



Singapore
General Hospital
SingHealth



Humanistic medical practice and professionalism

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Singapore
General Hospital



Singapore General Hospital



Changi General Hospital



Sengkang General Hospital



KK Women's and Children's Hospital



National Cancer Centre Singapore



National Dental Centre Singapore



National Heart Centre Singapore



National Neuroscience Institute



Singapore National Eye Centre



SingHealth Community Hospitals

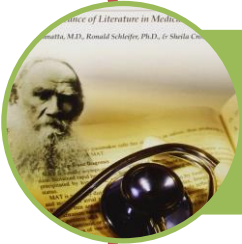


Polyclinics SingHealth

Learning objectives



Describe what is humanistic medicine



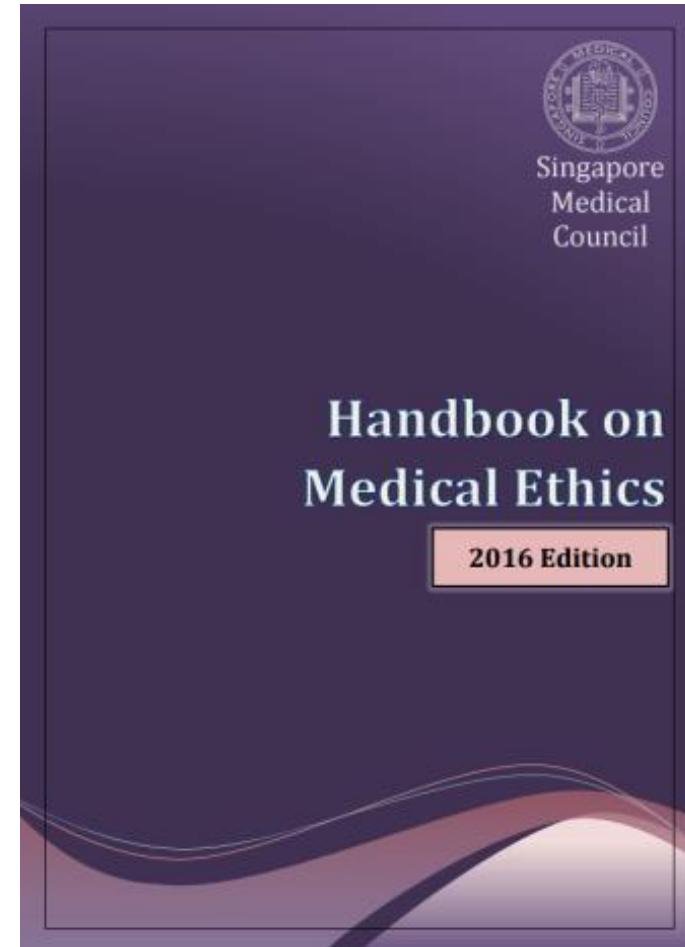
Recognise how humanistic medicine promotes professionalism



Recognise how patient outcomes are improved with increased professionalism

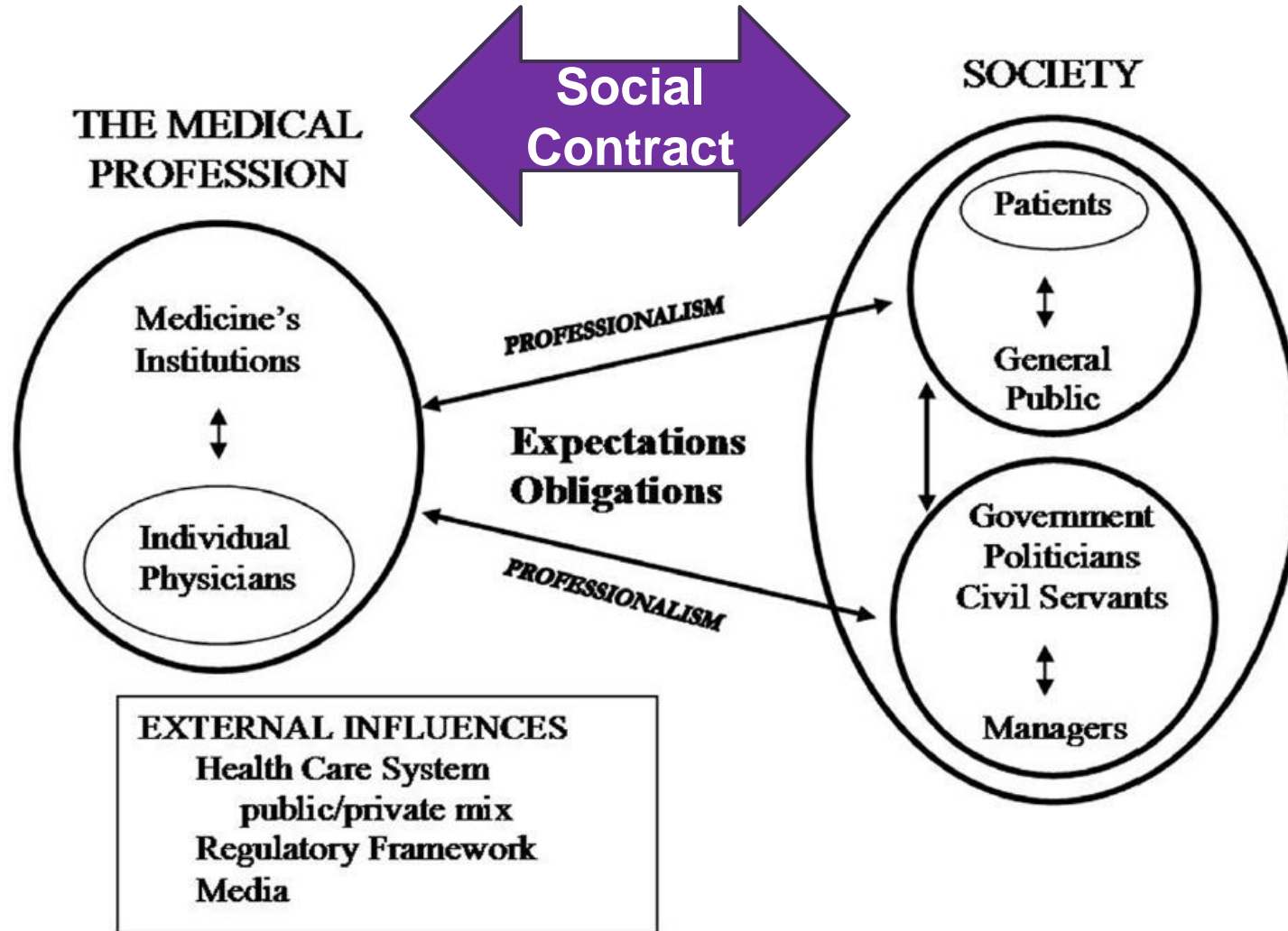
Importance of Medical Professionalism

“As a member of the medical profession, you are held in the highest esteem by the public and society ... Much trust is therefore vested in you ... This trust is contingent on the profession maintaining the highest standards of professional practice and conduct.”



