

# AND WHO IS TAKING CARE OF YOU? PROGRAM

## MODULE 3 COMPASSION: THE HEART AS AN ANCHOR

FINAL REPORT

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Baby Bear Foundation



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## Introduction

*Module 3 – Compassion* – the heart as an anchor was carried out with the team from the Caring for You Program of Fundación Valle del Lili with the purpose of promoting the development of internal resources that better train health professionals to be there for themselves and for patients and their families, in moments of pain and/or suffering, providing compassionate support. This Module also sought to empower participants from their professional role by fostering awareness of the impact they have and can have on the lives of their patients by offering their presence, love and compassion in critical moments, particularly in the accompaniment of perinatal loss and its consequent grief.

This is the third of three modules that make up the “WHO IS TAKING CARE OF YOU?” Program. Health professionals are not immune. As a whole, the Program offers training in mindfulness practices, conscious communication and compassion to strengthen awareness of self-care, develop internal resources, skills and ways of orienting oneself to life to cultivate greater balance, care for relationships, reduce stress levels, prevent burnout, compassion fatigue and promote sustainable lifestyle habits for better living and professional practice. The exercises and practices seek to explore in an experiential way how to take care of oneself, tune into one's own feelings, self-regulate, get to know oneself and develop the ability to be there for and accompany another who suffers, caring for a high level of well-being both on a personal and relational level. Thanks to its 90% experiential methodology, reflections are invited that broaden the mind and open the heart, while strengthening the bonds and sense of community in the team of health professionals. This initiative arose thanks to the inspiration and generosity of Laura Sanint and Mateo Morris to continue helping parents and families in Colombia cope with the grief and emotional pain of losing a child or other loved one, through caring for those who care.

This report seeks to share the value of the process experienced by the participants in the third module, in light of the pillars of Swanson's Theory of Care and the 4 reminders of self-care shared in the presentation: Who is taking care of you? by Resolve Through Sharing. The above with the purpose of contributing to the strengthening of internal resources that allow health professionals to better accompany the processes of grief and loss of their patients and families of patients.

## Development

One month before the start of Module 3, the call was launched to the entire Taking Care of You Program Team thanks to the dissemination of the description of Module 3, made by Karen Molina, head of Pediatric Palliative Care. 44 team members signed up, of which 12 ultimately did not participate in any session of the Module. Therefore, 32 participants remained in total.

The 12 people who could not participate shared various reasons. Six of them explained that, despite the fact that the sessions were on the weekend, they could not participate because they had to work and could not change shifts. One person shared that they forgot that they had signed up. Another person said with great regret that they went on a trip for a month and forgot to excuse themselves.

Finally, it was not possible to speak with the remaining four to find out the reason for their absence.

Before beginning Module 3, participants completed a registration form to establish their commitment to the process and identify their particular motivation for participating in the training.

*Module 3 – Compassion: The Heart as an Anchor*, composed of 3 sessions, was conducted over the course of 2 months, from May 19 to June 23, 2024. Three sessions were held; the first in virtual mode and the next two in a longer format in person mode. Between sessions, they received resources and the necessary material to carry out the daily practices and deepen their understanding. The sessions were held according to the following schedule:

### Module 3. Compassion: the heart as an anchor

Sessions	Modality	Dates	Schedule	Duration
Session 1: The value of your own company	Virtual	Sunday, May 19, 2024	8am-9:30am	1.5 hours
Session 2: Self-compassion and awareness of interdependence	In person Location: NH Hotel (formerly Pacific Royal)	Sunday, May 26, 2024	7:45am-1pm	5 hours
Session 3: Compassion and the value of rituals, memories and carrying loved ones and patients in the heart	In person Location: Club Campestre	Sunday, June 23, 2024	7:45am-1pm	5 hours

At the end of the Module, participants were asked to complete the ‘Survey about your experience in Module 3’.

Considering that the process occurs from the inside out, the scope and achievements of the Module are highly influenced by the vital moment, the internal processes and rhythms and disposition of each participant and the group as a whole towards the training.

## General results from the ‘Survey about your experience in Module 3’

After completing the Module, all participants were invited to complete the ‘Survey on your experience in Module 3’ in order to obtain relevant feedback on the training. Of the 32 people who participated, responses were received from 30 participants.

The ‘Survey on your experience in Module 3’ is made up of two parts.

The first part collects the impact that the module had on the lives of the participants from their own experiences.

The second part allows a quantitative evaluation of the impact of Module 3 according to different criteria:

- Quality in facilitation
- Logistic aspects

### **Part 1. The experience of the participants**

This section visualizes the impact of Module 3 on the lives of participants in light of the pillars of Swanson's Theory of Care and the 4 self-care reminders shared in the presentation: *Who is taking care of you?* by *Resolve Through Sharing*.

Swanson's theory of care is made up of 5 pillars:

- To Know
- To be with
- To do for
- To Enable/Empower
- To maintain the Belief

### **Pillar 1. To Know**

This module continued to encourage the development of self-awareness particularly in terms of recognizing one's own suffering, difficulty or pain, and recognizing the importance or meaning of loving and compassionate self-accompaniment. Participant feedback recognizes the importance of testing in themselves the value of compassionate self-accompaniment, in order to be able (and willing) to offer this to others.

