



Everyone of you can make a difference
in a client's life.



Program

Day 1: PCH, Fish, mangos, life story part 1

Day 2: Disney, Shoes, Happiness 1, Life Story
and Happiness 2

Day 3: Coping , Action Plans and Passion



End of Day one

- We want to be client centered, right?
- That does not mean, we want absence of ‘illness’ (social, mental, emotional, physical, spiritual);
- We (everyone, everywhere and everyday) want to improve the care we provide, right?
- It means take action!



End of day one (part 2)

- Client centered means:
 - Client empowerment
 - Client responsibility

 - Everyone, everywhere, every day
 - Client delight



End of day 1 (part 3)

- Client centered means:
 - Fun
 - Make their day (client delight)
 - Be there, be present for client (and staff)
 - Choose your –positive- attitude
 - Create mango moments / Carlos moments
 - Create experiences



“...to the soul, the most minute details and the most ordinary activities, carried out with mindfulness and art, have an effect far beyond their apparent insignificance.”

Thomas Moore, Care of the Soul: A Guide for Cultivating Depth and Sacredness in Everyday Life



Day 2

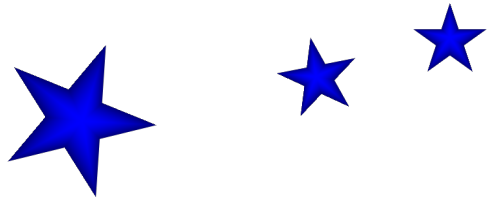
- 8.00 – 8.15 Flash back
- 8.15 – 9.00 Disney and Shoes
- 9.00 – 10.15 Happiness 1.
- 10.15 break
- 10.30 preparation Life Story
- 11.00 – 12.00 Interview
- 12.00 – 13.00 exchange of experiences
- 13.00 lunch



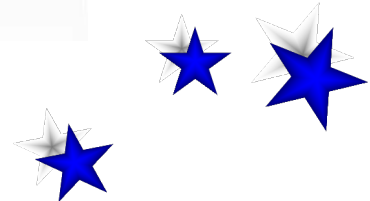
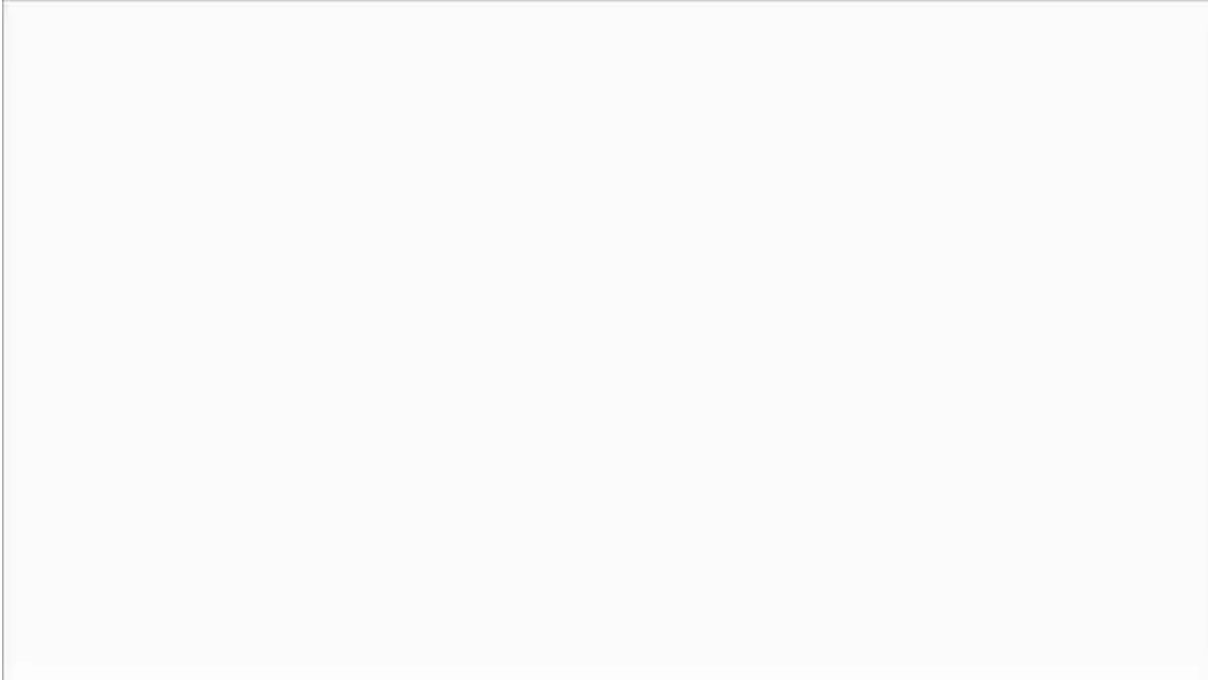
If Disney Ran Your Hospital

