Let’s join hands and voices to bring back not only compassion but **culturally competent compassion** in nursing!

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**London**  
**President of ETNA**
What is your main purpose in life?
How can we achieve Happiness?
## Compassion and Virtuous life

<table>
<thead>
<tr>
<th><strong>Aristotle</strong> (384-322 BC)</th>
<th><strong>Buddha</strong> (563-483 BC)</th>
<th><strong>Hinduism</strong> (2000 BC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compassion is one of the five virtues.</td>
<td>Non-judgemental</td>
<td>Being compassionate is the most essential element of good Karma.</td>
</tr>
<tr>
<td>A virtue is a habit that is practised and strengthen with use.</td>
<td>Right insight/understanding</td>
<td>Good Karma leads to good life after death which leads to ‘good’ reincarnation.</td>
</tr>
<tr>
<td>A virtuous life help us achieve the ‘chief good’ (main purpose of living) which is Eudaimonia (ultimate happiness)</td>
<td>Compassion</td>
<td>Progressive ‘good’ reincarnations lead to ultimate spiritual happiness =&gt; NIRVANA</td>
</tr>
<tr>
<td><strong>Happiness</strong> =&gt; NIRVANA</td>
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What did Aristotle say about HAPPINESS

Aristotle (384-322 BC)

Compassion is one of the five virtues.

A virtue is a habit that is practised and strengthened with use.

A virtuous life helps us achieve the ‘chief good’ which is Eudaimonia, (ultimate happiness)

Main purpose of living

Courage
Friendship
Forgiveness
Proper self love

I. Papadopoulos- ETNA Reclaiming Compassion at the Heart of Nursing, BUDAPEST
Compassion
SCIENCE TELLS US WE ARE ALL CAPABLE OF BEING COMPASSIONATE
We can be compassionate and culturally sensitive ...

Team working
Interdependence
Variety
Creativity
Problem solving
Immediacy
Continuous professional development

Personal values
Role models

Being appreciated
Receiving & giving compassion from & to co-workers
Confidence
Competence

Job Satisfaction

Flourishing Happy Team, Happy Nurses, Effective, efficient, culturally and compassionately competent care

I. Papadopoulos- ETNA Reclaiming Compassion at the Heart of Nursing, BUDAPEST
We can be compassionLESS...[de-humanising]

I. Papadopoulos - ETNA Reclaiming Compassion at the Heart of Nursing, BUDAPEST
"Fundamental rights denied...
"Appalling and unnecessary suffering...
"Lack of care, compassion, humanity and leadership..."

The Francis Report: What's the big deal?
What is it? What's it got to do with me?

Patients... not numbers, People... not statistics

August 2009

Care and compassion?
Report of the Health Service Ombudsman on ten investigations into NHS care of older people
Extracts from the pilot with South Korean Nurses:

“Korean nurses are required to control compassionate mind.

In general, a cool-headed nurse is perceived as a professional nurse”.

“If nurses feel compassionate too much, then nurses might not be able to perform their duty, so they should be rational”.

“I wonder if it is right to take care of patients with compassionate mind in clinical environments. Of course, as a nurse, we should maintain the patient’s dignity but I think it is not advisable that nurses become too compassionate”.

Aim: To describe nurses’ experiences of compassion and explore differences and similarities among nurses from different countries.

Design: A cross-sectional descriptive study, using an on-line survey.

Methods: A total of N=1323 nurses from 15 countries

Australia, Colombia, Cyprus: [a) Greek Cypriots, b) Turkish Cypriots], Czech Republic, Greece, Hungary, Italy, Israel, Norway, Philippines, Poland, Spain, Turkey, UK, and USA,
International Survey on Compassion in Nursing (Papadopoulos et al 2014) 16 countries, 1397 responses

How would you define the term compassion?

- Empathy and kindness: 381
- Deep awareness of the suffering of others: 146
- Deep awareness of the suffering of others and a wish to alleviate it: 817
- Other: 41
- No response: 12
International Survey on Compassion in Nursing (Papadopoulos et al 2014) 16 countries, 1397 responses
International Survey on Compassion in Nursing (Papadopoulos et al 2014) 16 countries, 1397 responses

Do you believe that compassion is being taught to nurses?

