Compassionate Care Initiative
at the University of Virginia

Compassionate Care
mural project

COMPASSIONATE CARE mural project

2016, alcohol ink on ceramic tile

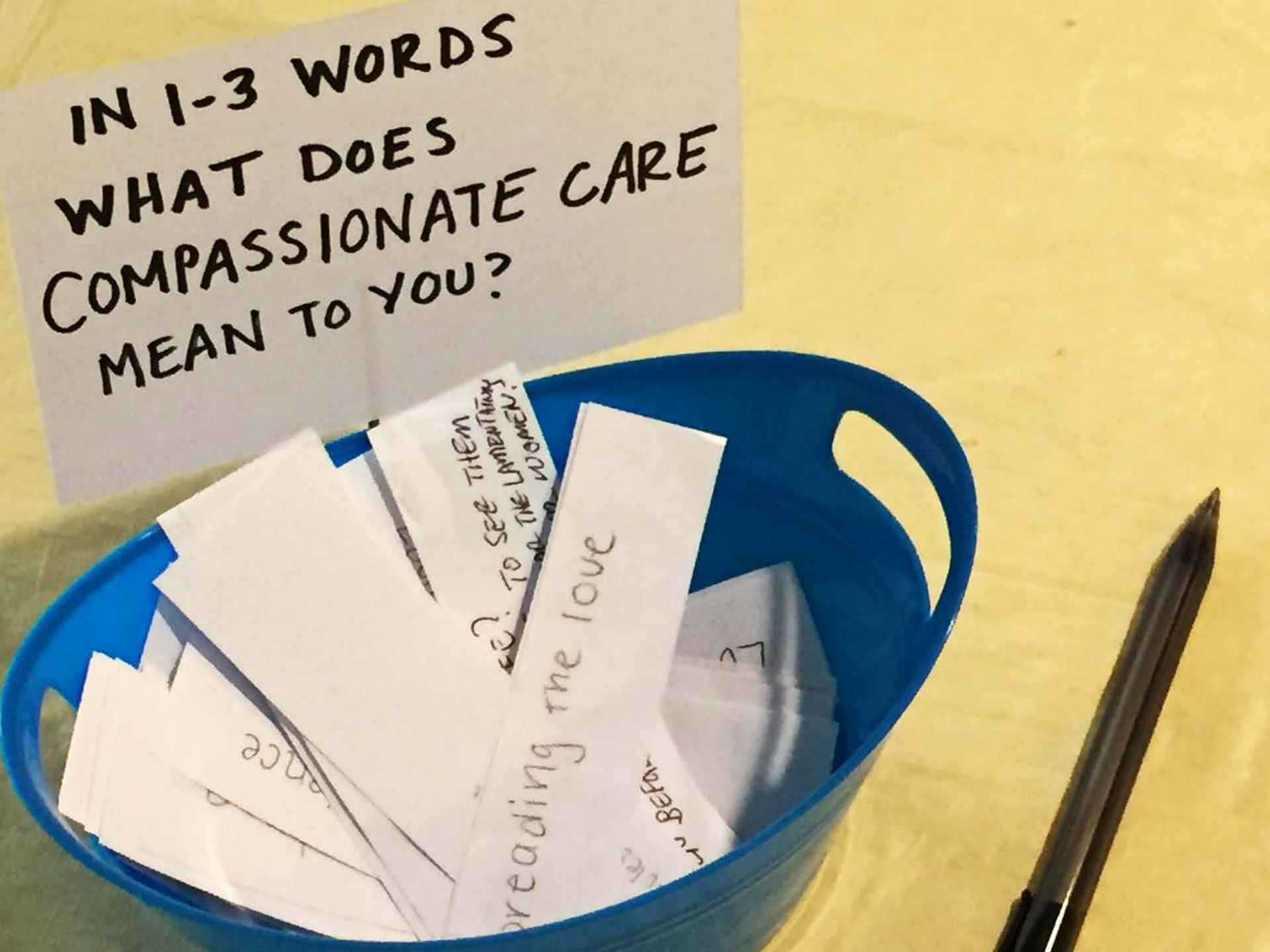
The *Compassionate Care Mural Project* was a collaborative undertaking to encourage creativity among health professionals and students; to promote activities that build resilience; and to support compassionate patient care.

For about ten minutes out of their busy days, UVA health sciences students, faculty, and UVA Health employees became artists. Each of the 98 participants in the project designed a 4x4 inch tile with a word chosen from a pot of stones inscribed with responses to the question "What does compassionate care mean to you?" All of the tiles were assembled to build the mural, a representation of creativity, collaboration, and compassion. The center remains open to hold the words and phrases that viewers of the mural have in mind to describe compassionate care.

