



Providing Compassionate, Respectful and Caring Service

Medical Laboratory

NTQF Level -III

Learning Guide #02

Unit of Competence: -	Providing Compassionate, Respectful and Caring Service
Module Title: -	Providing Compassionate, Respectful and Caring Service
LG Code:	HLT MLS3 M01 0919
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LO2: Applying humanistic care to clients

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Instruction Sheet	Learning Guide #02
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- The Caring, Respectful and Compassionate health workforce
- Patients feeling and emotions
- Patients/clients innate needs
- Recognizing patient's responsibilities and medication experience
- Ensuring safety of medications

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, **you will be able to –**

- Understood and implemented Patients concern
- Consider Patient and clients feelings and emotions
- Addressed and communicated Patients innate needs

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4”
5. If you earned a satisfactory evaluation from the “Self-check” proceed to the next topics

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Information Sheet #1	Introduction to Compassionate, Respectful and Caring
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2.1. Introduction to Compassionate, Respectful and Caring (CRC)

Compassion (أرحمة)

- Is a feeling of deep sympathy and sorrow for the suffering of others accompanied by a strong desire to alleviate the suffering? Therefore, we can say it is being sensitive to the pain or suffering of others and a deep desire to alleviate the suffering.
- To be optimally effective in clinical medicine, every health professional without exception should be technically excellent and practice with compassionate care. However much technical advances in medicine are beneficial to patients, no person who is ill should have to suffer the indignity of a technically competent but uncaring doctor, nurse, or other staff member. Good medical practice has been perennially captured in the phrase “the art of medicine,” which combines scientific-technical knowledge with humanism, defined as the physician’s interest in and respect for the patient as a person experiencing illness.
- Too many patients experience de-humanizing and impersonal treatment, so much so that this is now a crisis within healthcare systems, proving destructive not only for patients, but for professionals, families and the systems themselves.
- **Compassion** lies at the intersection of empathy (in this case, understanding patients’ concerns) and sympathy (feeling patients’ emotions). A health professionals’ care without compassion cannot be truly patient-centered. Compassionate care addresses the patient’s innate need for connection and relationships and is based on attentive listening and a desire to understand the patient’s context and perspective.

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Figure: Dr. Catherine Hamlin with fistula clients. Hamlin Fistula Ethiopia, Addis Ababa: [/www.hamlinfistula.org/](http://www.hamlinfistula.org/)

Respectful (ተገልጋይንዮሚያክብር)

- Is the kind of care, in any setting, which supports and promotes, and does not undermine a person's self-respect, regardless of any differences
- The action meanings of the word respect are:-
 - ✓ Pay attention to
 - ✓ Honoring
 - ✓ Avoiding damage e.g. insulting, injuring
 - ✓ Not interfering with or interrupting
 - ✓ Treating with consideration
 - ✓ Not offending

Caring (ተንከባከቢ)

Caring is an intensification of the affective dimension of empathy in the context of significant suffering. It is coupled with effective interventions to alleviate that suffering.

Compassionate, respectful and caring (CRC) - means serving patients, being ethical, living the professional oath, and being a model for young professionals and students. It's a movement that requires champions who identify with their profession and take pride by

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helping people

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Historical Background of CRC

Compassion is a Latin word meaning to ‘suffer with’, and as a word it has been with us a long time. Having said that as a word it is not easy to conceptualize and to say whether it is always good, or whether it is sometimes bad.

The term compassion has long association with most major religions and philosophies and taught to include a number of virtues, such as empathy, sympathy, kindness, respect, and perhaps most importantly, actually taking some kind of ‘action’.

Compassionate Care within the healthcare setting has received much attention globally; following concerns that healthcare often fails at a fundamental level. Work is in place at a multi disciplinary level to utilize and integrate this concept. The role and importance of a compassionate approach was brought to the forefront in the UK, with the release of the Francis Report. This report, which gained international attention, was based on an inquiry into devastating events at Mid-Staffordshire Hospital and finding that for many patients the most basic elements of care were neglected. Looking into the Ethiopian context there are many professionals who are compassionate, respectful and caring with the required skills needed. However, a significant proportion of health professionals see patients as just ‘cases’ and do not show compassion, lack of respect to patients and their families was the common complaint among the community at large and patients in particular .

