

## 5 Dimensions of Self-caring that Heal Healthcare: *The foundation of an experience management strategy*

### Executive Summary

While “patient experience” ranks at the top of priority lists for many healthcare executives, what patient experience actually means is frequently murky. When the vision is murky, it is difficult to determine an effective process for change, much less know when you have achieved the goal of improved patient experience. In addition, the conversation about patient experience or patient centered-care frequently does not address the other side of the very same experience – that of the healthcare staff and practitioners.

We, at Experience In Motion, embarked on qualitative research interviews in a range of healthcare environments seeking clarity and a deeper understanding of the healing experience *for the staff, practitioners and organization*. Focusing on this perspective creates a path to curate a different conversation and lens for the “patient experience” – improving the healing experience for everyone by identifying what is fundamentally beneficial for all.

### Key finding

When the keystone of the healthcare experience is the staff’s care for self both healing and business measures improve. A paradigm shift is required.

from **focusing on caring for others first** → **caring for self first** to

### Definition of Self-caring

As the research study Respondents discussed what “caring for self” meant, they commented on the familiar list of activities considered “self-care” like eating well, exercising or mindfulness practices. They also consistently expanded this typical internally-focused worldview by identifying key factors of caring for self which include the natural and continual interaction of individuals with their environment. Expanding “care of self” beyond self, to include interactions with others and the environment, reflects an expanded, systems-oriented worldview.

The contrast between what is currently accepted as “self care” and the broader research findings of the nature of an external, holistic, and systems-oriented world-view of “taking care of self,” necessitates a new word and a new definition.

### Self-caring is:

Participating in the dynamic of shared responsibility and accountability between individuals and organizations encompassing decisions, actions and attitudes that nurture the mind, body and spirit; resulting in organizations that actualize healing and well-being on all levels thus sustaining resilient people and resilient organizations.

*“You simply can't have a healing experience and a healthy experience with others unless you take care of yourself.”*

Cindy Bultena, RN  
VP of Patient  
Experience at  
Woodwinds Hospital

### **Self-caring is a verb**

Shift from noun to verb – it has an immediate impact. Speakers of verb-oriented languages are pointed by their grammar toward relationship, process and flux. Verb-orientation reflects how Respondents described caring for self and the 5 Dimensions.

### **Self-caring is a shared experience**

Self-caring encompasses the relationship of individuals with each other, with organizations, and with the underlying values of organizations. Each person has a role, and each person's attitudes and behaviors impact the whole. Everyone's "job" is to create a healing experience for all.

### **Self-caring is a strategy**

Respondents listed numerous benefits, for both organizational measures and personal well-being, which result when caring for self is a priority. This echoes the work of Jay Bragdon, author of *Capitalism as Human System*, who tracks the successes of companies that value the employees, operate with integrity, and follow the principles of nature.

## **5 Dimensions of Self-caring**

Focusing on self care is not new. We can't give what we don't have.

What is new is the systems-orientation of self-caring plus how the *5 Dimensions*, listed below, provide the fundamental structure for an improved experience and organizational strategy – resulting in improved business measures and improved well-being, healing, for all.

### **The 5 Dimensions:**

1. Personal practices at home
2. Personal practices at work
3. Interactions with others
4. Clinical and business processes
5. Business model

What, until now, has been left to individuals to struggle with and manage on a personal level, now becomes of the act of weaving self-caring into the "DNA" of an organization. Making self-caring the core cultural and strategic thread of organizational operations and business models is in sharp contrast to the way most organizations currently operate.

## **Be equipped, empowered and energized!**

### **With the full research report you will:**

- Understand the nature of each of the 5 Dimensions of self-caring.
- Learn 9 core aspects of self-caring that serve as the foundation for a strategy.
- Gain insight into measureable qualitative and quantitative improvements for practitioners, staff, the organization and patients that result from self-caring.
- Be inspired with thought provoking quotes – including comments from RNs and MDs representing private practice, large organizations and educational institutions.
- Receive a detailed assessment to guide you in designing a self-caring strategy.

Available at [www.experienceinmotion.net](http://www.experienceinmotion.net)