MAKING THE MURAL: PART 1

For Part 1 of the project, containers were placed at locations in the School of Nursing, the Health Sciences Library, the UVA Health system, and online to collect responses to the question: *What does compassionate care mean to you?*

Within several weeks, participants contributed about 140 responses with over 200 words or phrases. These were condensed into a list of about 100 discrete words and phrases that represent compassionate care and were written onto small stones as gifts for participants in Part 2 of the project.


IN 1-3 WORDS
WHAT DOES
COMPASSIONATE CARE
MEAN TO YOU?
TO SEE THEM
THE LAMENTATIONS
WOMEN?
reading the love

connection
dedication
helping
assuran
attentive
feeling
faith

devotion
embracing humanity
dedication
surrendering unreasonable expectations
doing good by others
being present
honesty
hope
giving your best
concern
in people
putting patients first

MAKING THE MURAL: PART 2

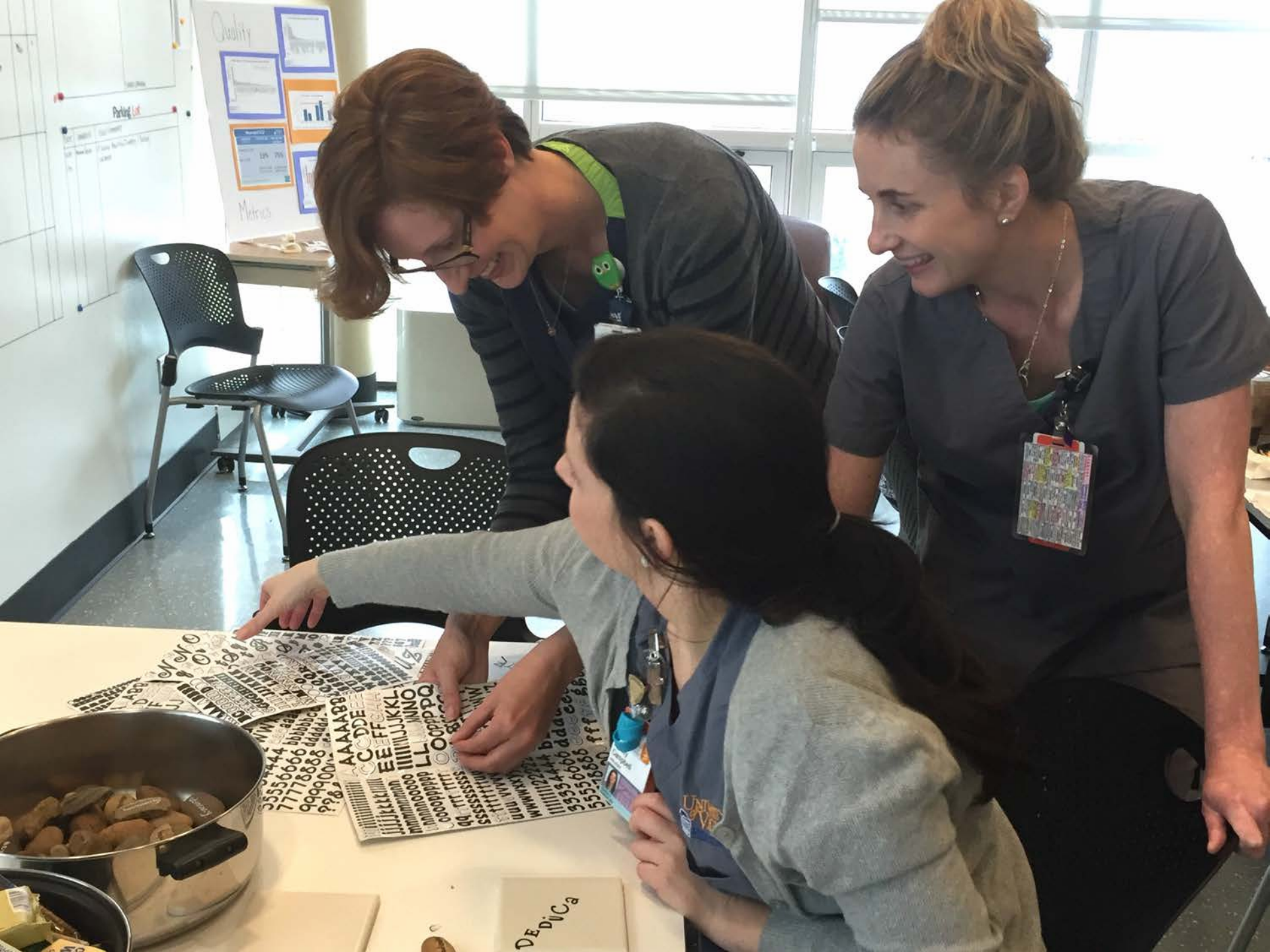
Part 2 of the project was an inter-professional, collaborative effort to integrate the words and phrases from Part 1 into the design of 98 ceramic tiles. To do this, we took a vehicle known as the Compassionate Care Cart to seven units at the health system, the Health Sciences Library, and the School of Nursing to give staff and students a break from their busy days to nourish themselves and take part in the project.