Characteristics of CRC Health Professionals

CRC health professionals have the following four essential characteristics:

1. Consider patients as human beings with complex psychological, social and economic needs and provide person-centered care with empathy;
2. Effective communication with healthcare teams, interactions with patients and other health professionals over time and across settings;

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3. Respect for and facilitation of patients' and families,' participation in decisions and care.
4. Take pride in the health profession they are in and get satisfaction by serving the people and the country.

Benefit of CRC

Table 1. The benefits and beneficiaries of Compassionate and Respectful Care

Beneficiaries	Who	How
First	Patients	<ul style="list-style-type: none"> ✓ When health professionals are compassionate, patients are less anxious ✓ Adherence to correct diagnosis, medical advice and treatment plans ✓ Compassionate care correlates positively with both prevention and disease management. Diabetic patients, for example, demonstrate higher self-management skills when they self-report positive relationships with their providers ✓ Hostile emotional states in patients delay the healing processes ✓ Quality of health professionals –patient communication with increased physical functioning, emotional health and decreased physical symptoms of pain in patients
Second	Health Professionals	<ul style="list-style-type: none"> ✓ Health care Professionals satisfaction with their relationships with patients can protect against professional stress, burnout, substance abuse and even suicide attempts ✓ Burnout is strongly associated with poorer quality of care, patient dissatisfaction, increased medical errors, lawsuits and decreased expressions of compassion



		<ul style="list-style-type: none"> ✓ Participation in a mindful communication associated with short-term and sustained improvement in well-being and attitudes associated with patient care ✓ A major predictor of patient loyalty ✓ When health professionals are compassionate, they achieve earlier and more accurate diagnoses because the patient is better able to reveal information when he or she feels emotionally relaxed and safe ✓ Respect from the client/patients ✓ Health professionals will find their work more meaningful and gratifying
Third	Students	<ul style="list-style-type: none"> ✓ Good role modeling is essential for students ✓ Increased motivation to be CRC health professionals
Fourth	Health care facilities	<ul style="list-style-type: none"> ✓ Patient satisfaction will rise ✓ Quality of health care will be improved ✓ Lower malpractice suits ✓ Staff will be more loyal to their hospital or health care system ✓ Patient adherence to treatment will rise ✓ Resources can be conserved ✓ Greater employee satisfaction and reduced employee turnover.

National Strategy and Approaches for CRC

The development of caring, respectful and compassionate health workers requires a multi-pronged approach in order to make CRC as a culture, self-driven inner motive and a legacy that the current generation of practitioners leaves to their successors.

- ✓ Reforming the recruitment of students for health science and medicine programs.
- ✓ Improving the curriculum of the various disciplines.
- ✓ Ownership and engagement of the leadership at all levels of the system.

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- ✓ Inspirational leadership that aims to create an enabling environment.
- ✓ National, regional and facility level ambassadors.
- ✓ An advocacy campaign through mass media will also be launched to project positive images of health professionals.
- ✓ Patients and the general public will also be engaged in this movement.
- ✓ An annual health professional recognition event will be organized
- ✓ Putting in place a favorable legislative framework to reinforce CRC which would include regulation on patients' rights and responsibilities (PRR)
- ✓ Measurement of health care providers on CRC
- ✓ Comprehensive projects will be designed.
- ✓ Conducting national assessment related to CRC.
- ✓ Provision of continuous CRC trainings.
- ✓ Engagement and ownership of professional associations

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Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Multiple choose

1. Who is benefited from compassionate, respectful and caring (CRC) service?
 - A. Patients
 - B. Health professionals
 - C. Health care facilities
 - D. All

2. _____ is/are the action meanings of the word respect.
 - A. Interfering
 - B. Offending
 - C. Damage
 - D. Honoring

3. Which of the following is false about National Strategy and Approaches for CRC?
 - A. Improving the curriculum of the various disciplines
 - B. Conducting national assessment related to CRC.
 - C. Block of continuous CRC trainings.
 - D. Engagement and ownership of professional

Short Answer Questions

4. What is CRC?

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Note: Satisfactory rating - 4 points
Answer Sheet

Unsatisfactory - below 4 points

1. _____
2. _____
3. _____
4. _____
 - a. _____
 - b. _____
 - c. _____

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-2	Patients feeling and emotions
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Elements of compassionate care

According to researches the key elements of compassionate care has seven categories, each contains theme and subthemes.

