



Welcome to news from the Janki Foundation for Global Health Care (JF) where we share updates on how our flagship training programme, *Values in Healthcare*, is being used to support, inspire, and re-motivate healthcare professionals. The annual lecture this year highlights the need for training in values such as compassion – a topical issue for the UK as seen by reports in the press. (VIHASA dedicates one module to this topic.) Does caring with compassion increase the risk of burnout for health professionals? Perhaps not if empathy comes from a place of spiritual awareness and practice.

We report on a retreat in Canterbury where a new model for revitalising health professionals was initiated. We are also pleased to hear news from Ethiopia and India, and hope to see values 'training' continue to be introduced into professional discussions and curricula globally. The Foundation has released an empowering new module on the theme of resilience and is also preparing a web-based portal for sharing information and views. Finally, I wish to thank those of my JF colleagues who have contributed towards the production of this issue. Happy reading.

Dr Kala Mistry, Editor

Crisis in Compassion...

'Health professionals should be trained and supported to deliver compassion in healthcare' says Claire Chambers at the JF annual Lecture.

Ms Chambers, lecturer in nursing development at the Faculty of Health and Life Sciences, **Oxford Brookes University** went on to say that while we might not know what compassion is, we certainly know when it is missing. It is evident in active caring, such as treating people with dignity, sensitivity and respect or empowering patients to have some control, and provides strength, hope and comfort. She discussed it as emotional intelligence in action. For example, consider a nurse's capacity to accept and empathise with a patient's vulnerability- this can facilitate healing; however, 'if a nurse is bored, tired or in a rush, patients feel unsettled and often mirror the mood of the carer.'

She suggested three solutions. First, every interaction with a patient could be seen as an opportunity to build a therapeutic relationship.

'Compassion is the sun that is always there but it very often gets clouded over by negativity.'



Second, nurses could become more aware of how their attitude and behaviours affect patients, and thirdly, team discussions about professional values and beliefs and how these might impact upon ethical dilemmas in practice are very important.

Ms Chambers is co-author of two books: *Compassion and Caring in Nursing* (2009) and *Excellence in Compassionate Nursing Care: Leading the Change*, which is due to be published in 2012.

...become more aware of how their attitude and behaviours affect patients...

Sister Jayanti, European director of BKWSU, echoed these sentiments when she gave a Presidential message on behalf of Dadi Janki, who was unable to be present. 'Compassion is the root of all righteousness and ego [arrogance] the root of all sin,' Sister Jayanti said. Respect, dignity, love, care, kindness and mercy are all related to compassion. However, these qualities fade away when there is tiredness and pressure. Quoting the *Values in Healthcare* training materials, she said 'Compassion is the sun that is always there but it very often gets clouded over by negativity.'

'I believe that every human being carries compassion within the self but, somehow, our experiences make us forget to connect with this quality....When we live life externally (in the material level - this includes our enchantment with IT), we forget to look within and connect with what is going on deep within the self.'

Sister Jayanti suggested an important way of managing compassion fatigue. It is first to go on an inner journey, 'to where the qualities of peace, love, kindness and compassion reside. If I can "touch" this again and again throughout



the day, it will be expressed in my life and also my actions and interactions.'

It seems we all need a technique such as meditation to recharge our own inner battery. 'Spirituality teaches us that we can connect with the Almighty, the Source of light, might, peace and love. If my mind can stay connected, I am able to draw that strength within myself, and serve without physical or emotional fatigue.'

Top: Claire Chambers looked at individual and organisational factors that influence the quality of compassion in healthcare delivery in the NHS today.

Left: Sister Jayanti read out a message from president Dadi Janki before discussing compassion as an innate quality closely linked to love, respect and peace.

Right: Compere Dr Sarah Egger introduced the topic in context.



JF EVENTS

Autumn workshops *The Foundation offered two workshops this autumn, **Spiritual Care in Practice** and **Compassion in Practice**. Attendees' feedback and evaluation revealed appreciation for the time to reflect, listen, and process their own thoughts and experiences. A September participant especially valued 'the time for authentic compassionate listening' and another described the afternoon as a journey, 'well planned, well presented... pleasant and calm throughout.'*

*The other JF events were training retreats, see below, and an advanced facilitators' retreat titled **Going Further, Going Deeper**.*

Values in Healthcare Facilitators' Training June 2011

A group of 11 healthcare professionals from the UK came together for this four-day training retreat in Worthing, building an atmosphere of trust, safety and support as they interacted with the trainers and learnt together.

Pharmacist Neeta Devalia felt the group was 'inspired' after the initial introduction, commenting, 'It was clear we all shared a common goal - wanting to help others through the VIHASA programme.'

