



# THE WELCOME PACKAGE

For health care workers



# MODULE ONE: The Welcome Approach

## Goal:

- Health care workers understand why it is important that patients feel welcome and explore ways of doing so.

## Objectives:

- Explore the role HCW can play in patients' engagement.
- Understand how HCW can make patients feel respected and welcome.



# When You Felt Welcome

Remember a time when you were engaged in health care and you felt welcome.

- How did you feel about needing to access health care?
- How did you feel before the interaction?
- What was the health care worker doing?



**We need to ensure that patients feel welcome when they re-engage with the healthcare system so that they do not disengage again.**



# MODULE TWO: Understanding Patients

## Goal:

- Increase compassion and empathy for patients.

## Objectives:

- Improve HCW understanding of what might lead patients to disengage.
- Help HCW understand how various factors influence health behaviour.



- **How do you think Vuyo feels when she finds out the news?**
- **What support will Vuyo need?**



- **What do you think Vuyo's fears are?**
- **How would you approach Vuyo's denial?**



- **How do you think Vuyo is affected by the side effects?**
- **What are Vuyo's options?**





- If you were Vuyo, would you tell your partner?
- What are the things that make it difficult to disclose?



- **How would you respond to Vuyo if you were her health care provider?**
- **What could you do to help Vuyo accept her status?**



- **Do you think that Vuyo's concerns are valid?**
- **What mechanisms are already in place in your clinic that would be able to assist Vuyo?**



- **Why do you think Vuyo's values have shifted?**
- **What would you say to Vuyo when she comes into the clinic for the pregnancy test?**



- **How do you think health care providers would respond to Vuyo if she tries to re-engage after disengaging?**
- **What could you do as a HCW when Vuyo comes in for treatment?**
- **What do you think Vuyo needs?**



# For group discussion:

- Do you ever experience patients like Vuyo in your facilities?
- What other options could Vuyo have chosen?
- Why do you think she did not choose those options?
- What can health care providers do for patients like Vuyo?



**We should understand that patients have varied and complex experiences that could lead to disengagement from health care, some of these are external factors and some of these are factors within the healthcare system.**



# MODULE 3: Reflecting on our Values

## Goal:

- Improve understanding of our values, where they come from and how they influence our attitudes and behaviour.

## Objectives:

- Get HCW to reflect on what they have in common with others.
- Create a space where HCW can contemplate and acknowledge whether they are really living according to the values that they aspire to.
- Teach HCW how to reflect on their own behaviour in order to make better decisions going forward.