By Fred Lee





FRED LEE



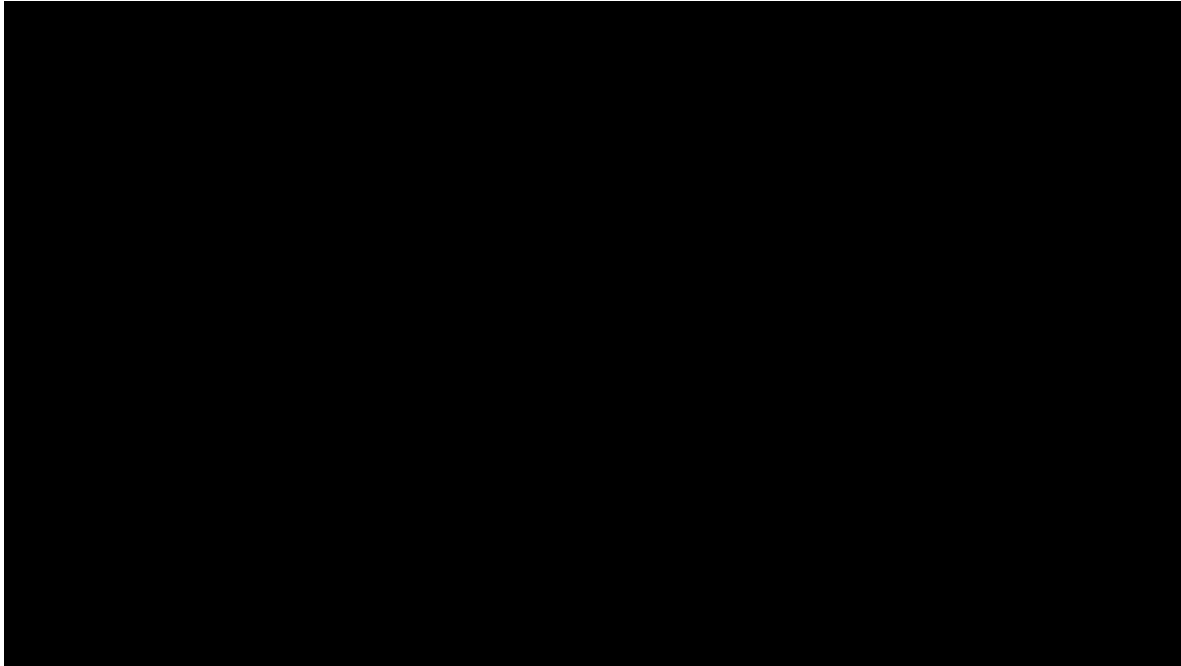


Shoes





Standing in the shoes of the other





Reflection



Your stories?



EMPATHY AND COMPASSION ARE THE KEY



The great gift of human beings is
that we have the power of empathy.

— *Meryl Streep* —

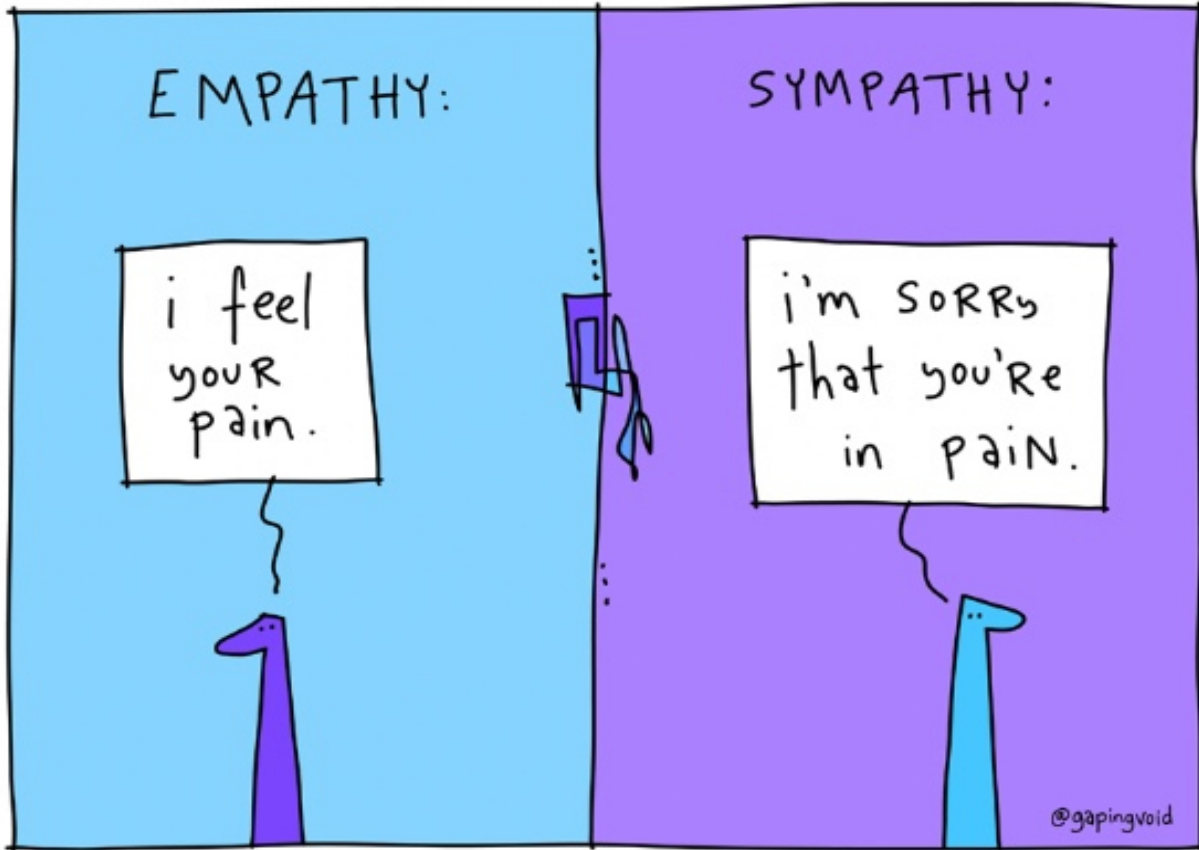


Imagine:

1. If you were the resident..
@ How would you feel??
@ What what you do in a situation like this?
2. What if the resident was your mother...
3. What would make me act like this?



EMPATHY or SYMPATHY?





Toronto Empathy Questionnaire



Let us set the tone

Armin van Buuren (in blue)



HAPPINESS

means to me.....

Everard van Kemenade
HEd Quality Expert and
Leadership Trainer



Benefits of happiness

Meta-analysis by Lyubomirsky, King & Diener (2005)

Social

- More social support and richer social interactions
- More satisfying & longer marriages
- More prosocial behaviour

Work

- Greater productivity
- Lower absenteeism



Benefits of happiness cont...