The group explored the Valuing Yourself module and the seven spiritual tools: play, appreciation, meditation, creativity, visualisation, listening and reflection with time for self-reflection and sharing. As each participant came to facilitate a short session themselves, Neeta observed: 'Unlike the traditional teacher/pupil model, the facilitator observes and listens while the group interacts and learns. Over the four days it became clear how the facilitator affects the learning experience through being authentic and communicative with the group.'



By the end of the retreat, the group took away more than they had expected. 'We had the option to participate in morning meditations offered by the retreat centre... and being by the sea, nourished by delicious food prepared with love, and in such peaceful surroundings, I feel nourished and am more aware of my own desire to make a difference in people's wellbeing.'

Written by
Neeta Devalia
Pharmacist & Reiki Practitioner, Coventry

June: The new facilitators shared a common goal: to help others by revitalising and modeling their own values, a VIHASA training ethos.



Becky Ortega, VIHASA's guest facilitator from the Philippines, on her visit to the UK, joined the team in Worthing.



Facilitators' Training September 2011

The September JF training team especially honoured the VIHASA learning tenets of building ONE community of learners (trainers and trainees) through modeling and using developments in group process and challenges as opportunities for reflection, discussion and insights.

The training team, Arnold Desser, Becky Ortega, Valerie Bowker and Bhavna Patani, and the trainee facilitators described participating in this interactive and dynamic culture of learning as challenging, fun and rewarding.

The event provided enriching opportunities for self awareness, enhancing professional skills and forming friendships among the 14 participants and the training team.



The September facilitator training in Worthing took place over two days of stunningly sunny and warm early autumnal weather. The group gathered on the beach in front of the retreat centre for a wave goodbye.



There was little time for clowning about on retreat but interludes with Bubbles the clown during the cultural entertainment proved an exception to the rule.

Going Further, Going Deeper

60 delegates took part in discussions and reflections at this retreat for JF facilitators. A report follows in the next issue.

UK NEWS

Canterbury's Retreat Into Peace

On a bright sunny day in October, 40 professionals came together to explore *Values in Healthcare* as part of a one-day experiential retreat at The Quiet View, a registered 'Quiet Garden' just outside Canterbury. The day was the brainwave of the Kent VIHASA facilitators' group, a team of professionals who met and planned the event over a 7-month period.

A recently erected yurt (a permanent tented building) in a rural setting, with seating capacity for 50, served as the unique 'lecture hall'. It proved a successful backdrop to the day's exploration of the VIHASA Peace module. Participants came from all over the south-east of England (Sussex, Kent and London) from health and allied professions, including nursing, medicine, counselling, healing and chaplaincy, and spent time contemplating and envisioning being peaceful at work.

Rev Dr Cameron Langlands, Chaplaincy Manager from Lancashire Teaching Hospitals, joined the three Kent VIHASA facilitators: Nannette Jackson, counsellor at Pilgrims' Hospices until recently, Lizzie Hophrow, Retreat Director at Quiet View and previously chaplain at Pilgrim's Hospices, and Deirdre O'Toole, Clinical Governance Facilitator at Guy's and St Thomas' Hospital in leading the sessions. The day closed with a talk from Nathalie Bachet, acupuncturist, on Maintaining your Health with the Seasons and a deep muscle relaxation and breathing exercise.

'The feedback for the day was excellent', reports Dr Julia Ronder, child and adolescent psychiatrist, who presided over the day, 'with high ratings for content, venue and organisation. We plan to run another retreat at The Quiet View in April/June next year.'

Dr Julia Ronder hosted a one-day Retreat into Peace in the unique setting of a yurt, a Mongolian circular tent fittingly erected in the serene setting of The Quiet View in lovely countryside outside Canterbury.



John Fleet facilitates a community meeting in Denbigh, North Wales enabling a conciliatory conversation between younger and older residents, police, politicians, social workers and others.



Photo courtesy of Jan Miller

North England VIHASA

The North England *Values in Healthcare* Group had a stand with information on VIHASA and JF at a conference 'Living in Hope – spirituality and practice in mental health care' held at Liverpool Hope University in October. The conference, organised by Michael Crilly, Head of Spiritual and Pastoral Care, Merseyside Care NHS Trust, incorporated thought-provoking talks and workshops on the aims of spiritual care.

The conference is one of the first to address the topic of spirituality and mental health and as such, had an important place in raising awareness of this issue amongst healthcare staff.

East London Foundation NHS trust

Shalini Chablani from the Occupational Therapy Service for Children, Community Health, Newham organized a taster session on Positivity for 10 of her colleagues as a part of in-service training, with the focus on improving team morale. Having attended the VIHASA facilitator training in June, she facilitated it with Joy Rendell, JF trustee and reports, 'The team spoke positively of their learning and a few requested a further session in several months time.'

Feedback on the day:

It was good to focus on the positive as we don't do that often enough.

I have learned that I need to do one thing at a time and not try and do everything at once...

It was good to see that in the team there are people with all these values listed here and now I can go to them and learn the ones that I lack!