In the words of the participants:

- *The most valuable thing was “learning to look at myself with eyes of love.”*
- *I take away from the process “the importance of knowing and understanding oneself in order to understand others.”*
- *“It was a very significant experience, with emotional mobilization and healing, the most valuable thing was rediscovering new things about my process.”*
- *I take away “recognizing that something as simple as hugging oneself with the gesture of the hand on the heart can generate self-compassion and well-being in difficult times.”*

- *“Being more aware of my actions and healing myself to give love and listen to those around me.”*
- *“Learning to manage breathing to control emotions.”*
- *The most valuable thing for me was “self-care to transmit love and compassion, empathy, to those who need it.”*
- *I take away from the process “learning to know my weaknesses when I go through a difficult situation and trying to overcome it, knowing the cause.”*
- *I take away “intuition and connection with my inner self.”*
- *“The most valuable thing: knowing that despite our mistakes ‘we are good people’. Getting the time to reflect sincerely on myself. Having the tool that you gave us to ‘put our hand on our heart’.”*
- *“By gaining my own experience from the workshops held where we delved into self-understanding, it was possible to reach a reflection, which is vital to understand, to reach the roots that remain in the being and are often left aside. Thus, by allowing oneself to reach that self-awareness, one is given the opportunity to know and understand that others can also have those torments, I refer to the word “putting oneself into someone else’s shoes.”*
- *“I have much to be thankful for, first because without a doubt thinking about supporting the processes of my patients and their families, I must learn to analyze myself and recognize in myself what I feel and how I perceive myself.”*
- *The most valuable part of the process was “knowing that to help others I must first help myself.”*

The sessions also invited participants to recognize the value of listening, instead of assuming or judging the other person’s process, thus taking responsibility for their own assumptions. One participant said that the most valuable part of the process was learning “not to judge, just listen, because everyone has different stories and they are in different processes than me.” Likewise, several participants highlighted the importance of recognizing that each person lives their own process. Another participant also highlighted the value of “listening without judging with respect and warmth.” For their part, they also highlighted the value of recognizing their experiences in a generous way with the practice of the Most Generous Interpretation of behavior. One participant said that the most valuable thing was “recognizing the other and myself in a generous and loving way.” And another said: “recognizing that I am a good person who is going through a difficult time and the same for the people around me. So as not to feel alone (and) not to allow the other person to feel bad because of the indifference of the world around us.”

## **Pillar 2. To be with**

Module 3 also worked on the pillar ‘To be with’ by supporting the development of the skill of being available to yourself and others through the practice of sitting on the bench of one’s own feeling and sitting on the other’s bench. The following comments reflect the development of this skill:

- *“I really appreciated the practice of learning to sit on someone else’s bench.”*

*- I learned how wonderful it is to put myself in the other person's circumstances, to analyze their difficulty, so I can be very helpful, listening and in silence, being able to be the support that the person needs, when they invite me to sit in their chair."*

*- "This module allowed me to sit on the other's bench, feel their pain more and understand that SILENCE is the best act of LOVE."*

*- "Sitting on the other's bench, understanding that emotional waves are valid, listening without judging with respect and warmth, as well as being more compassionate with myself, being less rigid and letting those emotional waves out."*

On the other hand, the ability to recognize emotions and share one's feelings with others was worked on. In this regard, the participants commented:

*- The most valuable thing was "recognizing my feelings"*

*- I take away from the process "the strategies of self-recognition of emotions and self-regulation".*

*- "By understanding and making our emotions visible and allowing them, we understand others better."*

*- "A wonderful way to allow ourselves to learn to recognize our emotions, in order to recognize those of others."*

*- "The fact of being able to allow ourselves to experience some of our own negative emotions opens the doors to communication with others, since generally, when one does not manage one's own pain, it becomes difficult to be able to relate to others and dare to feel their pain as one's own or at least be able to offer a word of compassion in the face of the situation one may be facing."*

### **Pillar 3. To do for**

The module allowed participants to practice what is like to allow others to be present in their lives, to do things for them, to anticipate their needs, as the sessions offered spaces where they could share their own experiences from the vulnerability and receive compassionate listening and support. In this way, this module continued to strengthen participants' awareness that beyond their role as health professionals, they are also human beings deserving of care and particularly loving and compassionate support.

Likewise, from their own experience they recognized the value of accompanying their patients and loved ones with a willingness to listen, be moved, understand, empathize and validate.

### **Pillar 4. To Enable/Empower**

Module 3 worked directly on the 'To Enable/Empower' pillar. Through the different explorations, participants were able to experience compassion both for themselves and for others, they understood the value of compassionate accompaniment in the healing process, and therefore expressed the desire to offer this to others, recognizing that they have a heart capable of welcoming others in their pain. The following comments reflect the empowerment of participants in this respect:

- *“The achievement of connecting from the heart allows a compassionate movement with the other, beyond words.”*
- *“I consider that it has been a significant process of introspection that allowed me to navigate through my emotions, feelings and meanings, a work of generating my own experience in order to understand or be with the other.”*
- *“I understand and recognize the value of managing emotions, empathy and compassion with myself, as well as with others, the value of the word and the willingness to listen to the other with all the senses.”*
- *“Pain and emotions are part of the process, and we can respect and accompany.”*
- *“Although I have intuitively known how to handle some difficult moments in the clinic, now I have the necessary tools and I feel that I must practice them frequently.”*

Specifically in the context of dealing with grieving patients and family members, participants expressed that they feel more prepared to accompany moments of loss and grief. They highlighted the importance of accompanying with respect, allowing emotional waves, taking time without rushing to intervene, being present, listening to understand, without giving one's own opinion, allowing silence, transmitting understanding. Participants shared.

