



Humanizing Healthcare – the 'Improvement Science' of Being

Dr Robin Youngson
CoFounder of Hearts in Healthcare





Compassion is the calling that brought us into the healing professions – knowing suffering and wanting to do something







My own 18-year-old daughter Chloe

Broken neck, broken back

100 days in hospital in spinal traction







Her only view of the world for 100 days – the ceiling of her hospital room







{the movement for human-centred healthcare}

What I learned in ten years of campaigning to bring more humanity and compassion to healthcare...







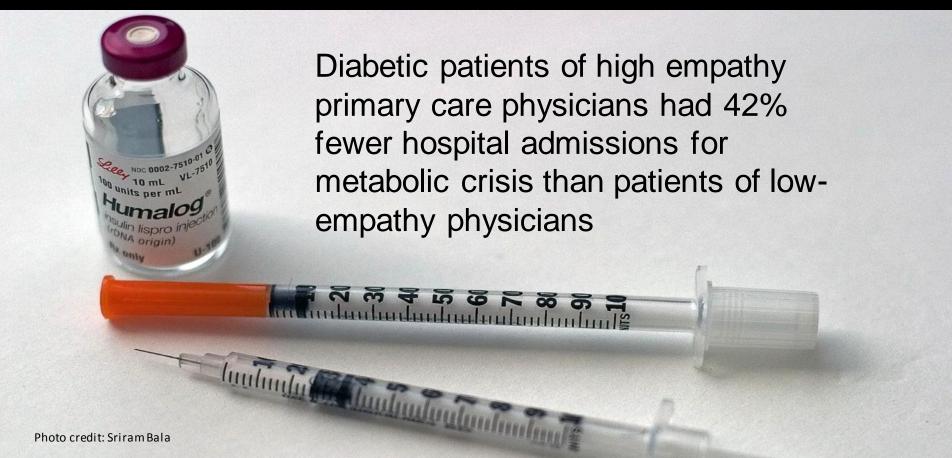
















Compassionate, whole-person care in terminal lung cancer – early access to palliative care

- Fewer patients have depression, 16% vs 38%
- Fewer patients chose aggressive end of life care, 33% vs 54%
- Reduced overall cost of care
- But increased median survival,
 11.6 months vs 8.9 months!













Supportive pre-op visit by anesthesiologist:

- Halved the dose of post-op



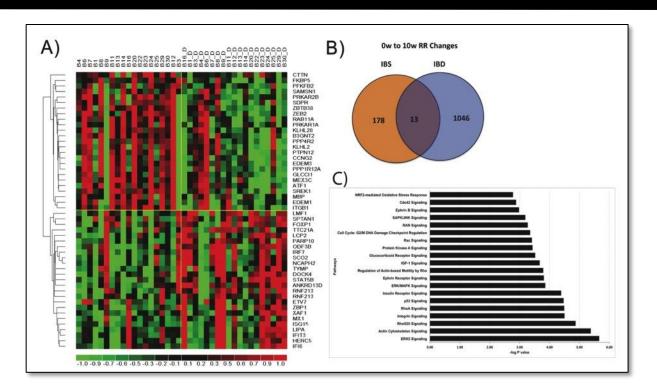
Non-supportive pre-op visit by anesthesiologist:

- Length of stay 2.7 days longer

Harvard study 1964: Randomised trial of supportive / non-supportive manner in pre-op visit by anesthesiologist







9 week mind-body program in patients with inflammatory bowel disease changed expression of 1059 genes

Kuo B, Bhasin M, Jacquart J, Scult MA, Slipp L, Riklin EIK, et al. (2015) Genomic and Clinical Effects Associated with a Relaxation Response Mind- Body Intervention in Patients with Irritable Bowel Syndrome and Inflammatory Bowel Disease. PLoS ONE 10(4):

e0123861. doi:10.1371/journal. pone.0123861







The science of healing connection







Cascading reactions in the healing response...

wellness genes up-regulated new protein synthesis tissue healing enhanced immunity lowered blood pressure positive emotions cancer genes activated stress hormones inflammation compromised immunity raised blood pressure negative emotions

