



July 2005

## CONTENT

'Values in Healthcare in Sao Paulo'  
Dr Fernanda Amary, Professor of Pathology and acupuncturist  
- Sao Paulo, Brazil

'A Fortunate Discovery'  
Peter Linnett, freelance writer and tutor in mental health  
- Mayfair, London

'Taking Heart'  
Dr Val Davies, retired general practitioner  
- Hertfordshire, UK

'Progress of 'Values in Healthcare'  
Miss Astrid Bendomir, consultant gynaecologist,  
- Dundee, Scotland

'Oman, what a trip!'  
Dr David Goodman, retired dentist  
- Muscat, Oman

'It was worth it!'  
Dr Craig Brown, GP trainer and Medical Adviser to the Janki Foundation  
- W. Sussex, UK

'Research into 'Values in Healthcare'  
Nirmala Ragbir-Day, health economics researcher  
- York, UK

'Wisdom within Disease' - A Janki Foundation seminar  
Davina Lloyd, freelance journalist  
- London, UK

'An Easy Endeavour'  
John Fleet, retired surgeon  
- North Wales

## Editorial

Welcome to fresh news from the Janki Foundation for Global Health Care, a charity offering training in values-based healthcare and supporting the pivotal work at J. Watumull Global Hospital and Research Centre, Mt Abu, since 1997. Embracing technological advances and complementary disciplines under one roof, the hospital offers a model of holistic healthcare that considers the needs of body, mind and spirit, and is environmentally-friendly and spacious, being located in a mountain community. With new resources and support from many charitable organisations worldwide, the community screening projects and village outreach continue to expand. For further information, see [www.ghrc-abu.com](http://www.ghrc-abu.com).

Interest from visiting Indian doctors has increased, with many being able to offer their professional services free, sometimes for a few weeks in a year.

A thought-provoking conference, attended by 1500 doctors and scientists from all over India, was held in Mt Abu early this year. It was entitled 'New Dimensions in Healthy Living 2005' and featured an entire day with renowned author Deepak Chopra and contributions from Global Hospital research projects.

In the meantime, the training programme, *Values in Healthcare: a spiritual approach* has started to accumulate professional attention in the UK and abroad. A selection of summaries on the progress so far is presented in this bulletin. A particularly extraordinary read in this issue is the summing-up of our January seminar 'Wisdom within Disease' at which Dr Kim Jobst made a notable presentation! Enjoy your reading!

*Editor: Dr Kala Mistry, staff psychiatrist*

## Values in Healthcare in Sao Paulo, Brazil

At a country retreat centre in Serra Serena, Brazil, a team of five health professionals who meet regularly and facilitate discussions on values in Sao Paulo, ran a *Values in Healthcare (VIH)* weekend over 16 - 17 April 2005. Dr Fernanda Amary, acupuncturist and Professor of Pathology at Santa Casa Medical and Nursing School, Sao Paulo reports:

Since the launch we have been busy translating the VIH manual into Portuguese. So it was mid-April before we were able to offer our first post-translation activity: an exploratory weekend with 30 healthcare professionals.

It was a sunny weekend and we were able to take advantage of the outdoors, especially during the Peace module. It was the first time all five of us in the Sao Paulo VIH group were together, facilitating the first three modules.

All the participants gave positive feedback. Particular aspects mentioned were:

- We were able to identify which qualities we already use and look at developing them further.
- We enjoyed and took tremendous benefit from the group exercises and reflections.



▪ It was great to identify our own values, and through the variety of exercises offered, to be able to dig further and find our inner values.

▪ We were able to discuss how to deal with both patients and colleagues more positively!

Our future plans are to review, edit and print the pack in Portuguese ... and take it to universities.

*Dr Fernanda Amary, Professor of Pathology and Acupuncturist*





## A Fortunate Discovery

'Serendipity' is the knack of making fortunate discoveries by chance. When this happens, I believe there may be something deeper at work – a force that gently leads us in a new and necessary direction. A year ago I had never heard of the Janki Foundation.

Then 'chance' events led me to attend the London launch of their training programme, *Values in Healthcare: a spiritual approach* in September 2004. It seemed a substantial training while retaining a gentle, light style and I gladly took up the opportunity to attend three seminars on 'Being Peaceful/Peace at Work', 'Finding Compassion/Compassion in Practice', and 'Self Care/Support at Work', all held in a Mayfair flat, high above the noise and stress of London.