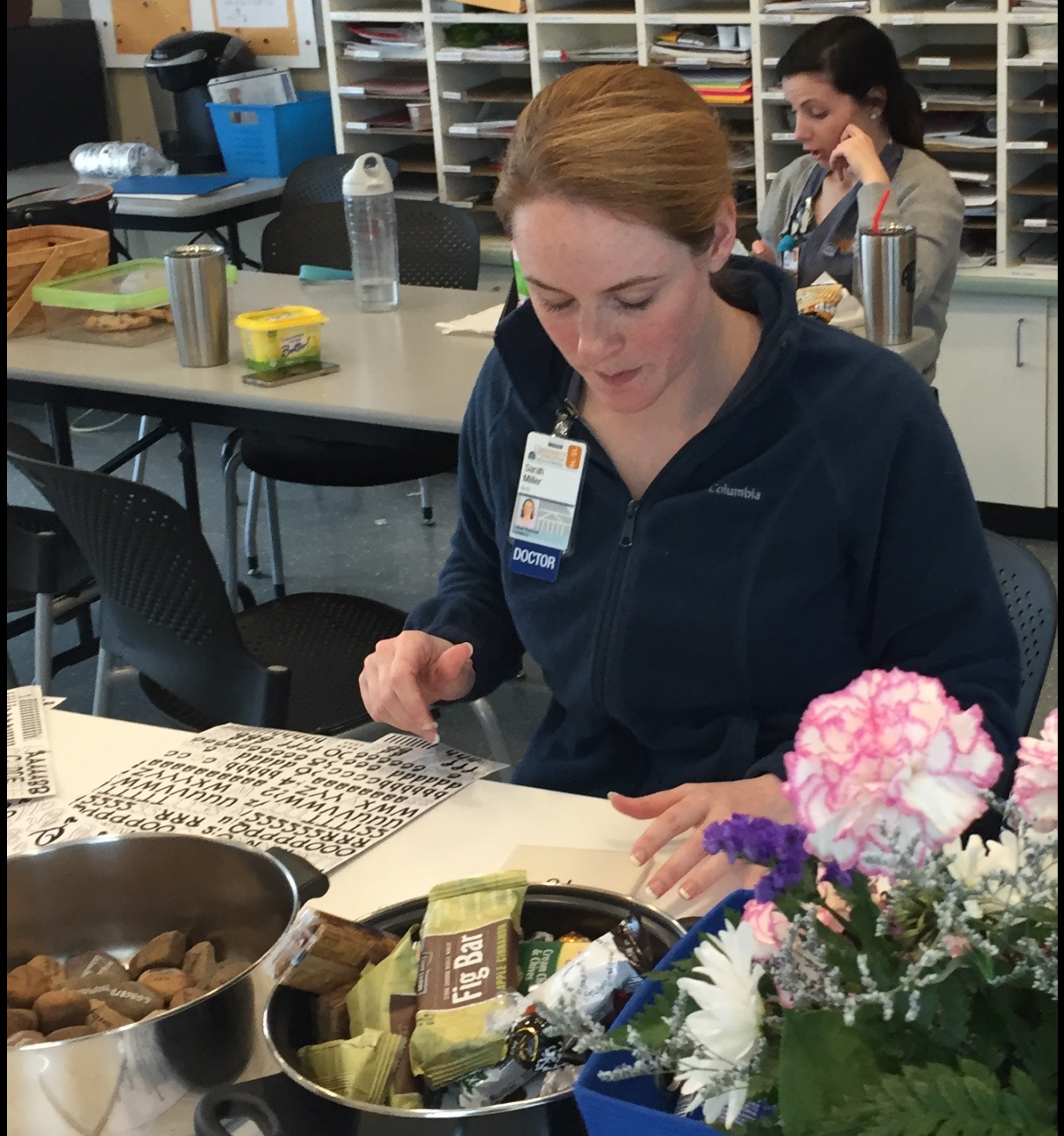
On the cart, we brought supplies to paint the tiles, a pot full of the inscribed stones from Part 1, and healthy snacks for participants. In addition, a medical student took part in the cart rounds to share the soothing sounds of his ukulele. The process for designing the tiles was simple: participants first chose a stone with a word that resonated with them; they kept the stones as gifts but added the words they chose to the tiles with adhesive letters of different fonts and sizes; then they dripped various colors of alcohol inks over the tiles, and when the ink dried, the stickers were removed, revealing the letters shining through the mixture of colors. Each of the tiles is its own unique work of art as well as part of the collective mural.

