



Compassionate Touch:

A Non-pharmacological approach that prevents stress reactions and builds care partner relationships

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Objectives

- ▶ Describe how skilled touch enables care partners to connect and communicate in new ways with people with dementia
- ▶ Competently perform two skilled touch techniques using the resources and instruction given.
- ▶ Explain, as evidenced by self-report, the clinical impact of skilled touch on behavior, pain and anxiety of people with dementia.
- ▶ Recognize how Compassionate Touch reduces care partner stress and improves the relationship between care partners.

Care Partner

- ▶ Either of a pair of people engaged together in the same activity
- ▶ Do WITH not TO
- ▶ Implies “equal”
- ▶ Elder/PLWD, Family, Friends, medical team, etc.

Types of touch



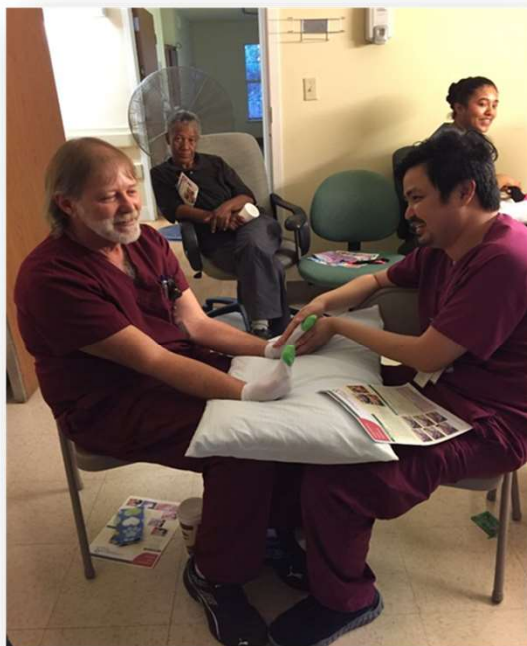
Expressive Touch



Instrumental Touch



Instrumental-Only care to Compassionate-Care with Skilled Touch Techniques



Touch communicates what Words cannot



- ▶ Belonging
- ▶ Familiarity
- ▶ Fondness
- ▶ Safety & Security
- ▶ Closeness
- ▶ Warmth
- ▶ Trust & Respect
- ▶ Encouragement
- ▶ A Partnership
- ▶ Promotes Well-Being



What residents in LTC communities ask for is not high-tech cures, but a **caring touch** that silently assures them you really **care**.

They are less concerned about staff ratios, high credentials, and clinical protocols.

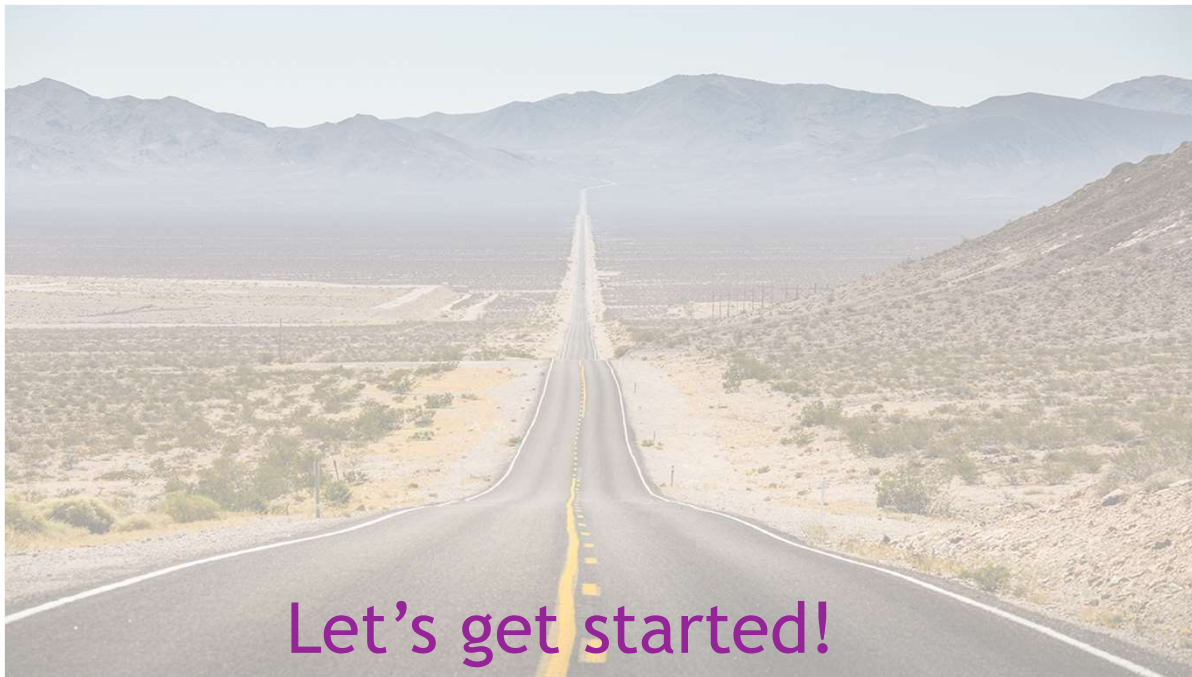
They yearn for caregivers who recognize their worth, affirm their **individuality**, and relate to them in a healing bond of friendship.

