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Values in Healthcare

The inspiration for the *Values in Healthcare* programme came from Dadi Janki, the president of The Janki Foundation for Global Health Care charity. The Foundation is committed to promoting holistic care, and supports a hospital in Rajasthan, India called the J Watumull Global Hospital and Research Centre. Dadi Janki wished the charity's work to include supporting all healthcare practitioners in the UK. She is very aware of low morale and burnout amongst those caring for the sick and needy, and felt that a spiritual approach would enable healthcare workers to tackle the problems and build self-esteem.

A message from the President of The Janki Foundation

I have learned during my 88 years the great value of the life of a human being; and also how important it is to have values in life. Those who have developed the *Values in Healthcare* programme have experienced for themselves how values work inside us to influence everything around us.

The mind has a connection with the body, and the body with the mind. What goes on in the mind has an impact on the body, relationships, and the atmosphere in the world.

When we understand our spiritual identity, we are able to live according to our higher values. The mind becomes full of rich, powerful thoughts, and the heart full of honesty and truth. Then the mind remains well, relationships stay healthy, and the body is given strength. Automatically, we find it easy to co-operate with others and to serve with a generous heart.

In healthcare, patients appreciate such compassion beyond measure. Their healing is accelerated, and the blessings they feel towards those who have served them make all efforts worthwhile.

When higher values, and spirituality, inform our lives, we become happy and fulfilled. Then compassion flows easily and naturally. When there is a lack of contentment, as a result of losing sight of values and spirituality, work becomes dry and burdensome.

As spiritual power accumulates, it is as if nothing can obstruct the experience of pure, elevated feelings towards oneself and others. Then the values that are so valuable in healthcare emerge effortlessly in all our actions and interactions.



Dadi Janki
August 2004

The Janki Foundation for Global Health Care

The Janki Foundation is a healthcare charity dedicated to positive human development, and to working to research and promote a spiritual model of modern healthcare.

For further details about the *Values in Healthcare* project, including availability and information about ‘training the facilitator’ events, please contact:

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Left to right: Sarah Egger, Anne Kilcoyne, Kala Mistry, Anne Radford, Joy Rendell, Craig Brown, Arnold Desser, Maureen Goodman (front), Jan Alcoe (back)

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A dear friend, a generous colleague and a creative and energetic soul who passed away just as the final manuscript was sent to the publishers. She understood and reflected all meanings of the word 'light'.

and especially to **Craig Brown**

for his vision, perseverance and faith that it should, could, and would be done.

Endorsements

In recent years there has been a marked increase in people leaving healthcare across all disciplines and all specialties. This can be attributed to a general decline in morale amongst healthcare professionals. In order to retain professionals and to recruit we have to find ways of encouraging and supporting healthcare professionals. *Values in Healthcare: a spiritual approach* does precisely that, bringing hope to beleaguered healthcare workers by rekindling their early enthusiasm and building self-respect and optimism about the future and preventing burnout by promoting a spiritual model of modern healthcare. In 2000, an invited group of healthcare professionals met to explore these issues. Through their experience from work and teaching in their own specialties that included general practice, psychiatry, nursing, medical education, complementary therapy, occupational health, and organisational consulting the members of the group considered the problems and the need for healthcare professionals to find meaning and purpose in their work by reconnecting with their personal values. The group developed an educational programme to facilitate the experience of values, using a spiritual approach to address the issues on a personal level and its consequences at an organisational level. Such an approach is to be welcomed. It will allow healthcare professionals to become aware of their own needs and values so that they are able to serve their patients better and in a more satisfying manner. This approach will also encourage patients to explore the therapeutic relationship in amore holistic and satisfying manner. My congratulations to the group for thinking out the box and coming up with new models.

Dr Dinesh Bhugra

*Professor of Mental Health and Cultural Diversity
Institute of Psychiatry, London*

I am very pleased to have the opportunity to comment on *Values in Healthcare: a spiritual approach*, a personal and team development programme developed by the Janki Foundation. The Foundation is a UK-based healthcare charity dedicated to positive human development and both researches and promotes a spiritual model of modern health care. Many people, including those involved in healthcare work, think that spirituality is the sole reserve of the health care chaplain. Whilst chaplains, lay and ordained, bring a particular perspective to healthcare settings, the spirituality of patient's and client is everyone's business.

