Realizing Person-Centered Care through Building Compassionate Communities

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Our Goals of Person-Centered End-of-Life Care

• Enabling holistic well-being of the Dying

• Involvement and respect in decisions of care

• Ensure quality and continuity of preferred care
Key Questions to Answer:

1. Who is the Person we are serving?

2. What matters most in co-ordinating care among the helping professionals for a Dying Person?

3. How do we empower and enable a Dying Person through care?
Three Concepts

Valuing Human Dignity and Holistic Wellbeing at the End of Life at 3 levels:

• Personhood and Family-focused - relational personhood
• Collective Compassion in cross-disciplinary collaboration
• Compassionate Communities- UK Experience and Insights for HK
Personhood and Family-focused Approach

Source: Report of the Analytical Study of Four Medical-Social Shared Care Models providing End-of-life care in Residential Care Homes in the Salvation Army (HK) Palliative Care in Residential Care homes for the Elderly Project by Fang, Lou and Kong (2015)

Solving the ‘Personhood Jigsaw Puzzles’

Expand comprehensive geriatric assessment to exploring ...
- Sensory-bio-psycho-social-spiritual assessment of personhood
- Family dynamics and care capacity
- Knowing the Past, the Present and Connecting the Two

Finding the …
**Person-in-time, Person-in-relationship, Person-in-context**
Intervention Points for Solving the Personhood Jigsaw Puzzle - Relational Personhood

Ring Theory of Personhood (Krishna, 2015)

**Bonding**
- Ties: understanding, appreciation, love and acceptance
- Doing family
- Nurturing caring attitude

**Self Realization**

**Self Expression**

**Engaged and Compassionate Care** (personhood-proxy)
- Exercising the choice of care of the resident
- Continue to care for the resident as s/he likes

**Reciprocity**
- Communication
- Negotiation
- Synchronization of expectations and choices of care
- Mutual care

Patients' Personal Ties and Connections with Others

Values, Beliefs, Roles, Personality Traits, Goals and Preferences

Relational Ring

Innate Ring

Individual Ring
Cross-Disciplinary Collaboration

Cross-Disciplinary Collaboration

Collective Compassion

- Devotion in Care
- Empathetic Understanding
- Compassionate Actions
Compassionate Community


Kellehear (2005) suggests that care for those dying or experiencing loss should involve the whole community

- A public health approach
- A community development approach
- A systematic and holistic approach
Strategies

• Ordinary social relationships that can disappear when someone is dying, and the medical system moves in daily tasks, activities and social networks become overlooked

• To reinsert ordinary into the extraordinary, the following strategies have been tested...
  • Individuals championing for change in the society
  • Health promotion for awareness raising
  • Community development for working with schools, community groups and enhancing existing networks
  • Formal volunteering schemes giving practical support and help
  • Community engagement for dialogues and shaping of EoL care services
Strategies (Summarized from 28 cases in the UK)

- **Reconfiguring End-of-Life Care**
  - E.g. Demand for change, policy, lobbying etc.

- **Supporting Existing Networks - Community Development**
  - E.g. Work with faith, housing groups and existing support etc.

- **Establishing Formal Projects, e.g. Volunteer Schemes**
  - E.g. Hospice, Neighbours’ involving etc.

- **COMPASSIONATE COMMUNITIES**

- **Individual Acts of Compassion with Friends and Families**
  - E.g. Personal experience leading to change (local champions) etc.

- **Public Health Promotion and Death Awareness**
  - E.g. School projects, Death Cafes, funeral planning, art projects, will writing etc.
Insights for Building Compassionate Communities in Hong Kong

• Formal Volunteering Programmes - 社區褓母, Holy Carpenter, St. James

• Ageing-in-Place and Dying-in-Place initiatives - enhanced CGAT, EoL mobile teams, Community Nursing, IDSP, Patient Empowerment Programmes etc.

• Faith-Based Organizations - Church 堂區 and Buddhist Groups

• Public Education
Vision for Dying Well

Understanding + Enabling Personhood

Collective Compassion of Transdisciplinary Team

Building and Empowering Compassionate Communities
THANK YOU