Health

- Better physical health (e.g., strengthened immune system, less pain, and greater longevity)
- Better mental health (e.g., lowered stress, depression & anxiety)

Personal

- More activity, energy & flow
- Increased creativity & self-confidence
- Better self-regulation & ability to cope

Meta-analysis by Lyubomirsky, King & Diener (2005)



Happy Staff.
Happy Patients.



Your tokens of happiness

Create anchors..... Tangible Memory





Happiness is not....





Not

- Marketing
- Materialism
- Alcohol
- Medicin/drugs
- More money
- Slavery



Dan Pink





Dan Pink

AUTONOMY

MASTERY

PURPOSE



More Money

Consider the guitar as a metaphor. If the strings are too loose, the guitar plays flat; if the strings are too tight, it sounds sharp. The trick is to find just the right tension so the guitar is in tune.

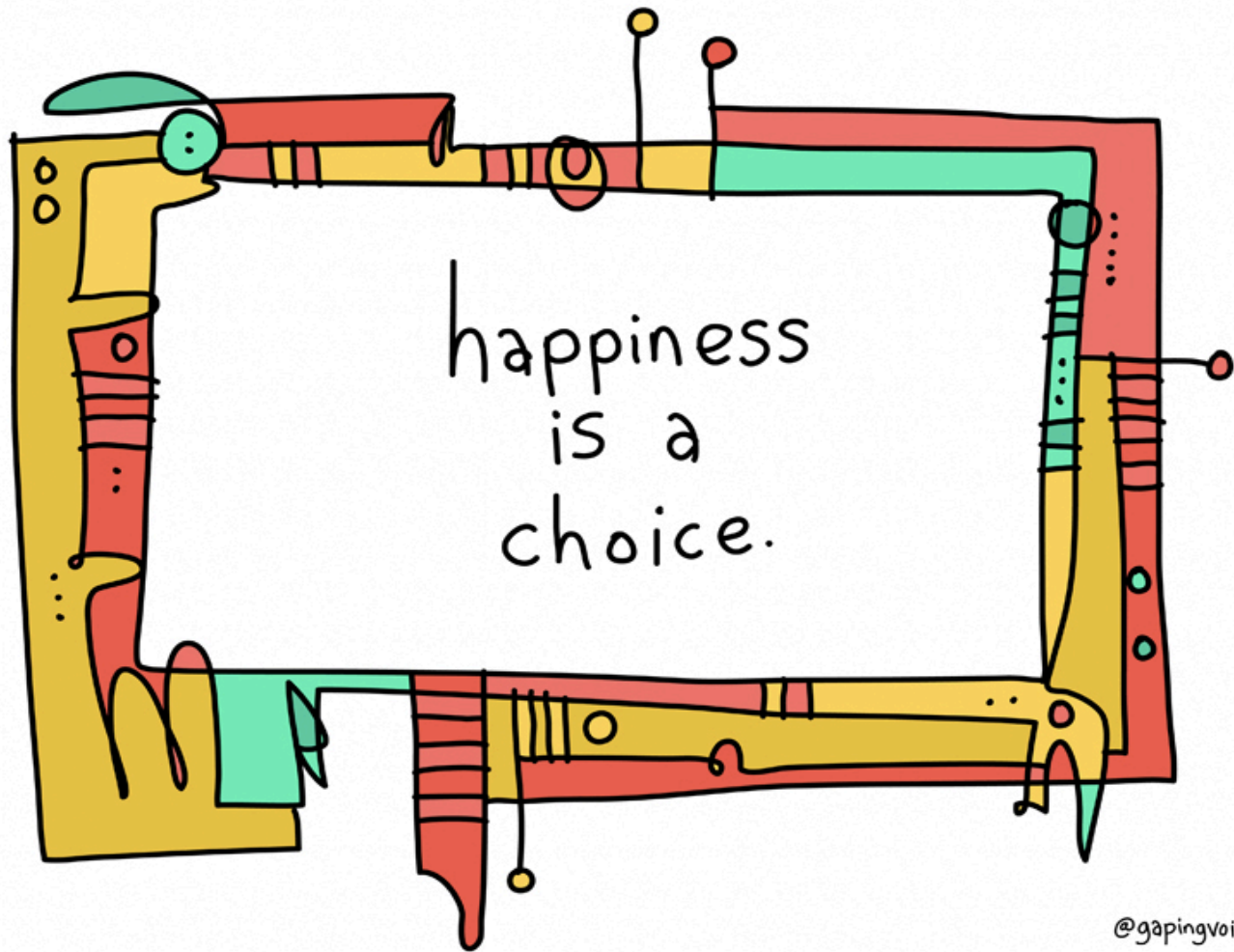




Money

- “Financial circumstances can affect happiness (psychological security, more leisure, more self-growth pursuits), but it is certainly NOT the most important factor”.

Dr. R. Biswas-Diener



@gapingvoid



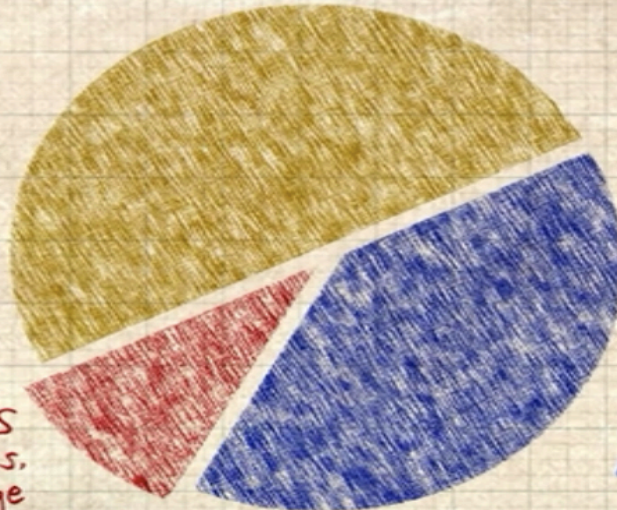
Dijksterhuis (2015)

The DNA of Happiness:

Happiness

SET POINT / RANGE
Genetic
50%

CIRCUMSTANCES
Income, social status,
where you live, age
10%



INTENTIONAL
ACTIVITY
Actions you choose to do
40%



Where is your happy place?





