Spiritual Healthcare ; SHA
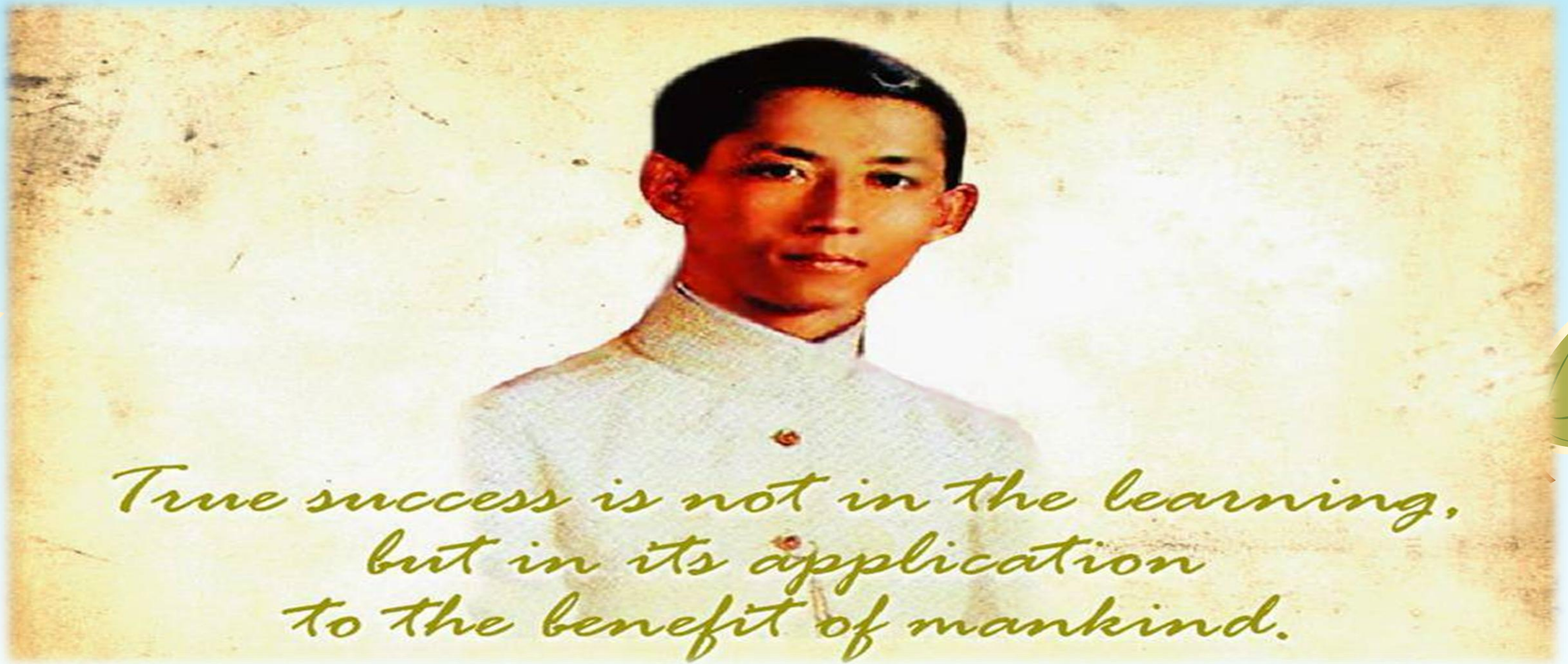
Duangsamorn Boonpadung.

HAI –Thailand.

welcome to Thailand.

Historical backgound.