1. Virtue

It is described as “good or noble qualities embodied in the character of the health care provider. Specifically, patients felt compassion stemmed from virtues of genuineness, love, honesty, openness, care, authenticity, understanding, tolerance, kindness, and acceptance. Compassion is predicated on health care provider virtues, independent of patient behavior, relatedness, or deservedness.

2. Relational space:

- Relational space is defined as the context and content of a compassionate encounter where the person suffering is aware of and is engaged by, the virtues of the health care provider. The intent and depth of the health care provider-patient relationship was a defining feature of compassion, extending beyond simply acknowledging and understanding the needs of the patient to relating to them as a fellow human being and actively engaging their suffering.

The category of relational space comprised two themes.

- ✓ Patient awareness which describes the extent to which patients intuitively knew or initially sensed health care provider capacity for compassion.

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- ✓ Engaged care giving which refers to tangible indicators of health care provider compassion in the clinical encounter that established and continued to define the health care provider-patient relationship over time

3. Virtuous Response

It is the “Enactment of a virtue toward a person in suffering,” and it is both an individual category and an overarching principle of care that functions as a catalyst to the three core categories of compassionate care giving: “**seeking to understand, relational communicating, and attending to needs**” The category of virtuous response contain three broad themes within it:

- ✓ **Knowing the person** refers to the extent to which healthcare providers approached their patients as persons and view their health issues and suffering from this point of view.
- ✓ **Seeing the person as priority** involves healthcare providers’ ability to priorities patient needs, setting aside their own assumptions and healthcare system priorities in the process.
- ✓ **Beneficence** refers to healthcare providers wanting the best for the patient, informing the three more targeted core categories of compassionate care giving.

4. Seeking to Understand

Seeking to understand refers to healthcare providers trying to know the patient as a person and his or her unique needs. Health care providers’ first act is to know and prioritize the patient as a person by pursuing a deeper understanding of the person and his or her unique illness experience to better diagnose the patient. Being seen as a disease, rather than a person living with a disease, is experienced subtlety and infrequently. When patients are seen as mere diseases, however, this has a detrimental effect on the relationship between the caregiver and well-being of the patient. The need to understand a person’s desires and tailor his or her care is identified by most patients as a fundamental feature of compassion.



- Seeking to Understand the needs of the Person
- Relational Communication

5. Relational Communication

The category of relational communication is an important element of compassion identified by patients consisting of verbal and nonverbal displays conveyed by the healthcare provider's engagement with the person suffering. There are four specific themes and associated subthemes that convey compassion within clinical communication:

Demeanor (“being”): refers to the disposition of healthcare provider that is conveyed through nonverbal communication, such as body language, eye contact, tone of voice, posturing and expressions. Demeanor is closely related to “patient awareness” within the category of “relational space”. It is more sensory-based and contextual to clinical communication.

Affect (“feeling for”): describes the extent to which healthcare providers actively connects with their patients’ emotions; as well as their influence over the process. In relation to compassion, affect is characterized by vulnerability and action, requiring healthcare providers to enter the relational space and position themselves; to be in the “patient’s shoes” as clinical information is being shared.

Behaviors (“doing for”): associated with relational communication and the use of interpersonal skills in clinical communication, which convey compassion. Compassion- related behaviors vary in expression; behaviors share a commonality that distinguish them from general caring of health care providers to give not only of themselves as a professional but as a person. The primary behavior associated with relational communication is described by patients as showing respect; physical displays of caring; and listening and supportive words.



Engagement (“being with”): refers to the degree to which patients feel healthcare providers are actively present in the clinical encounter.

- The first aspect of engagement is attentiveness through nonverbal actions (e.g. sitting versus standing at the patient’s bedside) and temporal indicators (e.g. communicating regularly with patients about their needs or communicating potential health issues to other members of the patient’s care team).
- Acknowledgment, the second essential aspect of engagement, involves recognizing the personal impact of suffering, reflecting back to the patient, and integrating this information into subsequent interactions.
- The final aspect of engagement is dialogue, which consists of healthcare providers communicating clinical information accurately and sensitively, including the effective use of silence and allowing patients to participate in the clinical conversation.

