THE SCIENCE & ART OF TRANSFORMING SUFFERING

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PRESENTER DISCLOSURE

The presenter for this workshop—
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HAS NOTHING TO DISCLOSE

WORKSHOP

✓ To identify an emerging category of clinical best practices that enhance wellness for both caregivers and their patients
✓ To explore research models for more integrated health caregiving that address both illness and their underlying personal and social causes
✓ To recover relevant historical and cultural wisdom regarding whole person models of care
Re-integrating Sciences & the Healing Arts  
and...
Re-connecting the Soul & Role of Caregivers

Founded in 1996  
Bend, Oregon USA

SCIENCE  TECHNOLOGY  ART  CARING

IMAGINATION IN MEDICINE

WESTERN MEDICAL PARADIGMS  
HIPPOCRATES  ASKLEPIOS
TWO APPROACHES TO HEALING

PANACEA vs HYGEIA

- Treat Existing Illnesses
- Teach People How NOT to Become Sick

ASKLEPION—CAREGIVER RENEWAL

SELF AWARENESS
COMPASSIONATE AWARENESS
DUAL AWARENESS
CONTEMPLATIVE AWARENESS
PARADIGM SHIFT

"World is Flat"  Quantum Mechanics

NEWTONIAN
Nature is predictable
Clockwork Universe
Assembly line, org charts, students in rows
Particle OR Wave
Doctor – Patient relationship

QUANTUM
Chaos, statistical probabilities
Relational Universe
Teams, pods, interdisciplinary systems
Particle AND Wave
Impossible to Isolate Observer from the Observed

Science  Dualism
Suffering  Busyness
Personhood  Speed
Healing  Mistrust
DEMON OF DUALISM

NON-COORDINATED CARE

BODY  MIND

The Scientific Method

Ask a question

Do background research

Construct a hypothesis

Test your hypothesis by doing an experiment

Analyze your data and results

Report your results with your conclusions

RCT as the Gold Standard

- The randomised controlled trial is widely regarded as the gold standard for evaluating health care technologies because it allows us to be confident that a difference in outcome can be directly attributed to a difference in the treatments and not due to some other factor.
PROBLEM-BASED MEDICINE

WESTERN MEDICAL MODEL IS CHARGED TO BE SPECIFIC

EMOTIONAL-SPIRITUAL PAIN IS USUALLY NON-SPECIFIC
THE “MIND” IS RELATIONAL

“The mind can be defined as an embodied process that regulates the flow of energy and information...

...It is likewise proven that the same energy and information which flows within one brain also flows between the brains of others.”

Dan Siegel, MD
Mindsight: The New Science of Personal Transformation

MIRRORING: NEUROBIOLOGY OF EMPATHY

- A mirror neuron fires both when an animal acts and also when the animal observes the same action performed by another.
- For example, the same anterior cingulate neurons that respond to my thumb being poked will also fire when I watch you being poked.

WHAT IS INTELLIGENCE?

EMOTIONAL INTELLIGENCE

HEART BRAINS

The Heart Brain: The heart has its own processing brain, also called the “Heart Brain.”
Transformation of the culture of medicine is dependent on the transformation of the health care team. Central to this understanding is that the transformation of medicine must turn on the personal awakening and transformation of the individual caregiver.
If you could change one thing about how you relate to your work environment in order to improve your sense of wellbeing what would it be?

Science    Dualism
Suffering    Busyness
Personhood    Speed
Healing    Mistrust

Alleviation of suffering is good... but it is not the Ultimate Good

From time to time a person finds themselves better off because of suffering

Hippocrates
EXPLORING SUFFERING: THE MISSING ELEMENT

- Western Medicine has no model to help someone live through their suffering
- Most suffering is not fixable... healing is finding a way through the suffering

PAIN VS. SUFFERING

Responsive to interventions in traditional medicine

Few interventions in the medical model
PAIN IS BIOLOGIC

Pain is an unpleasant sensory and/or emotional experience.
Physical pain is a body-centered experience.
Emotional pain can be a primary or secondary contributor to total pain.

SUFFERING IS LINGUISTIC

Suffering occurs when we assign meaning to the experience of physical or emotional pain... OR
When we generate physical or emotional pain from our thoughts or stories.