*True success is not in the learning,
but in its application
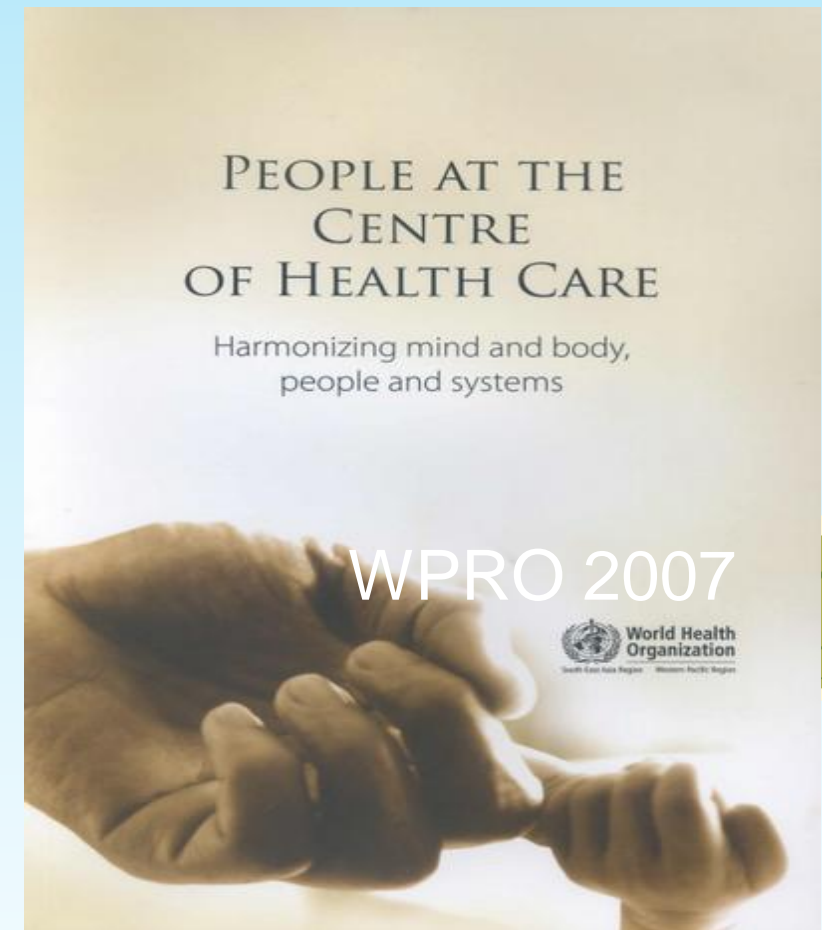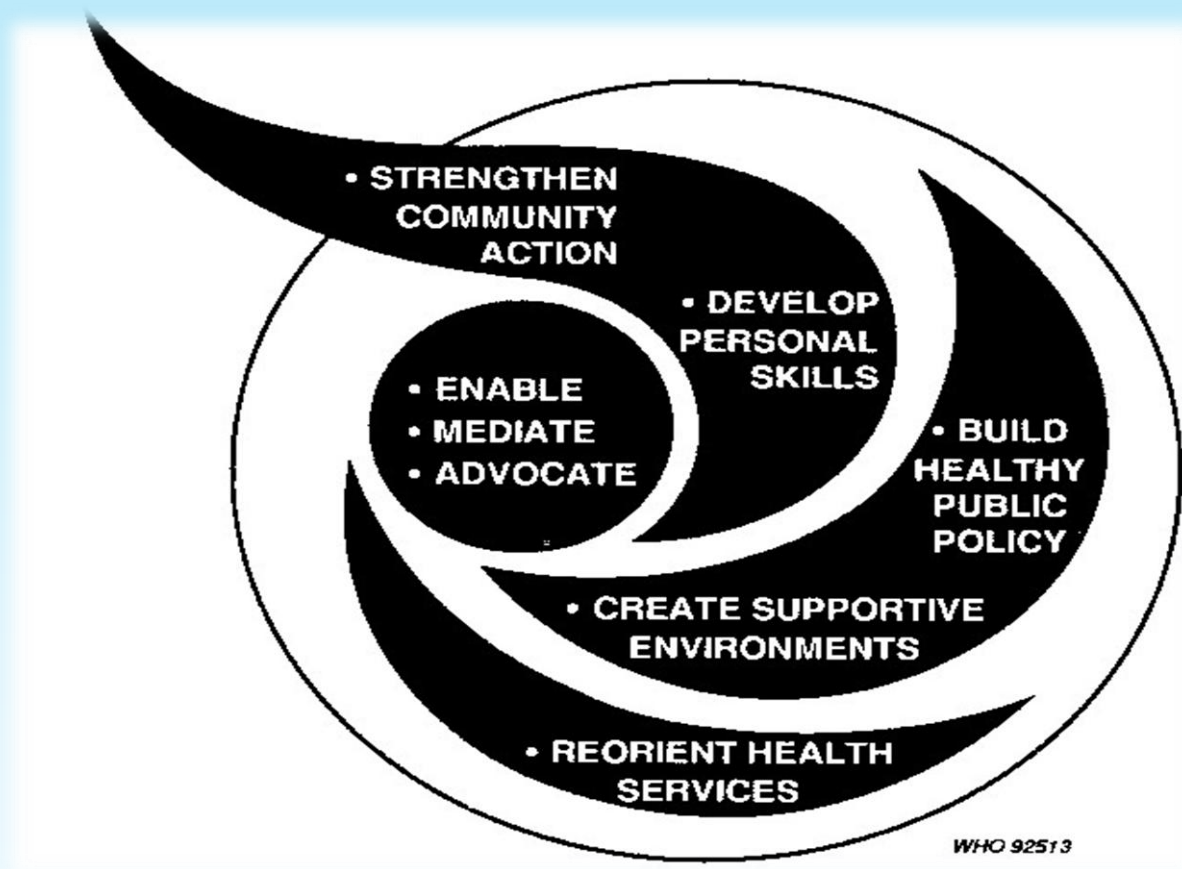to the benefit of mankind.*

