EXPLORING COMPASSIONATE HEALTH CARE
THE HUMAN ASPECT TO DRIVE QUALITY OF CARE

WHY A COMPASSION POD?
Compassion recognizes the human aspect that drives quality from both the health care system and the community. The work of this learning pod explores how compassion places people at the centre of care: both those receiving care as well as those delivering care.

WHAT IS THE ROLE OF COMPASSION IN ENHANCING QUALITY AT THE POINT OF CARE?
Compassion and patient care

HEALTH FACILITY

WHAT ARE THE KEY LINKAGES BETWEEN COMPASSION AND HEALTH WORKER DEVELOPMENT AT THE FACILITY-LEVEL?

ORGANIZATION

WHAT IS THE LINK BETWEEN COMPASSIONATE CARE AND THE NATIONAL DIRECTION ON QUALITY OF CARE?

NATIONAL

INFORMATION AND SHORT STORIES (300 WORDS)
CAN BE SHARED ON ANY OF THE FOUR QUESTIONS POSED.

Lessons shared from the global webinar highlight the clear linkage between compassion and each of these four levels — patient; facility; organization; national — in improving quality of care and ultimately health outcomes.

The output of this consultation will be a snapshot document that reflects opinions and experiences of members of the GLL Compassion Pod in the four thematic areas outlined above.
Health system stakeholders interested in advancing systems towards compassionate care.
National leads, national actors and sub-national teams involved in patient care and quality.
Frontline facility staff, hospital directors/administrators.
Patients and community members.
Technical staff involved in quality of care.
Academic institutions and operational researchers.
NGOs, faith-based organizations, civil society, international organizations.

CO-DEVELOPMENT PROCEDURE:

The WHO Global Learning Laboratory (GLL) for Quality UHC welcomes reflections using the structured questionnaire below. The call is being conducted in the environment of the GLL COMPASSION LEARNING POD. This is a safe space to allow discussion around the subject matter. After the call period, the GLL team will review all input and develop a short synthesis as well as a snap-shot infographic which will articulate the links between compassion and quality within the context of UHC, informed by the wisdom of GLL members.

The GLL team will acknowledge all those contributing in the development of this SNAP-SHOT overview document.

TO SUBMIT YOUR RESPONSES ON THE COMPASSION CALL, PLEASE VISIT THE GLL COMPASSION LEARNING POD BY REGISTERING HERE OR SUBMIT DIRECTLY TO GLL4QUHC@WHO.INT

THEMATIC AREA | RESPONSES TO QUESTION POSED IN DIAGRAM
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COMPASSION AND PATIENT CARE
COMPASSION IN HEALTH-FACILITIES
COMPASSION IN HEALTH ORGANIZATIONS
COMPASSION AND NATIONAL QUALITY DIRECTION
OTHER AREAS TO BE CONSIDERED:

To register for the WHO GLL and submit your response, please visit us at WHO GLL COMPASSION LEARNING POD.
For questions or inquiries, email us at GLL4QUHC@WHO.INT.