## Deep listening

It was good to mix with such a wide range of people – social workers, occupational therapists, nurses, interpreters, life coaches and others – who share the goal of rediscovering their core values and applying them in their work. Several exercises involved going into pairs or fours to exchange experiences and insights, sometimes quite difficult ones. This called for talking honestly about our feelings, and practising 'deep listening' to bring home how vital it is to listen in an empathic, non-judgmental way.

I am sure most of what we learned in the seminars came through this kind of exchange: developing what we know already, through personal reflection and exchanges with others and action-planning to put into practice what we have learnt, when back at work.

The seminar leaders or 'facilitators' in all three seminars did indeed 'make easy' and 'help forward' – getting



us through the programme while remaining 'tuned in' to students' needs.

The *Values in Healthcare* approach has been a revelation to me, in that it focuses on 'why' we do our chosen work, rather than 'how'. In focusing largely on the 'how' and on the people we help, the traditional training approach leads us to forget our own needs. Recently I have been following a path away from mental health work, towards a wider, holistic approach to health and social care. The VIH programme has greatly helped me in this new direction. A fortunate discovery indeed - thank you.

*Peter Linnett, freelance writer, previously a trainer and tutor in mental health*

## Creative and playful learning



In mental health, the training focus is largely practical, with rarely any reflection on the deeper aspects of our work, what had led us to do it in the first place, our own well-being or the need to look after ourselves. The *Values in Healthcare* approach adds a vital extra dimension. It is certainly practical, having been

developed by people with extensive first-hand knowledge of modern healthcare. But it is also person-centred, creative, and – a word I have never before associated with training and development programmes – 'playful' in its approach.

I have been a tutor and trainer in mental health, and the seminars showed me that serious subjects do not have to be approached in a 'heavy' way. VIH includes meditation, visualisations and movement exercises, all of which helped us to feel calm and stay focused on the day's topic.

The playful element came in using our imagination in the visualisations, and in some of the exercises. The 'Self-Care/Support at Work' seminar included a session in which we were given materials to create a drawing or collage depicting our ideal 'healing space' - a place we could go to rest, reflect and recharge. I took mine home and pinned it on my notice-board, in the hope that it will inspire me!

## Oman, what a trip!

Muscat, in the Sultanate of Oman, is a beautiful town nestled between mountains and the ocean, with stunning Islamic architecture and people who are very warm,



welcoming and open. I was there from 8 -16 February 2005, contributing to a Positive Health exhibition at the annual festival, which attracts huge crowds.

As well as talks on health and stress-free living, there was a lot of curiosity about the concept of *Values in Healthcare (VIH)*.

I was amazed that The Times of Oman [08.02.05 and 16.02.05] and The Oman Tribune [14.02.05]



## Taking Heart

VIH was piloted in Hertfordshire with mental health professionals by Dr Valerie Davies and Rev Gillian Taylor, as narrated below:

When Gill and I started the course of modules, on a monthly basis, the group comprised about 12 healthcare personnel. They all appeared eager to take something "new" on board, but along with this

eagerness, there seemed to be a thread of tiredness, and a sense of resignation, in that whatever they might achieve on a personal level, their expectations of effecting real changes at work were not high.

After delivering the training, our feeling is that each module stands well on its own and what was clearly enjoyed was the

team-work. The meditation sessions were also greatly appreciated by many, clearly providing a haven of peace and stillness which their busy lives did not normally offer.

*Dr Davies, retired general practitioner, Oxfordshire*



took an interest in this approach and publicised the seminar held at Lama Polyclinic for a team of doctors.

I met with His Excellency Dr Ahmed Bin A Gazani, Under-Secretary of State for Health, to present the ideas supporting VIH and subsequently briefed a variety of health professionals and other individuals:

- Mr Mohammed Al Hafifi, Director General of Training Affairs, Ministry of Health
- Dr Abdulbasit T Al-Hamadi, Director of Centre for Human Resources and Staff Development at Qaboos University
- Abdullah Bin Ahmed Al Rubaiey, the Director at Oman Specialized Nursing Institution
- Dr Abdullah Al Riyamy, Head of Cardiology at the Royal Hospital and responsible for Continuous Education for Doctors in the Ministry of Health

And staff at the:-

- Royal Hospital
- Police Hospital
- Police Ambulance Services Department
- Oman Specialized Nursing Institute
- Lama Polyclinic, a leading private clinic

In short it was a very busy and fruitful trip.

*Dr David Goodman, retired community dentist  
Trustee of the Janki Foundation for Global Health Care*

## Progress of Values in Healthcare in Scotland

The seed was planted in Scotland a wee while ago; now a sapling has grown and appears healthy and strong! Our recent news:

On Friday 15 April, the Dundee Medical Group held a panel discussion "Values in Healthcare: Competence, Compassion and Professionalism" at Ninewells Hospital, Dundee and aroused much interest among students and staff.