Blue Zones

There are five areas in the world where people get significantly older as researched by Dan Buettner.

1. Sardinia (Italy),
2. The islands of Okinawa (Japan),
3. A Mormon community in Loma Linda (California),
4. Nicoya (Costa Rica),
5. Ikaria(Greece)



What is their secret?

1. Moving Naturally

*The world's longest-lived people don't pump iron, run marathons or join gyms. Instead, they live in environments that constantly nudge them into **moving** without thinking about it. They grow gardens and don't have mechanical conveniences for house and yard work.*





2. Knowing your sense of purpose

*The Okinawans call it “**Ikigai**” and the Nicoyans call it “**plan de vida**,” for both it translates to “**why I wake up in the morning.**”*

Knowing your sense of purpose is worth up to seven years of extra life expectancy.





3. Down Shift

*Even people in the Blue Zones experience stress. Stress leads to chronic inflammation, associated with every major age-related disease. What the world's longest-lived people have that we don't are **routines to shed that stress**. Okinawans take a few moments each day to remember their ancestors, Adventists pray, Ikarians take a nap and Sardinians do happy hour.*





4. 80% Rule

*“Hara hachi bu” – the Okinawan, 2500-year old Confucian mantra said before meals reminds them to stop eating when their stomachs are **80 percent full**. The 20% gap between not being hungry and feeling full could be the difference between losing weight or gaining it. People in the Blue Zones eat their smallest meal in the late afternoon or early evening and then they don’t eat any more the rest of the day.*





5. Plant Slant

*Beans, including fava, black, soy and lentils, are the cornerstone of most centenarian **diets**. Meat—mostly pork—is eaten on average only five times per month. Serving sizes are 3-4 oz., about the size of deck or cards.*





6. Wine @ 5

People in all Blue Zones (except Adventists) drink alcohol moderately and regularly. Moderate drinkers outlive non-drinkers. Some say the trick is to drink 1-2 glasses per day (preferably Sardinian Cannonau wine), with friends and/or with food. And no, you can't save up all weekend and have 14 drinks on Saturday.





unfortunately



7. Belong

All but five of the 263 centenarians we interviewed **belonged to some faith-based community.** Denomination doesn't seem to matter. Research shows that attending **faith-based services** four times per month will add 4-14 years of life expectancy.





8. Loved Ones First

Successful centenarians in the Blue Zones put their families first. This means keeping aging parents and grandparents nearby or in the home (It lowers disease and mortality rates of children in the home too.). They commit to a life partner (which can add up to 3 years of life expectancy) and invest in their children with time and love (They'll be more likely to care for you when the time comes).