MEANING OF ILLNESS

IF YOU HAVE CANCER IN A SICK BODY
SUFFERING
YOU CAN THRIVE
IF YOU HAVE CANCER IN A WELL SELF
11/19/2015

DEMON OF BUSYNESS

DE-PERSONALIZED CARE

ISOGASHII = BUSY
忙しい (いそがしい)

KOKORO
MIND
HEART
SOUL

NAKU
LOSE
DIE
GO AWAY FROM

HEALING PRESENCE

“I have come to believe that it is through the establishment of a unique doctor-trust-patient relationship that most of the healing occurs, whether helped along by surgery, acupuncture, or regular doses of approved medicines.”

Joseph Martin, M.D. Dean of Harvard Medical School
Self-Care for Compassion Fatigue

- Awareness
  - Recognize and identify CTSS symptoms
  - Monitor changes in symptoms over time
  - Recognize and monitor changes in functioning
- Balance
  - Make personal life a priority
  - Attend to physical health
  - Seek therapy/counseling
- Connection
  - Make relationships with family and friends a priority
  - Prioritize connection to community
  - Revise sense of life’s purpose and meaning

Physicians
- % Mod-Sev Unsatisfied: 59%
- % Question long term commitment: 64%

Clergy
- % Mod-Sev Unsatisfied: 54%
- % Question long term commitment: 60%

Mid Level HC
- % Mod-Sev Unsatisfied: 45%
- % Question long term commitment: 55%

Teachers
- % Mod-Sev Unsatisfied: 40%
- % Question long term commitment: 52%

Attorneys
- % Mod-Sev Unsatisfied: 33%
- % Question long term commitment: 40%

Politicians
- % Mod-Sev Unsatisfied: 29%
- % Question long term commitment: 39%

(Ages 40-55)

A Proposed Self-Awareness Based Model of Self-Care

LESS SELF-AWARENESS

MORE SELF-AWARENESS

- Work Environment
- Expanded Perspective

PATIENT’S SUFFERING

EMPATHY AS LIABILITY

EXQUISITE EMPATHY

LOSS OF PERSPECTIVE

WORKING CONNECTION

EXPANDED PERSPECTIVE

PREVENTING VICARIUS TRAUMATIZATION OF MENTAL HEALTH THERAPISTS: IDENTIFYING PROTECTIVE PRACTICES.

Westwood/Harrison
“EXQUISITE EMPATHY”

Highly present, sensitively attuned, well-boundaried, heartfelt empathic engagement. Caregivers with exquisite empathy are invigorated rather than depleted by their intimate professional connections with traumatized patients and protected against compassion fatigue and burnout. 

JAMA. 2009;301(11):1155-1164

HOW WE CARE FOR OURSELVES IS EVOLVING

Tele Medicine
Self Determination
Innovative Plans of Care
Self Monitoring Health Devices

Caring for self is not self indulgence...
It is self preservation for ourselves and those we serve.

Florence Nightingale
It is more important to know what sort of person has a disease than to know what sort of disease a person has.

Hippocrates
470 BC
**HIERARCHY OF HUMAN NEEDS**

**ULTIMATE MEANING**
- Spirituality - Love - Mystical Experience
- Truth - Beauty - Goodness
- Caring - The need to be needed
- Creativity - Generativity
- Self-actualization - Individualism

**TOTAL PAIN**

**WHOSE PAIN IS IT?**

**WE ARE THE MEDICINE**

"The way in which care is given can touch the most hidden places..." - Dr. Cicely Saunders
Mistakes in surgery and medications have been at the center of patient safety efforts, but researchers whose findings appeared in JAMA Internal Medicine said less attention has been paid to missed diagnoses in the doctor's office and those errors lead to more patient injuries and deaths than other mistakes, according to David Newman-Toker from Johns Hopkins University School of Medicine in Baltimore: "We have every reason to believe that diagnostic errors are a major, major public health problem." Newman-Toker told Reuters Health. "You're really talking about at least 150,000 deaths or disabilities annually that are resulting from this problem."

Source: Reuters Health, 1-5-15

THE HARD SCIENCE OF TEAMWORK

Communicate frequently. In a typical project team numerous daily exchanges are optimum; less than that and team performance declines.

Talk and listen in equal measure, equally among members. Lower performing teams have dominant members, teams within teams, and members who talk or listen but don't do both.

Engage in frequent informal communication. The best teams spend about half their time communicating outside of formal meetings or as "asides" during team meetings; increasing opportunities for informal communication tends to increase team performance.

