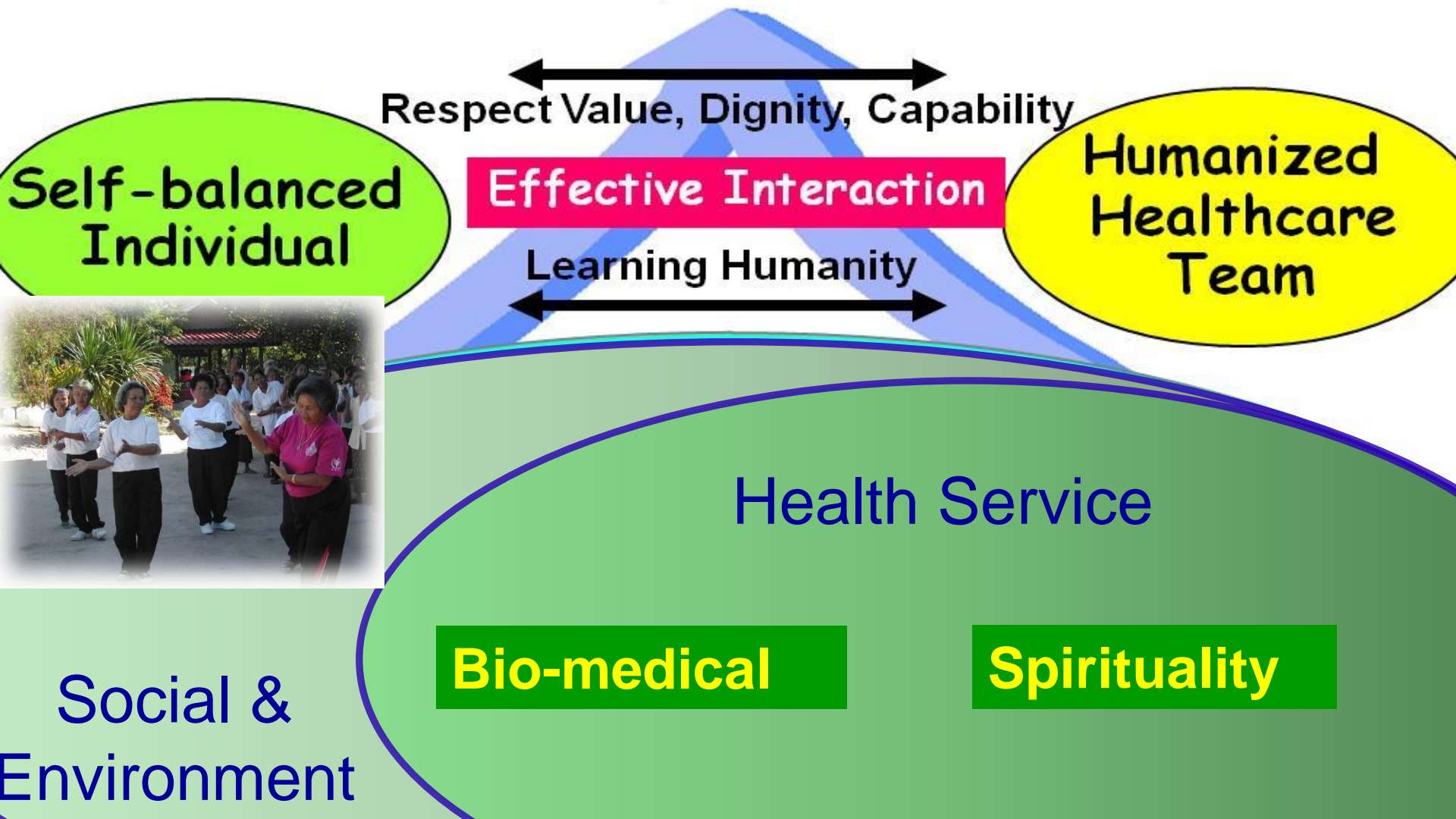
Accreditation :

as foundation

adapt the survey process to be more humanistic

Humanized Healthcare

Health of Individual, Family, Community
Truth, Goodness, Beauty
Freedom, Connectedness





Humanized Healthcare

Take care from your heart of humanity,
with love of mankind.

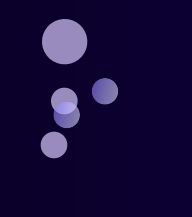

Use storytelling to share experiences.





Spirituality

Difficult to define, better understand from stories.
The inner goodness in everyone, high-minded, not self-centered.
It's about belief, values, ideology, power of lives.
Practice & realize the value in oneself, one's work
The most important drive for sustainability.