Prince Mahidol

the father of modern medicine and public health in Thailand.

The concept of Spiritual HA.

I don't want you to be just a doctor, But I want you to be a human as well.

A Call to Transform Health Care Organization

Domain 1 Better informed & more empowered individuals, families, & communities
Domain 2 Competence & responsive health practitioners
Domain 3 Efficient & benevolent healthcare organizations
Domain 4 Supportive & humanitarian healthcare systems

Buddhist concepts. Four sublime states of mind.

พรหมวิหาร 4 holy abidings

- Metta: loving-kindness; friendliness; goodwill

- Karuna: compassion .

- Mudita: sympathetic joy; altruistic joy .

- Upekkha: equanimity; neutrality; poise.

Buddhist concepts. Four sublime states of mind.

May all sentient beings have happiness and its causes;
May all sentient beings be free of suffering and its causes;
May all sentient beings not be separated from sorrowless bliss;
May all sentient beings abide in equanimity, free of bias, attachment and anger.
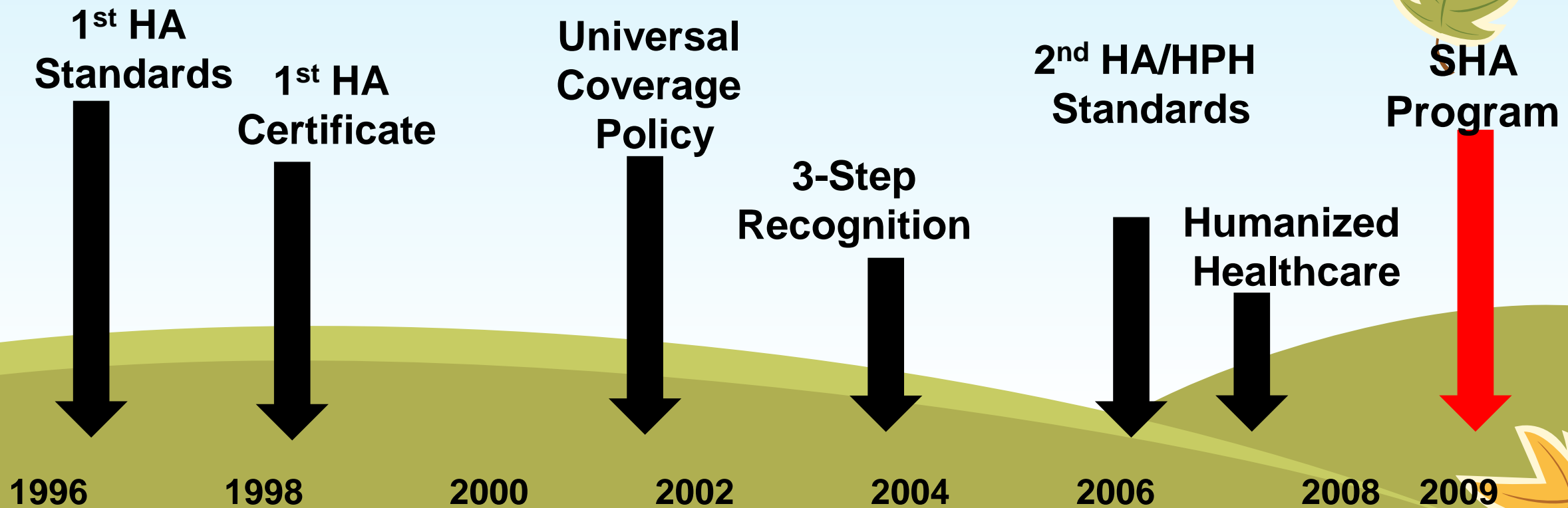
Spiritual Healthcare