Professionalism – A Social Contract

Prestige
Autonomy
Privilege of self-regulation



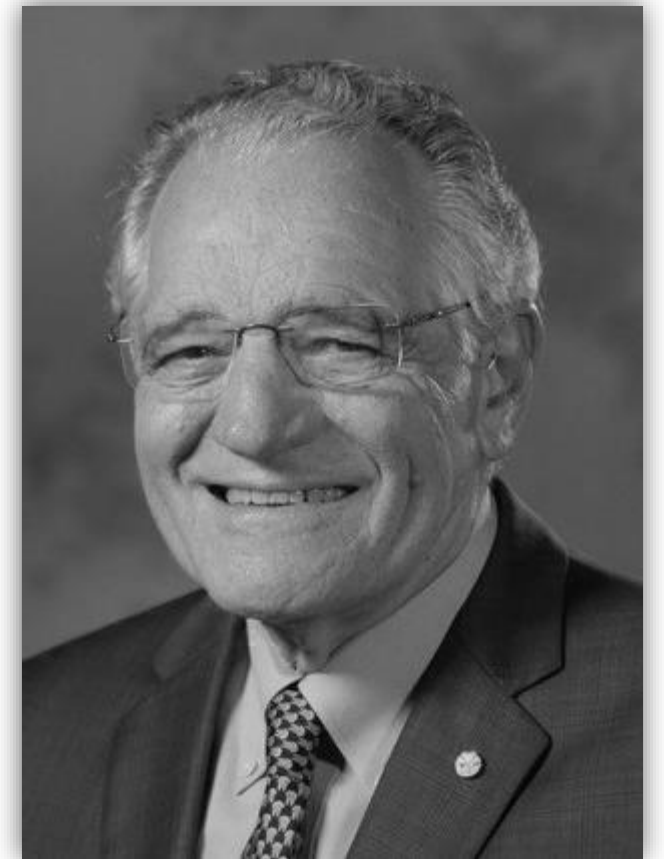
Altruistic
Self-regulate well
Trustworthy
Address concerns of society

Professionalism and Humanism

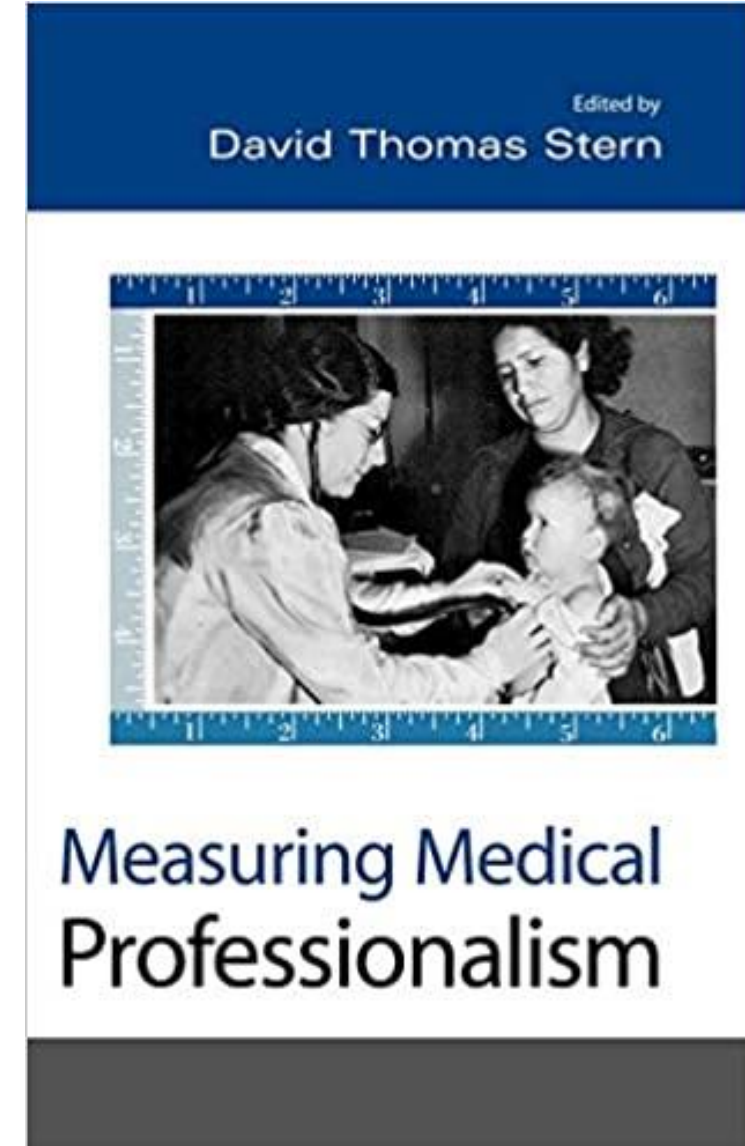
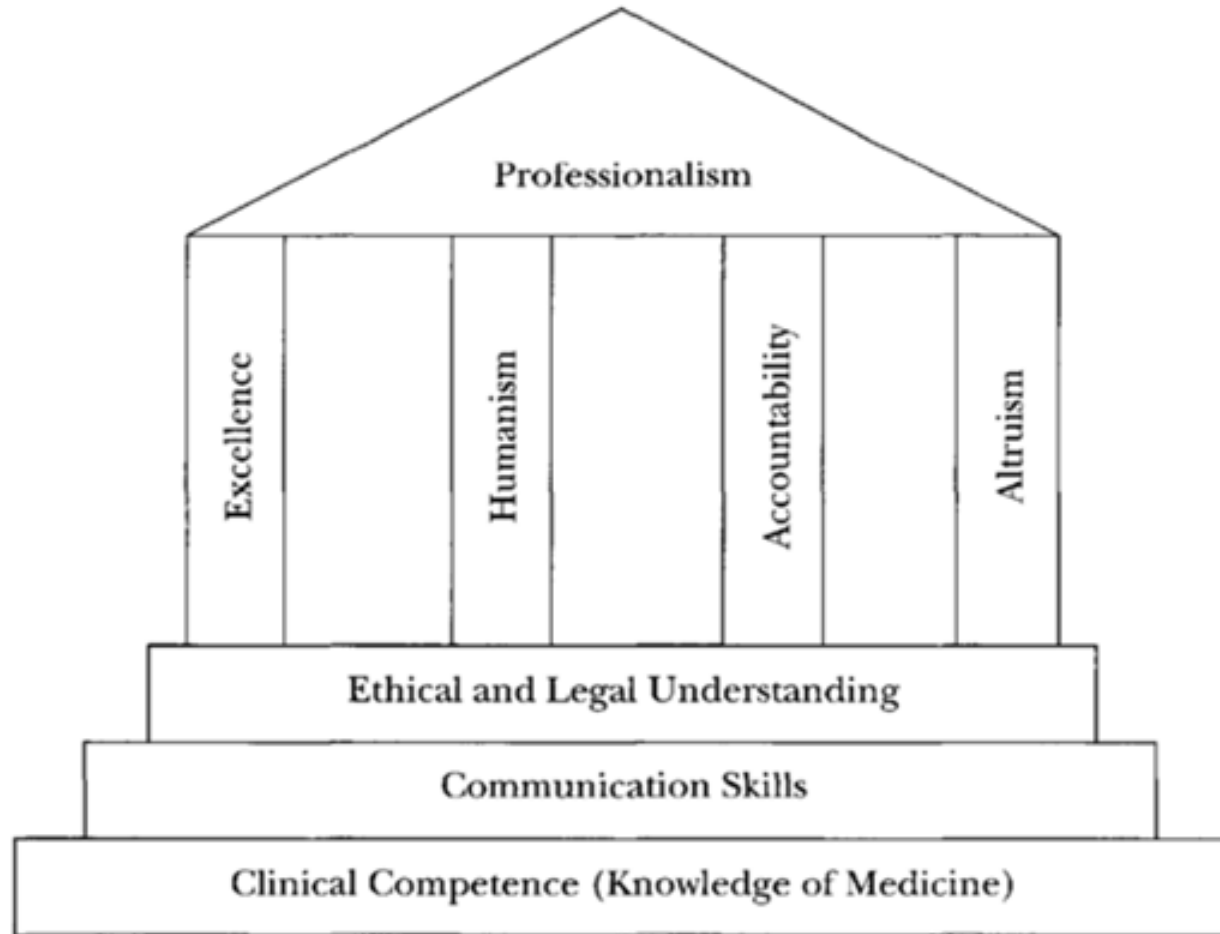
“Humanism, by contrast, is a **way of being**. It comprises of set of deep-seated personal convictions about one’s obligations to others, especially others in need. Humanism manifests itself by such personal attributes as **altruism, duty, integrity, respect for others, and compassion**.

