



# Compassion – the heart of quality people-centred health services

The WHO Global Learning Laboratory for Quality UHC  
14 February 2018

# Agenda

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Welcome and framing of the webinar

Shams Syed

Compassion at the point of care in the USA

Rana Awdish

Compassion at the facility level in Jordan

Susan Parrish-Sprowl

Compassion in health organizations in Scotland

Shaun Maher

Compassion and national quality strategy in Ethiopia

Daniel Burssa

Question and Answer

Shams Syed

# Learning Objectives

The webinar will allow participants to:

- Demonstrate how compassionate care can transform health service delivery and lead to improved patient health outcomes;
- Explore the role of compassion amongst health workers and the patients/communities they serve;
- Highlight how a compassionate culture within an organization can influence service delivery at the frontline;
- Examine the linkage between compassion and national strategic direction on quality;
- Explore existing research on the delivery of compassionate care;
- Learn about the compassion learning pod on the WHO Global Learning Laboratory for Quality UHC.

# Compassion at the point of care in the USA



**Dr Rana Awdish**

Director, Pulmonary Hypertension Program,  
Henry Ford Hospital, and Medical Director,  
Care Experience, Henry Ford Health System,  
Detroit, MI

**1. Can you describe what your personal journey taught you about compassion and what your thoughts were on compassion the first day when you returned to care for patients?**



**Dr Rana Awdish**

Director, Pulmonary Hypertension Program,  
Henry Ford Hospital, and Medical Director,  
Care Experience, Henry Ford Health System,  
Detroit, MI

**2. What are the three big take away messages on the role of compassion in enhancing quality at the point of care that you would like to share with the world?**

# Compassion at the facility-level in Jordan



**Dr Susan Parrish-Sprowl**

Adjunct Clinical Professor, Global Health  
Communication Center  
Indiana University  
Indianapolis, IN

**1. Can you describe your health facility experiences in Jordan and the role of compassion in the relationship between health workers?**





**Dr Susan Parrish-Sprowl**  
Adjunct Clinical Professor, Global Health  
Communication Center  
Indiana University  
Indianapolis, IN

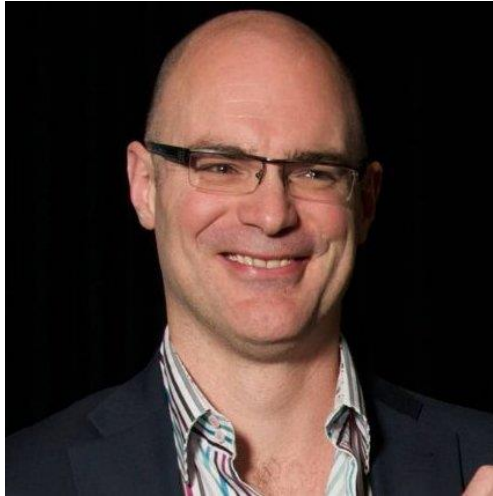
## **2. How can compassion increase trust between health workers and patients, and improve the delivery of services at the facility level?**



**Dr Susan Parrish-Sprowl**  
Adjunct Clinical Professor, Global Health  
Communication Center  
Indiana University  
Indianapolis, IN

**3. What are the three big take away messages on the role of compassion at the facility level that you would like to share with the world?**

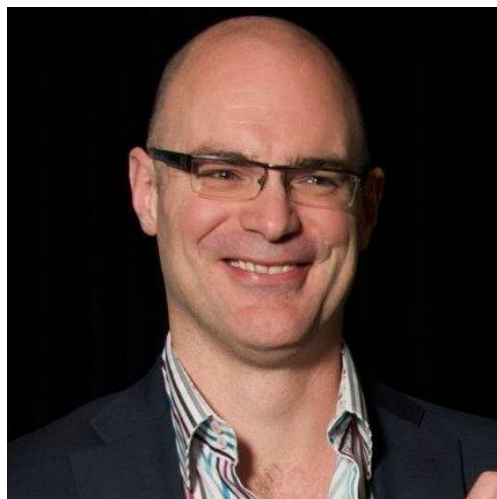
# Compassion in Health Organizations: Scotland example



**Mr Shaun Maher**

Strategic Advisor for Person-Centred Care and Improvement; Principal Educator at NHS Education for Scotland

**1. Can you describe how a culture of compassion influenced organizational change and led to improvements in care delivery in Scotland?**



**Mr Shaun Maher**  
Strategic Advisor for Person-Centred Care  
and Improvement; Principal Educator at NHS  
Education for Scotland

**2. What are the three big take away messages on the role of compassion at the organization-level that you would like to share with the world?**

# Compassion and national quality strategy in Ethiopia



**Dr Daniel Burssa**  
Chief of Staff, State Minister's Office  
Federal Ministry of Health

**1. Can you describe the linkage between compassionate care and the national direction on quality of care in Ethiopia?**



**Dr Daniel Burssa**  
Chief of Staff, State Minister's Office  
Federal Ministry of Health

**2. What are the three big take away messages on the linkage between compassion and national quality policies and strategies that you would like to share with the world?**



# Question & Answer



**Heather Harmon**

Moderator | Compassion Learning Pod  
Global Learning Laboratory for Quality UHC

# 1. What are the key findings from a scoping conducted on *Compassion and Quality of Care*?

# Question & Answer



Global Learning Laboratory for Quality UHC: To register and learn more:  
<http://www.who.int/servicedeliverysafety/areas/qhc/gll/en/index3.html>