- To build a more humanistic health care in Thailand to meet Prince Mahidol's philosophy .

- To enhance the spirit of humanity in healthcare system and in medical worker.

HA/ROENGRIT KONGMUANG

SHA Program

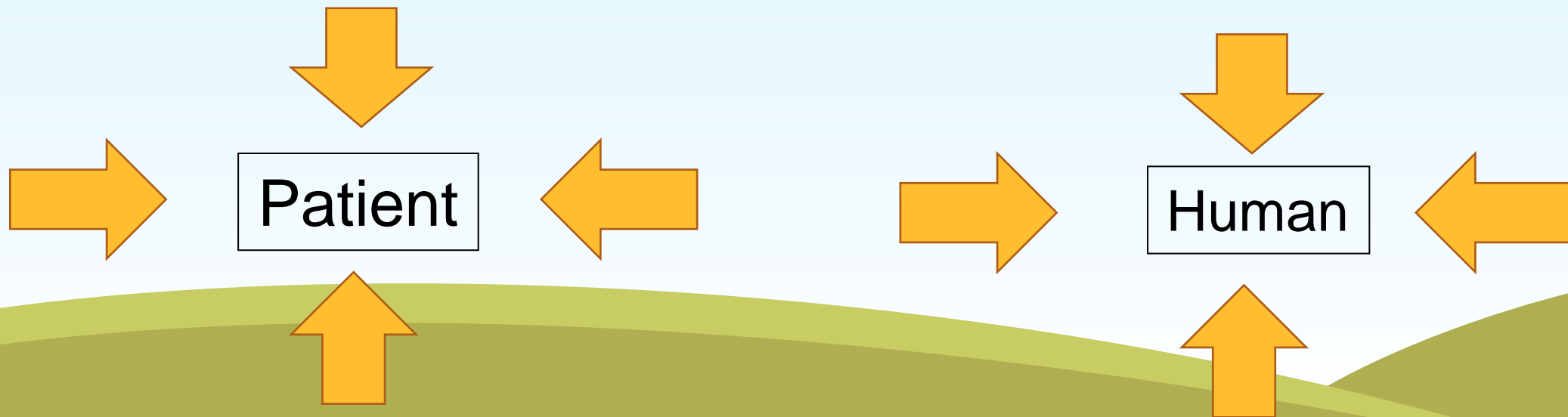**S**ustainable
Healthcare & Health Promotion by
Appreciation & Accreditation

Goal:

To move a focus from patient-centered to human-centered healthcare, balancing bio-medical and spiritual aspect of care.

Patient

Human

Sustainable Healthcare and Health Promotion by Appreciation and Accreditation

Dream

Content

Approach

Sustainable

Humanized Healthcare

HPH (Health Promoting Hospital)

HA (Hospital Accreditation)

Appreciation

Accreditation

Sufficiency Economy
Spirituality
Standards
Safety

SHA is a dual approach of
systematic evaluation of accreditation and
spiritual development for happiness and sustainable development