Humanism provides the passion that **animates authentic professionalism**.

Just as politicians who attempt to fake sincerity are in constant danger of faltering and revealing their less savory character, so too are physicians whose **professionalism lacks a solid foundation in humanism in constant danger of deviating from the ethical commitments of medicine.**”



Professionalism and Humanistic Medicine



What is humanism in healthcare?

- “Humanism in healthcare is characterised by a **respectful and compassionate** relationship between physicians, as well as all other members of the **healthcare team, and their patients**. It reflects attitudes and behaviours that are sensitive to the values and the cultural and ethnic background of others”

THE ARNOLD P.
GOLD
FOUNDATION
Keeping Healthcare Human

Humanism and the Renaissance

Science and Charity



The Doctor



Picasso P. Academic Medicine. 2013 Apr 1;88(4):466.

Moore J. British Journal of General Practice. 2008 Mar 1;58(548):210-3

Humanism and the Renaissance

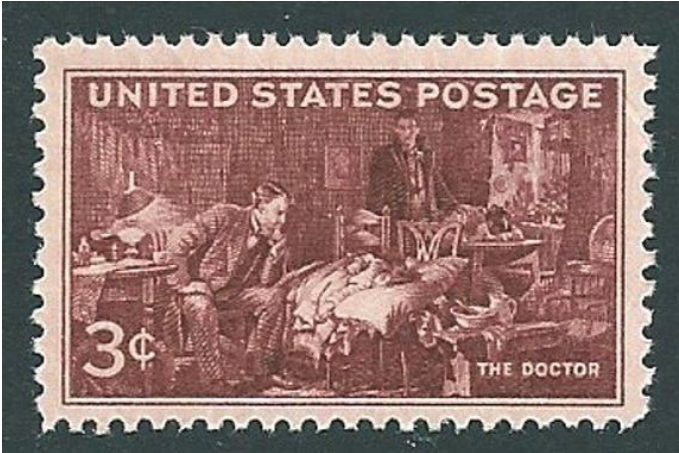
Science and Charity



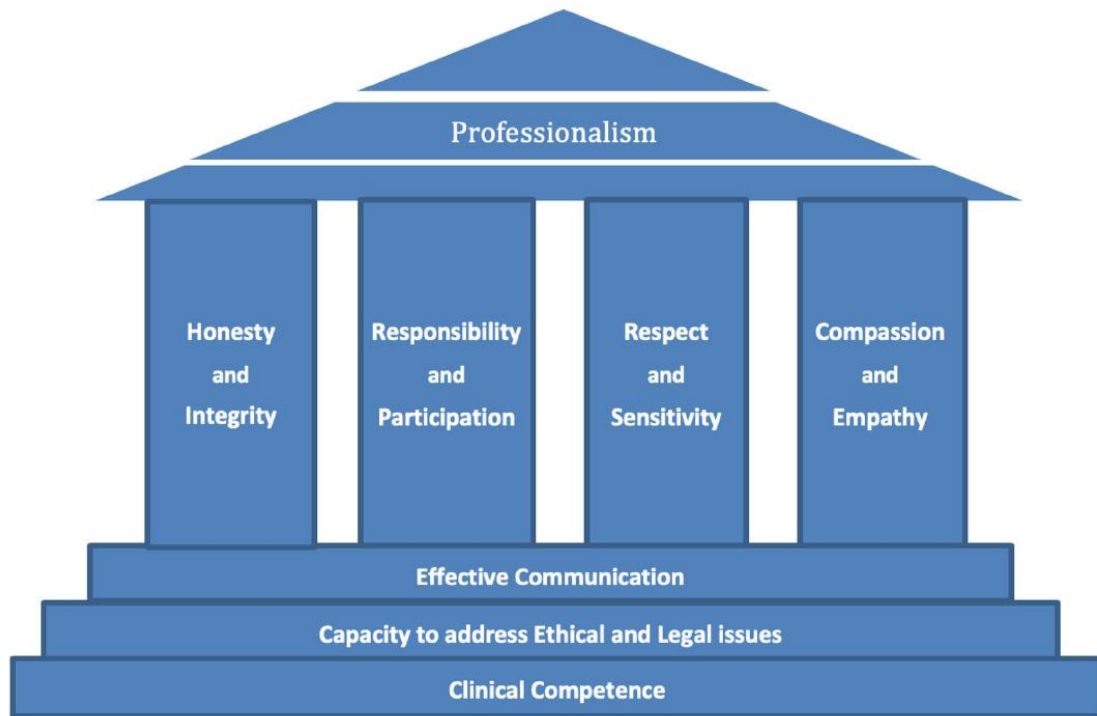
Humanism and the Renaissance



The Doctor



Professionalism and Humanistic Medicine



Respect and Sensitivity

Respect means to have *consideration* and *regard for*, *pay attention to*, and to *take care*. In a moral sense it is to be considerate and to recognise another's personal quality and intrinsic worth. In a clinical context, respect means to be attentive, appropriately responsive, and polite in all interactions. It is demonstrated by actively protecting patients' rights, including their rights to privacy, dignity, and confidentiality.

Sensitivity is the quality of being sensitive toward someone or something. In an interpersonal context it is to have a fine-tuned awareness of the behaviour, feelings, and motives of others. In a clinical context it is to be alert to others responses.

Compassion and Empathy

Compassion arises when a person is affected by the suffering or distress of another, and is moved by a desire to relieve that person's suffering or distress. In an educational and clinical context compassion will be demonstrated by a caring attitude toward fellow students, patients, families and others in the health care team.

Empathy is the ability to understand and appreciate another person's feelings, experience, and needs. An empathic medical student is alert to fellow students', patients' and families' physical and emotional needs—and, when it is appropriate, endeavours to meet those needs.

Dimensions of humanism measured by self-reported scales

Empathy

- Hogan Empathy Scale
- General Empathy Scale
- Medical Empathy Scale

Caring

- Care-cure Orientation Index

Nonverbal expressiveness

- Affective Communication Test
- Non-verbal Expressiveness Scale

Effective interpersonal skills

- Effectiveness Interaction Scale

Sociomedical ideology

- Abbott Physician Humanism Scale

Courtesy and respect

- Courtesy and Respect Scale

Why incorporate humanism in healthcare and medical education?



Attitudes and habits of a humanistic physician that help to sustain their humanism

Attitudes

Humility

Curiosity

Standard of behaviour

Medically important for patient

Medically important for physician

Role of physician more than treating just a disease



Habits

Self-reflection

Seeking connection with patients

Role modelling humanism

Striving to achieve balance

Mindfulness

Helped to prevent burnout

Attitudes and habits of a humanistic surgeon that help to sustain their humanism

Attitudes

Humility

Responsibility as a surgeon

Standard of behaviour



Habits

Self-reflection

Meaningful connections with patients

Personal and professional relationships

Having fun at work

Pay-it-forward to trainees

Role models

Relative low priority of work-life balance

How has humanistic medicine changed patient outcomes?