Transitional Care

loving your

Hospital
RN
loving


Quality
Metrics
Parking Lot


Columbia
DOCTOR
Fig Bar

MAGNET NICHE
3EAST!
RN

Invested
30% off
$4.99
$5.99
when you buy 2
Buy More Save More
$1.49
Cheerios
$1.88
Where Creativity Happ
More Jolly, Less Ji

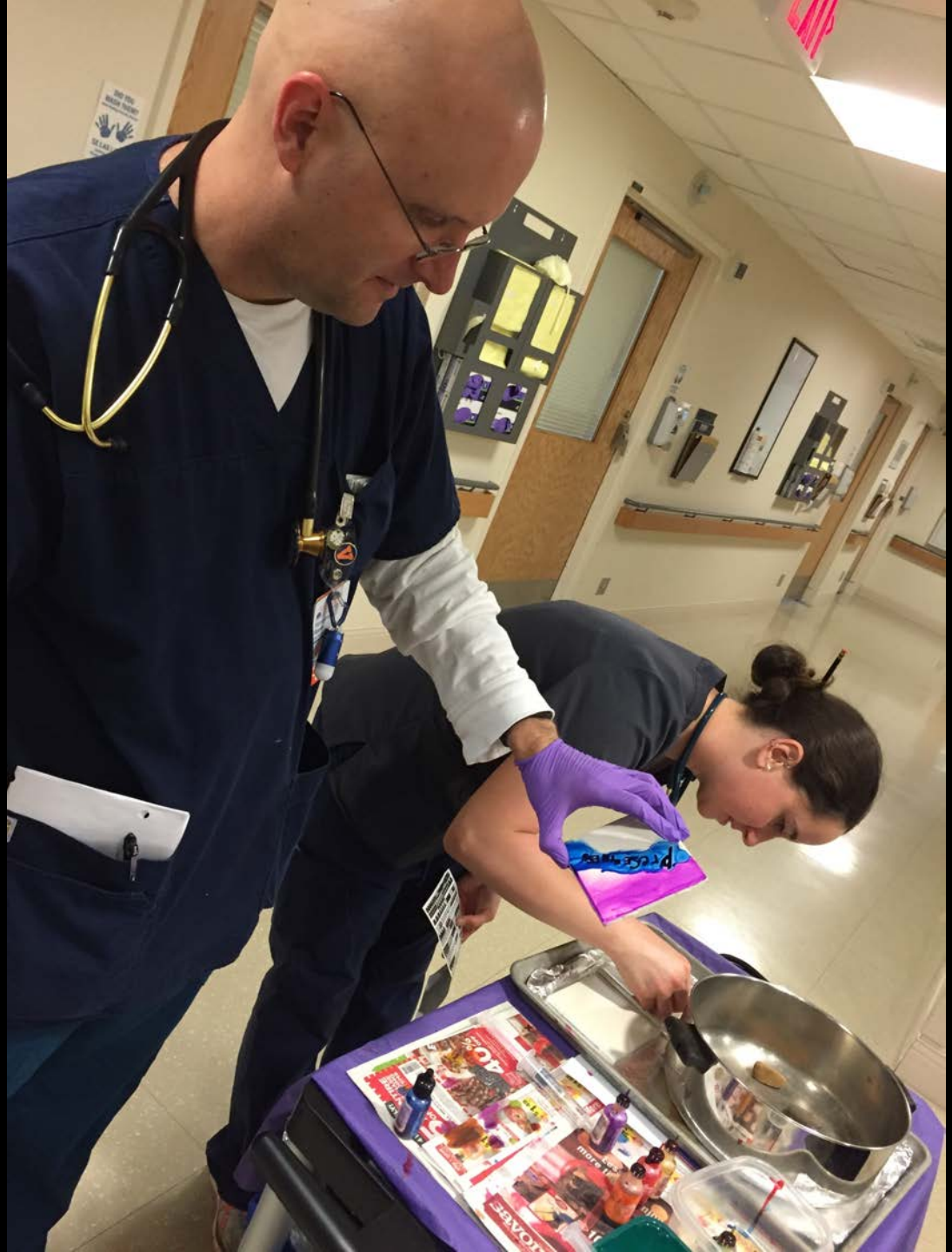
RN
RN
Buy More Save More
25% Off

Evelyn Stinger
15-16

RN
Touch
30%
$1.99
Buy More Save
$1.88
$1.49
Cheerios
Michaels
25%
4 DAYS ONLY!
ENTIRE PURCHASE INCLUDING SALE ITEMS
0.9% SODIUM CHLORIDE INJECTION, USP

NICU
RN
from the heart

3 Good Things



Nursing
3 DAY Sale

MURAL INSTALLATION

With the help of UVA Facilities Management, the mural was carefully installed tile by tile. Later a glass shield was added for protection in the high-traffic area of McLeod Hall's 2nd floor.

RESPECTING
EVERY
LOVING
FREELY
SMILES
Integrity
Sincere
The
small
things
time
FAITH
OPEN
BEING
WITH
OTHERS
Time
Tell
Healing

patient
DIGNITY
PALLIATIVE
MEDICINE
HOPE
GENTLE
Wise
Integrity

MURAL DEDICATION RECEPTION

A reception was held to celebrate the completion of the mural and the installation of new artwork on the 2nd Floor of McLeod Hall. Attendees included nurses, faculty, the Dean of the School of Nursing, and even the owner of the local business that donated the tiles. A group of nursing and medical students played music while attendees mingled, enjoyed refreshments, and looked at the art displays. It was a lively and engaging event to mark the installation of a vibrant representation of compassionate care, one of the major guiding principles at the School of Nursing.

COMPASSIONATE CARE mural project
WARMTH
GIVING YOUR BEST
A Friendly Ear
DIGNITY
CONNECT
personal
MIDDLE
HOPE
PALLIATIVE MEDICINE
NOT TO BOT CARE
Listening
The GOLDEN RULE
Best Self
TAKING THE TIME
PRESENT
Respect
LOVING
PATIENCE
GENTLE
HUMANITY
Wise
Caring
Patience
Surrender
Unreasonable Expectation
ACCEPTANCE
Loving
RESPECTING EVERY JOURNEY
LOVING FREELY
SMILES
Sincere
KNOWLEDGE
OPEN
HELPING