Work upon Our Success

Spirituality & Sensibility

Sufficiency Economy

Humanized Healthcare

Health Promoting Hospital

Standards

Hospital Accreditation

Patient Safety

Accreditation :

as foundation

adapt the survey process to be more humanistic

DREAM:
Safety
Standard
Spirituality
Sufficiency
Sustainability

CONTENT:
Humanized Health Care
Health Promoting Hospital
Hospital Accreditation

APPROACH:
Appreciation
Aesthetic
Accreditation

ELEMENTS:
Healing Environment
Living Organization
Innovative Culture
Lean and Seamless
Learning Organization
Knowledge Management

S:
Appreciative Inquiry
Design for Health and Healing
Narrative & Storytelling
Dialogue & Deep Listening
Friendship - Volunteer Spirit
Outcome Mapping
Web Blogging
Routine to Research
SPA Humanized
Site Visit

Narrative medicine

Meaning & Healing

Medicine & story telling

Appreciative Inquiry

- Search for the best in people .

- The best in organization.

- And what give life to a living system.

David Bohm Dialouge

- Freely- Flowing group conversation.

- Experiencing everyone's point of view fully.

- Equally and non-judgmentally.

- Deeper Understanding.

Healing Environment

Transform space to a place
A place through meaning and sensory experience

Learning from suffering

Illness and suffering as opportunity for learning and growth.

Feedback from Hospital Directors

"The SHA program allow flexibility and does not limit our imagination, we can think out of the box. With freedom in thinking, people feel happier to do their works. The SHA process releases us, makes us proud of what happening. With the SHA program, everyone has their space to express, expresses any of their capability they would like to do for other people with unconditional love."

Feedback from Hospital Directors

"*If people are proud of what they have, when we invite them to work on safety issue, or other improvement relevant to their work, they will do with high commitment.*

They feel that there is no conditioning.

It's an approach of opening free space.

Make them feel they have value, they have some place to stand, certainly there must be multiple places for a variety of people."

Director of Thawangpa Hospital

"SHA is the concept of empowerment and opening our perspective. It is the method of developing our mindset to systematically answering the needs of patient requirements "

"I started from within myself then apply this concept (SHA) to my colleagues and team. It turned negative attitudes around the work into positive ones. I was able to see value of myself others and the patients."

Professional nurse from Nong-wua- sor Hospital

" SHA opens viewpoint in working with others and the team. We were able to accept the difference of individuals. Because of this, we were able to connect healthcare process from hospitals to healthcare centers and finally to the communities"

Professional Nurse from Saohai Hospital

CHANGES WITHIN YOURSELF

(Skill)

✓ Listen more, speak less, recognize the real problems and needs of patients

✓ Understanding others, accepting others and open your mind

✓ Cooperate and build good relations

✓ Have faith in yourself and others

✓ Positive thinking, critical thinking, systematic thinking

✓ Team work and not self centered

✓ Open mind, open to perspectives and listen to ideas

✓ Empowerment

✓ Learn new things, thoroughly spot issues and know to observe

CHANGES WITHIN YOURSELF

(VALUE)

✓ Proud of your work, be proud that patients come to us and needing us

✓ Acknowledge value of yourself and others, know what patients need and what you need.

✓ Believe in your work and dedicate your effort for patients

✓ Turn mistakes into lessons.

✓ Have positive behavior.

✓ Emergence of moral for working, receive good feedbacks, have self driven force

✓ Be confident that "you can do it" and give importance to what you do

** Have value to yourself others and institutions**

WORKING METHODS

✓ Flexibility, adjust servicing system and working methods to suit the context and limitations

✓ Learning from others, learning from communities and patients resulted in more creditability

✓ Adjust the personality to be more friendly (smile).

✓ Reduce unnecessary procedures and time.

✓ Good planning, team work, closely coordinating between networks.

✓ Utilize context and the needs of patients and service providers to design working system

✓ Design working system to support the access to health service

✓ Build co-standards between hospitals and healthcare center by linking and sharing of information

Key factors that ignite the starting of the change

➢ Engage and experience with suffering patient (Home Care , Home Visit)

➢ Have sympathy and understanding others and see value of others

➢ Positive thinking leads to the occurrence of new behaviors

➢ Improve concept and viewpoint of self.

➢ Acknowledgement of self value.

➢ Pride of good feedbacks and compliments.

Thank you