Physician Empathy and Patient Outcomes

- **Increases** patient engagement



Nunes P, et al. Int J Med Educ. 2011;2:12–17

- **Increases** patient motivation



Squier RW. Soc Sci Med. 1990;30(3):325–339

- **Improves** compliance with treatment



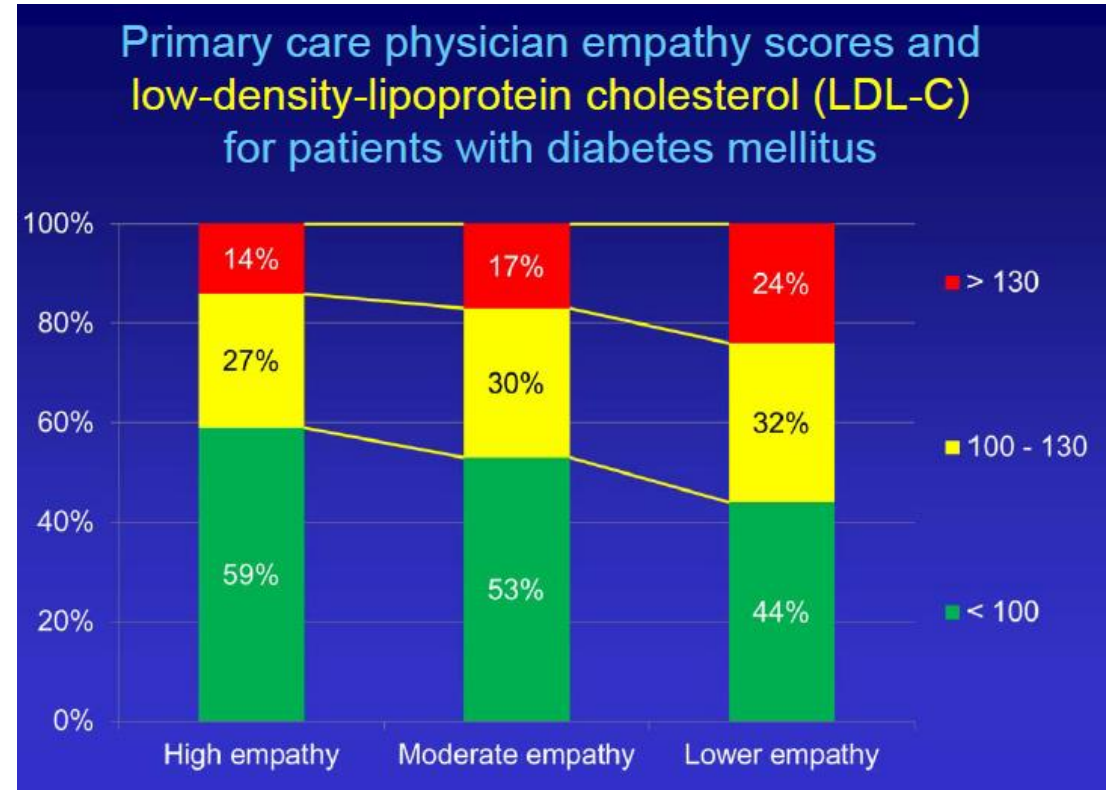
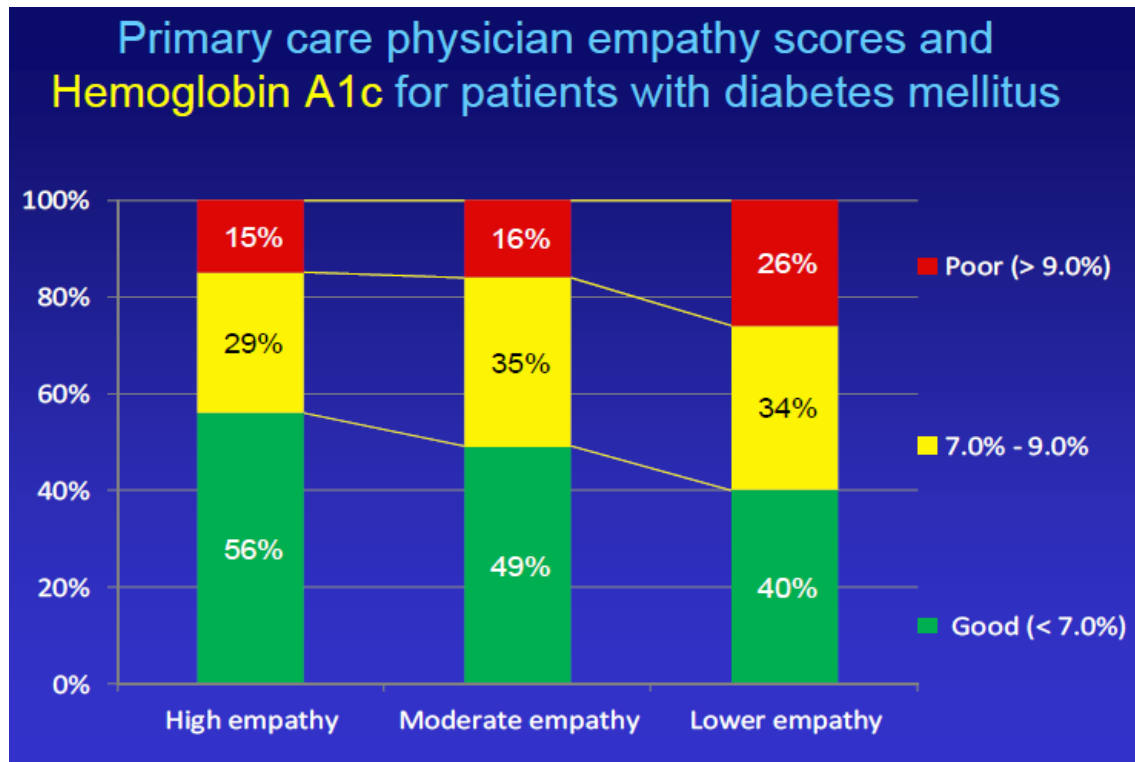
Zachariae R, Br J Cancer. 2003;88(5):658–665

Nunes P et al, Int J Med Educ. 2011;2:12–17

DiMatteo MR, Health Psychol. 1993;12(2):93–102

Physician Empathy and Patient Outcomes

891 diabetic patients in USA, 29 family physicians



Other Effects of Physician Empathy

- Empathy **improves** patient satisfaction

Hojat M, *Empathy in Patient Care: Antecedents, Development, Measurement and Outcomes*. New York: Springer; 2007

Bertakis KD, . *J Fam Pract*. 1991;32(2): 175–181

Zachariae R et al, *Br J Cancer*. 2003;88(5):658–665

- **Lowers** the rates of patient litigation

Moore PJ, et al. *West J Med*. 2000;173(4):244–250.

Levinson W, et al, *JAMA*. 1997;277(7):553–559

Beckman HB, et al, *Arch Intern Med*. 1994;154(12):1365–1370

Importance of communication

I Thought I Knew
A professor turned patient



CHRISTOPHER CHENG WAI SAM, MD

“ So, on second try, I pushed back my chair and listened to her, resigned to my lateness for the townhall... She **flashed a smile** when she left... Maybe in my hurry I forgot that people are looking less for technical solutions but are instead looking for **trusting relationships**... Perhaps it is not what we communicate but **how we communicate**. It is about our intent rather than the content. Are we **open and available**? Are we truly **listening without judging**? Are we ready to help or are we only going through the motion? When they look into our eyes, do they see a **caring person**, or is anybody there?”

How humanistic medicine helps people



Members of the Centre for the Performing Arts, shown in a rehearsal at the Centre for the Performing Arts, which is a Singapore-based arts centre, has appointed the man as its artistic director. The centre is a joint venture between the Singapore government and the Singaporean private sector.

