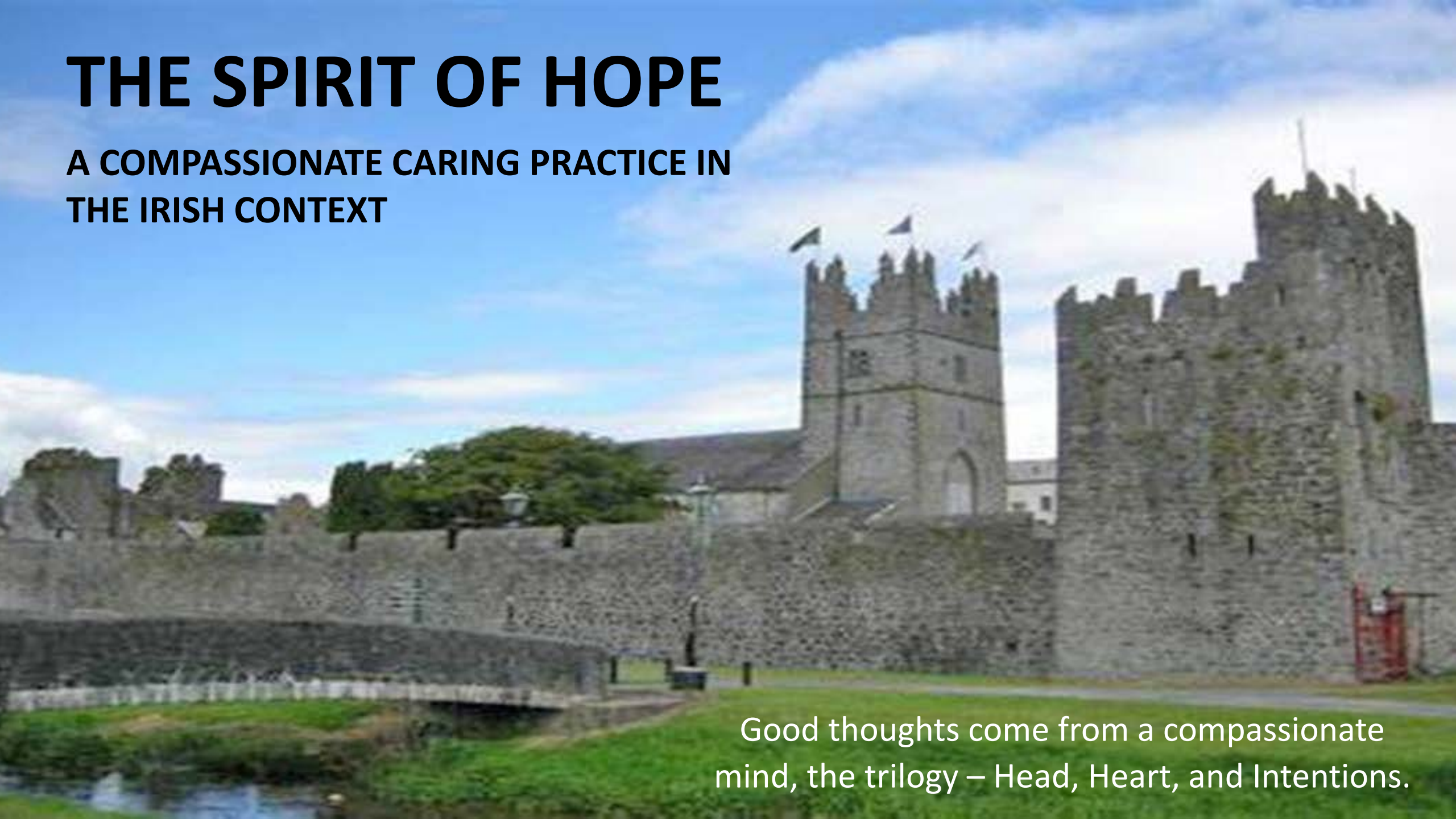


THE SPIRIT OF HOPE

A COMPASSIONATE CARING PRACTICE IN
THE IRISH CONTEXT



Good thoughts come from a compassionate
mind, the trilogy – Head, Heart, and Intentions.