Award winning author Mary Tellis-Nayak, RN, MSN, MPH

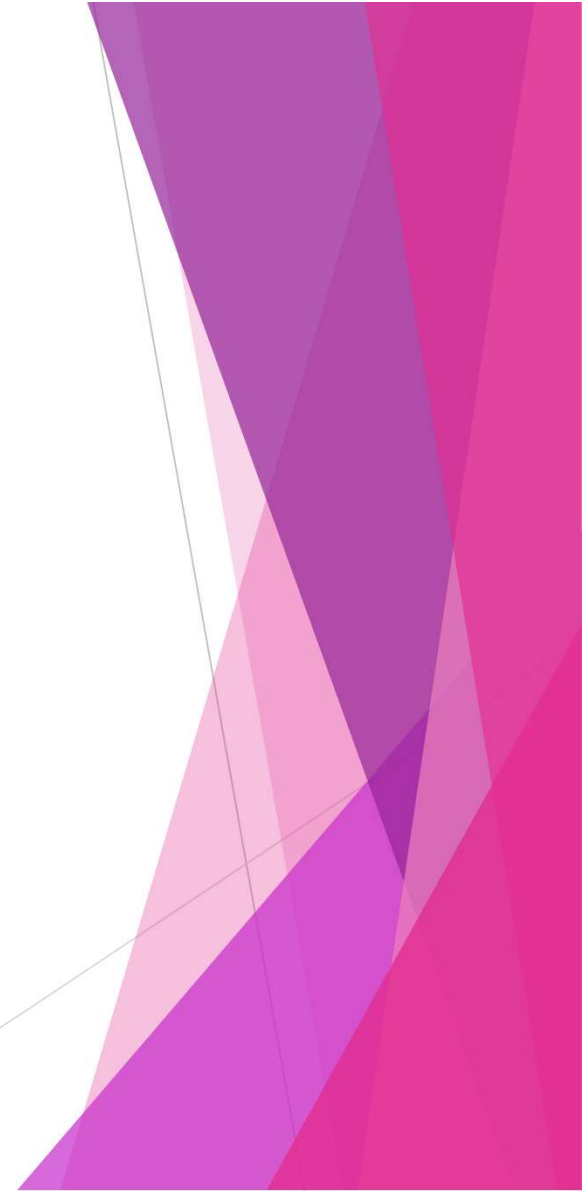
“Return of Compassion to Health Care”