professions. Soprano Rene Fleming, for example, offered lessons on breathing exercises aimed at helping patients recover after illness (<https://str.sg/JyVh>). The arts also aid in promoting mental well-being, most simply by distracting people for a short period from the grim realities of the pandemic. As Ms Pascal put it: "I needed some fabulousness." Besides an escape from the daily

Primer

How the arts help people stay healthy and resilient



Doctors in white lab coats with masks. The Singaporean painter has painted portraits of well-known figures, including the president, ministers and other officials.

This is the eighth of 12 primers on current affairs issues under the news outreach programme by The Straits Times and the Ministry of Education.



Ong Siu Fong
Straits Times
Columnist

New Year's resolutions are a common theme in the first days of the year. Many people set goals for themselves, such as losing weight, reading more books, or exercising more. However, many of these resolutions are abandoned by February. Why is this? One reason is that the resolutions are too vague or too ambitious. Another reason is that people do not have a plan for how to achieve their goals. To make resolutions more effective, it is important to set specific, measurable, achievable, relevant, and time-bound (SMART) goals. For example, instead of saying "I want to exercise more," a SMART goal would be "I will go to the gym three times a week for the next three months." This makes the goal more concrete and easier to track. Additionally, having a support system can help people stay motivated. Friends or family members can encourage them and hold them accountable. Finally, it is important to celebrate small wins along the way. This can help people stay motivated and see the progress they are making. Resolutions are a great way to start the new year with a fresh start, but they only work if they are realistic and supported. By setting SMART goals and having a plan, people can increase their chances of success.

