Kind or Not Kind?

MS looks at the next patient's chart and sees her patient is Mrs. Gutierrez. She enters and says, "Hola, Senora. Como esta?" Kind or not kind? (Patient looks uncomfortable, and says "I don't really speak Spanish very well.")

Patient who needs a mammogram is undocumented and has no insurance. MS stays late researching low cost options. Kind or unkind? (Yes, but if we had a different commitment to the health of people living within our borders, this would be routine, not kind).

MS is told by R2 that the patient has just learned stage 4 adenocarcinoma. Thinking that the patient will need cheering up, the MS enters the hospital room with a big smile on his face. Kind of unkind? (Then the patient says, "What are you grinning for? You think this is funny?")

MS enters the patient's room soon after mom has been told her child has several serious congenital anomalies. Mom is crying. MS doesn't know what to say. She sits down and gently pats mom's back. Kind or unkind?

MS overhears an attending disparaging a patient (out of patient's earshot, but very much within the team's earshot). MS considers making an anonymous report, but then refrains because she does not want to harm her attending's career. Kind of unkind?

MS takes extra time with a patient to elicit a full social history (more than alcohol use and smoking). Kind or unkind? (When she presents to her resident, the resident impatiently says, "You really need to learn to be more efficient. Most of this information is irrelevant.")

MS is in the room when attending informs the patient she will be unable to have more children. MS blurts out, "Oh you poor thing." Kind or unkind? She blurts out "Oh, I'm so sorry." Kind or unkind?

Differentiate between pity, sympathy, compassion, empathy, and kindness

Definition – kindness - the quality of being friendly, generous, and considerate.

Kindness synonyms:kindliness, kindheartedness, warmheartedness, affection, warmth, gentleness, concern, care;

Kindness – going out of your way to be nice to someone; showing someone you care

Pity - the feeling of sorrow and compassion caused by the suffering and misfortunes of others; can have contemptuous overtone

Sympathy feelings of pity and sorrow for someone else's misfortune; synonyms: compassion, caring, concern, solicitude, empathy;

Empathy vs. sympathy Both empathy and sympathy are feelings concerning other people. Sympathy is literally 'feeling with' - compassion for or commiseration with another person; easy to mistake one's own feelings for the other's feelings. Empathy, by contrast, is literally 'feeling into' - the ability to project

one's personality into another person and more fully understand that person; has both cognitive and affective dimensions

Compassion - a feeling of deep sympathy and sorrow for another who is stricken by misfortune, accompanied by a strong desire to alleviate the suffering. (desire for action,not yet action)

According to Book Two of Aristotle's "Rhetoric" it is defined as virtue.[4] It is defined as being "helpfulness towards someone in need, not in return for anything, nor for the advantage of the helper himself, but for that of the person helped"

Born to Be Good: The Science of a Meaningful Life. What in a nutshell does the term "born to be good" mean to you, and what are you hoping people learn from reading the book?

KELTNER: "Born to be good" for me means that our mammalian and hominid evolution have crafted a species—us—with remarkable tendencies toward kindness, play, generosity, reverence and self-sacrifice, which are vital to the classic tasks of evolution—survival, gene replication and smooth functioning groups. Dacher Keltner, director of the Berkeley Social Interaction Laboratory, investigates these questions from multiple angles, and often generates results that are both surprising and challenging. In his new book, Born to Be Good: The Science of a Meaningful Life,

Do some people (patients) not deserve kindness?

What are barriers to kindness?

Kindness is an action, but it is also the attitude with which we do an action. Expression: "I'm so sorry for your loss."

Pity, even sympathy, occur in a more perpendicular relationship. Pity is conveyed from the superior to the inferior person. It is an act that is more about the person expressing it than the person receiving it. It is a way of enhancing superiority, of making oneself even better. It has a condescending patronizing quality to it that distances the doctor from the patient, rather than draws them closer together.

Kindness occurs on a more horizontal plane. In Cicely Saunders' quote, it is what we owe each other as human beings. A Buddhist saying comments, "Life is so difficult, how can we be anything but kind?" It is