



The Importance of Your Participation in Health Care A Call to Action for Patients

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0:03

The aim of this communication is helping others or putting ourselves to the serving others in order to create comprehensive centres thinking in oncology.

0:15

Of course, all of you, the professionals that you are already taking care about people with this disease, either if it's the patient itself, the family of this patient, or the environment that is surrounding a given patient.

0:29

You all have the technical and scientific knowledge.

0:32

You already have the experience of working in multidisciplinary teams.

0:36

And what we are doing today is trying to help you to go again one step further in the history of improving care, compressive care about the people who has this kind of diseases.

0:47

We all are working together in order to get closer to the patients to build up a better two ways communications, where additionally to the specific information we, the professionals we have to provide to others open our minds and our hearts to understand the other concerns that they can have.

1:07

Inviting them to participate in our conversations is not a one way conversation.

1:15

Where we provide information, knowledge and advice is where we are open to ask the others.

1:20

What are your concerns?

1:22

What are you worried about?



1:24

How could I help you dealing with and leading the process you are in.

1:30

This is not because you are not already doing a great job.

1:33

It's because we all are thinking that questioning ourselves about how we could improve the value we add in our professional relationships is a way to improve on continuous basis along our care of other people.

1:49

Who needs our brains and our souls when we are dealing with them?

1:55

What are we saying that we could improve the participation of professionals in this process?

2:01

When we are talking about a collective of people, we can also always distribute them among different groups.

2:08

Some of you, probably you are already leading what we are talking about in this session about getting closer to the patients and inviting them to participate.

2:18

Others could be even upset saying So what?

2:22

Why are you asking us to improve or change our behavior?

2:26

We are already doing a good job, we are good professionals, we are taking care about our people.

2:30

What else are you asking us to do?

2:34

No, we are not asking a thing, anything.

2:36

If we were asking one thing is question yourself about the things you are doing, which things you want to maintain, which things you want to stop doing because they are not adding enough value in



this two ways, communication of participating with the patients and which ones you could be adding to your daily relationship.

2:56

It's not adding work load, it's changing the mentality.

3:00

It's always thinking in addition to the things I do know and I providing you in order that you are able to be living with your reality.

3:09

What else do you need from me?

3:11

Comprehensive care, meaning that it's not only the knowledge I'm comfortable with that I'm offering to you.

3:17

It's always thinking what else you could be needing from me, from us and going into this direction on constant basis.

3:28

It's a continuous learning process because every person you are dealing with, they could have a different approach about how they are dealing with the reality, what they could be needing from us.

3:41

Then motivating professionals and here motivating this moving into action.

3:47

It's not the guys, you are very strong, very good ones.

3:50

No, it's moving into action.

3:52

What else could we be doing as a team in order to improve the level of participation of patients and professionals?

4:00

Maybe you are already a professional, that you are very much involved.

4:02

Maybe you are a person who is leading this process and you are motivating others in order to move into this direction.



4:08

Doesn't matter at the end, it's always that there has to be a personal understanding of the reality, having an insight about why this is relevant, what for, We are going to change the things we are doing in order to have a bigger and better impact and then moving into action as a team.

4:27

I will be unable to add what I don't have, but that's a reason because we are a multidisciplinary team and that's why we can be helping each other to have different understanding of reality.

4:38

There is not such thing called reality, there are only perceptions.

4:44

Improving the participation of the patients will provide us, the professionals, a huge opportunity to better understand the whole picture.

4:53

Maybe what is relevant for me is not so relevant for them.

4:58

Then I need to understand that I have to rethink reality.

5:02

I have to put myself in somebody else's position in order to better understand what they need and how to help them.

5:09

At the end of the day is getting closest to the others, but I'm not talking about empathy, I'm talking about compassion.

5:19

Empathy will be understanding the feelings of the others, why they are afraid, what they need from me.

5:25

Compassion is also again as motivation, moving into action.

5:29

Compassion is acting in order to avoid somebody else suffering.

5:35

In the approach of comprehensive centers in oncology is we all together, even though we have to



recognize ourselves and recognize also and congratulate ourselves for the great job we are doing, is what else can I offer to the team, being the team, as the professionals, the patients and the rest?

5:54

Then our last sentence from Barcelona.

5:58

Thank you so much for the things you are doing, the things you have already been doing in your professional life and in your personal commitment.

6:06

But we are inviting you that we all together we get farther and deeper in this approach of adding value to the others, to other people who needs us.

6:17

Therefore, enjoy the trip.

6:20

Enjoy the trip.

6:20

Every single day has to be a way of providing value to others and having a better life yourselves.

6:27

Thank you very much for your commitment.