- *“I feel more prepared for each opportunity.”*
- *“Super useful, to know how to behave, without rushing to do any kind of intervention.”*
- *“Wonderful experiential practices, with compassionate tools and language, allowing emotion to emerge. Every step is useful and can be applied with patients and caregivers, being useful in the processes of well-being and comprehensive support.”*
- *“The practices have contributed a lot to me, since we can intervene in a more respectful, cautious and careful way.”*
- *“Listen attentively, without giving any opinion. This reflects the value, respect and empathy that we have for the other.”*
- *“With the guidelines that you gave us and the testimonies of the colleagues, we acquired tools to make more specific interventions. In volunteering we emphasize listening! But now you left us with a clearer and necessary concept of listening. “We listen to understand, not to respond.” All the practices were useful for our daily lives. Listen with empathy in the look, gestures, face! What a beautiful learning experience.”*
- *“The importance of meeting the other at the level they are at and allowing active silence.”*
- *“I understand that we all go through processes, and along the way each person has a way of dealing with them. Within that individuality, it is valuable to understand that respecting the processes and increasing empathy helps us understand the grief of patients and family members, and also improves the interventions we make.”*
- *“Everything is applicable, because compassion is essential in grief, it is being there, as a recipient of suffering and with a smile transmitted in an embrace full of mercy.”*
- *It is very useful to “listen to understand and not to Respond.”*



- *“I really learned that it is not wrong to connect with others, I feel it is necessary to help validate and move forward in difficult situations in life.”*
- *“The tools given in the module are very important because it makes it easier to apply more appropriate strategies in times of grief.”*
- *“Sitting on the bench next to the other person, putting myself at their level, accompanying them, providing active listening, which is even more important than trying to intervene or solve the problem.”*
- *“It was very useful, especially the strategies of self-recognition of emotions and self-regulation when there is reactivity or stress.”*
- *“It will help me a lot to calm down and approach the family member who has suffered a loss. They are not alone, let us remember that we are a whole helping each other.”*
- *“As a professional who is always in contact with the treatment of others and who addresses mental health and well-being, I consider that the practices carried out have been of great value, because from them I have been able to learn techniques and ways of addressing sensitive issues, all from being able to understand the other in a human and comprehensive way, from complete listening, not judging and within the framework of being able to generate a safe space, of trust and interest in feeling. In short, it has been a very pleasant and rich experience.”*
- *“Totally applicable, not only the solidarity and compassion that arises when seeing the pain of another makes you sit and rest in their chair, everything has its time and each time has its hour, and you will only know what is the right time to hug, listen and love, when it comes from the Spirit, therefore, be the Heart, be a balm in crucial moments, it is the power of the love of God, being shared.”.*

All participants agree that the compassion practices explored in the module are applicable and very useful.

- *Useful and applicable “to better care for children and parents of children in ICU.”*
- *“They have been very useful to be able to generate more empathy and understanding.”*
- *“All the experiences and meditations shared during the workshop are useful to me”*
- *“The practices have been of great help in my daily life, I started to practice listening but sitting in a different way.”*

Along these lines, some comments highlight the awareness of the impact that compassionately accompanying patients and their families can have, as well as the value of rituals and memories, particularly when grieving a perinatal loss:

- *“It has been extremely useful because it has allowed me to learn... about the impact of empathy and compassion towards the patient and their family within the therapeutic process.”*
- *“100% applicable and it allowed me to understand that just being present is useful for those family members and patients.”*
- *The most valuable part of the process was understanding “that we all deserve to be remembered, with love and empathy for others. A second can change the lives of all people, or even ourselves.”*

- *“Compassion goes much further than simple company, hugging and knowing that we are not alone, treasuring and remembering our loved ones forever, carrying them in our hearts.”*
- *It was important to recognize “the value of rituals in mourning.”*
- *“I feel that the whole process of put myself on the other's bench, recognizing that they are going through a period of mourning, supporting them, being compassionate, without involving 100% of my feelings in the situation and giving an important value to the memory box, is very useful, because right now I am rotating in the neonatal unit and this week two newborns have died.”*

### **Pillar 5. To Maintain the belief**

The exploration of accompanying with compassion also worked on the pillar ‘To Maintain the belief’ by strengthening the belief in themselves, understanding that they have the capacity to accompany in a humane and compassionate way in the most painful moments, and thus leave a mark of love in the grieving process of patients and their families.

### **The 4 reminders of self-care**

Module 3 – Compassion: The Heart as an Anchor contributed to strengthening the 4 self-care reminders shared in the *Who is Caring for You?* presentation by *Resolve Through Sharing*.