LESSONS FROM THE PROJECT

The response to the mural project was overwhelmingly positive. On every cart round, we ran out of tiles, and staff and students alike expressed their gratitude for the chance to have a break and do something fun and creative. Staff members on one unit were at first in disbelief that we had included them, instead thinking that we had come for the patients. Students at the library, especially medical students, were pleased to have a moment away from studying. It was obvious that these cart rounds were addressing a major need for compassion and care for our present and future healthcare providers.

Not only did this project give staff and students a chance to relax and get creative, but it also helped bring various disciplines together around a common task. Nurses, doctors, patient care assistants, therapists, administrators, faculty members, and students worked and laughed together around the shared project space. So often in our healthcare system, communication and coordination within care teams is fragmented, so any opportunities we can offer to improve inter-professional collaboration not only benefit the team but also influence safe and quality care for patients.

Friendly Ear
good by cirers
DIGNITY
perseverance
COMFORT
CONNECT
EMPATHY
STRENGTH
Quality
MINDFUL
HOPE
PASSION
vulnerable
PALLIATIVE MEDICINE
Unconditional
humanistic
Song Tome!
EQUALITY
listening
The GOLDEN RULE
Devotion
DECENT
nurturing
Observant
BEST SELF
Educated
selfless
Respect
Thoughtfulness
Nursing
WHOLESOME
Having a Heart
Encourage Engage
LOVING
None of us is as GOOD as ALL of us
GENTLE
Embracing HUMANITY
Wise
STEADY Hand
loving your neighbor
Caring
flourishing through difficulty
Tough Love
tience
Dedication
giving
Surrender Unreasonable Expectation
PRESENTNESS
ACCEPTANCE
SUPPORT
From the heart
RESPECTING EVERY JOURNEY
LOVING FREELY
SMILES
integrity
Sincere
The small Things
time
FAITH

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