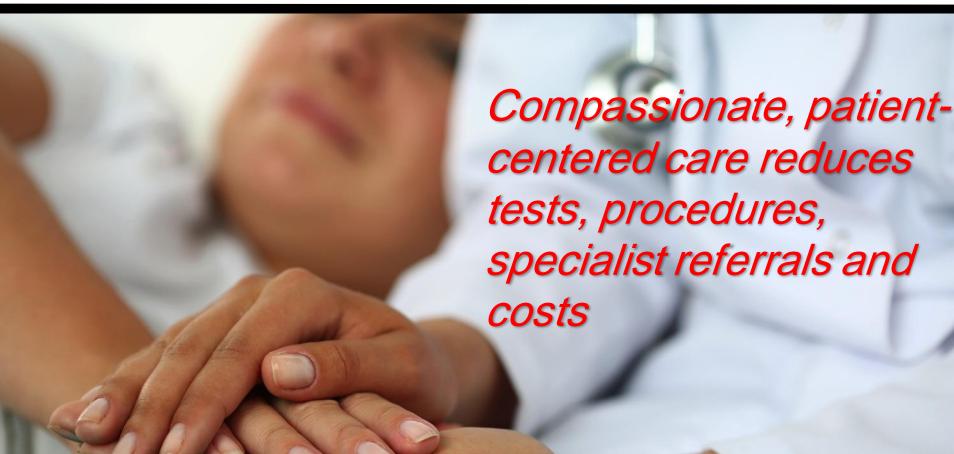








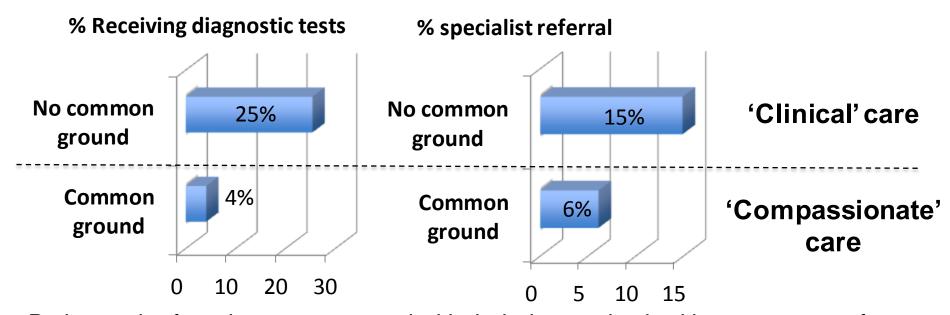








Dramatic reduction in healthcare utilisation as a result of finding common ground with patient, through compassionate, patient-centred primary care (Stewart 2000)



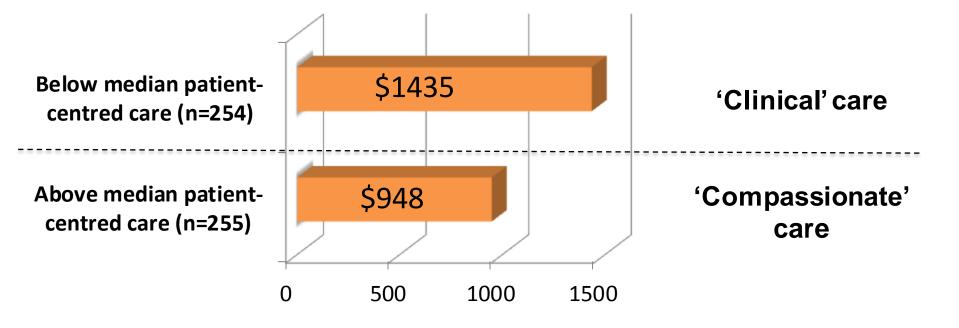
Patients who found common ground with their doctor also had better recovery from their discomfort and concern, and better mental health 2 months later





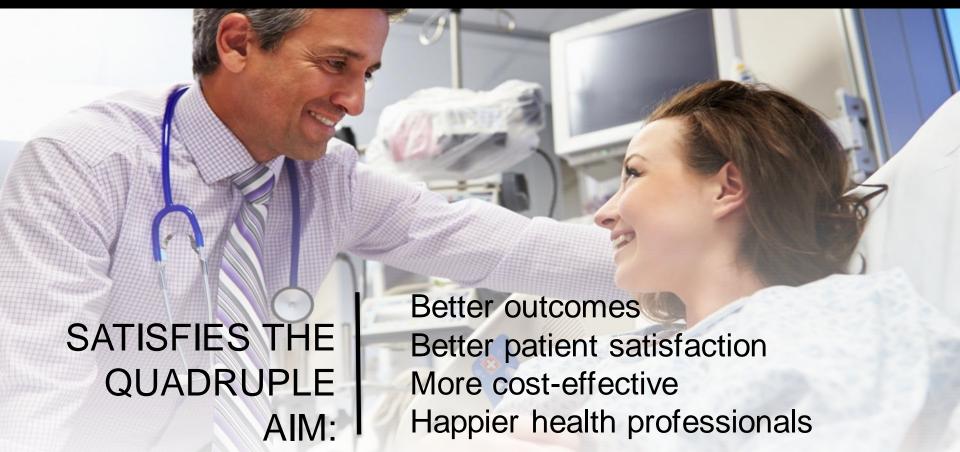
The percentage of interactions in family and general internal medicine that are patient-centred predicts the total cost of healthcare (Bertakis 2011)

Median annual cost of healthcare:



















It's the way we think about the world



Medical science: objective, materialistic, reductionist

- we have become 'body mechanics', not healers



Deming red bead experiment: Is this our metaphor for the sick patient?