#### *Reminder 1 - You are not alone.*

- The sessions offered spaces where participants could share their experiences, be vulnerable, listen to each other, and thus naturally increase their awareness that they are not alone in their human experience. One participant says, *“I search inside myself and bring up stagnant and unresolved memories and know that I am not the only one who has dust to shake off.”* Another participant says, *“Allowing the other person, who is my interlocutor, to put themselves in my place, to listen to my conflicts, pain and suffering, and in turn, to know the other person’s pain, makes reciprocal compassion emerge in each one, like an effective medicine to compose our entire essence.”* Thus, they recognized themselves in shared humanity. For its part, the practice of awareness of interdependence allowed participants to recognize that as one participant says *“we are a whole helping each other” therefore one is not alone, from the perspective that we are part of a whole. Another participant highlights, “understanding how we depend on the activities and interventions of people we don’t even see, generates an immense feeling of gratitude.”*

#### *Reminder 2 – Be compassionate with yourself.*

Sessions 1 and 2 focused on strengthening self-compassion, so that they could understand the value of compassion in the healing process, enable the possibility of continuing to cultivate self-compassion with themselves, and feel inspired and able to accompany others in a compassionate way. The following comments highlight the value of self-compassion in the experience of the participants:

- *The most valuable thing was “learning to look at myself with eyes of love.”*
- *The most valuable thing was “providing myself with a space to allow myself to approach compassion.”*

- I took away from the process *“being able to become more conscious of the compassion I can have for myself.”*
- This module *“has strengthened me in understanding and applying compassion towards myself.”*
- I acknowledge the value of compassion *“first in my own pain, in recognizing, accepting and moving through it to accompany the other.”*
- *“It was a wonderful process where I learned to understand the pain of others, by working on my own pain.”*
- *“I realized that many times remembering is not bad, that we must allow ourselves to cry, feel, express, without any fear. This allows us to let go little by little.”*
- This process *“has helped me so much to learn not to run away from my own feelings and grief, on the contrary, to recognize, accept and respect them, as well as to be compassionate with the feelings and situations of others.”*
- *“I discovered that feeling compassion towards myself was healthy. My conception of compassion towards myself meant pity and I did not feel good, because I thought that I was not grateful for all the good things I had!”*
- *“I had learned the concept that feeling sorry for myself was not good because it was perhaps victimizing yourself or making yourself weak, but this module taught me that it is necessary to be patient with myself and above all, I experienced how liberating it is! Thank you very much!!”*
- *“It was very nice how the audios provided focus in my life, providing sweetness and compassion towards myself and others.”*
- *“By being able to make compassion more conscious, I am able to practice it with more certainty.”*
- *“It allowed me to find ways, first of all, to embrace my discomfort, accept it and have self-management techniques (for example, breathing), and when I am calmer, I can be more empathetic and compassionate with others and embrace them from my being.”*
- *“I analyze my pain and my feelings, I use self-compassion in myself, I learn how to control the feeling, and I can apply it to others. With the simple act of breathing consciously, bringing my hand to my heart and feeling that breathing gives me peace, I can apply it to others.”*
- The Module *“gave me tools to validate my emotions: feelings of anguish, sadness, anger, to be able to express them with myself and to let go of everything that hurts... It also allowed me to use those tools to be able to listen to others and to be able to get closer to them, in order to understand and help without judging.”*
- It was valuable in the process to understand *“that it is valid to recognize my feelings and behaviors, and that compassion towards others begins with compassion towards myself, recognizing that I can make mistakes and learn from them! It is important and necessary to have patience to be able to connect properly with others.”*
- *“Now I feel the need to take time for myself, and I have also seen how important it is to stay calm and work on myself to benefit my work performance.”*

### *Reminder 3 - Seek social support and human connectivity*

Similarly, these spaces of sharing from vulnerability and one's own experience, listening to each other, respecting their processes, strengthened the awareness of the value of seeking social support and connection with colleagues and the community. One person says that the most

valuable thing for her in the process was: *"Getting closer in a loving way to people that I had already seen in the clinic but that I now see differently."* For another person, the most valuable thing about the process was realizing *"that it is important to think about ourselves."*

#### *Reminder 4 - Welcome the positive in your work*

Participants affirmed the powerful impact they can leave on their patients and families by providing loving and compassionate support. One participant identified what is valuable to another who is suffering or in pain: *"Sitting on the bench next to the other, putting myself at their level, accompanying them, actively listening, which is even more important than trying to intervene or solve the problem."*

## **Part 2. Quantitative evaluation of Module 2**

### **1. Attendance and participation in sessions**

The participant group had a good commitment to the training. Of the 32 people who participated in the module, 17 people showed full commitment by participating in all sessions of the module, 6 people participated in 2 sessions out of 3 sessions, and 9 people showed low commitment by participating in only 1 session out of 3 sessions.

Some comments explaining the absences:

Two people reported that they decided not to participate in one of the sessions because, due to lack of time, they decided to prioritize that time with their family. Other people explained their absence as follows:

- *"I was only able to participate in the virtual session. For the other two sessions I had a situation that did not allow me to be in the city. I am also very sorry, I know your workshops and I know that I missed a great learning experience."*
- *"In the first session that was virtual, I did not receive the access link and the last one overlapped with work activity."*
- *"I was sorry that I could not attend the face-to-face session, in one because my father got sick, and the other, since I was on duty at the clinic."*

Of the 32 people who participated in Module 3, 30 responded to the survey. The following graph shows the percentage of participation in each of the sessions:

Of the 3 sessions of the module, how many sessions did you participate in?