Panellists each took a close look at the role of values in professionalism, a topic currently being widely aired by medical professional bodies such as the British Medical Association, the Royal College of Physicians and the General Medical Council among others. The importance of professional attitude, self-awareness, and incorporating values into training and assessment, and of the understanding that values underpin our approach to our work, was also discussed.

Through workshops, the audience was able to explore for themselves what drew them into medicine, what



*Members of N. England And Scottish VIH group team up in Aberdeen, April 2005*

values they aspire to and their vision of a hospital of the future, built on seminal values.

Later the same day, the first Scottish VIH Group meeting took place at Perth Royal Infirmary. The group included our host, the chief hospital chaplain, nursing and health studies lecturers, a medical educationalist, nurses, a dentist, doctors and a researcher. We discussed implementing *Values in Healthcare* in order to introduce spiritual care into the health system in Scotland.

Saturday 16 April saw the first module 'Values' facilitated at Aberdeen Royal Infirmary for a group of nurses, university lecturers, managers involved in education and professional development, community workers, a sociologist, yoga teacher and a complementary therapist. The sessions were enjoyed by everyone, gave food for thought and we ended with a unanimous decision to continue exploring the remaining sessions of the pack.

*Miss Astrid Bendomir, consultant gynaecologist, Dundee.*

## Research into the Values in Healthcare Programme

With a focus on the economic impact of the *Values in Healthcare (VIH)* programme, self-report questionnaires have been utilised to assess productivity gains, such as reduction of sick leave and errors, and qualitative markers such as changes in stress, job satisfaction and well-being. Can initial effects lead, in the long term, to improved quality of care for the patient?

A before-and-after study on the VIH programme implemented and evaluated at two pilot sites in the UK, shows encouraging results in terms of improved

coping with stress, a reduction in sick leave and improved job satisfaction. There is some indication of personal positive change amongst the participants of the study.

A paper/poster entitled, 'Values in Healthcare: Is A Values-Based Approach Practical?' has been presented at various national and international conferences including:

National Conferences:

- The First and Second Hull York Medical School (HYMS) Research Conference, February 2004, Hull; March 2005, York.
- The British Holistic Medical Association Conference, December 2004, London.
- Bradford Training Hospital Conference 'Improving Patient Experience', April 2005

International Conferences:

- 3rd International Conference on Health Economics, Management and Policy, June 2004, Athens, Greece
- 5th European Conference on Health Economics, September 2004, London, UK
- 11th Canadian Conference on International Health (CCIH), October, 2004 Ottawa, Canada

*Nirmala Ragbir-Day, health economics researcher*

*North England - Values in Healthcare Group  
The Northern VIH group was formed in January 2005 in York and meets monthly to share expertise and accrue confidence in employing the VIH programme in the North of England. Anyone interested in joining, please contact David Goodman on 07977 201409 or at david.goodman@jankifoundation.org*

## It was worth it!

'Practising Spiritual Care' is an ambitious course title for a study day at a hospital post-graduate centre. However, 30 health professionals participated in this event, arranged by the British Holistic Medical Association and the Janki Foundation, on Saturday 19th March, 2005 at Worthing Hospital, West Sussex. The feedback was resoundingly positive, with requests for follow-up days.

In a panel discussion, the speakers movingly described their own spiritual journeys in their professional and personal life. One participant said she had already gained more from the day than she had hoped for.

The delegates then divided into three workshops, which meant everyone could

comfortably share their values and what spirituality meant for them. After lunch, the workshops continued with an exploration of the spiritual needs of patients and professionals, and how spiritual care plans could be used at work. The final large group session comprised more conversations on the theme of bringing our ideas into action, and some enjoyable music from Lou Beckerman.

The venue was excellent, the food good, it was well

organised and everyone seemed to leave happy and inspired. What more is there to spiritual care?

*Dr Craig Brown, GP trainer and Medical Adviser to the Janki Foundation for Global Health Care*



*Speakers and presenters at 'Spiritual Care' study day*



## Wisdom within Disease

A Janki Foundation seminar held in London on 8 January 2005

Dr Kim Jobst certainly did what it said on the screen as he opened his presentation 'Diseases of Meaning - Manifestations of Health and Metaphor' with a provocative quotation by Oliver Wendell Holmes: "A mind that is stretched by a new idea can never go back to its original dimensions."