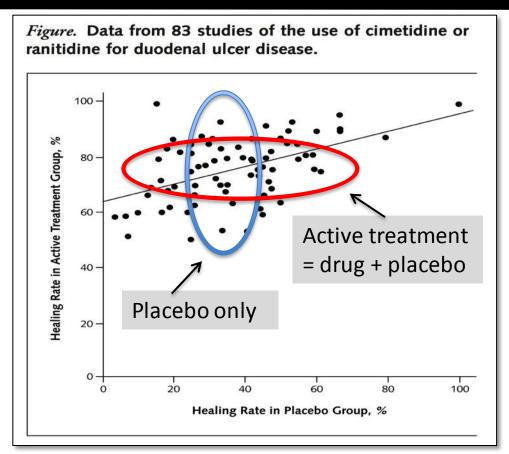
How do we treat patients?

- Bead excision
- Bead replacement
- Bead blockers
- Bead inhibitors
- Anti-bead

But we've forgotten that the beads are *self-aware* and *conscious*. They change their own colour. The *experience* of care matters.







The 'placebo' response is not due to inert placebo – it's a **healing** response related to meaning

Patient outcome = drug effect + placebo response

Placebo response effect size is highly variable, on average equal to drug effect size.

Patient heal best when they trust and believe in their doctor

Moerman D. Ann Intern Med. 2002;136:471-476.





Improvement science in the Rx of coronary artery disease





Evidencebased prevention

Acute management of MI



Mayo Clinic Rochester Rochester, Minnesota, USA

...but is there another approach?



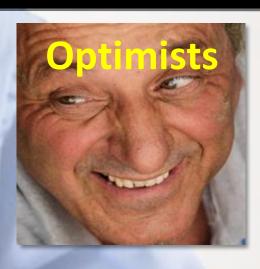




The profound influence of psychological wellbeing

Long-term survival after heart attack:

- pessimists have 4 times higher death rate from cardiac disease and 3 times higher mortality from all causes of death





Seligman MEP. Positive Health. Applied Psychology 2008;57:3-18.





Drug therapy... ...or compassion?

\$29,000,000,000

- Annual expenditure on statins (drugs to reduce cholesterol level)







The Influence of the Patient-Clinician Relationship on Healthcare Outcomes: A Systematic Review and Meta-Analysis of Randomized Controlled Trials

John M. Kelley^{1,3}*, Gordon Kraft-Todd¹, Lidia Schapira^{1,4}, Joe Kossowsky^{2,5,6}, Helen Riess¹

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Abstract

Objective: To determine whether the patient-clinician relationship has a beneficial effect on either objective or validated subjective healthcare outcomes.

But having a compassionate doctor reduces your 5-year risk of cardiovascular events more effectively than smoking cessation or prescribing a statin.







Dean Ornish, MD

Comprehensive lifestyle change reverses coronary artery disease, as proven by serial angiography



How does Dr Ornish define lifestyle change?

Good diet Moderate exercise Social support I

Relaxation



An Improvement Science of Being: Changing ourselves



Health professionals can't change their patients, only themselves

- giving lifestyle advice to patients doesn't work!

But health professionals who learn to find their own happiness and wellbeing, and practice with compassion, make an AMAZING difference to their patients

 we have to be the change we want to see in our patients.

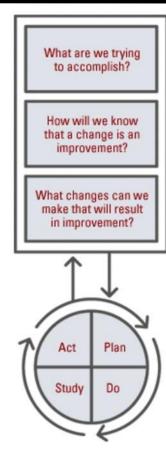












	Improvement Science of Doing	Improvement Science of Being
	Objective measures	Subjective experience
	Rapid cycle, small changes	Long cycle, deep reflection
	Small component improvement	Holistic growth
	External change	Internal change
	Eliminate defects	Build strengths
	Fixing	Healing
	Concrete goals	New stories





Harvard Business Review

INNOVATION

You Innovate with Your Heart, Not Your Head

by Gary Hamel

JUNE 12, 2015



I recently got a call from a CEO of a health system that encompasses several hospitals, medical practices, and clinics. Lakeland Health employs about 4,000 associates and takes in nearly \$500 million per year. Its

Lakeland Health, Michigan

4,000 associates, \$500million pa Poverty and chronic disease

Rapid improvement project on patient satisfaction scores

Ranking improved from **25-50th** percentile to **95th** percentile in 90 days.

The strategy? "Bring your heart to work"











Our greatest purpose is the relief of suffering

Maybe it's time for each of us to be a little curious about the science of the heart and not just the science of the head?





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