



Growing Compassion In All Corners of Your Life

March 16, 2023



The Beryl Institute is a [global community](#) of healthcare professionals and experience champions committed to [transforming the human experience](#) in healthcare.

As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

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- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose **'Everyone'** in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.
- The speaker has a professional employment relationship with Compassion Revolution.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As an on demand webinar, it offers PXE for two (2) years from the live broadcast date.



This Headliner Webinar is sponsored by:



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Our Speaker



Mary Freer, BSW (Hons)

Director

Compassion Revolution

 @compassionrevo3

Compassion in Every
Corner of Your Life



Compassion
Revolution

HOW
ARE
YOU,
REALLY?

HOW CAN WE HELP
**OVERALL
MURALS**
SINCE 1976

Ichi go

Ichi e

One time

One encounter



A close-up photograph of several green leaves, some with water droplets on their surfaces. The image is overlaid with a white topographic map pattern consisting of wavy, dashed lines. The text "Let's say hello to right now." is centered in the upper half of the image.

Let's say hello to right now.

We have a crisis!

- Vacancies
- Sickness/Absence
- Turnover
- Intention to Quit
- Stress Levels
- Patient Complaints/Unmet Expectations
- High demand
- High Acuity



What is
compassion?



...a sensitivity to distress in
self and others with a
commitment to try to
alleviate and prevent it.

**Compassion
Revolution**

Compassion is not just about kindness or 'softness' and it is certainly not a weakness – it is one of the most important declarations of strength and courage known to humanity. It is difficult and powerful, infectious and influential.

Crucially it is perhaps the only universally recognized language with the ability to change the world.

Prof Paul Gilbert OBE

**Compassion
Revolution**



Patients who experience compassionate care are more likely to divulge important information to their clinicians **MAKING DIAGNOSIS MORE ACCURATE.**²



The more compassionate care patients received, the **LOWER THEIR DIASTOLIC BLOOD PRESSURE** became during periods of stress.⁴



When patients receive compassionate care at the emergency room, they are **LESS LIKELY TO RETURN TO THE EMERGENCY ROOM** for the same medical issue.⁶

How kindness affects patients

Centre for Compassion and
Altruism, Research and
Education
Stanford University



When a physician is a good communicator, patients are **MORE THAN TWICE AS LIKELY** to listen to their doctor.²



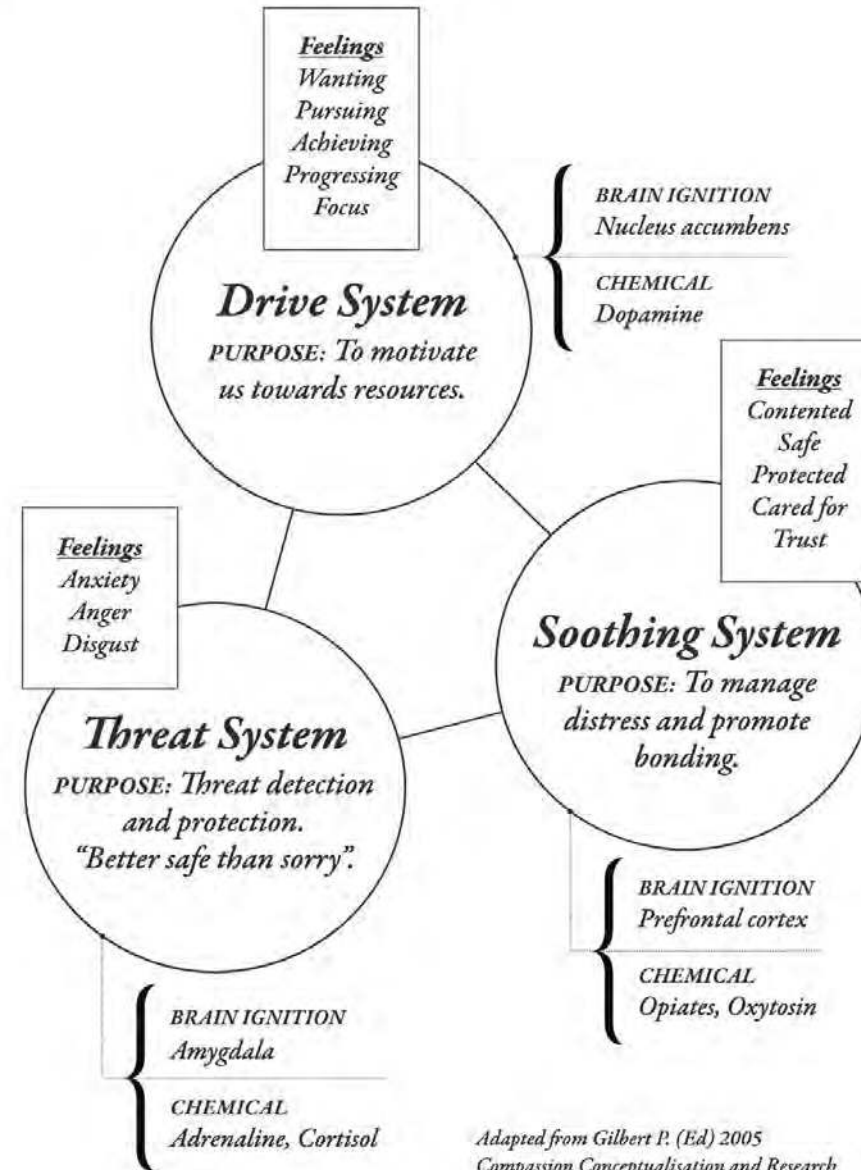
When surgical patients are encouraged by their anesthesiologists during the immediate postoperative period, they **HEAL FASTER AND ARE DISCHARGED FROM THE HOSPITAL SOONER** because they require 50% less narcotics.³