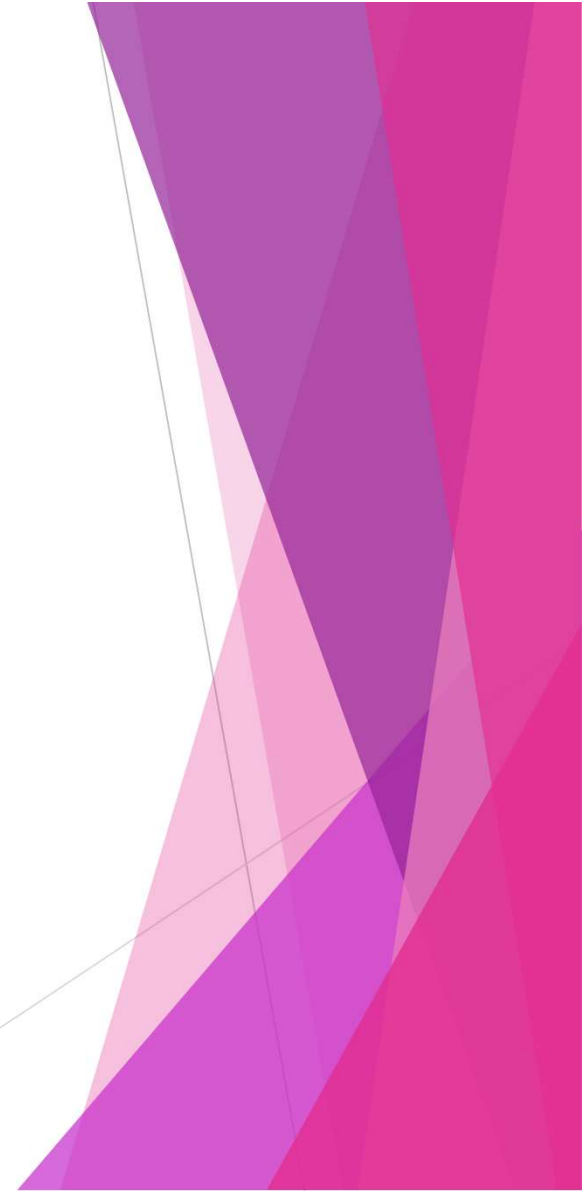
Challenge: Creating and Sustaining a Culture of Compassion



Let's get started!



The Why





44%

of workers cite a lack
of training
opportunities as the
reason they left their
last job

95%

of employees state
that they would
stay longer at a
company if their
employer invested
in career
development

Gallup Findings

- Research with over 10,000 employees in non-leader roles indicated that what employees need the most in a leader is **trust, compassion, stability and hope**
- When employees trust their leaders, 1 in 2 are engaged. When followers don't trust their leaders, only 1 in 12 are engaged.
- To improve performance, Gallup finds, leaders and managers need to do more than empathize. **They need to *care*.**

Empathy vs. Compassion

Empathy

- ▶ Being able to put yourself in someone else's shoes and tune into what they **see, hear, feel and experience**



Compassion

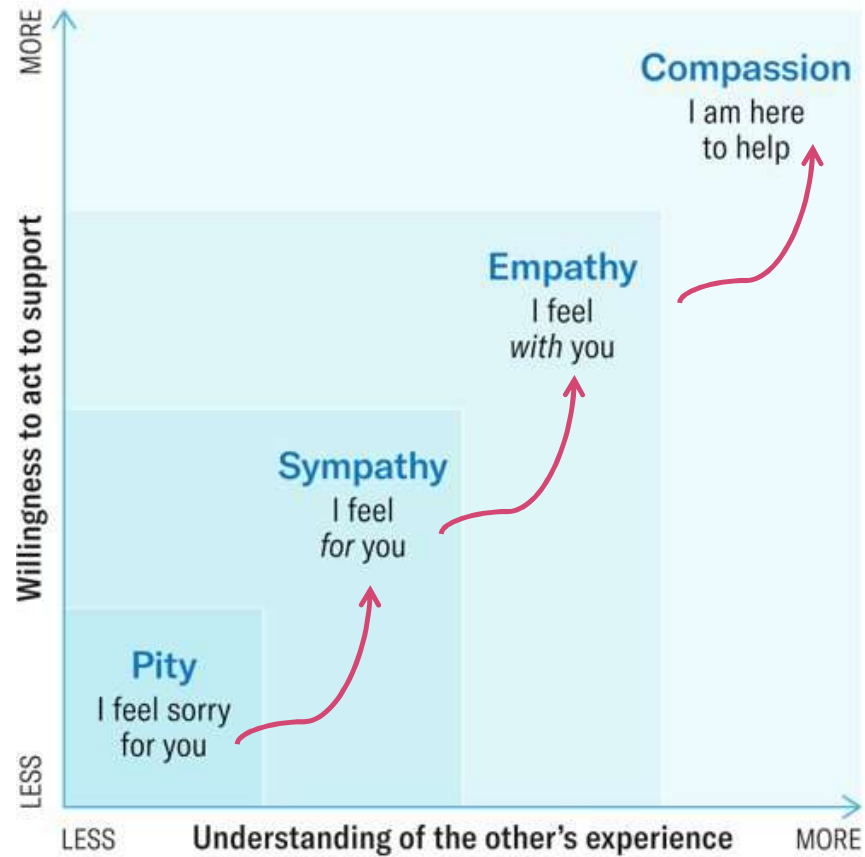
- ▶ Acting in a way to demonstrate that you acknowledge and understand someone