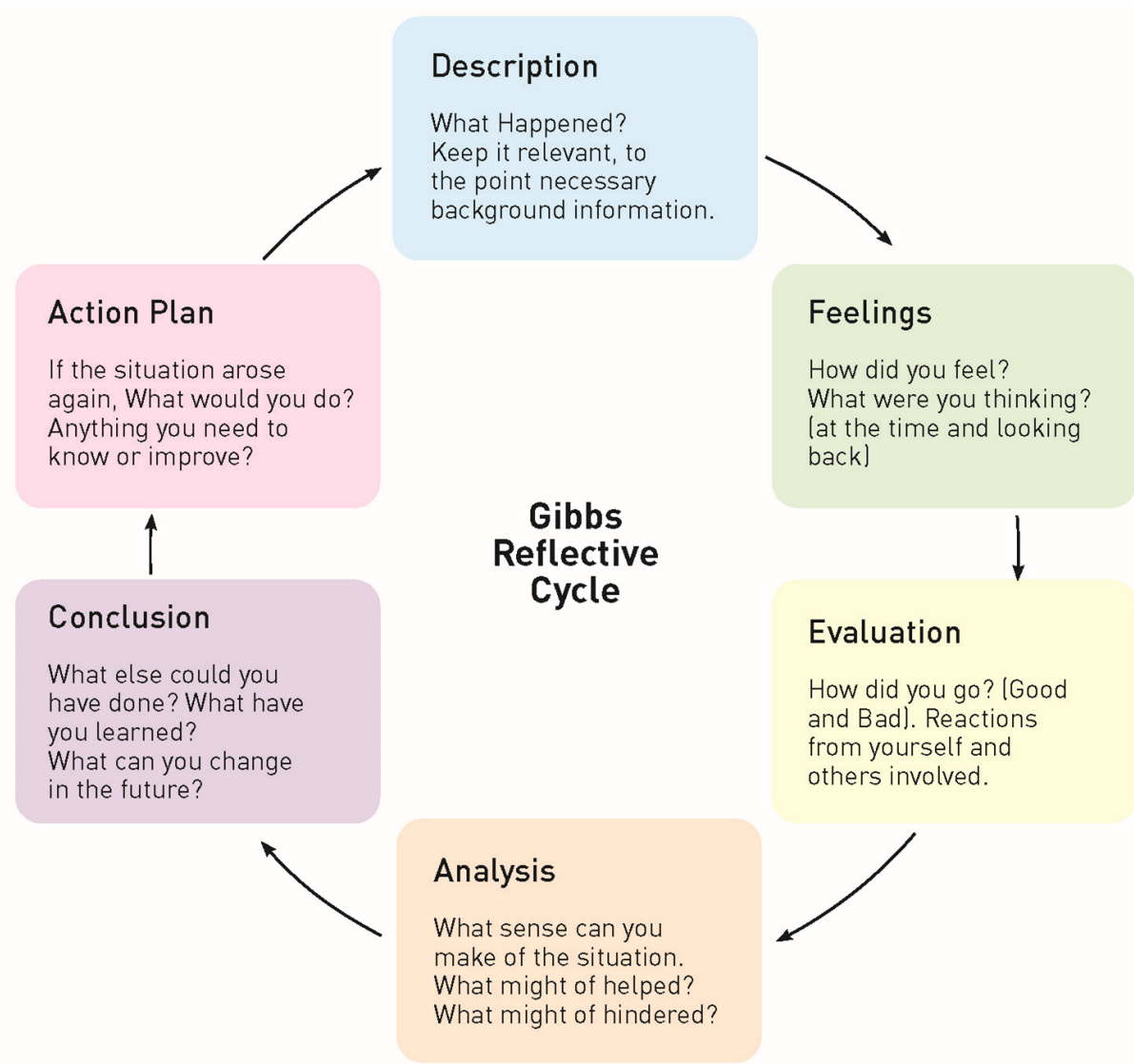




# What are values?

Personal values are the things that are important to us, the characteristics and behaviours that motivate us and guide our decisions





- **Description** - What happened?
- **Feelings** - What did you think and feel about it?
- **Evaluation** - What were the positives and negatives?
- **Analysis** - What sense can you make of it?
- **Conclusion** - What else could you have done?
- **Action Plan** - What will you do next time?



**We should constantly reflect on our  
behaviour to improve how we engage with  
those around us.**



# MODULE FOUR : Coping with stress

## Goal:

- Improve self-awareness, self-management and impulse control and increase mindfulness.

## Objectives:

- Provide HCW with tools to recognize when they are reaching their “tipping point” and preemptively act to center themselves and manage their emotions and behaviour.
- Discuss disengagement from a personal point of view especially in the work context.
- Create a space for HCW to practice different stress management skills.



If you constantly fall apart and nothing is done to manage the feelings/emotions and avoid the situations, you can become overwhelmed and reach a stage where you step away or avoid or leave the situation completely. We refer to this as disengagement... or disengaging.

What actions would show that someone is disengaging?



# How do you usually cope with stressful situations?



**If we remain self-aware, we will be able to recognise when we are starting to reach our tipping point and we can do something about it before it happens.**





# MODULE FIVE: Building a balanced life

## Goal:

- Participants are aware of how they could live a more balanced lifestyle and care for themselves better.

## Objectives:

- Get HCW to reflect on their lifestyles.
- Discuss strategies to ensure that HCW are taking care of their mental health and well-being.

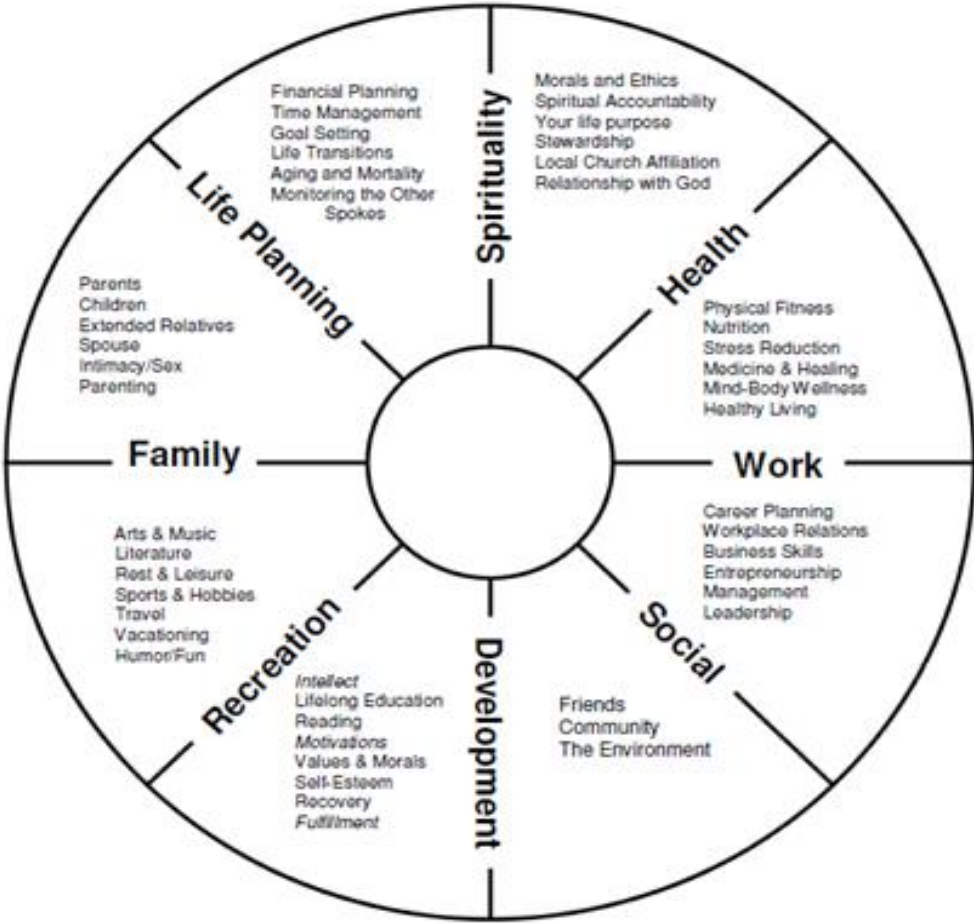


# Would you rather?

- Go out with friends or stay at home?
- Read a book or watch a movie?
- Be in a place that is very hot or a place that is very cold?
- Earn double the money for the same amount of work or earn the same money but only work one day a week?
- Be able to read people's minds or be invisible?
- Get new clothes or buy a new appliance for your house



# Life Balance Wheel



# What do you do to relieve stress?



**We need to care for ourselves in  
order to be able to provide care  
for others**