PURPOSE OF THIS PRESENTATION

To outline the NMPDU & HSE education & training programmes, driven by a compassionate care approach for healthcare workers.

Our Aspirations

A desire to support & empower teams to acknowledge self care approaches as a key concept.

To share tools & techniques that build strength & resilience in the face of challenges.

To inspire staff with a caring, sharing, transformational practice that fulfils them & enhances enthusiasm & hope.

To provide teams with training & debriefing that is built on a neuro-scientific psychological counselling understanding of the changes in body, mind, & spirit during crises or stressful periods in lives.

Accredited areas have seen many benefits across the system leading to a culture of conscious caring, not just for staff but for all who use HSE services at these locations.

Confidence & Empowerment Building

Developed Compassionate Practice

Implemented Practice Development Units

Introduced Australian Clinical Standards

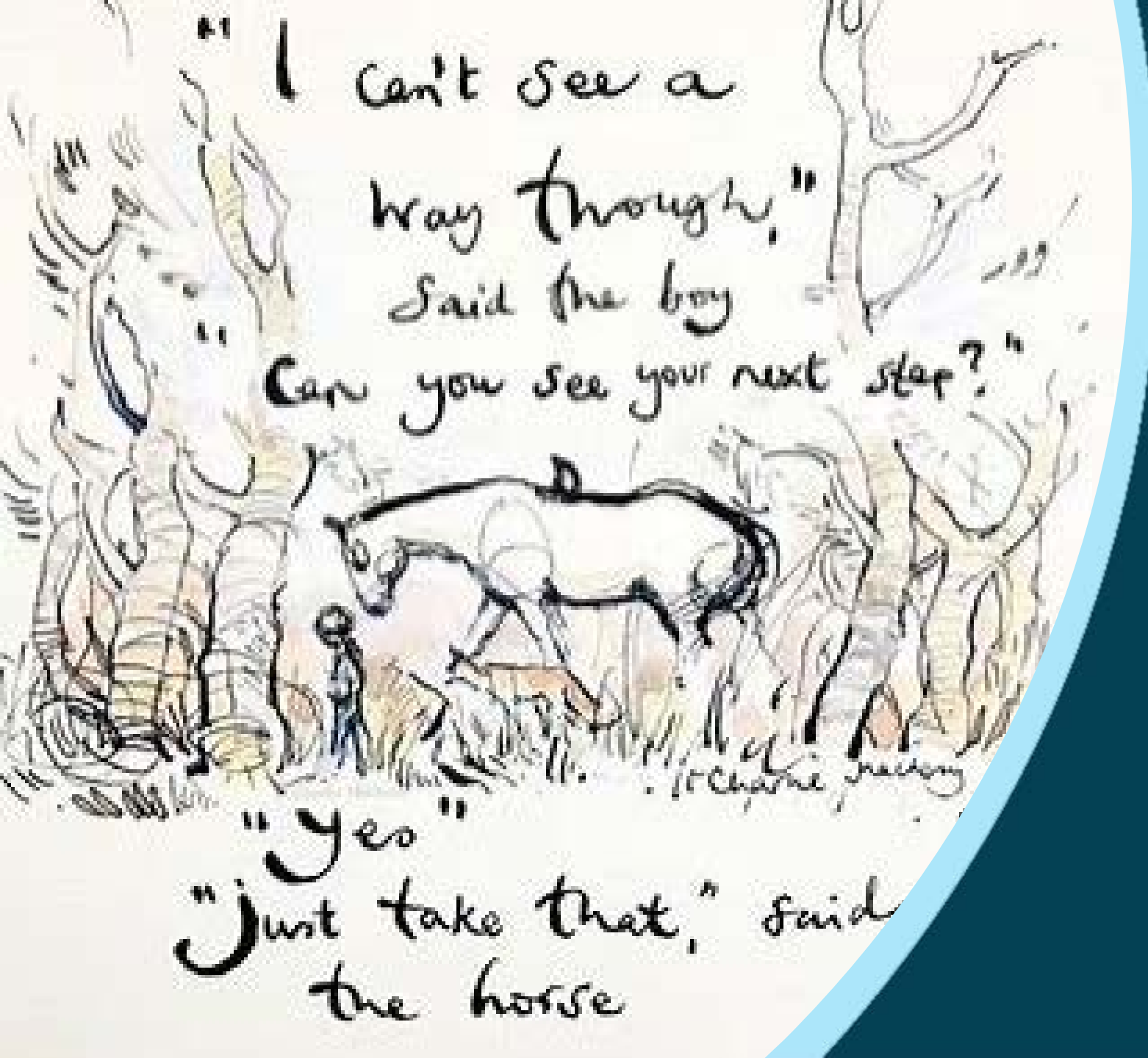
National Standards of Care

Health Promoting Hospital Network

Values in Healthcare

Spiritual Champions

Professional Coaching



"I can't see a way through," said the boy
"Can you see your next step?"

"Yes"
"Just take that," said the horse

Next Steps

Reflection and Measured Action

RESTORATIVE CONSCIOUS CARING

It is a high level engagement with solution focussed therapeutic interventions through a process of Personal Debriefing or classes that facilitate mindful self and professional awareness, creating peaceful heartfelt collaboration and transformational inspirational leadership.

It empowers people to acknowledge fears or challenges in a professional or private nature that may impede them. It helps to clarify issues that prevent them flourishing or maturing. It is offered through a person centred and compassionate lens.

It helps to create a greater understanding of the body/mind connection exploring stretching, stress, and function. It offers support in fearful and difficult events at any point in life including grief, loss, and trauma. It helps to develop greater self-awareness of resilience and wellbeing.