If you have spent any time in hospital, you might have observed that many of the meaningful conversations which patients have, is with the ward domestic. Interaction with others is a necessary part of life. But we do not always take into account within the work-place, the need for staff to have meaningful interactions with each other, in order to make sense of the world which they inhabit. This has nothing to do with

seniority, but everything to do with how in touch we are with ourselves and those around us.

There has been an increasing interest in patient and staff spirituality in the health service in recent years. This training package, which concentrates on the key principles of: 1, putting professional care givers at the centre of healthcare delivery; 2, enabling personal values to be understood through the exploration of direct experience; 3, enabling participants to learn using scenarios which are relevant to the individual's work and life.

The programme enables people to identify with and experience the core values which guide their lives. The opportunity to reflect on experience and to see the world anew would be invaluable to people of all professions.

The use of this package does not depend upon any pre-requisite religious or spiritual focus. It is well planned and is quite open in its approach. I commend this experiential learning package to you and hope that many of those who use it will find it valuable.

The Reverend Alan Brown

*Senior Health Care Studies Lecturer,
University of Leeds*

Vocation, values and vision are essential to the physical, mental and spiritual health of anyone in the caring professions. They explain why we became health professionals in the first place and we need to keep them alive and burning if we are to be effective and satisfied in our roles. That is why *Values in Healthcare* provides such a unique, innovative and important resource, which is directly relevant to all health professionals.

With the current emphasis on technology, technical precision and organisation, it is easy to become submerged and drown with all the demands, compromises and paperwork of everyday professional life in the 21st century. That is why we need to regain our values, to restore our positivity, to sharpen our compassion and to reassess ourselves and the value of what we do.

If we lose our heart and soul as health professionals and just go through the motions then we and our patients are lost. Our jobs will always be a mixture of science and 'caritas'.

Good clinicians are positive, inspiring, motivated and fulfilled. This course holds the promise of restoring or replenishing those aspects of our professional life, which are the most important to our patients.

Dr Michael Dixon

Chairman NHS Alliance

I am pleased to endorse the *Values in Healthcare: a spiritual approach* programme prepared by The Janki Foundation for Global Health Care. This work is timely and will make a significant contribution to healthcare which is still dominated by the notion that everything in the world can be quantified. However, as Einstein reputedly said, 'not everything that can be counted counts and not everything that counts can be counted'.

Nurses know that many of the legitimate and significant factors associated with health and healing cannot be quantified but, in a climate of technical rationality, this has not stopped the erosion of the fundamental values of nursing. The suffering that this creates is felt at a personal level by individual nurses, and by patients who may not always receive compassionate care – the root value in nursing.

The provision of integrated, holistic healthcare needs a fundamental shift in how we view the world and, within this, a return to the virtues needed to sustain humanity. The *Values in Healthcare* programme offers managers, teachers, and personnel officers a way to nurture the roots of all health disciplines and, specifically, to help heal the healers.

Dr E S Farmer

*Senior Lecturer, Department of Nursing & Midwifery
University of Stirling*

Values in Healthcare: a spiritual approach, a training programme is aimed at both personal and team development for healthcare professionals. Through structured and facilitated exercises, participants gain first-hand experience of peace, compassion, co-operation and self-valuing a welcome antidote to the stresses and strains of working in an overstretched and under funded healthcare system. It is hoped that Trust managers throughout the UK will make this programme available to their staff.

Dr Peter Fenwick

*Emeritus Consultant Neuropsychiatrist
Maudsley Hospital*

The key aim of our Foundation is to encourage an integrated approach to our health, one that focuses on health and healing rather than just disease and treatment, and which seeks to bring together body, mind and spirit so that healthcare encompasses the whole person.

I am particularly delighted to welcome and endorse this training resource pack which focuses on the central importance of healthcare values within a spiritual context. This, it seems to me, is the right approach which will surely benefit both healthcare professionals and the patients and carers they provide advice, support and assistance for.

Michael Fox

Chief Executive

Prince of Wales's Foundation for Integrated Health

As a nurse with over 30 years' experience in clinical practice, education, management and policy-making at local, national and international level, I am very pleased to endorse the *Values in Healthcare* training package. The package provides a welcome and timely addition to the range of training materials available not just for nurses but for all health personnel. As such, it provides a wonderful tool for rekindling commitment and fostering a healing and supportive environment within which to work as a team.