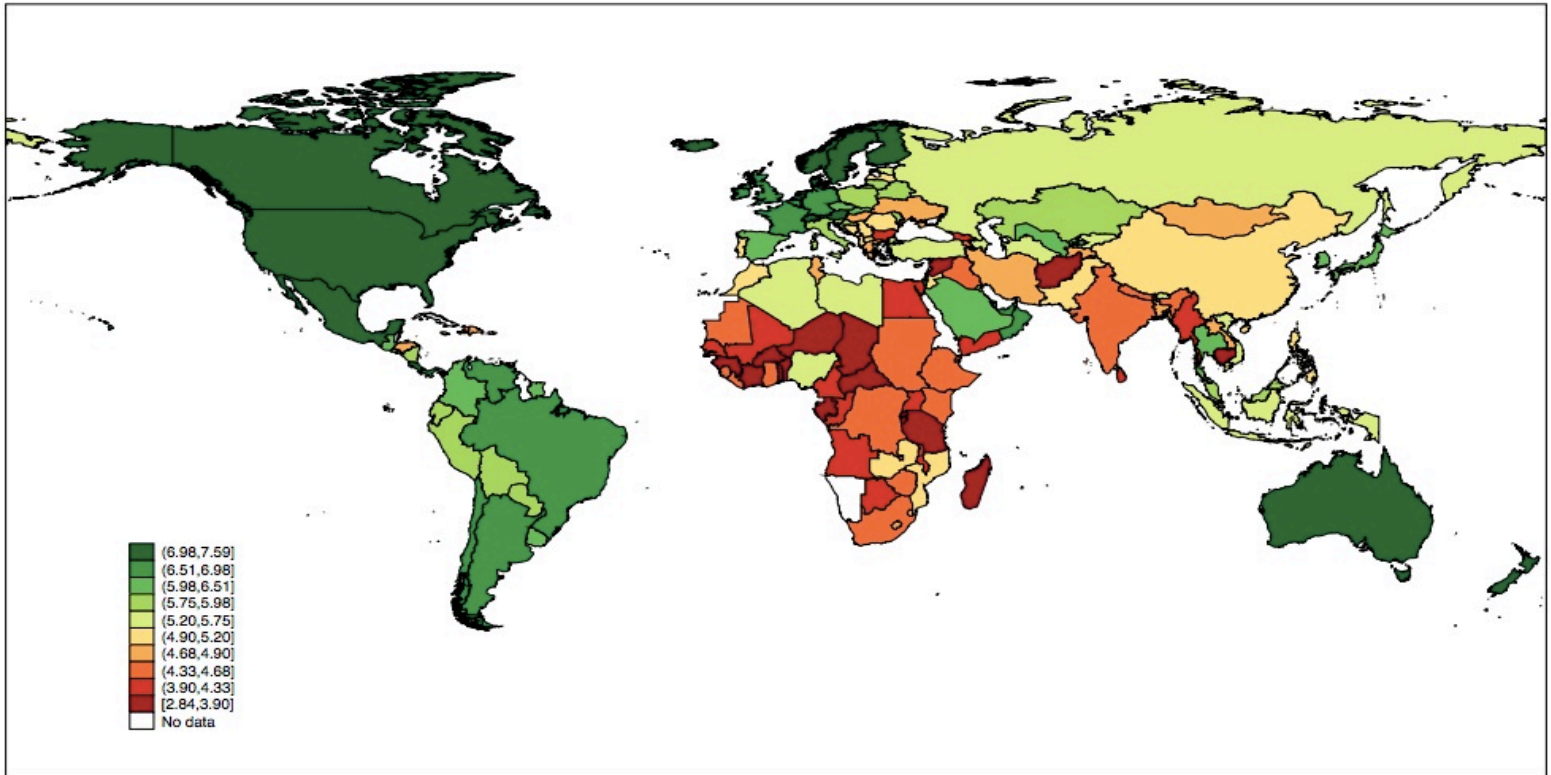
9. Right Tribe

*The world's longest lived people chose—or were born into—social circles that supported healthy behaviors, Okinawans created “moais”—groups of five friends that committed to each other for life. Research from the Framingham Studies shows that smoking, obesity, happiness, and even loneliness are contagious. So the **social networks** of long-lived people have favorably shaped their health behaviors.*





Figure 2.1: The Geography of Happiness





World happiness report 2017





Indicators

- Freedom
- Income
- Generosity
- Social Support
- Health
- Trustworthy Governance



The happiest people in the world live in:

2016

1. Denmark
2. Switzerland
3. Iceland
4. Norway
5. Finland
6. Canada
7. Netherlands
8. New Zealand
9. Australia
10. Sweden

2017

1. Norway
2. Denmark
3. Iceland
4. Switzerland
5. Finland
6. Netherlands
7. Canada
8. New Zealand
9. Australia
10. Sweden



- Surprisingly, the United States is ranked 14th. In the US happiness is decreasing.
- In China people are not happier than 25 years ago. (#79!!)
- The unhappiest people in the world are in countries like Afghanistan, Togo, Syria, Burundi.



Happiness





- Another five-year happiness index study revealed that over three-quarters or 78% of the Aruban population is happy, while 76% indicated longer-term satisfaction with life. While the UAE appointed a minister for happiness recently, Aruba is the happiest island in the world, relative to size according to the study.



- **Social networks** are strong in the region. Friendship is one of the greatest things in life and its average “value” is considered nearly seven times his or her income. Other social interactions such as those with family members or the rest of the community are also a pillar of Caribbeans’ lives. **Having someone to count on** has a big impact on happiness, and the quality of the community is key to feeling safe. **Religion** can also be a source of wellbeing, as it can provide purpose and meaning to people’s lives.



Kets de Vries (2000)

Het geluk, Een handleiding.

A guide to happiness.



Someone to love

1. Shared happiness is double happiness.
2. The secret of happiness is the capability to enjoy the joy of someone else, the desire to make someone else happy.

**You don't need
a reason
to help people.**





Altruism





Metta

- Practicing loving kindness
 - Even to people who hurt(ed) you
 - *May you be well*
 - *May you be happy*
 - *May you be peaceful*
 - *May you be loved*



The weak can never
forgive. Forgiveness
is the attribute of
the strong.

Gandhi



**HOLDING A GRUDGE
DOESN'T MAKE YOU
STRONG; IT MAKES
YOU BITTER.**

**FORGIVING DOESN'T
MAKE YOU WEAK; IT
SETS YOU FREE.**

DAVEWILLIS.ORG



If you want others to be happy,
practice compassion. If you want to
be happy, practice compassion.

— *Dalai Lama* —

AZ QUOTES



Something to do

1. A job gives our life meaning.
2. A meaningful job brings you in a flow, the feeling to stand outside time and environment.

(Mihaly Csikszentmihalyi, 1999)



Something to hope for

- The fact you get closer to your dreams is more important for your feeling of happiness than the achievement of the goal you set.
- *“The journey of a thousand miles starts with the first step”*. Lao Tzu



Happy people have a passion.

Happy people compare themselves with people who have less rather than with those who have more.



Exercising

- 30 minutes exercise a day gives a boost to
- your brain





Exercising

Even though I'm really busy, I block off an hour every day to run, swim, bike, or do yoga.

