



# What is kind, enabling and person-centred care, and who is it important for?

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# The lead-up

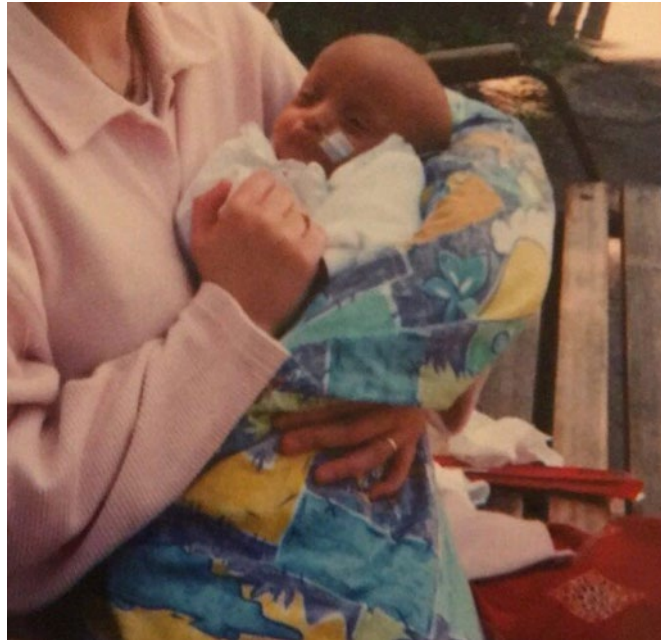
What kind, enabling and person-centred care was for me, why it mattered and how this relates to my research stream

Reflecting upon the humanity of clinicians, the difference it makes, and what could be done to enhance this approach to care



Kristiansen. The difference that kind and compassionate care makes, the BMJ, vol. 362, p. 400-401, September 2018

## It was about doctors who...



In retrospect, these acts of kind and compassionate care shaped my experience of illness and bereavement, thereby making it more bearable

Importance also for the clinicians so closely engaged in our trajectory

# What is it about?

Unhurried, compassionate and engaging care reflecting personal values, choices, biography and context

Negotiating treatments, perspectives and futures

Empathy

Sharing

Listening

Being there

Hope

Meaning

Social roles

Values

Validation

*The pain doesn't lessen. Then I can't bend. I can't hold onto anything and pick something up. So many times I've stood and looked at something but don't know how to pick it up [...] There is a stool for me to sit on and have a bath, but same problem again, how do I clean my feet...it takes a lot of effort for me to do this. [...] I know I cried but I don't want to lose that perseverance [...] I usually have a lot of strength and don't admit defeat, but sometimes, you get difficulties that make it hard.*

# Who is it important for?

Citizens and patients

Relatives

Healthcare professionals

Healthcare organizations



*I have experienced a couple of times that if I felt bad late at night – and it usually happened at night, I just couldn't cope with it all – then I just called the nurses and then they said “just come in and have a chat” and if I needed it, then I could get a bed and spend the night there [...]. I have not been admitted during treatment so it was very nice to know that if I felt really bad then they were there for me. You know, they wouldn't just say ‘Unfortunately, we can't help you, we don't have time for you today’.*



# Who is it even more important for?

Seeking kind care in complex, centralised, accelerated, specialised systems



*She was one of those who are very open. She hid nothing, so she was a very easy patient. It is easier to help someone whose needs are clear.*

*Those [vulnerable patients] I have taken care of, I think they have been good in expressing that they were sad, but they struggle to explain what they are sad about (...)*

*We save time on them [the vulnerable patients]. They don't usually ask a lot of questions.*