From a nursing perspective, the growing political concern about the global crisis in the nursing and midwifery workforce, is in some sense welcome. It provides an opportunity for employers, politicians and policy makers to understand the factors which influence recruitment and retention of staff. Increasingly, nurses and midwives are drawing their attention beyond the usual factors such as salaries and career opportunities, to more fundamental factors about the environment within which we work. Too often and for too long the pressures of our work environments have eroded our human and spiritual sense of 'connectedness'.

The *Values in Healthcare* training package is an invaluable resource to help health personnel reconnect with their personal and spiritual values and their vision for healthcare and its use is likely to be supported by wise policy makers and employers.

Overall I believe that the training pack is a very versatile resource which can be used to great effect in a variety of ways and in a variety of settings. I have no hesitation in recommending it.

Pat Hughes

International Consultant, Nursing and Health Policy

The 20th century saw the rapid development of technological medicine. The more that we understood the biological mechanisms that determined health and illness, the more we saw medicine in terms of a mechanic repairing a machine. The beloved family physician who sat by the side of the sufferer until recovery occurred or death supervened was replaced by a brash young man whose name the patient didn't quite catch who administered a wonder drug that cured the condition in 48 hours. Unfortunately, while this approach had some success in acute diseases it proved to be totally inadequate in the face of the increasing burden of chronic illness.

There is a growing awareness among all branches of the health professions that true healing encompasses more than restoration of biological function but many professionals feel inadequately equipped to deal with these less tangible issues. Their uncertainty about their own spirituality prevents them from offering their patients the needed support in these areas.

There is a lack of clarity about what is meant by terms such as spirituality that are often applied to these questions. Many educational initiatives in this area focus on delivering an intellectual analysis of spirituality along with a protocol for dealing with spiritual problems. This has not proved to be successful. The new programme *Values in Healthcare* takes a much more experiential approach allowing the learner (be they student or experienced health professional) to explore their own understanding of what it means to be human before seeking to apply their understanding to helping others. This emphasis on personal wholeness is a welcome return to the roots of medicine.

This programme provides a useful tool for medical educators in its present form and a prototype for further developments.

Professor Sam Leinster

*Dean, School of Medicine, Health Policy and Practice
University of East Anglia*

Doctors are going through difficult times. Many say they would leave medicine if they could; the public has finally torn off doctors' traditional protective cloak of respect and authority; the rise and rise of hi-tech medicine has turned medicine into a shop-window for frontier science and would turn practice into applied biotechnology if only it could.

Since the world of medicine is not about to change for the better, the only place to begin the long road to medical renewal is in the heart of the healer. Reflecting together on core human values can help us discover how to reconcile the science and art of medicine. This project will be an important signpost on the way.

Dr David Peters

*Professor of Integrated Healthcare,
School of Integrated Health, University of Westminster*

Most if not all of us carefully chose a career in healthcare in the knowledge of a deep and inner need to be in service of 'the other'. Also inherent within this is the constant challenge humanity faces in recognising, honouring and owning our own values and spiritual needs that lie at the core of our motivation in our professional work.

The publication of *Values in Healthcare: a spiritual approach*, is one of the most significant contributors to the complex education, training, continued professional and personal development for all health workers and in particular allied health professions. The sensitive and practical approach taken by The Janki Foundation for Global Care to this important area helps us all to cultivate, express and further develop awareness of our inner core values in our personal and professional lives whilst we are in service of the 'other' and society. I feel that this approach has an important place and will inevitably be of value to both qualified staff and healthcare students. The work profoundly reminds us that there is a need to look beyond the technical and material base of our profession to a deeper source and reference that continually rejuvenates each of us in our work. I welcome and fully endorse this wonderful incisive addition to our work and practice.

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I am delighted to see *Values in HealthCare: a spiritual approach* in print. The material is comprehensive, structured and well written. It offers a unique blend of group exercises, reflection, self-inquiry and an opportunity to learn through one's personal experiences. *Values in Healthcare* offers a distinctive style of training. The learning tools used are based on visualisation, reflection, listening, appreciation, creativity and play. The modules cover a wide spectrum of topics including values, peace, positivity, compassion, cooperation, valuing yourself and spirituality in healthcare. The advantages of a values-based approach has many professional, personal, organisational and educational benefits. I very much hope that in the future this material will be used widely at both undergraduate and postgraduate levels for all healthcare workers.

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