Training & Accreditation

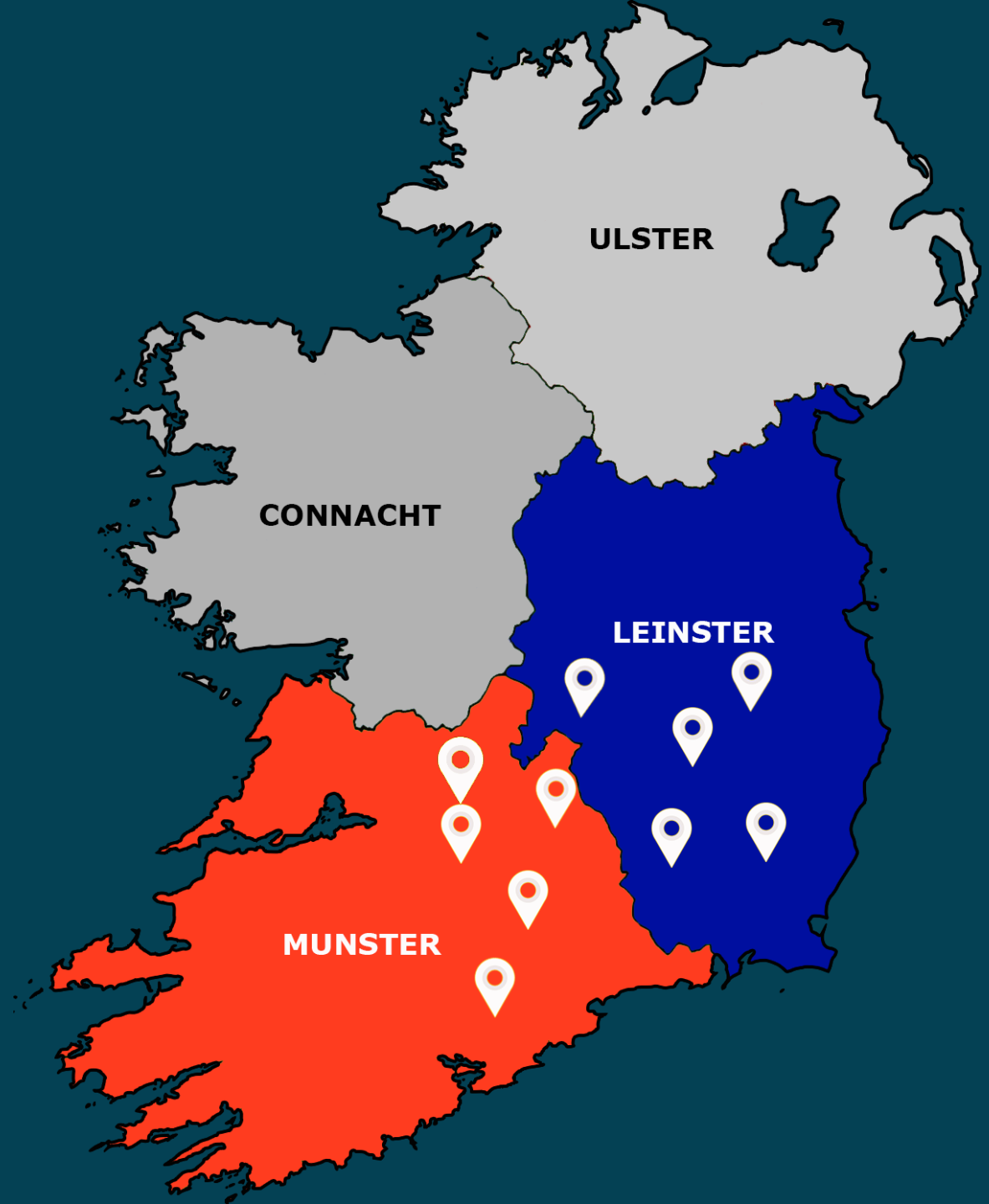
AREA OF ASSIGNMENT

Southeast:

Cork, Limerick, Clare, Tipperary, Laois, Offaly, Dublin, and Wexford

Within these areas Training & Debrief is carried out in 17 healthcare sites.

To date 10 of these sites are fully accredited



HOW IT WORKS

Restorative Conscious Caring Practice is based on neuroscience, physiology, psychology & counselling principles.

- Builds resilience & the understanding of stress or stressors.
- Identifies brain & body function.
- Responses to perceived or actual stress are helpful in understanding the survival instincts of the body.
- Promotes an authentic awareness of how & why human beings respond in certain ways & identifies what is required in managing triggers with bespoke interventions.

HOW IT WORKS

Restorative Conscious Caring Practice is based on neuroscience, physiology, psychology & counselling principles.

- It's a unique practice developed to hold, hear, empower & increase awareness of staff, so that they integrate experiences positively & are able to support others & influence better working environments given the magnitude of healthcare roles.
- Looks at what supports healthcare staff in crisis & stressful situations.
- Recognition of the individual sends a supportive caring message.

AREAS WHERE IT IS USEFUL

It is a therapeutic and solution-focused integrated intervention.

Part of the induction process or wellbeing agenda.

Psychological techniques such as RAIN can promote nurturing and hope.
(R=Reflection A=Attend I=Investigate N=Nurture)

Any circumstances of overwhelming hurt, adversity, or injury in one's personal or professional path.