...the arts help people stay healthy and resilient. The arts provide a form of therapy that can help people cope with stress and anxiety. For example, painting or drawing can be a great way to express emotions and process difficult experiences. Music therapy can also be helpful, as it can improve mood and reduce stress. The arts can also help people build self-esteem and confidence. When people create something, they are taking ownership of their work and achieving a sense of accomplishment. This can be especially helpful for people who are struggling with mental health issues. The arts can also provide a sense of community and connection. Participating in art classes or groups can help people meet others who share similar interests and experiences. This can be a great source of support and encouragement. In conclusion, the arts are a powerful tool for promoting mental well-being and resilience. By engaging in creative activities, people can improve their mood, reduce stress, and build self-esteem. The arts can also help people connect with others and find a sense of community. So, if you're looking for a way to stay healthy and resilient, consider picking up a paintbrush or a musical instrument.

decisions and reduces their exposure to violence. Cancer patients can mitigate the side effects of treatment, from nausea to lack of appetite, by listening to music or making art. And dance can improve the motor abilities of Parkinson's patients. During the pandemic, artists

How humanistic medicine helps patients

Prevention and promotion

The arts can:

- affect the social determinants of health (e.g. developing social cohesion and reducing social inequalities and inequities);
- support child development (e.g. enhancing mother–infant bonding and supporting speech and language acquisition);
- encourage health-promoting behaviours (e.g. through promoting healthy living or encouraging engagement with health care);
- help to prevent ill health (including enhancing well-being and reducing the impact of trauma or the risk of cognitive decline); and
- support caregiving (including enhancing our understanding of health and improving clinical skills).

Management and treatment

The arts can:

- help people experiencing mental illness at all stages of the life-course (e.g. by supporting recovery from perinatal mental illness and after trauma and abuse);
- support care for people with acute conditions (e.g. by improving the experience of and outcomes in care for hospital inpatients and individuals in intensive care);
- support people with neurological disorders (including autism, cerebral palsy, stroke, degenerative neurological disorders and dementias);
- assist in the treatment of noncommunicable diseases (including cancer, lung disease, diabetes and cardiovascular diseases); and
- support end-of-life care (including palliative care and bereavement).

WHO Health Evidence Network
synthesis report 67

What is the evidence on the role of the arts in improving health and well-being?

A scoping review

© World Health Organization – November 2019



Can humanistic medicine be nurtured?

Interactive reflective writing fostering reflective capacity, emotional awareness, and resiliency

Synergistic teaching modules about mindful clinical practice and resilient responses to difficult interactions, to foster clinician resilience and enhanced well-being for effective professional functioning



Professional development e-portfolio and faculty development of reflective coaching skills

“Reflective writing nurtures **my whole person**, and personal and group feedback builds community and mentorship.”

“Through RW, I realized I was beginning to draw **satisfaction from patient interactions** instead of purely from successful medical treatment/patient outcomes.”

“I wanted to thank you for your review of my reflection and your time today. The discussion today made me think about when I’ve **been the happiest seeing patients**, and I came to the conclusion that I am happiest when I use a balanced approach involving learning about the human(istic) side of my patients. The **patients [who] have touched my heart with their stories** are the ones I most carry forward in my career and life. And I don’t really enjoy encounters when I end up feeling like a **“robot” doctor**. I think just being conscious of this will help me redirect my experiences in the future.”

Twelve tips on teaching and learning humanism in medical education



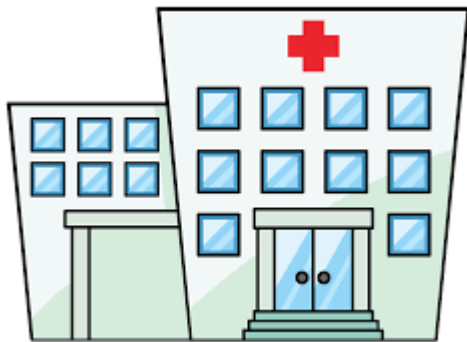
Strengthening the curricula



Incorporate empathy



Nurture dignity, respect and confidentiality



Address humanism across settings



Foster role modelling



Train students to acquire the “habit of humanism”

Twelve tips on teaching and learning humanism in medical education



Acknowledge and address hidden curriculum

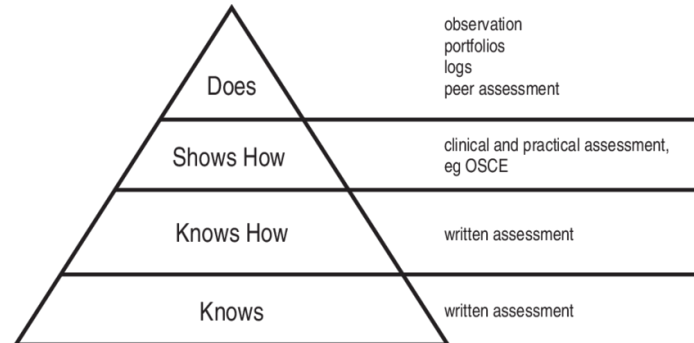
25 – 27 FEB 2021
 Outram Community Hospital
 Level 2 Function Room

