

# 21-22 September 2019 • Rome, Italy

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#### Disclosures

All views are our own



### Step 1: Define

- Please split into 3 groups
- A word will be given to you
- Work as a group to come up with a definition
- You have 5 minutes!!!!
- Present your work to the whole group

## Step 2: Analyse

- Please work within your group while you read through the case study
- Complete the paper in front of you as you go along
- Select one representative per table
- You have 15 minutes

# Step 3: Family meeting

- What is the role of the nurse?
- Who is acting as the patients' advocate?
- Patient outcomes in person-centred care



#### THANK YOU

- Christina Antoniadi, Chelsea and Westminster Hospital NHS Foundation Trust Christina.Antoniadi@nhs.net
- Damian Kelly, Patients Advocacy Alliance damian@patientadvocacyalliance.com

Photo credits: Viktor Talashuk and Analia Baggiano

#### References

- **Sympathy**: implies a desire, almost an urge, to help or aid an individual in order to relieve his distress. Travelbee, 1964
- Empathy: is to perceive the internal frame of reference of another with accuracy and with the emotional components and meanings which pertain thereto as if one were the person, but without ever losing the "as if" condition. Carl Rogers, 1957
- Compassion: A deep awareness of the suffering of another coupled with a wish to relieve it. Chochinov, 2007