“Action is the real difference between empathy and care.”

- Gallop

Compassion Goes Beyond Sympathy and Empathy



Source: Potential Project

HBR

Kind vs. Nice



Compassion is good for business

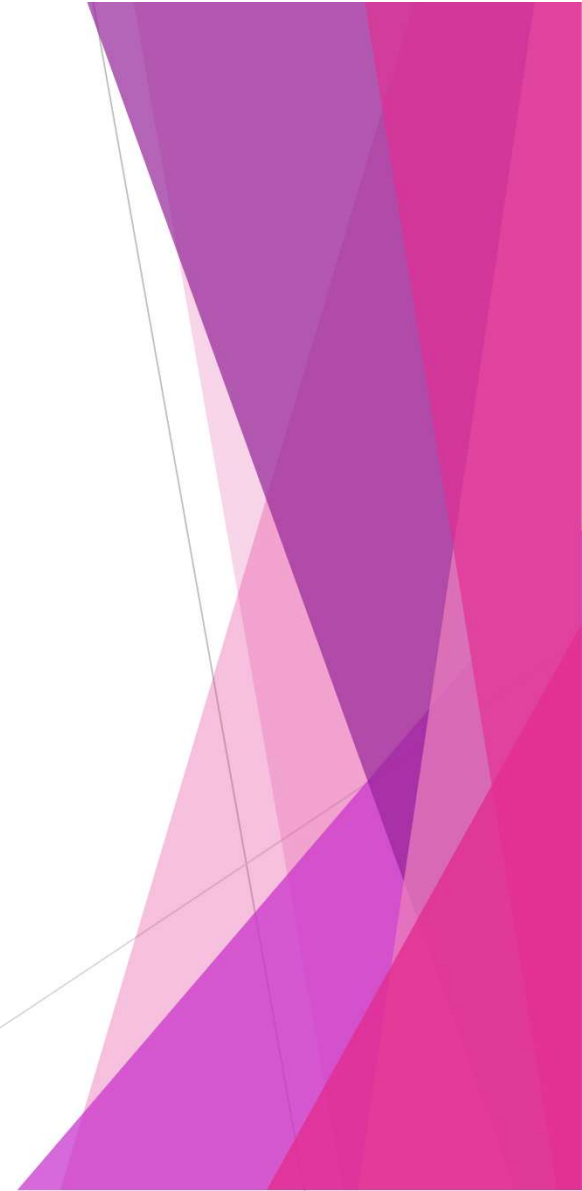


Reasons Businesses Fail

Not satisfying a need Bad business plan Lack of financing

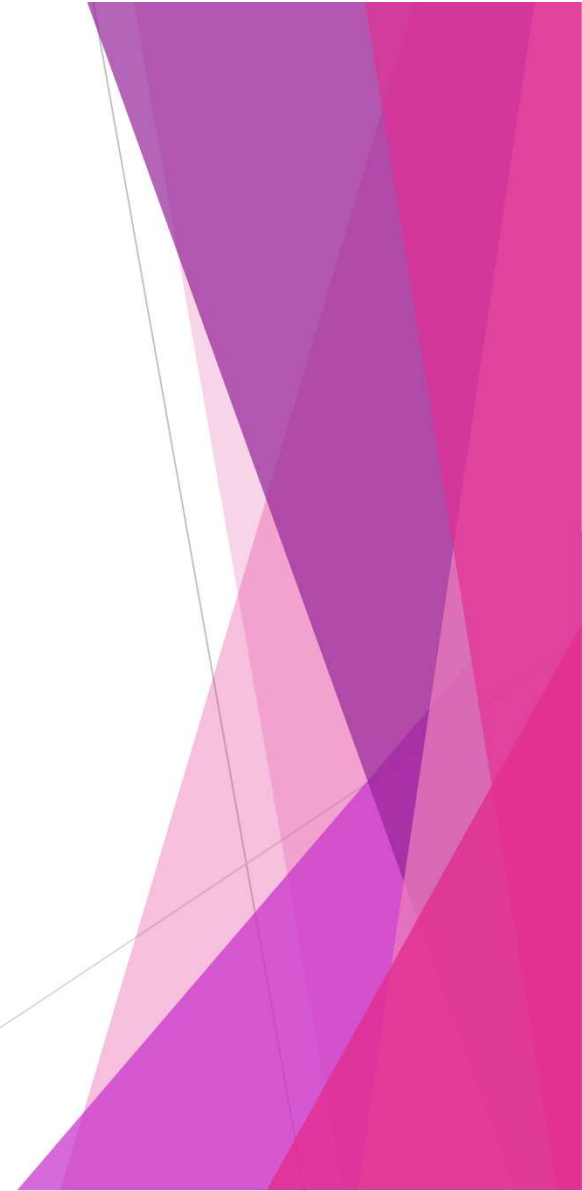
Bad location Inflexibility Rapid expansion

Investopedia



“Business units with engaged workers have:
23% higher profits
23% lower absenteeism
23% less turnover and accidents
23% higher customer loyalty”

- State of the Global Workforce Report



Compassion Culture

- ▶ Ask questions
- ▶ Get leadership on board
- ▶ Have an awareness of how your organization perceives itself

- ▶ Equip staff with tools to provide compassionate actions of care
- ▶ Turn knowledge into action!

Aging Services Compassion Culture Temperature Tool

Compassion: A deep awareness of the suffering of another coupled with the desire to relieve it

Assess your organization's performance in the following areas that reflect a compassionate culture.
(1 low, 7 high)

1. Staff are sensitive to and recognize when residents are in distress emotionally
1 2 3 4 5 6 7
2. Staff express sympathy toward residents and their loved ones during times of grief and loss
1 2 3 4 5 6 7
3. Staff understand and appreciate how residents are feeling (empathetic concern)
1 2 3 4 5 6 7
4. Staff are equipped with tools that relieve resident suffering
1 2 3 4 5 6 7
5. Staff are motivated to take action to relieve resident suffering
1 2 3 4 5 6 7
6. Leaders model compassion
1 2 3 4 5 6 7
7. Staff demonstrate compassion by putting resident needs before the need to complete tasks
1 2 3 4 5 6 7
8. We have invested in staff education about how to incorporate compassion into our culture of care
1 2 3 4 5 6 7
9. Resident care plans include compassionate actions of care
1 2 3 4 5 6 7
10. Over-all, we are a compassionate organization
1 2 3 4 5 6 7