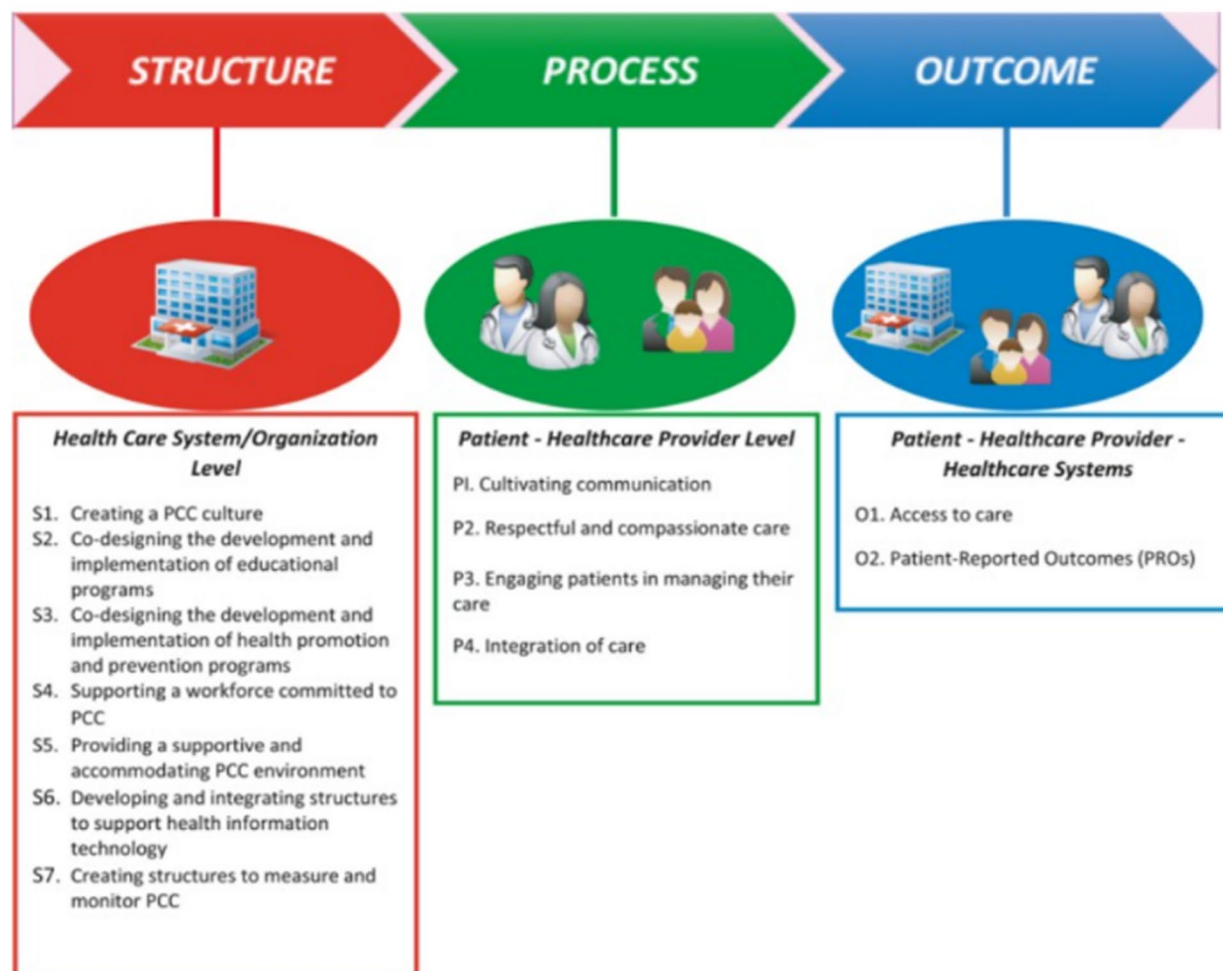


## How to ensure it?

Structural, relational, personal and professional factors



*Earlier when there were a lot of questions and nervousness, then it was frustrating with all those changes. And when these treatment possibilities are exhausted then it will be important to have established a good relationship with someone who knows you well.[...]. When you have reached the limit for treatment, then it is important that you know each other well.*



Santana et al. How to practice person-centred care: a conceptual framework. *Health Expectations*, 21(2): 429-440, 2018.





# What's next?

Insights, challenges and unknowns

Enhancing person-centred, diversity-sensitive healthcare in particular in context of aging populations

Societal commitment, dialogue and partnerships within framework of interdisciplinary research and outreach activities

Looking very much forward to continuing the dialogue