30 respuestas



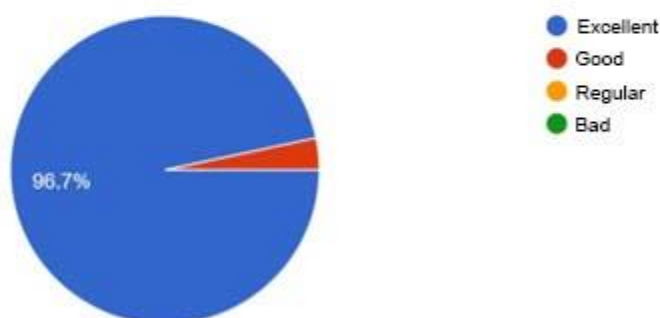
It can be concluded that the commitment to the process was good, but it can definitely be improved so that more people can benefit.

## 2. Evaluation of Module 3.

Overall, the training was evaluated as excellent by 96.7% of the participants (29 people) and good by the remaining 3.3% (1 person).

Overall, how would you rate Module 3 - COMPASSION - THE HEART AS AN ANCHOR?

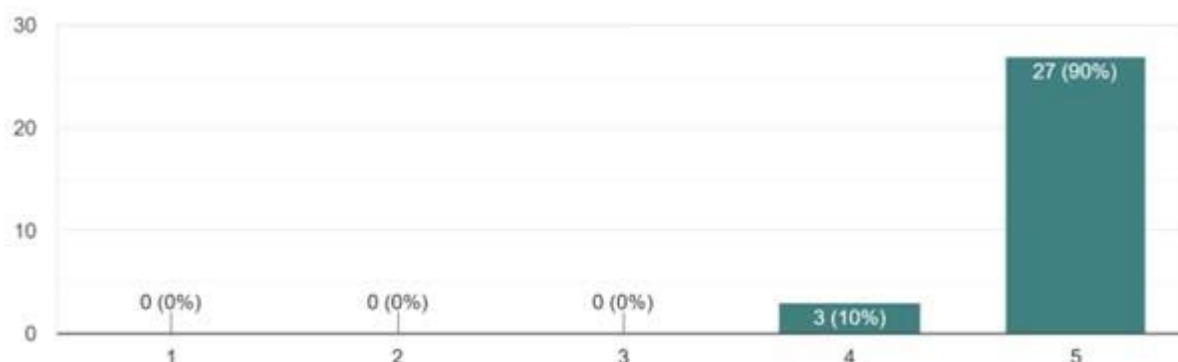
30 responses



Some specific aspects of Module 3 were also evaluated. The inner growth promoted by the training was mostly rated as excellent, as shown below (5 being excellent and 1 being poor).

The quality of the inner growth process that module 3 promoted was:

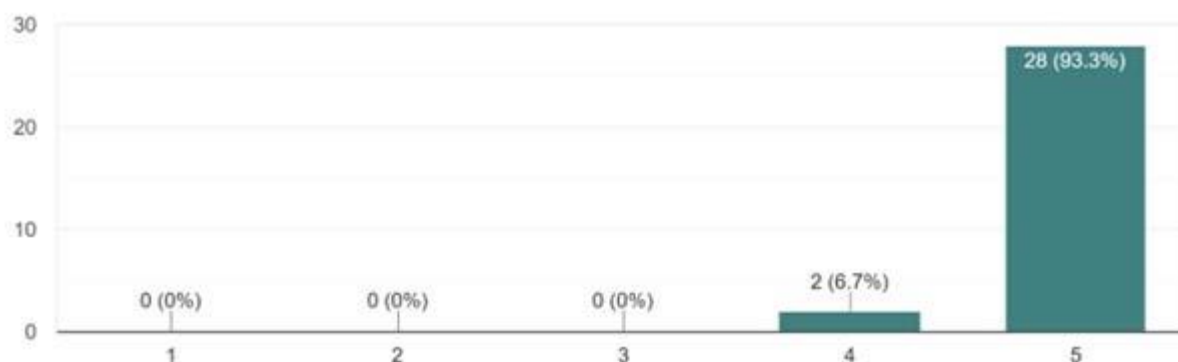
30 responses



Most participants felt that the training allowed them to practice skills to learn how to approach pain and suffering, so they could accompany themselves and others.

Did the training allow you to practice skills to learn how to approach pain and suffering, and to accompany both yourself and others?

30 responses



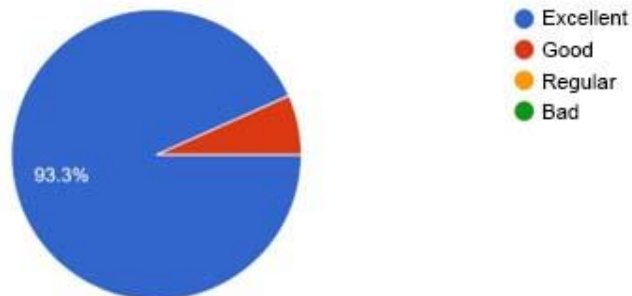
- The comments shared in the section of Reminder 2 – Be compassionate with yourself, reflect the above. The following comment sums it up very well: *I acknowledge the value of compassion “first in my own pain, in recognizing, accepting and moving through it to accompany the other.”*

### 3. Facilitation evaluation

96.7% of participants (29 out of 30) rated Ximena's facilitation as excellent overall. On average, 96.7% rated the facilitator's work as excellent in terms of creating an environment conducive to learning and promoting awareness and compassion, competence in the subject matter, and organization and clarity.