A person who experienced empathy in a medical consultation had a **16% REDUCTION IN OVERALL COLD SEVERITY.**⁵

How kindness affects patients

Emotional regulation systems



Adapted from Gilbert P. (Ed) 2005
Compassion Conceptualisation and Research
Use in Psychology. Routledge

Four steps of Compassion

SUMA

1.

Show up



Every day we can practise coming back to the present moment.

2.

Understand



We remain curious about what others are experiencing and begin to recognise everyone's story is complex and there are many pathways forward.

3.

Move closer



When things go wrong we have a perfect opportunity to move closer. This is your invitation to celebrate our shared humanity.

4.

Act



Compassion is a verb and it demands action. This is the step where we powerfully connect with others from a place of vulnerability.

*When I Show Up Big It Feels
Like ...*

*These things help me practice
understanding*

*Moving closer feels hard because
.....*

*One small action I could make
is.....*



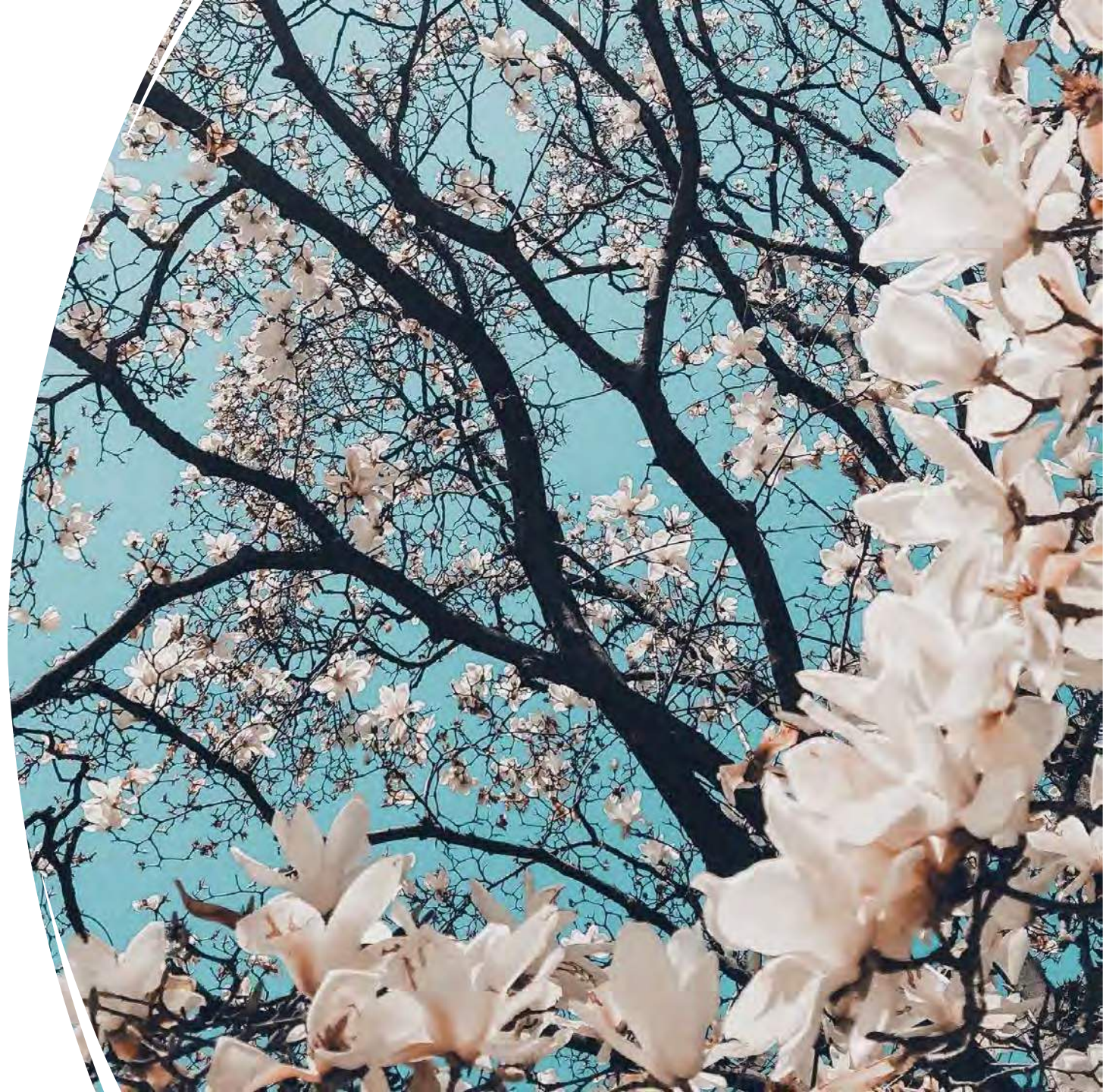
tap it

1.

Show up



*yutori: the concept of living with
a sense of spaciousness.*



*When I Show
Up Big it feels
like ...*

2.

Understand



*These things
help me practice
understanding...*

3.

Move closer



*Moving closer
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4.

Act



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I can take is ...*

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We remain curious about what others are experiencing and begin to recognise everyone's story is complex and there are many pathways forward.

