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 ?

Introducing 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
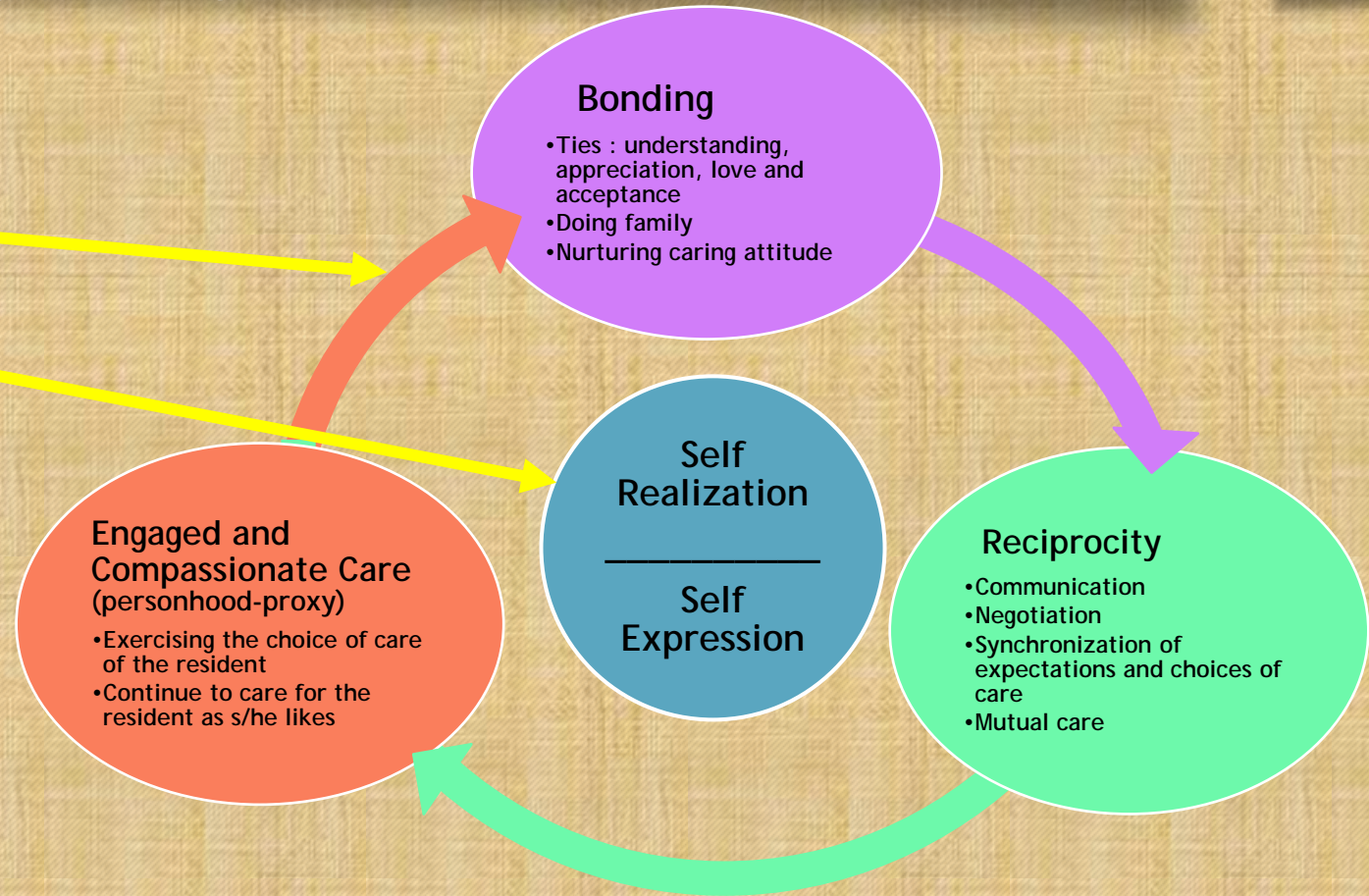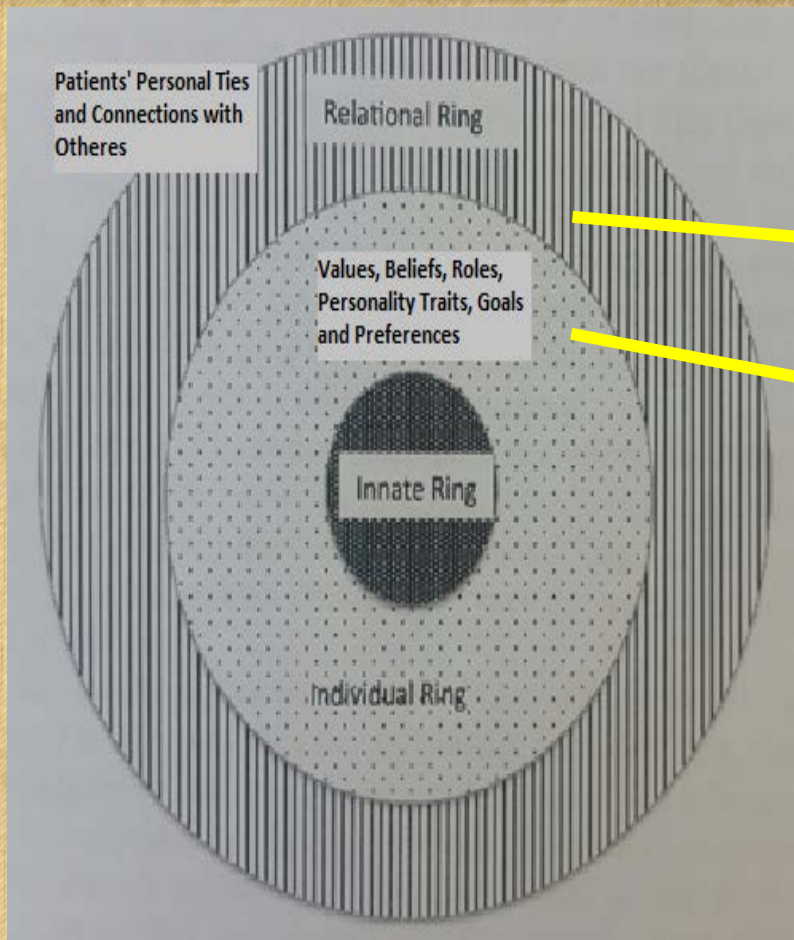- Knowing the Past, the Present and Connecting the Two