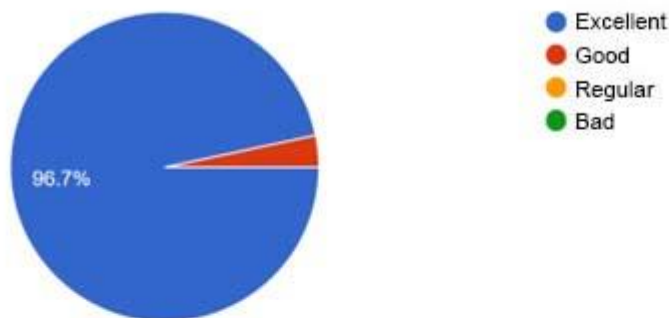
How would you rate Ximena's facilitation in terms of creating an environment conducive to learning and promoting awareness and compassion?

30 responses



How would you rate Ximena's facilitation in terms of competence on the topic?

30 responses



How would you rate Ximena's facilitation in terms of organization and clarity?

30 responses



Some comments on this:

- *“Everything was very well organized, always thinking of the participant.”*
- *“Everything was super organized and planned.”*
- *“Your presentation was excellent and you are an incredible person, and I love the way you transmit knowledge and stay in touch via WhatsApp.”*
- *Congratulations to Dr. Ximena for being an excellent professional, everything was carried out at the highest level and I felt welcomed by everyone.*

#### **4. Considerations on logistical aspects**

Regarding the logistical aspects, people particularly valued the choice of locations (*“Very good locations”*), the fact that the sessions were held in person, and the usefulness of the materials and resources shared after the sessions. Fourteen people expressed their satisfaction with Module 3 as it was, saying that they had no suggestions for improvement. Some took the opportunity to express their satisfaction with the following words:

- *“I really felt very satisfied with the 3 sessions. The material they sent us was veryyy useful.”*
- *“I really only have words of congratulations.”*
- *“The entire program, in its three modules, is very well coordinated, to give the excellent result, of its content and of Ximena, guiding it in a special way.”*
- *“Everything was excellent, I hope to continue nourishing myself with other modules.”*
- *“In general, the methodology and the process carried out were very adequate.”*
- *“According to my rating, everything was excellent, I feel very grateful for the Module, I think we all felt very good.”*

Participants also offered suggestions to improve/strengthen the experience of the module. Among their suggestions, we can highlight the desire for more time for participation, change of place or activity so as not to spend so much time sitting and to do all the sessions in person. One person proposes giving space to introduce themselves to promote greater integration in the group and another person proposes working with moments of joy as well. Finally, although one person mentions that *“perhaps due to time it is sometimes difficult on weekends in the morning”* and other people did not participate because they prioritize their family, it seems that the chosen schedule is the one that best fits to avoid, as far as possible, work conflicts.

Below are the comments:

- *“I see that sometimes people want to talk and participate, perhaps thinking of a way to allow for more spacious spaces, understanding that there is a program and theme designed.”*
- *“More time for intervention in the sessions.”*
- *“Less time sitting - perhaps a mindful walk.”*
- *“I think that everything has been very well planned and executed. However, strategies could be sought where greater relaxation is allowed, being on the floor, standing, varying spaces or areas, could be a good idea to have greater connection.”*

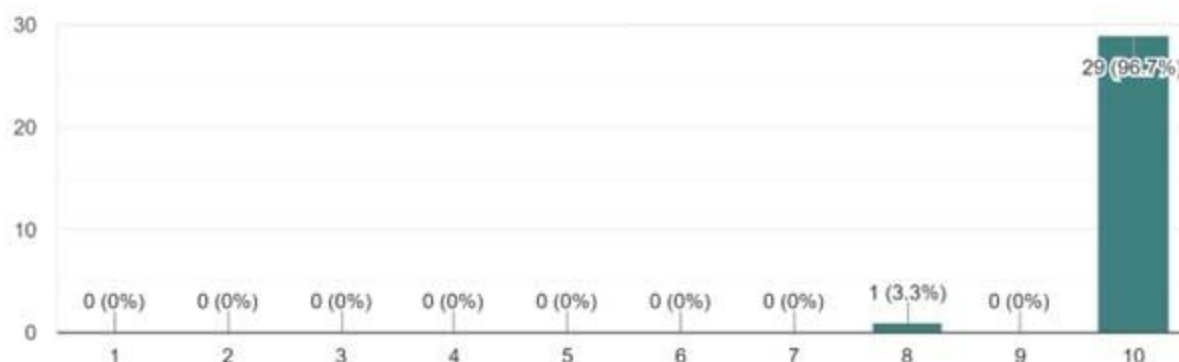


- *Bring a microphone to the sessions. Although it is true that the environments were warm and comfortable, the testimonies of the participants are somewhat lost because they speak in a low voice. For me, the microphone is vital.*
- *“Time.”*
- *“That the spaces for sharing with the people we are paired with be longer than 5 minutes.”*
- *“I would propose doing it in smaller groups to have more time for the participants to intervene.”*
- *“Excellent. Perhaps in some sessions exercises can be included that also encourage moments of joy. Although the objective is to work on personal grief and compassion, you can also work from what motivates us and makes us happy.”*
- *“The sessions are always in person.”*
- *“All in person.”*
- *“Maybe due to time it is sometimes difficult on weekends in the morning.”*
- *“In general, everything is very good, I only suggest that a short presentation of the participants is made, names, profession or trade and where or in what area they carry out their work. I think this integrates the participants more.”*
- *“It should be repeated periodically.”*

Finally, most participants would recommend the training to a friend or colleague, which shows how enriching and beneficial the program was for the group.

