Interprofessional Global Collaboration for Compassionate Healthcare: Mobilizing Values to Action

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Introduction/ Context
Compassion, attention to core values, and skilful communication are indispensable to the practice of high quality healthcare. Attending to these significantly improves quality, outcomes and experience of care.

Description of Innovation
With over 95 members from 17 countries, the International Research Centre for Communication in Healthcare (IRCCH)1 serves as an expert collaborative health communication research and training hub where multidisciplinary healthcare professionals and communication experts work together, translating cutting edge communication research into best practice and training for safe, compassionate healthcare. IRCCH’s initiative, the International Charter for Human Values in Healthcare3, works to promote attention to core values, including compassion, in every healthcare interaction.

Charter for Compassion International (CCI)2 has 1250 partners in nine sectors. CCI’s healthcare sector represents a worldwide alliance striving to instill compassion in all healthcare relationships and systems. It aims to create a significant and measurable shift in understanding between professionals, patients, insurers, and institutions, to promote compassionate, cost-effective healthcare.

Together IRCCH and CCI are working together to instill compassion and other values, informed by cutting-edge communication research, in healthcare systems worldwide.

Evaluation/ Impact
IRCCH1 and CCI2 have developed a formal collaboration resulting in IRCCH as the new Asia – Pacific Healthcare Hub of Charter for Compassion International. This collaboration was launched at the 3rd International Symposium on Healthcare Communication in Hong Kong in June 2015. Practitioners, educators, leaders, patients, caregivers, and academics came together to share and discuss innovative practices, training and research that effectively promote compassionate care, attention to values, and skilful communication in different healthcare settings globally.

Discussion/ Implications
IRCCH serves as the new Asia – Pacific Healthcare Hub of Charter for Compassion International. This collaboration brings together CCI’s worldwide alliance of healthcare partners working to instill compassion in all healthcare relationships and systems, and IRCCH’s expertise translating communication research into best practice for safe, compassionate healthcare. IRCCH and CCI are developing new clinical care projects, teaching programs and research efforts.

References
1. The International Research Centre for Communication in Healthcare. Hong Kong Polytechnic University and University of Technology Sydney, Australia. 2013. Available at: http://ircch.org