Finding the ...
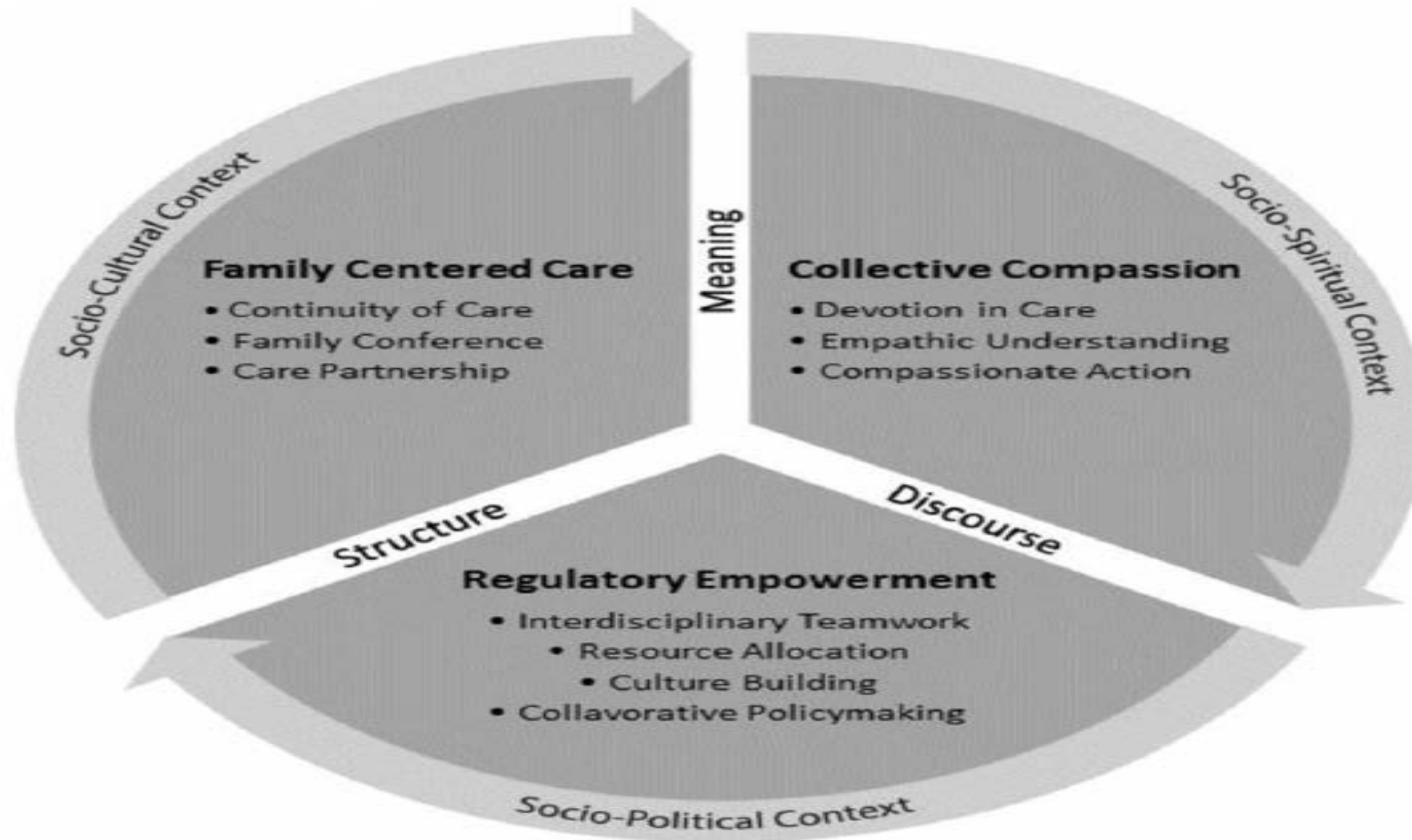**Person-in-time, Person-in-relationship, Person-in-context**