On a scale of 1 - 10, how likely are you to recommend Module 3 to colleagues?

30 responses



In their comments about the training, they expressed deep appreciation and gratitude for the space, as well as the desire that others have the opportunity to benefit from this type of process. Below are the words of the participants:

- *Gratitude. An entertainment that I consider a hug for my life and action in my work field”*

- *Excellent session, very enriching.*
- *"I loved it."*
- *"Thank you very much."*
- *"I have no comments, the learning was complete, since I was able to feel, explore and heal the heart a little, with this great section."*
- *"Each person in the group, in light of their wisdom and experience, contributed a very warm and pleasant environment. I think that we were driven by the same objectives and that we are all sensitive people who care about the being that suffers and feels."*
- *"Thank you for the safe space that they gave us."*
- *"Nothing to add, everything has been treated, taught and practiced with excellent quality."*
- *"Practical, experiential training and very valuable support material!!"*
- *"Excellent approach and wonderful way to allow us to learn to recognize our emotions in order to recognize those of others."*
- *"Necessary space on a personal and professional level, all people in the world should be able to have spaces like these at least once a year! Many blessings!!"*
- *"A countless number of learnings for me and for others."*
- *"Thank you very much for providing such enriching experiences for life and professional development."*
- *"I consider it to have been a very pleasant space, with good pedagogical and interactive strategies. From this, it has allowed me to see other perspectives and even aspects that I would like to address from my training as a professional. On the other hand, the work that was dedicated to making it happen is evident, something very significant and dedicated. I thank the people who allowed me to live this experience."*
- *"Simply Thank you, it is a wonderful and very valuable space, which has contributed a lot to my life and I am sure it will allow me to contribute to the lives of my patients and their caregivers, thank you from the bottom of my heart... I will treasure this training and this opportunity that God, life and the universe gave me."*
- *"I hope that you can value this workshop and that more personnel from the foundation can attend"*
- *"I hope that it can be applied in more clinics in Cali."*
- *"This space is interesting, enriching and healing. It is a space that every human being, especially those in health, should have. People who care for children, people who care for the elderly, and for those who want to start a home, it would be an enriching space to use one of these spaces before saying yes, so that the mutual company is more conscious and lasting."*
- *"It was a beautiful training, the planning and organization were evident, everything was very consistent with the theme. Simple but profound activities that allowed us to connect with the purpose of the training. I believe that it should be available to more health professionals, to promote self-compassion and compassion with patients and their families, which would allow for more comprehensive and loving care."*

Some people expressed the desire to do the entire Who's Taking Care of You? Program, since they only participated in one of the modules.

*“I would love to be able to do the entire Program, so if they reopen it or continue doing this type of workshop, I would like to find out more. Because I didn't know about the other workshops.”*

## **Conclusions**

*Module 3 – Compassion: the heart as an anchor, of the Who's Taking Care of You Program, held between May 19 and June 23, 2024, achieved the purpose of offering the team of the Fundación Valle del Lili's Taking Care of You Program spaces that promoted the development of internal resources that better train health professionals to be there for themselves and for patients and their families, in times of pain and/or suffering, providing loving and compassionate support. This Module also managed to empower participants from their professional role by fostering awareness of the impact they have and can have on the lives of their patients by providing their presence, love, and compassion in critical moments. In general terms, participants agree that the process of Module 3 was very enriching, useful, and applicable in their personal and professional daily lives, and particularly with patients and family members who experience a loss and are grieving. They are deeply grateful to Laura and Mateo for their generosity in offering this space.*

The strengthening of the pillars of Swanson's Theory of Caring shared in the presentation: Who is caring for you? by Resolve Through Sharing was evident. Pillar 1, ‘To Know’, fostered the development of self-awareness as the module allowed participants to learn to recognize their own experience, suffering, difficulty or pain, from a position of understanding and compassion. It also strengthened the ability to take responsibility for one's own assumptions by recognizing that we are good people going through difficult times and understanding that each person lives their own process.

Pillar 2. ‘To Be with’ was worked on by strengthening awareness of the value of being emotionally available to oneself and to others, learning to sit on the bench of one's own or another's feelings. The process allowed them to recognize the value of welcoming and accompanying in the healing process, the value of silence to give space to the experience of others and the importance of allowing emotional waves. Finally, many highlighted how important it is to recognize one's own emotions and feelings, and how this enables the ability to recognize and understand the emotions of others.

Pillar 3. ‘To Do for’. The module allowed participants to practice allowing others to be present in their lives, to do things for them, to anticipate their needs, as the sessions offered spaces where they could share their own experiences from the vulnerability and receive compassionate listening and support. In this way, this module continued to strengthen participants' awareness that beyond their role as health professionals, they are also human beings deserving of care and particularly loving and compassionate support. Not only were they able to recognize the good that this does for them, but also through their experience, they were able to recognize the value of offering this type of loving and compassionate support to their patients, understanding the importance of a willingness to love and listen, to be moved, to understand, to empathize and to validate.