Sensibility

Patient

Community

Healing environment
Sentimental narratives

Appreciate their potential

Healthcare
Team

Appreciate
Encourage

HA Surveyors
SHA Consultants

Healing Environment



Transform space to a place
A place through meaning and
sensory experience

Storytelling

Spiritual dimension of healthcare
Sensibility to suffering of patients

- Encourage telling stories
 - Presentation in HA National Forum
 - During survey & consultation visits
 - Within every organization
 - Together with deep listening
- Narrative skill training -> spread through weblog & facebook
- Qualitative research -> values & meaning interpretation

Results



More empathy & understanding



Working together with equal partnership

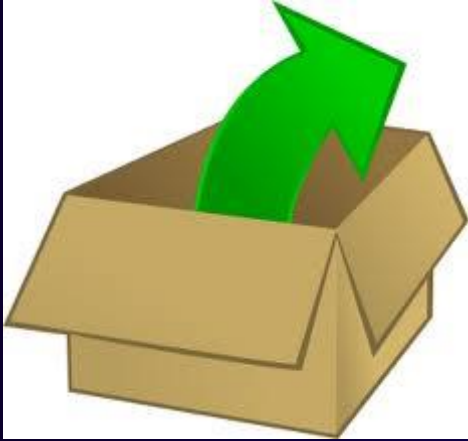


Healthcare providers enhance their value & work with positive thinking



More communication & participation

Feedback from Hospital Directors



“The SHA program allow flexibility and does not limit our imagination, we can think out of the box. With freedom in thinking, people feel happier to do their works. The SHA process releases us, makes us proud of what happening. With the SHA program, everyone has their space to express, expresses any of their capability they would like to do for other people with unconditional love.”




- The laundry staff forms a group of young DJs called “Young Ta Khone Mask”.
- The hospital driver becomes a bicycling group leader of the district..
- The physiotherapist teaches painting to children of staff and others.
- The public health staff who look after the water treatment plant and has skill in bird watching becomes an expert in camping for students “Young Stream Investigators”.



Feedback from Hospital Directors

“If people are proud of what they have, when we invite them to work on safety issue, or other improvement relevant to their work, they will do with high commitment. They feel that there is no conditioning. It’s an approach of opening free space. Make them feel they have value, they have some place to stand, certainly there must be multiple places for a variety of people.”



Feedback from Hospital Directors

“The SHA program changes our thinking. We integrate spiritual issues into our existing systems. For example, during the Ramadan, instead of prescribing three-times-a-day medication, we change to a long-acting medication. Any procedure that is not urgent will be postponed to another month.

I think that there’s much change on the surveyors. They came as friends, as teachers, as coaches, as people who would like to talk and exchange with us. Not only paying attention to the patients, but also to the staff.

Our staff work easier. It’s more flexible. We need not strictly adhere to the overwhelming standards. Just look at our context, look at our ultimate goals. The details of implementation depend upon hospital’s decision.”

Feedback from Hospital Directors

“SHA does not make compulsory of what to do, but gives opportunity for considering together, and brings success from the others for us to learn and adopt. With this approach, we can learn many good things from the others and adopt at our hospital. It confirms that we’re not crazy doing like this, some others also do the same thing. The experience sharing give idea for improving the way we do.

The surveyors have been changed, especially assessing the hospitals according to their context.

Each hospital has different limitation, different strength. To be sustainable, we have to make those people being able to think by themselves, make trials by themselves.



Feedback from Hospital Directors

The first key strategy is to focus on strength, not on the weakness. Recognize its strengths and work on them, learn from the other to further strength them.

The second strategy is to use reasoning. Giving order will not be successful. Reasoning is more acceptable.

The third strategy is saving. Save money, water, earth, animals, plants. The most important is to bring good friends together, working with communities to create knowledge and talent, and to accumulate virtues that will strengthen the hospital for its sustainability.