An Aging Services Leadership Tool by

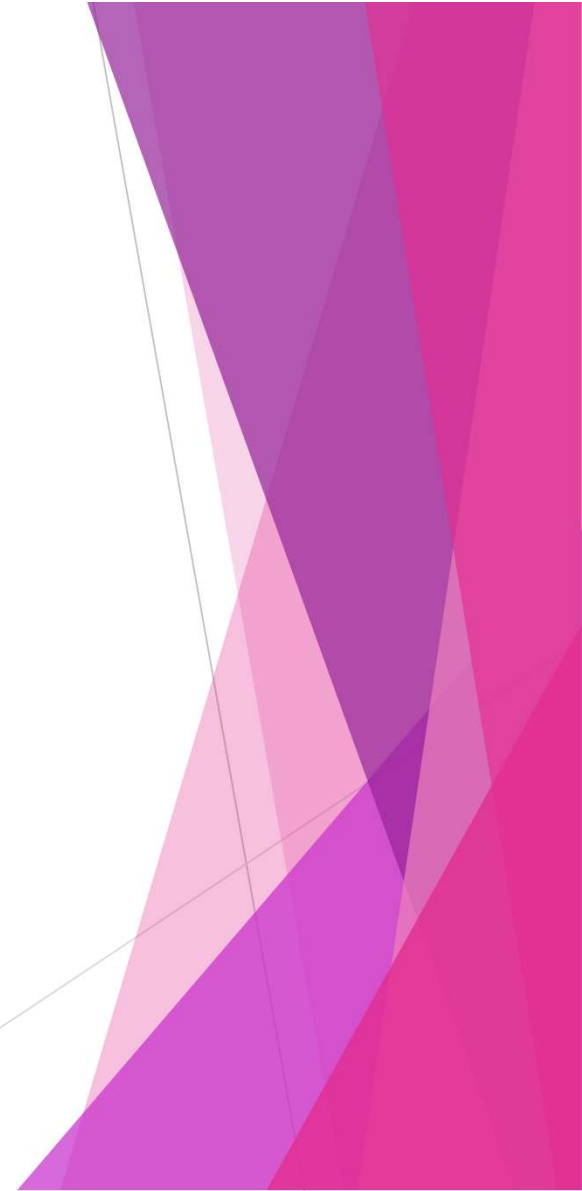
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Sustainability

- ▶ Bake compassionate actions into your culture of care
- ▶ Continue education for all care partners



Compassion Culture



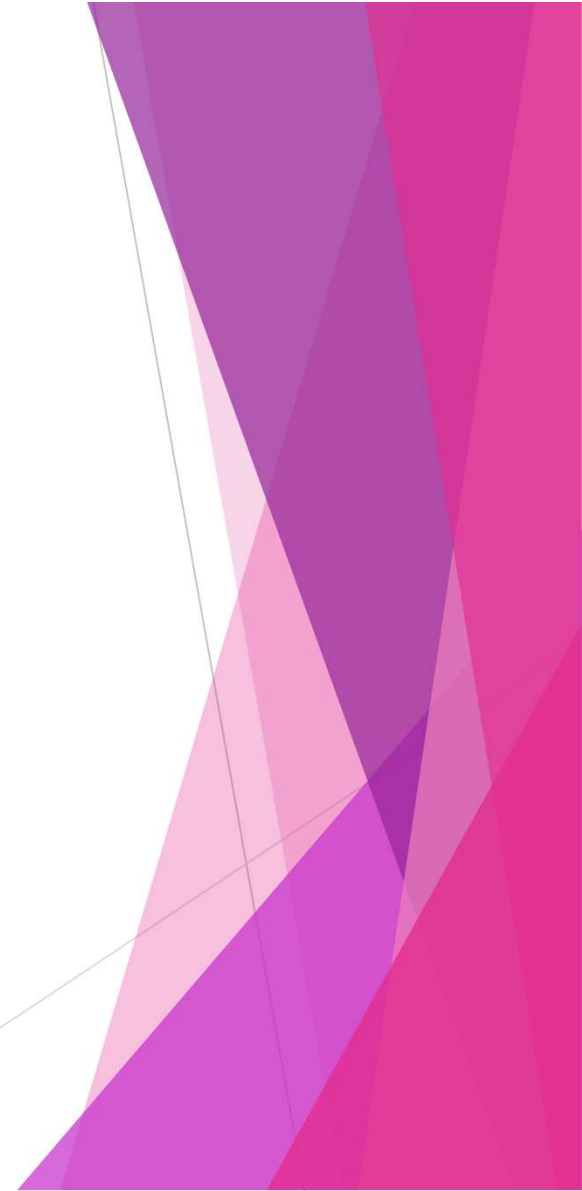
Provider Goals

- ▶ Reduce unnecessary use of anti-psychotic
- ▶ Geriatric-focused environments that improve clinical outcomes
- ▶ Enhance patient and family experiences
- ▶ Empower staff relationships

At the core of every initiative is human interaction. Care for people living with dementia rests on relationships.