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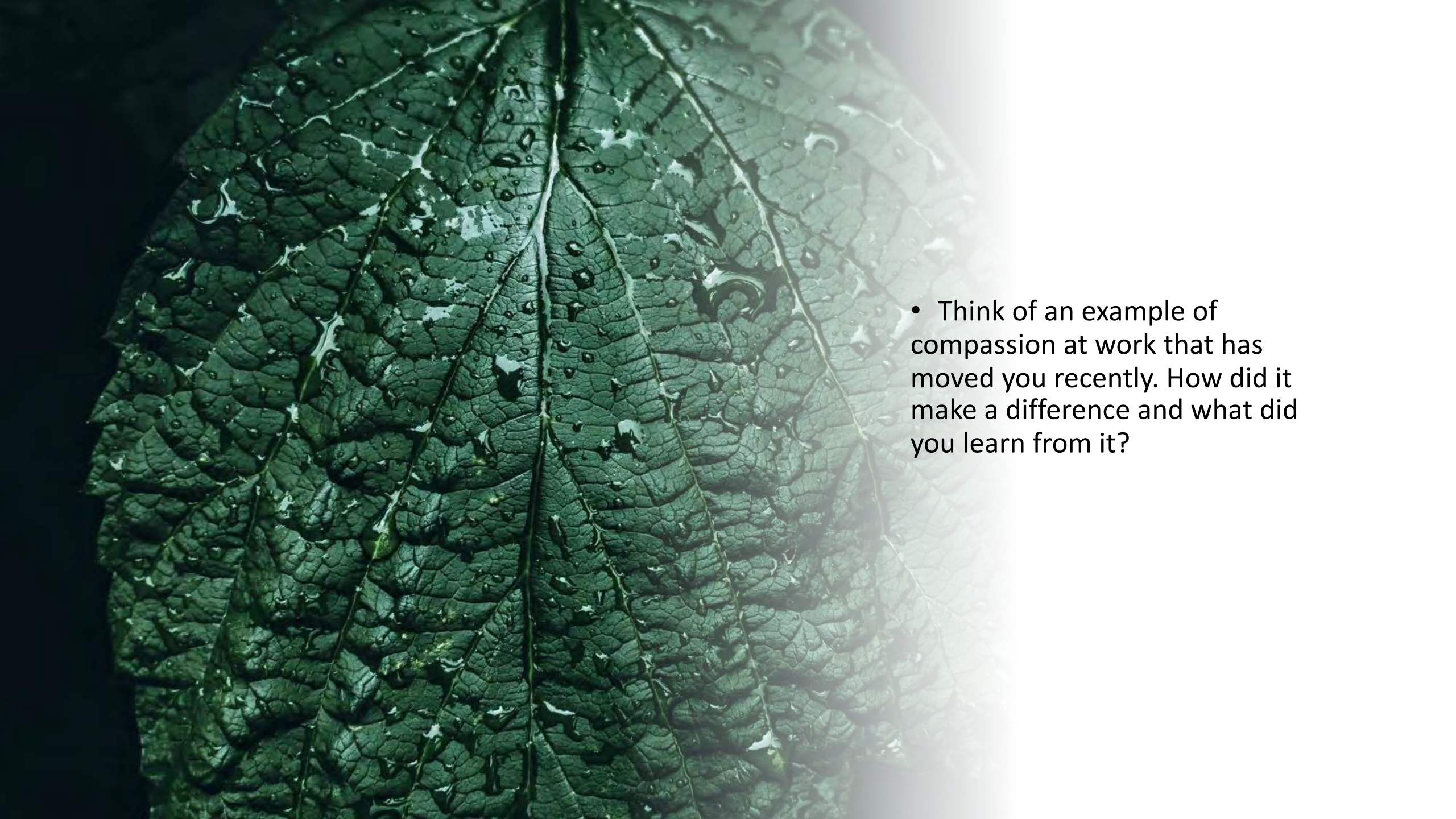
4. *Act*

CompassionRevolution.care
Click the **Resources Tab** and find **The Book** to download the free poster.

COMPASSION
REVOLUTION
MARY FREER

SUMA and other wise actions can be found in Mary Freer's new book, 'Compassion Revolution'.

Buy your copy today.

- 
- Think of an example of compassion at work that has moved you recently. How did it make a difference and what did you learn from it?

Compassion Revolution

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**Compassion
Revolution**



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Upcoming Events & Programs

WEBINARS

April 6 | Level Up Your Patient Experience Skills: Certificate Programs

April 18 | Supporting Your Career Path as a Volunteer Professional

April 20 | Take a Seat! Effective Communication Strategy to Improve Patient Experience

CONNECTION CALLS/PX CHATS

April 27 | PX Chat: Supporting the Workforce

PROGRAMS

May 4-18, 2023 | CAVS Exam Preparation Course



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KEYNOTE SPEAKERS



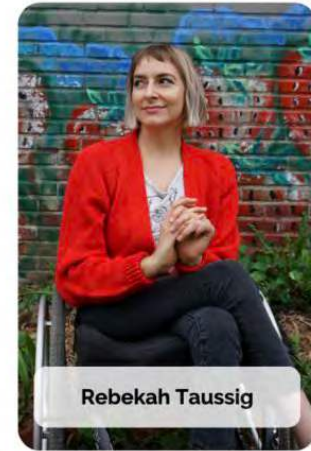
Karen Grimley



Dr. Alfredo Quiñones-Hinojosa



Shola Richards



Rebekah Taussig

OVER 75 BREAKOUT & POSTER SESSIONS

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Thank you!