- The correct amount and level of teaching is being provided: 151
- Some teaching is provided: 373
- Not enough teaching is provided: 620
- Don't know: 235
- No response: 18
International Survey on Compassion in Nursing (Papadopoulos et al 2014) 16 countries, 1397 responses

- Knowledgeable nurses with good interpersonal skills: 1082
- Knowledgeable nurses with good technical skills: 188
- Knowledgeable nurses with good management skills: 40
- No response: 87
International Survey on Compassion in Nursing (Papadopoulos et al 2014) 16 countries, 1397 responses

- The person's family: 403
- The person's cultural values: 472
- The person's personal experience of compassion: 509
- No response: 13
International Survey on Compassion in Nursing (Papadopoulos et al 2014) 16 countries, 1397 responses

**Where nurses experience compassion from**

<table>
<thead>
<tr>
<th>Source of Compassion</th>
<th>Frequency</th>
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<tr>
<td>Nurses in my country</td>
<td>593</td>
</tr>
<tr>
<td>experience compassion from their managers</td>
<td>681</td>
</tr>
<tr>
<td>Nurses in my country experience compassion from their colleagues</td>
<td>58</td>
</tr>
<tr>
<td>Nurses in my country experience compassion from their patients</td>
<td>65</td>
</tr>
<tr>
<td>No response</td>
<td>65</td>
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</table>

29/06/2015  
I. Papadopoulos - ETNA Reclaiming Compassion at the Heart of Nursing, BUDAPEST
Culturally competent compassion is defined as the human quality of understanding the suffering of others and wanting to do something about it, using culturally appropriate and acceptable healthcare interventions, which take into consideration both the patients’ and the carers’ cultural backgrounds as well as the context in which care is given.

(Papadopoulos 2011)
THE PAPADOPOULOS MODEL FOR DEVELOPING CULTURALLY COMPETENT COMPASSION IN HEALTHCARE PROFESSIONALS

**Cultural Awareness**
- Self-compassion
- Universal elements of compassion
  - Philosophies and religions

**Cultural Knowledge**
- Cultural compassion beliefs
- Cultural similarities and differences in understanding compassion

**Cultural Competence**
- Compassionate assessment
- Compassionate care giving
- Courage and compassion
- Barriers and challenges of compassion

**Cultural Sensitivity**
- Giving and receiving appropriate compassion
- Forming compassionate therapeutic relationships
- Barriers and challenges of compassion

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The Papadopoulos, Tilki & Taylor model of transcultural health and cultural competence (1998)

CULTURAL AWARENESS
- Self awareness
- Cultural identity
- Heritage adherence
- Ethnocentricity
- Stereotyping
- Ethno-history

CULTURAL KNOWLEDGE
- Health beliefs & behaviours
- Anthropological, Socio-political, Psychological & Biological understanding
- Similarities and differences
- Health inequalities

CULTURAL COMPETENCE
- Assessment skills
- Diagnostic skills
- Clinical Skills
- Challenging & addressing prejudice, discrimination and inequalities

CULTURAL SENSITIVITY
- Empathy, Appropriateness
- Interpersonal/communication skills
- Trust, Respect, Acceptance
- Barriers to cultural sensitivity

COMPASSION
Competence without compassion can be brutal and inhumane.

Compassion without competence can be a meaningless even harmful intrusion into the life of a person needing help.

Simone Roach 1992
Students…
https://www.youtube.com/watch?v=zjKzO94TevA

https://www.youtube.com/watch?v=c4P7SUBVRfc

https://www.youtube.com/watch?v=ePkAqEv9OuI

http://www.powtoon.com/show/ePcl4N0NQ9A/


My MOOC journey by Lucero Lopez

My MOOC journey Mari Stormer
The VICTcORY Model

Virtual International Centre for Transcultural cOmpassion related to Ygeia (health)

I. Papadopoulos – ETNA conference, BUDAPEST, 29/06/2015
http://cultureandcompassion.com/

http://www.ieneproject.eu/
The late Professor Aidan Halligan declared that…

Healthcare workers are leaders who get their authority by how much they care with compassion and courage

I treat people with respect irrespective of their cultural backgrounds

I earn my patients’ respect because I am compassionate

I earn my colleagues’ respect because I genuinely care about them

Families respect me because I am kind

Patients respect me because I listen to them
You cannot get through a single day without having an impact on the world around you. What you do makes a difference and you have to decide what kind of difference you want to make.

Jane Goodall (Animal Rights Activist, Anthropologist, UN Messenger of Peace)
Virtuous Healthcare Practice
(Flourishing)

Idealism ← Deep self-awareness
Genuine interest for our fellow humans
Compassion for self and others
Measured Courage
Non-exploitative friendship
Professional competence → Self-interest
(Toxic)

(I. Papadopoulos – ETNA conference, BUDAPEST, 29/06/2015)
My message to you as nurses, as **HUMAN BEINGS**, is that we need to join hands and voices to bring back not only compassion but **culturally competent compassion** in nursing by asserting the following:

- **fighting for the provision of culturally competent and compassionate care for all,**

- **which means that we proudly promote the fact that culture matters to our health,**

- **which also means our right for opportunities to learn how to give culturally competent and compassionate care to all patients,**

- **which signifies our concerns about the unacceptable national and global health inequalities, and**

- **which also represents our belief for justice without discrimination and for the right to access culturally competent and compassionate healthcare to meet our fundamental health needs.**

**WHY?**
We are all connected.

Voices

I. Papadopoulos- ETNA Reclaiming Compassion at the Heart of Nursing, BUDAPEST
Thank you

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