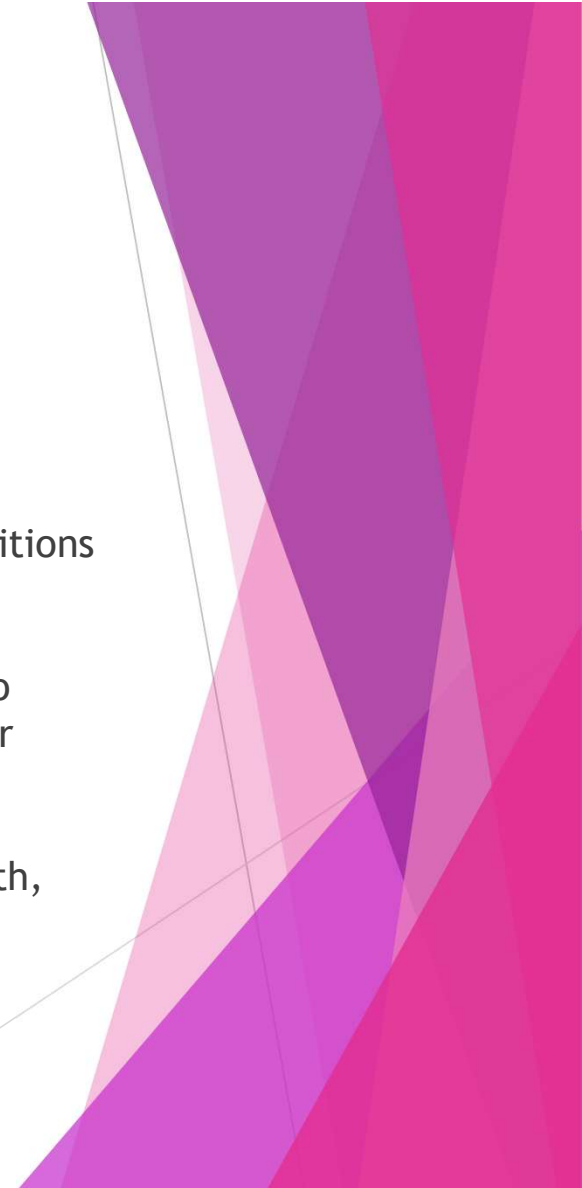
The How





The Need for Touch

- ▶ Touch deprivation in old age is real, especially for the medically frail elder
- ▶ Older adults living with serious conditions are often especially receptive to touch.
- ▶ Nursing students have been shown to experience anxiety about touching older patients.
- ▶ Fondness, security, closeness, warmth, concern, and encouragement, trust and well-being



The Power of Touch

Increases
Oxytocin

Decreases
Cortisol

Improves
Sleep

Faster
Healing

Reduces
Anxiety

Relieves
Depressive
Symptoms

“Presence is accepting the people around us simply as they are, without judgment, creating an atmosphere that is healing, grounded and sane.” Judith Lief, *Making Friends with Death*

“Touching patients with Alzheimer’s disease can have huge effects on getting them to relax, make emotional connections with others, and reduce their symptoms of depression.” Susan Kuchinskas

“Professionals experience touch as being mutual, giving comfort, calmness and well-being to themselves as well as to the receiver.” Jan David Edvardsson