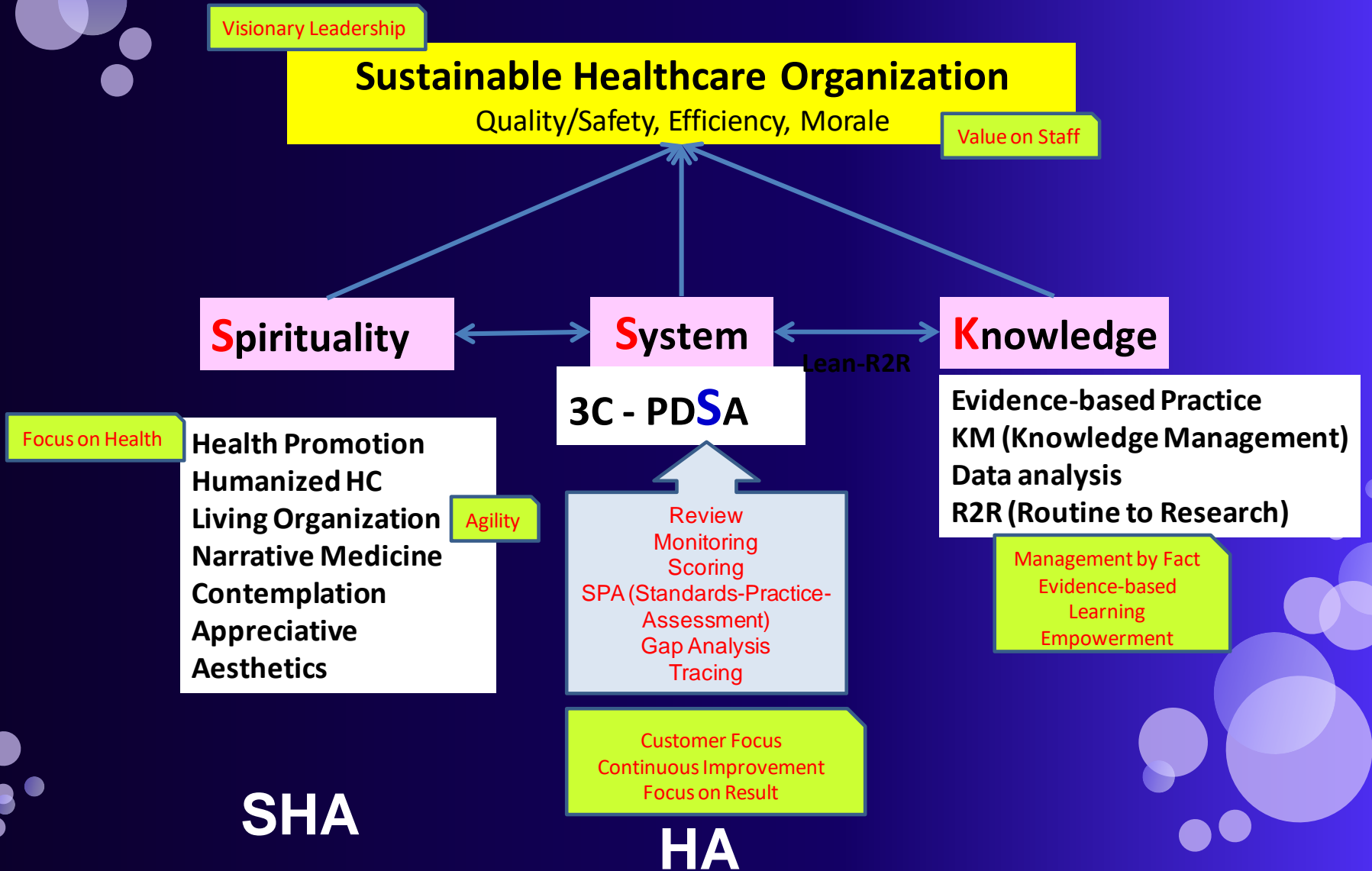
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Key Success Factors

- 1. Learn from each other (SHA program & hospitals)**
- 2. Encourage freedom for creativity, incorporate the concept into their routine work**
- 3. Get use of storytelling & its variance**
- 4. Encourage, not evaluate**

Getting Together: 3 Streams of Development



Spreading

Though the networks



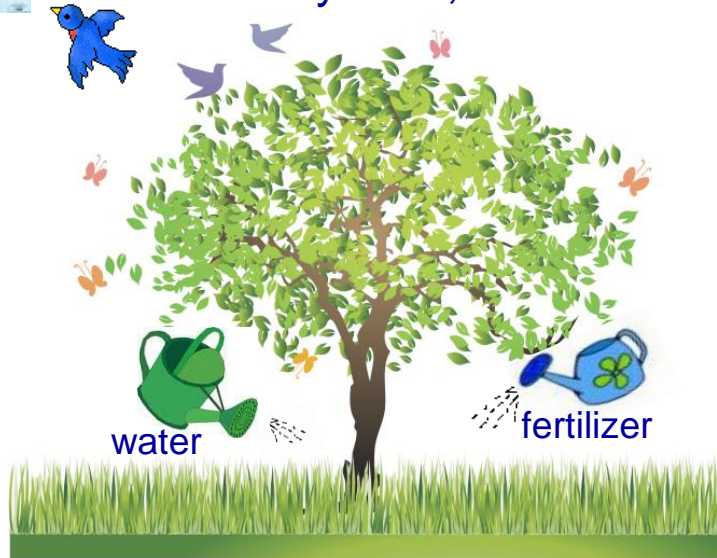
Blooming

Human-centered care
Response to need of whole human
Not only cure, we heal



HA Program

- Standards
- Learning
- Assessment
- Recognition



SHA Program

- Freedom
- Spirituality
- Appreciation
- Self Actualization



Seed of Virtue
in Hospital Staff