Explore for ideas and information outside the group. The best teams periodically connect with many different outside sources and bring what they learn back to the team.
**TEAMWORK IMPROVEMENT SCORES BETWEEN DOCTORS, NURSES & STAFF**

After 6 MOS. OF TEAMWORK INTERVENTION

**SALC RESEARCH 3-15**

- Excellent: 68.0%
- Very Good: 25.1%
- Good: 7.5%
- Fair: 1.6%
- Poor: 0.0%

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**BARRIERS**

What's Stopping Your Staff from Being a Team?

Agency for Health Care Research & Quality/2012

- Fatigue
- Complacency
- Culture
- Lack of Time
- Lack of Role Clarity
- Technology
- Training
- Team Changes
- Inadequate Info
- Mistrust

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**BARRIER #1: TECHNOLOGY**

**OUR TECHNOLOGY IS OUTPACING OUR CAPACITY TO BE FULLY HUMAN CAREGIVERS**
INFORMATION VERSUS...

WISDOM

NEED TO DO FEWER THINGS WELL RATHER THAN MANY THINGS DISTRACTEDLY

BARRIER #2    LACK OF TIME

Stress Meter
Panic Attack!
Anxiety
Swear
Crying

STOP
TAKE A BREAK

Reinventing organizations
"When people are overwhelmed by illness, we must give them physical relief, but it is equally important to encourage them through a show of love and compassion. It is shameful how often we fail to see that what people desperately require is human affection. Deprived of human warmth and a sense of value, other forms of treatment prove less effective. Real care of the sick does not begin with costly procedures, but with the simple gifts of affection, love, and concern."

His Holiness, The Dalai Lama and Mother Theresa of Calcutta

Joint Statement to the United Nations

Patient-Centered Care

Picker Institute

Significantly better healthcare outcomes if patient’s values and beliefs are expressed and respected

Enhanced compliance if patients are engaged in their treatment plans (shared decision making: relationship/partnership care)

29% improvement in pt. satisfaction scores when spiritual care is integral to plan of care

Staff satisfaction scores increase dramatically when Exquisite Empathy model is introduced

C. Puchalski, MD
"Because there is no differentiation in the energetic field between Healer and Healee, there is a huge responsibility to be clean..."
Dolores Krieger, PhD
ARCHETYPE FOR HEALING

Whenever a living creature—who might equally be called a dying creature—is seriously ill, every turn for the better involves an element of mystery...

The physician cannot act alone. Side by side, something inside a patient must lend a helping hand if a cure is to be accomplished...

Wisdom from the Asklepion

A NEW DEFINITION FOR HEALING

The ability to adapt and self manage in the face of social, physical, emotional and spiritual challenges
Medicine’s preoccupation with acute care and
the eradication of disease involves a
corresponding devaluation of care for the
chronically ill.
Disease is a permanent feature of the
chronically ill and the goal of medicine for
such patients must be to enable them to live
as fully as possible in the presence of illness.

Your body’s ability to
heal is greater than
anyone has permitted
you to believe.
Hippocrates
470 BC

DEMON OF MISTRUST

FATIGUE & BURNOUT
**CAREGIVER-CARE RECEIVER RELATIONSHIP**

“...Much more about mystery than mastery.”

Rachel Naomi Remen, MD

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**HOPE THERAPY**

The degree to which hope plays a role in dealing with cancer is undeniable... yet there is a reluctance to admit its influence when the health care system focuses exclusively on the physiology of cancer.

O. Carl Simonton MD

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**DEATH = The Physician’s Enemy**
“Two generations of Americans have not died well...
The widespread belief that people still die in agony is a remnant of our modern mistreatment of death.”

bas sona

CONTEMPLATIVE AWARENESS
PHYSICIAN HEAL THYSELF!

Those who keep weekly gratitude journals exercise more regularly, report fewer physical symptoms, feel better about their lives, and are more optimistic about the coming week than those who write about neutral life events or problems. They also make more progress toward goals in a two-month follow-up.

Emmons and McCullough, 2003

WEEKLY GRATITUDE JOURNALS

- Increased alertness, enthusiasm, attentiveness and energy
- Increased tendency to help others
- Greater sense of connection to others
- Better sleep without medication
- Increased capacity to handle stress
- Prevailing sense of optimism (thereby benefiting the immune function)

Emmons and McCullough, 2003

GRATITUDE AND HEART HEALTH

David Steindl Rast
You cannot be simultaneously bitter and grateful

THE HANDS ARE DIFFERENT HERE