Intervention Points for Solving the Personhood Jigsaw Puzzle- Relational Personhood

Ring Theory of Personhood (Krishna, 2015)

Patients' Personal Ties and Connections with Otheres

Relational Ring

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

Innate Ring

Individual Ring

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

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

Self Realization
_____
Self Expression

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

Cross-Disciplinary Collaboration

Ho, A. H. Y., Luk, J. K., Chan, F. H., Ng, W. C., Kwok, C. K., Yuen, J. H., … & Chan, C. L. (2015). Dignified Palliative Long-Term Care An Interpretive Systemic Framework of End-of-Life Integrated Care Pathway for Terminally Ill Chinese Older Adults. *American Journal of Hospice and Palliative Medicine*, 1049909114565789

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Collective Compassion

- Devotion in Care

- Empathetic Understanding

- Compassionate Actions
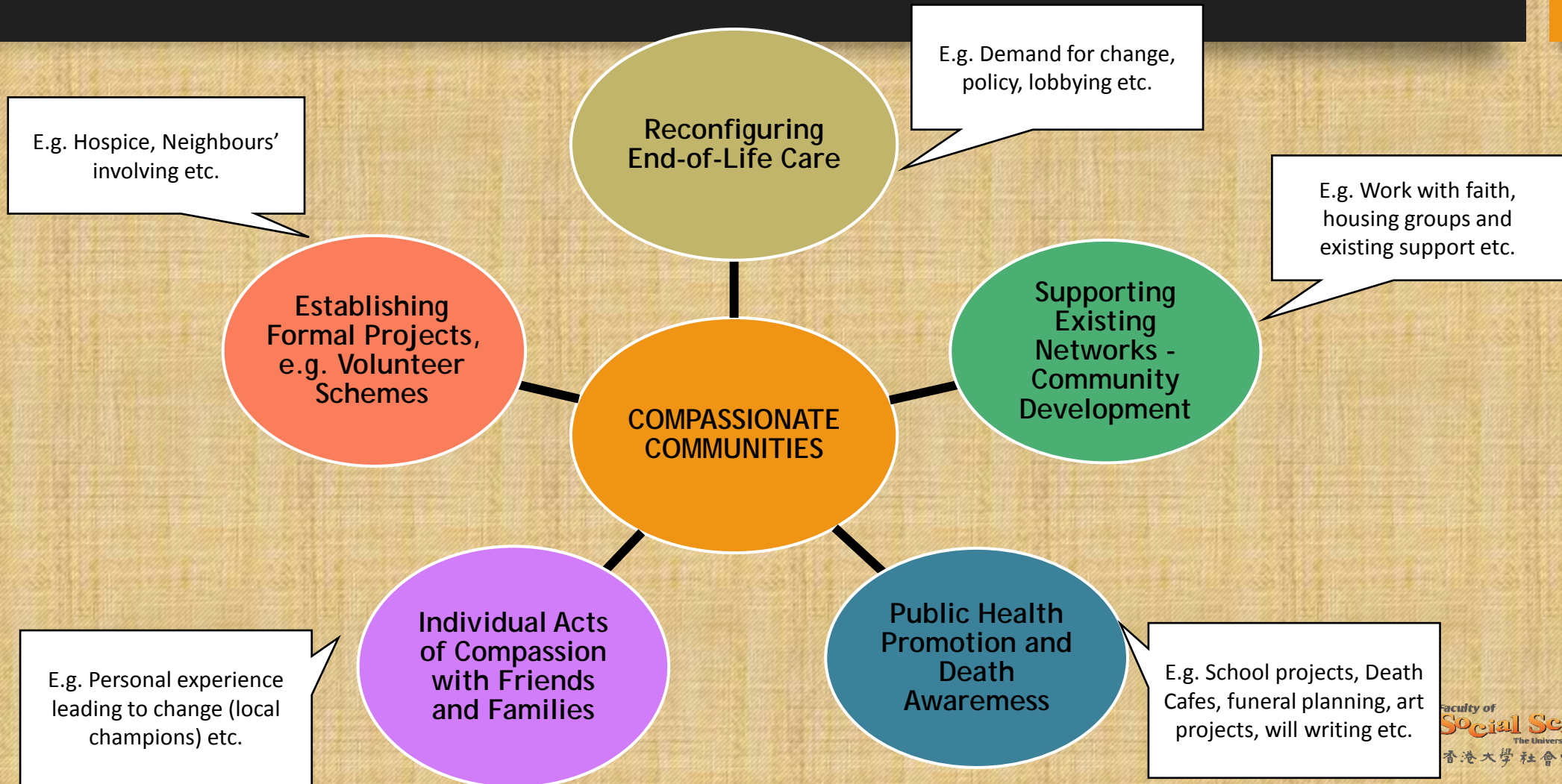
Compassionate Community

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

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Strategies (Summarized from 28 cases in the UK)

Insights for Building Compassionate Communities in Hong Kong

- Formal Volunteering Programmes - 社區裸母, 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

THANK YOU