Pillar 4, 'To Enable/Empower', was significantly strengthened. To the extent that participants were able to experience compassion for themselves and others, they understood the value of compassionate accompaniment in the healing process. They also realized that they have the capacity to embrace others in their pain and expressed feeling inspired to do so. Specifically in the context of dealing with grieving patients and family members, participants expressed that they feel more prepared to accompany moments of loss and mourning. Particularly in this context, they highlighted the importance of accompanying with respect, allowing emotional waves, taking time without rushing to intervene, being present, listening seeking to understand, without giving one's own opinion, allowing silence, transmitting understanding. Finally, they took away greater understanding about the value of rituals and memories, especially when suffering a perinatal loss to constructively support the grieving process.

Along these lines, the exploration of accompanying with compassion also worked on pillar 5 'To Maintain the belief' by strengthening the belief in themselves, understanding that they have the capacity to accompany in a humane and compassionate way in the most painful moments, and thus leave a mark of love in the grieving process of patients and their families.

Module 3, for its part, strengthened the experience of the 4 reminders of self-care shared in the Who is taking care of you? presentation by Resolve Through Sharing. Reminder 1 - You are not alone was strengthened to the extent that participants allowed themselves to share from the vulnerability of their own experiences, to listen to each other and thus recognize that they are not alone in their human experience. Also, by cultivating awareness of interdependence, they were literally able to recognize that we are thanks to humanity and we depend on each other.

*Reminder 2 – Be compassionate with yourself* was the most empowering. Module 3 focused on facilitating the discovery of healing that comes from being compassionate with yourself, and thus naturally inspiring the desire to accompany others so that they can benefit from the healing power of compassion.

*Reminder 3 – Seek social support and human connectivity* was strengthened as the different sessions offered spaces where they could share from vulnerability and listen to each other while respecting their processes, allowing the recognition of the value of seeking social support and connection with colleagues and community.

*Reminder 4 - Welcome the positive aspects of your work*, for its part, was strengthened by affirming the powerful mark they can leave on their patients and families by providing compassionate support, particularly in times of perinatal loss and the resulting grief.

On the other hand, in terms of logistics, most people expressed feeling satisfied and grateful with the experience of the module as it was, its methodology, schedule, etc. Some people shared suggestions to further strengthen the experience. Among their suggestions, we can highlight the desire for more time for participation, change of place or activity so as not to spend so much time sitting and to carry out all the sessions in person. One person proposes giving space to introduce themselves to promote greater integration in the group and another person proposes working with moments of joy as well. Finally, although one person mentions that “*perhaps due to time it is sometimes difficult on weekends in the morning*” and other people did not participate because they prioritize their family, it seems that the chosen schedule is the one that best fits to avoid, as far as possible, labor conflicts.

Overall, participant engagement in the training was good, with good attendance and great willingness to participate in the sessions. However, out of 44 people who signed up, 32 ended up participating, so engagement could definitely be improved so that more people can benefit.

The usefulness they found in compassion practices for professional practice and particularly in the context of working with grieving patients and family members was evident.

In line with the above, Module 3 was evaluated as excellent, most participants would recommend the training to a friend or colleague, and a significant number of people expressed the desire for their colleagues to have the opportunity to participate in processes like this, which shows how beneficial and useful this Module was for the group.

Finally, analyzing the experience of the entire **Who is taking care of you? program** composed of 3 modules, it can be highlighted that its value lies in the fact that it is a process that, through strengthening consciousness and compassion, humanizes. Health professionals recognize that their training and professional practice generally leads them to get lost in protocols and procedures, and unfortunately disconnects them from their humanity, both with themselves and with others. This program offers them spaces and practices that allow them to reconnect with their humanity, see the value of recognizing the humanity of others, and thus understand the importance of human relationships in the healing process. Paraphrasing a participating physician: there are times when there is nothing to do medically, but there is everything to do in terms of accompanying that human being with humanity. Thus, this process allows them to return to their humanity and understand that human contact is the gesture that transcends in the healing process.

## Recommendations

- For future Modules, considering the request of the participants, it is recommended to carry out all the sessions in person.
- Offer space in the first session to introduce themselves and thus promote greater integration in the group.
- Try to offer more time for participation during the sessions.
- Include the possibility of changing places or some activity to change posture, so that the participants do not spend so much time sitting.
- Consider the possibility of including working with moments of joy. It can be highlighted that in grief there are also moments of calm and/or joy. For example, when parents recognize gestures of themselves in their son/daughter, even if he/she has died, or perhaps the baby stays alive a few days or weeks longer than expected, or the memories that are created with a little one who is fighting a terminal disease, and/or the calm and gratitude of being able to experience grief from a place of love, feeling accompanied.
- In order to ensure greater commitment and participation from those enrolled, it is recommended to speak with each of the participants who register before starting the Module to clarify dates, session times, questions they may have, and to share the expected commitment in this type of process.
- Although we sought to facilitate access to the module's resources and audios, using the Google Drive platform, this can be improved. It is worth exploring giving access to the course material through the Baby Bear Foundation website, through an app, or Spotify, etc.
- In the future, considering the profound impact of module 3, we can consider carrying out the Program in a single module of 5 sessions that includes elements of module 1 – self-care, elements of module 2 – awareness in communication for the care of relationships, and the entire module 3 focused on compassion. This alternative may be more cost-effective and better adjusted to the little time that health professionals have in the hospital context.
- To analyze in greater depth the impact of the “And Who is Taking Care of You?” Program, it is recommended to hold a focus group with the people who participated in the 3 modules.

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