Identifying feelings of anxiety, aggression, and helplessness can create an understanding of how those feelings are processed.

It involves the use of many methods which identify fear or worry. Self awareness is key to normalise, attune & reframe emotions.

COLLABORATIONS

International seminars

Master Classes

Compassionate Networks

University Links - TUS SETU UCL

NMBI

RCNME

NMPDU

International Accreditation Practice CIPI

Mindful Retreat Associates

Process of Intervention

- Introductory Programme
- Courses:
 - 12 Steps of Restoration
 - Peaceful Environments
 - Collaboration through the Heart
 - Inspirational Transformational Leadership
 - Resilience Programmes & Retreat Days
- Other Training such as Coaching
- Champions Wellbeing Agenda.
- Champions Pathways
- Debriefing

FEEDBACK

Allowing them space and time to resolve disputes or tensions

Awareness; not thinking; aware of thoughts and thought processes; creating negative emotions.

Understanding the self care process in terms of Neuroscience, Physiology and Responding.

Helps to evaluate life & work balance, appreciate personal values, and recognize triggers.

Learn the benefits of collaboration and cooperation

Helps colleagues to cope with stress at work.

Outcomes & Results

- Reduced Staff Turnover
- Improved Staff Retention
- Reduced Sick Leave
- Reduced tensions – improves industrial relations
- Improved professionalism & enhanced situational leadership
- Better patient care
- Empowered and happy teams acknowledged and supported
- Feeling free to speak their truth.
- Reduced Grievance



Thank you

Mary Prendergast