**Elizabeth Dunn, professor of psychology
at the University of British Columbia**

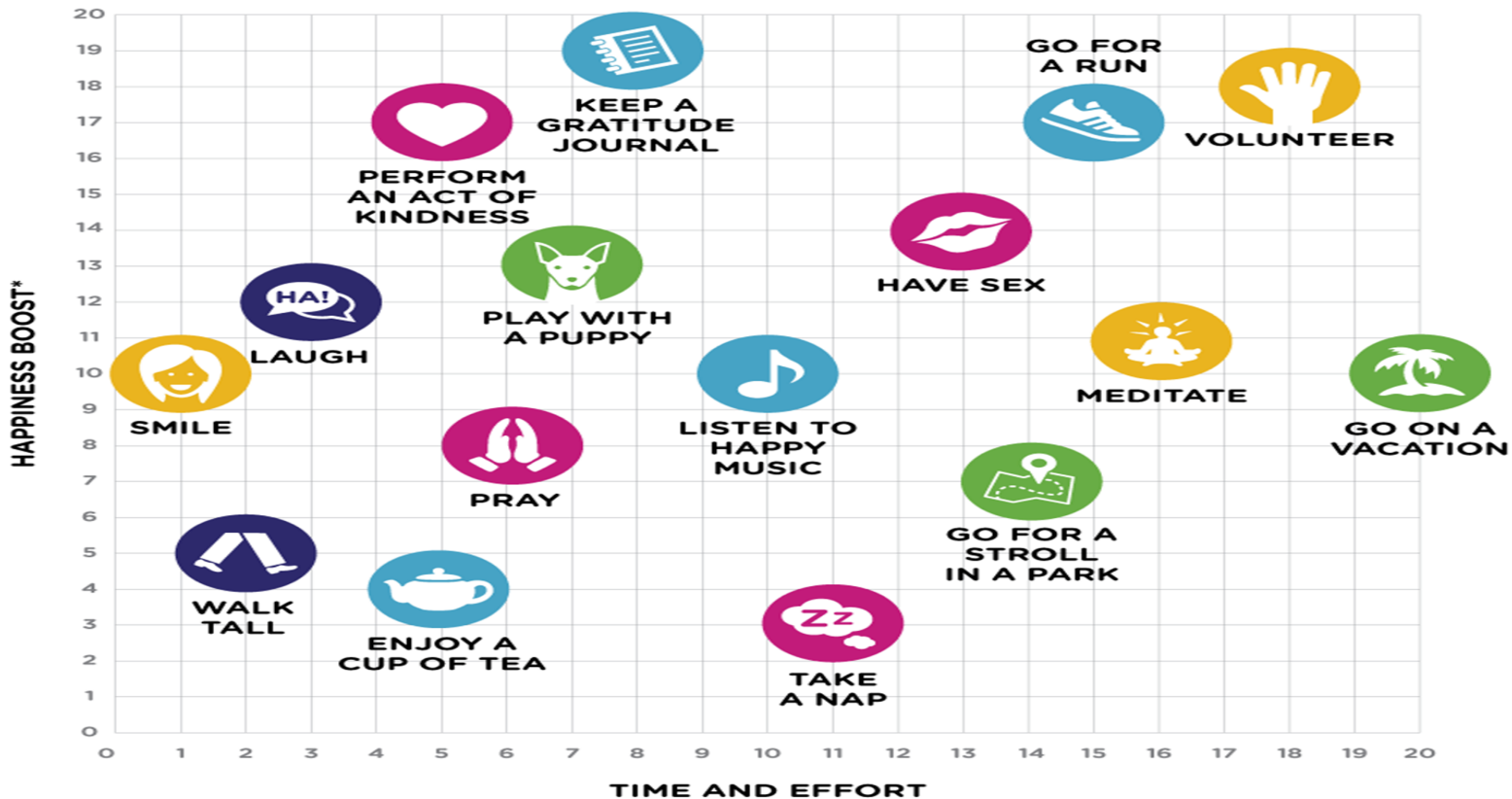




Playing with animals



Science Says You Have Time For HAPPINESS



*Mood changes vary from person to person but try some of these activities to find out what makes you most happy.
Illustrations: Getty, Huffington Post

THE HUFFINGTON POST



ACTION PLAN

- How can we increase happiness of clients?



1. *Smile, laugh*
2. *Walk tall*
3. *Enjoy tea*
4. *Practice altruism*
5. *Complimenting*
6. *Play with puppy*
7. *Gratitude Journal*
8. *Listen to happy music*
9. *Getting enough sleep*
10. *Have sex*
11. *Go for a stroll in the park/nature*
12. *Exercising*
13. *Meditating*
14. *Volunteer*
15. *Go on vacation*
16. *Eat slowly, 80%, vega*
17. *Loved ones/tribe*
18. *Spirituality/religion*
19. *Stress coping*
- ?

***CHOOSE one for
your ACTION
PLAN?***





Life Story Guide



examples

- My dental hygienist
 - Customer history
- Blood donor
 - Control over the process: choose, less pain
- Know the client and his (unknown) wishes...



WHAT IS THE CLIENT'S SOUL?

- It is the part of every human being that lasts eternally after the body experiences death.
- I strongly believe **everyone has a soul.**
- Being a baby in my daughters belly, a 40 year old kitchen staff member of WYCCF, a 66-year old trainer on client centered care of a 92 year old resident of stMHome.



WHAT IS THE CLIENT'S SOUL?

- It is the part of every human being that lasts eternally after the body experiences death
- For those who believe
- [Genesis 35:18](#) describes the death of Rachel, Jacob's wife, saying she named her son "as her soul was departing." From this we know that the soul is different from the body and that it continues to live after physical death.



Observe and ask

“Care of the soul begins with observance of how the soul manifests itself and how it operates. We can’t care for the soul unless we are familiar with its ways. Observance is a word from ritual and religion. It means to watch out for but also to keep and honor, as in the observance of a holiday.”

Thomas Moore, [Care of the Soul: Guide for Cultivating Depth and Sacredness in Everyday Life](#)



Content

The life storybook has four chapters:

- My life reflections
- Now
- My hopes and dreams
- Actions for staff



How to create a Life Story?

- Seek permission of the resident and family member(s), especially if you are going to use photographs that may have family members in them.
- Interview. At the end of the interview you ask for photos, pictures and permission to use them. Some people also have newspaper copies that are important to them, postcards, letters or even a diary where they can gather information. More short meetings could be necessary.
- Do it in a group of two. Then one can write, the other asks the questions; one can and select take pictures; the other can give a creative touch to the book.
- When the (draft) Life Story Book is ready, look at it together with the resident. Report what their reactions were on what (positive, negative, neutral).
- [We are not looking for the truth.](#)



Example anchor

<https://www.youtube.com/watch?v=oNBX7Ag2Wgc>



Your experiences !!



Music

- Music helps elderly people. Music is one of the last issues that leaves the brain!!!
- It influences the mood very positively and it is a way to make contact.
- Use their preferences!! Especially from age 20-30.



The power of music 2

Make my playlist



<https://dailycaring.com/music-seniors-love-top-songs-from-every-generation/>



How to use music

- Music helps elderly people and people with dementia.
- Important moments in our lives are anchored to music.
- Music helps to improve social skills and the mood of people.