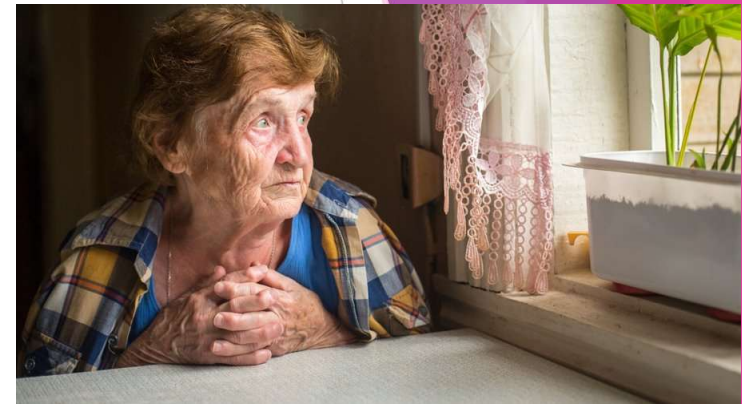
Compassionate Touch

Meets the Challenge:

- ▶ Adoption of person-centered dementia care practices
- ▶ Managing stress reactions beyond anti-psychotic drugs

Provides a real solution:

- ▶ Research evidence supports Compassionate Touch® as a means to reduce behavioral and psychological symptoms of dementia and create positive engagement of elders, staff and family caregivers



Compassionate Touch

IS...

A way of relating

A proactive tool

Is NOT...

Bodywork/Massage

Mechanical
Technique

Compassionate Touch

- ▶ Created by OTR, Ann Catlin
- ▶ Designed for maximum impact



Ann Catlin, OTR, LMT
Training & Education Consultant

For You

- ▶ Equip yourself with tools to employ compassionate actions of care
- ▶ Knowledge into action
- ▶ Theory into practice



**Compassionate Touch
Caregiver Training**

Compassionate Touch Skills

- ▶ Compassionate Presence, Person-first Care
- ▶ Focused Touch
- ▶ Hand Technique
- ▶ Back Technique
- ▶ Foot Technique

1. Center yourself.
2. Engage the person's attention. "Can I join you?"
3. Be sure it's ok to touch.
4. Pay attention to any non-verbal reactions.
5. Touch + Presence = Compassionate Touch[®]

Back & Foot and Leg Techniques

Back Protocol

How it Helps

- Aids sleep
 - It's soothing and relaxing
 - Decreases restlessness and agitation
1. Place pillow across chest to support arms.
 2. Start with focused touch, then move behind.
 3. Warm shoulders and upper arms with flowing strokes.
 4. Stand to the side and have her lean forward.
 5. Apply a rhythmic, flowing figure 8 stroke to the side of the back opposite from where you are standing, covering the entire shoulder and hip area.

Foot & Leg Protocol

How it Helps

- Deeply relaxing
 - Eases physical agitation and anxiety
 - Promotes sleep
1. Warm the foot.
 2. Palm-to-sole-stroke.
 3. Alternating stroke.
 4. Circles around ankles and on the top and sides of leg.
 5. Repeat palm-to-sole-stroke.
 6. Flowing strokes from knee to foot.
 7. Repeat sequence on other side.
 8. End with a flowing stroke.

Hand and Arm Technique

Hand & Arm Protocol

How it Helps

- It's calming and decreases agitation
- Builds trusting relationships
 1. Support the arm with a pillow.
 2. Warm the hand.
 3. Apply lotion.
 4. Turn hand on its side and massage palm-to-palm.
 5. Turn hand palm up. Gently press thumbs into all fleshy areas of the palm.
 6. Turn hand palm down. Massage each finger.
 7. Wipe off any excess lotion.
 8. End with Flowing Stroke. Start at the shoulder; glide your hands down the arm and off the hand 3 or 4 times.



“Professionals experience touch as being mutual, giving comfort, calmness and well-being to themselves as well as to the receiver.”

-Jan David Edvardsson



Compassionate Touch[®]



- ▶ Train-the-trainer model with a robust, built out program for success and sustainability.
- ▶ Online Coach training included. Allows the coach/trainer to teach compassionate touch techniques to others.
- ▶ Ongoing access to Coach Resources for additional teaching tools including Tips & Techniques Handouts and Huddle Guides

Thank you

► Compassion Culture eBook download