Two unusual ideas for using VIHASA North Wales

an update from John Fleet

Retired surgeon John Fleet keeps an open mind when it comes to using workshops and exercises from the VIHASA training programme. He explains:

Recently, our local hospice had an 'auction of promises' to raise money and I offered a day workshop. The business group that bid the highest chose a morning on Peace and an afternoon on Positivity. They really enjoyed the taster and plan another day next year!

Another idea arose in response to problems between older people and young people in a community nearby. They decided to try the idea of conferencing, to gel the community together. I initially ran an interactive workshop on Caring

for the Self. This included 'bits' on happiness and Living in the Now. Later on, 40 people, community social workers, police, local politicians and others, a mixture of ages came for a day to explore Cooperation.

They really enjoyed the session and finished the module by devising a television commercial around Respect in groups. They then acted out the diverse roles within a community problem to see if they could solve it themselves. Everyone felt it was a successful way to come together and tackle their community issue.

Holland

The Values in Health Care [ViHC] Workgroup, Holland is now offering students at Hogeschool Utrecht (HU), a college for training professionals in health-care and other subjects, a ten-week course to look at values that are meaningful for and add to quality of life. Totalling five complete days, the program focuses on self-care and self-support and is based on three key principles: Doctor heal yourself; Learning from experiences; Relevance for work and private life. Further information can be found at:

www.valuesinhealthcare.nl

Two-day seminar on VIHASA attracts hundreds in Chennai

750 people, academics, students and members at Annamalai University Centre for Yoga Studies and Rani Meyyamai College of Nursing, attended a National Seminar on *Values in Healthcare* in mid-August, at Annamalai University, Chennai, India. It was the inspiration of Dr S Viswanathan, Professor of Obstetrics and Gynaecology and Director of the Centre for Yoga Studies, who attended a VIHASA training in Worthing last year. Arranged in partnership with the School of Nursing, the event included talks, workshops, reflections, dance and other cultural events.

Mathilde Sergeant and BK Savita from Global Hospital & Research Centre, Mt Abu, spoke about self-awareness and being in harmony with matter, and conducted two interactive workshops on Values and Positivity with delegates.

Vice-chancellor of Annamalai University, Dr M Ramanathanand, opened the event and Dr N Chidambaram, Dean of the Faculty of Medicine gave a presidential address. 680 people participated in day two, when 110 Scientific papers were presented at three venues as well as talks on values. Dr K Jagadeesan, Founder & Chairman of K J Hospital & President, International Academy of Medical Sciences congratulated the attendees and the organizers and suggested collaboration with JF for future events.

Ethiopia VIHASA launches in Addis Ababa.

28 health professionals from differing fields attended the half-day Launch of *Values in Healthcare* in Addis Ababa, September after a few years of gestation! This introductory event was organized jointly by Dr Selam Aklilu, a doctor of chiropractic, who had attended VIHASA training six years ago in India and Eskender Kassa, a director of Glimpse, delivering value-based programs to empower people through experiential learning. Eskender came to a VIHASA facilitator training in Worthing two years ago.

Participants included medical doctors, pharmacists, nurses, health practitioners, medical students and journalists writing on health, a sociologist and patient representatives interested in supporting this field.

For five hours, participants experienced the flow of the Valuing Yourself module and had a taster of other modules – a 'glimpse' of the whole package, as it were.

The delegates engaged in the process and shared personal realizations and the implications for them in their personal and professional lives. The tools of learning led to many 'aha' moments and gratitude, with pledges of support for the project's further deployment.

Exploring the Integration of Spirituality in Healthcare, USA

Four JF representatives, Jan Alcoe, Craig Brown, Arnold Desser and Sarah Eagger co-facilitated an international gathering at Peace Village Learning and Retreat Centre in the Catskill Mountains of upstate New York in September.

The 60 participants at the conference explored questions such as "What do we mean by putting 'Spirituality' and 'Healthcare' together?" and "What are our ideas and beliefs regarding integrating spirituality into patient care at this time?"

This was the first of a series of several international events to take place over the next two to three years, with the intention to generate new ideas and energy in the integration of spirituality in healthcare.

The event was jointly hosted by Point of Life Foundation (USA), The Janki Foundation for Global Healthcare (UK), Global Hospital and Research Centre (Mt. Abu, India), and the Brahma Kumaris World Spiritual Organization, USA.

The event was memorable for the beautiful setting, the interesting dialogue, open-space learning and a dynamic start to something that will grow over the next few years.



Above: Workshops continue on a regular basis in South Africa.

Top Right: JF representatives Craig, Jan, Sarah and Arnold were joined in Peace Village New York by Stephen Berkeley (back row, right) from Global Hospital in Mt Abu.

Right: The Ethiopian group with Dr Selam Aklilu (front row, centre) are all smiles at the VIHASA launch in Addis Ababa.



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