4 tips for use of music with elderly people

1. Define the goal: is the music meant to relax, distract or activate?
2. Music during the care: quiet, instrumental music that the person likes can help with washing, dressing and going to bed.
3. Music to activate: sing together, move or clap your hands on music, make music together (did you play an instrument?).
4. Keep observing: choose the right music for the right moment for the right person



The power of music 1

noisey



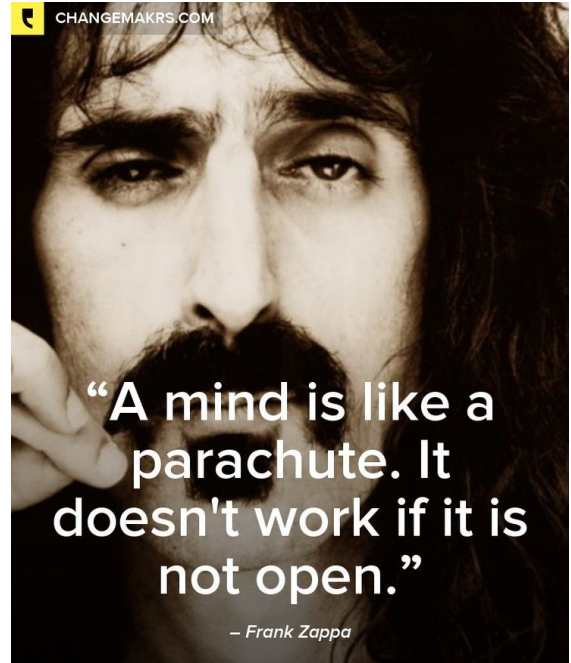
Happy Together, Zappa, 1971





Frank Zappa

(December 21, 1940 – December 4, 1993)





Zappa on Trump: 1989!!!!

HT: How have you managed to keep your integrity while becoming a successful businessman?

FZ: It's really easy. All you have to do is decide you don't want to be one of those guys. You don't make as much money, but you can certainly live well enough.

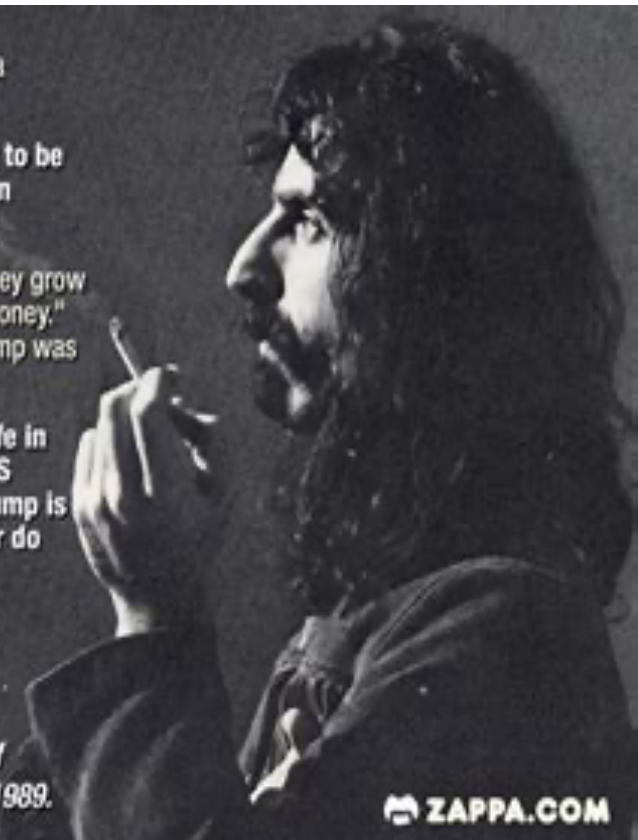
HT: It's a bizarre thing – you ask kids what they want to be when they grow up, or what they want to do, and their answer is, "I want to make money." In a survey among high school students, more kids said Donald Trump was their hero than anybody else.

FZ: Yeah, but on the other hand, let's deal with it as a fact of life in America. I think that's a very good indicator of the failure of US education. Now if you add these two facts together, Donald Trump is the idol of American teens, and that teens can't read, write, or do arithmetic, what do we have?

HT: What?

FZ: A failure to communicate.

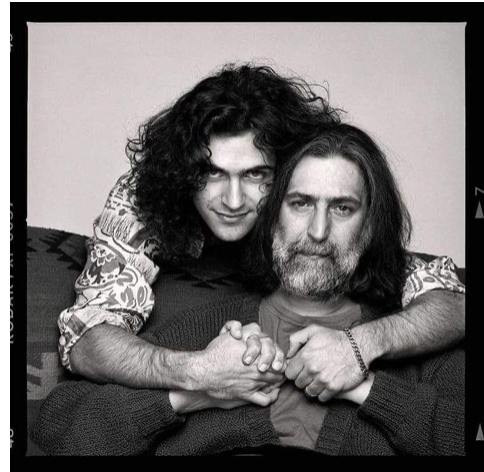
– Always the futurist... Frank Zappa on Trump and the state of American education. From HIGH TIMES Magazine, December 1989.





Father and family

Moon Unit
Ahmet
Dweezil
Diva





Dweezil: Keeping the soul alive

- [1976 Frank Zappa](https://www.youtube.com/watch?v=F5XnxM7vps8)
<https://www.youtube.com/watch?v=F5XnxM7vps8>
- [2010 Dweezil Zappa](https://www.youtube.com/watch?v=aOyYq_4G-d4)
https://www.youtube.com/watch?v=aOyYq_4G-d4
- December 1st 2019.....



Life Story effect

- For (new) caregivers to discover and address the likes and needs of a resident;
- Help celebrate life achievements, special events, holidays and other special occasions that might be important to the resident;
- Promote and support mental stimulation, physical activity, emotional comfort and pleasure;
- Help engage the individual in more meaningful conversations about the past where memories are more vibrant and clear;
- Look back at a person life and bring back memories (reminiscence);
- Encourage social interaction between the person, the other residents, caregivers and family members caring for the resident;
- Help distract and divert the individual when upset;
- Support the person when in new and unfamiliar surroundings (e.g. hospital).