Attending to Needs

- It refers to “a timely and receptive desire to actively engage in and address a person’s multi-factorial suffering”.
- Attending to patients’ needs has three interrelated themes:

Compassion-Related Needs: refers to the dimensions of suffering that patient feel compassion: physical, emotional, spiritual, familial and financial. Compassionate healthcare providers are those who, regardless of their scope of practice, is willing to actively attend to a patient’s immediate needs.

Timely refers to addressing suffering in a “timely” manner. It has dual understanding of time, referring to both the desire of healthcare providers to address suffering in a responsive manner and at an opportune moment.

- The responsive dimension of time is frequently referred to as acute suffering (e.g. a pain crisis)

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- The opportune aspect of time is associated with situations where healthcare providers seek to sensitively address protracted suffering, which includes addressing existential distress or sharing prognostic information at a time when patients are most receptive and supported to receive it (e.g. such as breaking bad news when family is present or discussing prognostic information over time).

Action refers to the initiation and engagement of a dynamic and tangible process aimed at alleviating suffering. Compassion is more action.

Patient-Reported Outcomes

- The impact of compassion on patients who are suffering is profound. Patient-reported outcomes refer to the effect of compassion on suffering, patient well-being, and care
- Although some patients feel that compassion directly improves the health outcomes, compassion primarily enhances patients' well-being and the quality of their relationship with their healthcare providers.
- These experiences have an equally enduring effect on their well-being and the care-giving relationship, often exacerbating suffering in the process.

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**Self-Check -2****Written Test**

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Multiple choose

1. _____ is described as “good or noble qualities embodied in the character of the health care provider?”
 - A. Virtue
 - B. Rational space
 - C. Virtuous Response
 - D. Seeking _____ to _____ understand
2. Which one of the following Elements of compassionate care is negative impact Patients feeling and emotions?
 - A. Virtuous Response
 - B. Relational space:
 - C. Virtue
 - D. Seeking to Understand
 - E. None of the above

Short Answer Questions

3. What is Relational Communication?



Note: Satisfactory rating - 4 points

Unsatisfactory - below 4 points

Answer Sheet

1. _____
2. _____

Score = _____
Rating: _____

Name: _____

Date: _____



Information Sheet-3	Principles of compassionate care/Patients/clients innate needs
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Principles of compassionate care/Patients/clients innate needs

The universal principles of compassion will help us know one another in a more meaningful way where we discover each other respectfully. They create the conditions that allow a person who is suffering to experience the healing power of compassion.

1. **Attention** is the focus of health care provider. Being aware will allow the healthcare provider to focus on what is wrong with a patient; or what matters most to the patient.
2. **Acknowledgement** is the principle of what the healthcare professional says. The report of the examination or reflection on the patient’s message. Positive messages of acknowledgment are buoyant; they let someone know that you appreciate them as a unique individual.
3. **Affection** is how healthcare providers affect or touch people. Human contact has the ability to touch someone’s life. It is the quality of your connection, mainly through warmth, comfort, kindness and humor. Affection brings joy and healing.
4. **Acceptance**- is the principle of being with mystery – how you stand at the edge of your understanding or at the beginning of a new experience, and regard what is beyond with equanimity. It is the quality of your presence in the face of the unknown, in the silence. Like the sun in the north at midnight, acceptance welcomes the mysteries of life and is at peace with whom we are and where we are, right now. It is the spirit of Shalom.
 - ✓ The principle of acceptance is: being at peace with the way things are allows them to change.

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Self-Check -3

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Multiple Choose

1. Which one of the following Principles of compassionate care is how health care providers affect or touch people?
 - A. Acceptance
 - B. Acknowledgement
 - C. Affection
 - D. Attention
2. The principle of acceptance is being at peace with the way things are allows them to change?
 - A. True
 - B. False

Short answer

3. Write Principles of compassionate care?



Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

- 1. _____
- 2. _____
- 3. _____

Score = _____
Rating: _____

Name: _____

Date: _____

References

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- 5. Beth A. Lown, Julie Rosen and John Marttila. An Agenda For Improving Compassionate Care: A Survey Shows About Half Of Patients Say Such Care Is Missing. Health Affairs 30, no.9 (2011):1772-1778.



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