To register, visit
<https://tinyurl.com/medhumcourse>
 or scan QR code

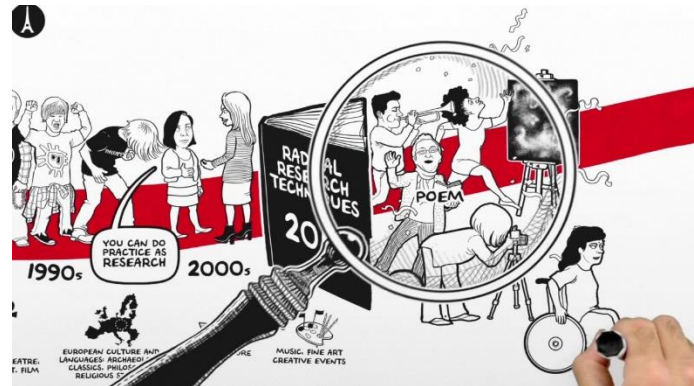
Limited vacancies available

**INTRODUCTORY COURSE
 in MEDICAL HUMANITIES**

Sustain faculty professional development activities



Multiple assessment tools



Promote and sustain a robust research agenda



Sustain a vision that incorporates humanistic values



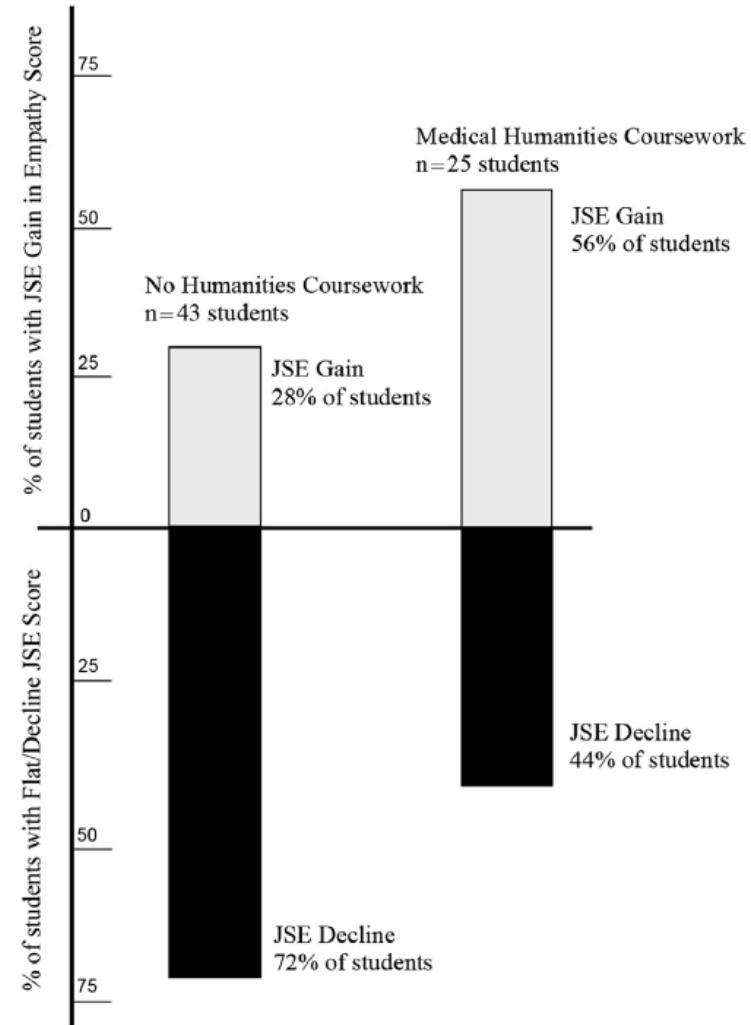
Steep traditions



Medical Humanities Coursework Is Associated with Greater Measured Empathy in Medical Students

Elective medical humanities coursework

- 10 in-class contact hours
- Social and cultural studies, the history of western medicine, and exercises in the interpretation of visual arts and literature



Lasting effects of Medical Humanities

- Long term follow-up of participants from a RCT in 1985-1986
- New Pathway Program consisted of problem-based learning tutorials, with coordinated lectures, labs, experiences in humanistic medicine, and clinical experiences
- Telephone interviews with graduates in 1989-1990

Results of the 1998 Survey's Measures of the Humanistic Behaviors and Attitudes of 100 1989 and 1990 Graduates of Harvard Medical School

| | New Pathway | Traditional | Significance of Difference |
|---|-------------|-------------|------------------------------|
| Behaviors | | | |
| Respondents who pursued careers in primary care or psychiatry | 40.0% | 18.0% | $\chi^2 = 4.89; p < .05$ |
| Respondents who worked in community clinics | 4.4% | 4.7% | n.s. |
| Respondents' time spent in community service | 2.8% | 2.8% | n.s. |
| Attitudes | | | |
| Respondents' mean attitude toward social issues in medicine* | 7.06 | 6.91 | n.s. |
| Respondents' mean feeling of preparedness for practicing humanistic medicine* | 7.65 | 4.15 | $F = 8.92_{1,92}; p < .0001$ |
| Respondents' mean confidence in managing patients' psychosocial problems* | 5.54 | 4.84 | $F = 6.60_{1,78}; p < .01$ |
| Respondents' mean ranking of satisfaction from relationships with patients† | 1.89 | 1.70 | n.s. |

*Respondents rated items on a 0–10 scale; 10 indicated a positive attitude, total preparedness, or total confidence.

†Respondents ranked five sources of satisfaction; 1 indicated greatest satisfaction.

Our journey to promote humanistic practice and professionalism



Our journey to promote humanistic practice and professionalism



BERNICE LIU PEIYI
PHYSIOTHERAPY, SGH



Other Plays to Watch

Shakespeare's Globe

You can catch Shakespeare's classics being staged at the Globe without ever leaving your home.

Those Who Can't, Teach

The Necessary Stage has put up a heartwarming play about teachers who are trying to make a difference with their secondary school students. The play portrays incidents like upskirting to texting in class and comforting students who didn't do well for O-levels that everyday teachers encounter.

Fleabag

Watch the one woman play which the hit BBC series is based on. All proceeds go to supporting those affected by the pandemic.



We have joined social media to connect and network with you!

Come follow us as explore how the humanities, social science and the arts provide additional perspective to the sciences.

SingHealth Medicine ACP
Medical Humanities

@singhealthmedicalhumanities



SINGHEALTH MEDICINE ACP
MEDICAL HUMANITIES

PLAYS TO CATCH BY VICTORIA EKSTROM

If you have exhausted your Netflix and Vii accounts and are looking for something else to watch, why not consider these online theatre plays? We even recommended one of them, Supervision in our previous newsletter.

SUPERVISION

Streaming from 1 May



71-year-old Teck, a grumpy retiree, has just suffered a stroke that leaves him wheelchair-bound. When he insists on moving back home, Jenny, his no-nonsense daughter, hires a young Indonesian domestic worker, Yanti, to look after him.

At first, Yanti dutifully follows the strict caregiving regime drawn up by Jenny. But Teck refuses to

give up a few of his favourite vices. When Jenny is not around, Yanti gives in to Teck's demands for fatty, braised pork belly and the occasional cigarette. And yet, somehow, Jenny always knows exactly what is going on...

Thrilling, darkly funny and profoundly moving, Thomas Lim's Supervision holds up a mirror to our modern world with a rapidly ageing population.

Watch on [Wild Rice @ Home](#). Credits: Wild Rice

Late Company

Streaming from 1 May



Late Company, a brilliant play which examines 21st-century parenting, youth mental health, and the kind of world we are leaving future generations to

inherit. The story plays out in a dinner setting hosted by a married couple Debora and Michael (Janice Koh and Edward Choy). Their dinner guests? Tamara, Bill (Karen Tan and Adrian Pang) and their teenage son Curtis (Xander Pang) – the bully they believe is responsible for the suicide of their own son Joel. How will the night play out? Will Debora and Michael finally get the closure they deserve?