If he was alerting the audience that their taut old concepts of health and disease, ways of seeing and ways of being, might not twang back into place, his warning was well founded. Dr Jobst began with an apparently unexceptional statement: "Disease and health are commonly thought of as distinct opposites..."

Indeed, many of the health professionals present at the seminar might well have wanted to agree. But he trumped it with the challenge: "I propose a different view in which both may be seen to be facets of healthy functioning..." He moved at once into metaphor, telling the tale of a child who inadvertently crippled a butterfly by assisting its emergence from its cocoon with a small pair of scissors. The butterfly needed the pressure and struggle of emerging under its own steam to get the strength to expand its wings. It needed to be massaged into life by adversity.



Dadi Janki

So much for the 'meaning' in the butterfly's struggle. Could comparable meaning be drawn for contemporary diseases that appear to have arrived right now to challenge modern concepts of health and well-being? "Why", asked Dr Jobst, "do current, largely 'incurable' conditions such as cancer, back pain, diabetes, depression, irritable bowel syndrome, arthritis, ME/ chronic fatigue syndrome, attention deficit hyperactivity disorder, migraine, obesity and many other stress-related conditions strike our most advanced, affluent, educated and liberal generation?"

Referring to them as 'Diseases of Meaning', Dr Jobst clarified "Could it be that these diseases are trying to tell us something? Indeed, trying to teach us something?" He expanded, "Health and the current phenomena in medicine and therapies may be to our age the revolutionary force that reading was to the renaissance. And this is about a (r)evolution in seeing, experiencing and communicating; it is about the energy of being; it is about the 'Wisdom within Disease'."

Exploring the idea of wisdom further, Dr Jobst quoted Dadi Janki, president of the Janki Foundation: "Being sick is an opportunity to experience yourself in a new way. Do you understand and accept this opportunity readily? Or are you too distracted by the illness to take advantage of it? If that is the case, then you may wish to take a closer look at yourself, to see where another kind of sickness might lie."



Dr Jobst offered his own definition of wisdom: "Wisdom is about sensing, working with and aligning oneself, and others, to Life, to meaning and an appreciation of the intrinsic wholeness and interconnectedness of life, of being able to act in such a way as to support the harmonious development of man and nature."

He observed that the need for a deeper understanding of the dynamics of disease is a sign of the times, and not simply a reaction to science and bio-molecular medicine. He challenged colleagues with a "wake-up call to all of us to retrieve or discover something which perhaps has been neglected in our recent scientific odyssey."

He closed: "Inevitably all interventions, whether through changes in perception, thought or feeling, whether pharmacological or surgical, are ultimately manifest in molecular and chemical changes, that is, in a physical manifestation at some level. It may behave us to relook at the bio-molecular paradigm."

Dadi Janki, in an interview, gave an engaging contribution to the afternoon's discussions. She said her own lung condition had concerned many the previous year: "Such a small illness, but the anxiety in everyone else was huge!" She concluded that we are often afraid of being ill or dying if we haven't taken the opportunity to live well.

Davina Lloyd,  
freelance journalist



## An Easy Endeavour

They say you can try too hard.

After being fortunate enough to trial all the VIH modules and get involved with nurse tutor training and student nurse training in the local hospital, I wrote to the police service, the ambulance service, hospitals, hospices and GP practices offering VIH courses and got a NIL response.

Then 'by chance', a member of a counselling team in our three local hospitals attended a one-day meditation retreat at Pen Parc Llwyd, and asked if she could arrange a team building day on 'Co-operation' (early in February). It was so successful they have already booked the next in June.

Then 'by chance', one of the nurse tutors mentioned VIH to her husband, a senior



trainer for the Welsh Ambulance Service. After a preliminary meeting, a day of 'Being Positive' was organised for the managers of the service. They were so pleased that they want to include it for more of the staff.

Then 'by chance' a counselling team working circa North Wales and looking to arrange a team-building day talked to a practice manager who has attended day retreats here. She directed her to us and now we have arranged a day on Values next month.

Then 'by chance' I met one of the neighbouring farmers driving some sheep to the fields, and he was with his wife who I never see because she works. Through conversation I discovered she is the Social Worker Trainer for North and Mid-Wales and, after she came to see more of VIH, she invited me to do two days for the two halves of the team.

Then two more teams of hospital managers heard of VIH from those who had attended and two more days were booked for late March, on Co-operation to one group and Caring for the Self to the other.

And I still haven't told you about the two days booked on Caring for the Self for the entire staff of the local hospice! I have stopped trying: VIH is so good, it sells itself!



John Fleet, retired surgeon, runs the Centre for Personal Development at Pen Parc Llwyd, North Wales