Watch on [Yimeo](#). Credits: Pandemonium

Our journey to promote humanistic practice and professionalism



A NIGHT TO REMEMBER
A
Medical
Humanities
Concert

**ONE NIGHT
ONE VENUE
TWO EVENTS**

SGH Academia Auditorium
Dec 13 2019 · Friday
SEVEN PM

**ART
EXHIBITION**
#singhealthmedicalhumanities



SingHealth **DukeNUS**
ACADEMIC MEDICAL CENTRE

Lung Centre

ICU Supportive Care
Interprofessional Grand Round



Jointly organised by
Division of Supportive and Palliative Care, National Cancer Centre,
Department of Respiratory & Critical Care Medicine, and Medical Intensive Care Unit

Date: 27 November 2019, Wednesday
Time: 1:00 pm – 2:00 pm
Venue: Academia Level 1, L1-S2

MEDICINE & Humanities

Our journey to promote humanistic practice and professionalism



MEDICINE & Humanities

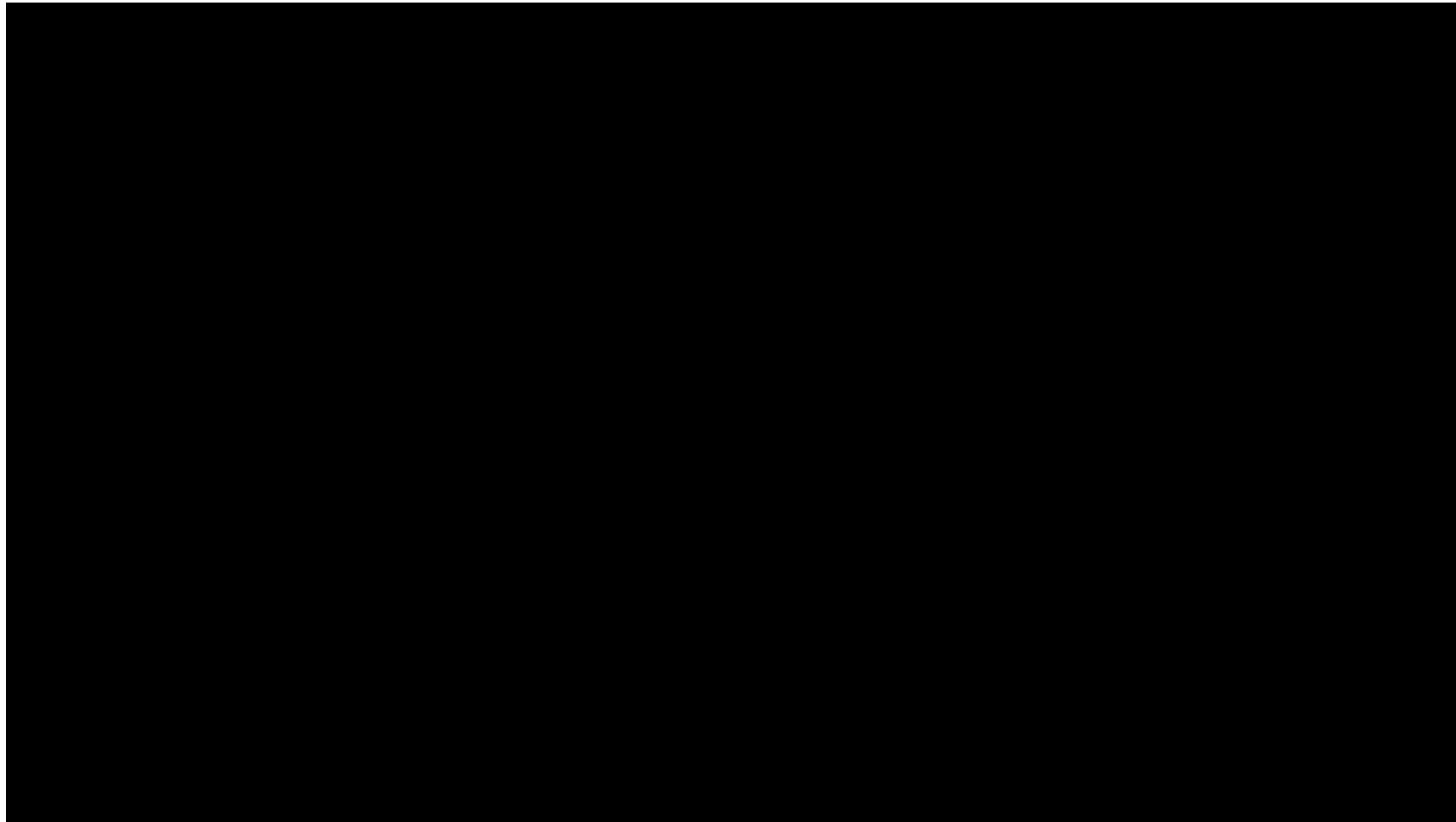


A film on patients' perspectives of infection control, side effects, drug compliance and personal loss.

Bheki, a builder who is fanatical about football, recently learnt that he and his sister have MDR-TB. As time passes, his sister's condition deteriorates and Bheki becomes anxious. In the capital, lives 12-year-old Nokubegha, a TB orphan, who is cared for by her brother. When Nokubegha is diagnosed, she has to be admitted into the national TB hospital.

Join us on 30th October at 1 - 2 pm at Academia Auditorium. Médecins Sans Frontières doctors from Singhealth will be sharing experiences from 1230 pm.

Being a humanistic doctor...



Group discussion

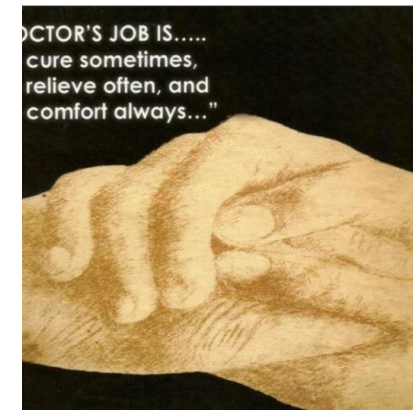
- Do you think that the medical humanities could have a role in enhancing humanistic medical practice and professionalism in your curriculum? If so, where might it be included and how? [15 mins]
- To add discussion points to padlet:
<https://padlet.com/med90043/lx5lftg5r4hvhcd>



Take home message



Being a **professional doctor** requires the practice of **humanistic medicine**



This directly translates to **better patient reported outcomes and disease outcomes**