Practice

- Use a ring binder with plastic covers A4 where you can put the photos in.
- Make sure the text and caption to the photos is legible.
- Do not put too much information on one page.
- Make a first page with photo, name, and date of birth.
- Write in the introduction of the Life Story Book, who is allowed to use it.
- There definitely are more ideas to add.....
- POSTER!!!!!!!

What? CCC Organisation	By whom?	With whom?	When?	How?	Evidence of success
1. Space is available for staff to decompress	Bregje	FacM Soc W			
2. An improvement of comfortable, healing and welcoming lobby, parking lot, front desk for staff, family and clients.	Bregje	Fac M		Inc. lockers for staff	
3. Residents and family members participate as members of committees/focusgroup	Bregje				
4. What staff can expect from CCC is proactively shared.	Bregje	HR?			
5. Educate staff/provide internet for staff to study e.g. different religious beliefs	Bregje	FacM			
6. Healthy food available to all staff, all dep, all shifts	Bregje	kitchen			
7. Staff suggestion for improvement not only	Bregje	Quyality officer			

What? stMH Groups of two	By whom?	With whom?	When?	How?	Evidence of success
LIBERATE THE SOUL. A client centered life story project					
1. Summarize data from today	duo		Before Xmas	Write down in doc	doc
2. Add new questions	duo		Before Xmas	Second interview	doc
3. Fullfill requests	duo	others	Before Xmas		
4. Make doc visible	duo		Before Xmas		Poster?
5. Follow up of the Life Stories with other residents				Assign a project group and project manager	

What? stMH Organisation	By whom?	With whom?	When?	How?	Evidence of success
8. Follow up of the Life Story Project					



Happiness cont'd



You cannot make people happy nor positive, they have to do that themselves but –as colleagues- you can:

- 1. Be the example**
- 2. Inspire people: clients and staff!**
- 3. Focus on and support a positive attitude: be happy together**



A man asked Lord Buddha
" I want happiness."
Lord Buddha said
first remove " I " that's ego.
Then remove "Want" that's desire.
See now you are left with only
"Happiness"



**REMEMBER
HAPPINESS IS
A WAY OF TRAVEL
NOT A DESTINATION**

-Roy Goodman





4.

Welcome to:
More Happiness: PERMA

Kets de Vries	Blue zones	WHO	General	PERMA (Seligman)
				Positivity
<i>Someone to love</i>	Social structure, sense of belonging	Social Support	Playing with animals Religious community, <i>Jesus, family</i>	Relationships
(altruism)			Volunteer, act of kindness, <i>others</i>	
		Generosity	Be grateful	
<i>Something to do</i>	Moving	Income	Exercising (mind an body)	Engagement, Passion, Flow, living your values
(flow)			<i>Being alive</i>	Action
<i>Something to hope for, dream</i>	Purpose	Freedom	Laugh, smile, <i>music</i>	Meaning, Purpose, Mission, IKIGAI, soul
	Health, food, (wine), eat 80%	Health	<i>Health, Nature</i>	
	Destress		Cup of tea , meditate, pray, vacation, take a nap,	
		Trustworthy gov.		

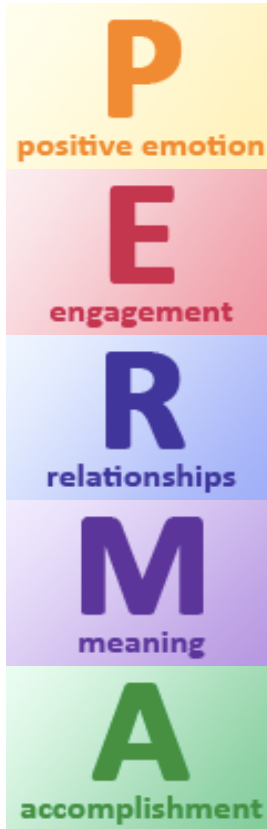


1. PERMA model

elements that promote happiness within us

M. Seligman





Positivity, optimism, half full

Engagement, passion, flow

Team, friends, interaction

Meaning, Purpose, mission

Results, recognition





- To explore positive psychology theory and research
- To apply ideas for building health and wellbeing
- www.themindroom.com.au/library



Positive emotions

- Openness to new ideas and experiences
- Broaden resources
- Fosters collaboration, friendship, love
- Help people to be more creative, learn faster and make better decisions quicker (Isen, 2000, Positive affect and decision making)
- Fuel Resilient Coping (Fredrickson, Tugade, Waugh & Larkin, 2002; Tugade & Fredrickson, 2002)
- Increase well-being/health recovery (Fredrickson & Joiner, 2002; Tugade & Fredrickson, 2002)



Psychosocial reserves for times of threat or opportunity



Over time, positive emotions

- **Increase work productivity** (Marks & Fleming, 1995)
- **Improve physical health** (Cohen et al., 2003).
- **Lead to longevity** (Danner D, Snowdon D, Friesen W, 2001)



Gratitude Journal

Happy Tapper



- Write about 2-3 things that you are grateful for.
- Make them recent (e.g., last 24hrs)
- Make them specific, can be small
(e.g., morning coffee, walked the dog, chat with my sister)





Values Are..?



what you stand for as a person,
what you are engaged at



POWER

HOPE

CREATIVITY

COURAGE

ACHIEVEMENT

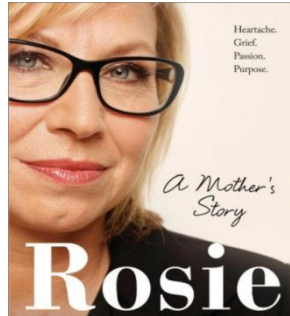
TRADITION

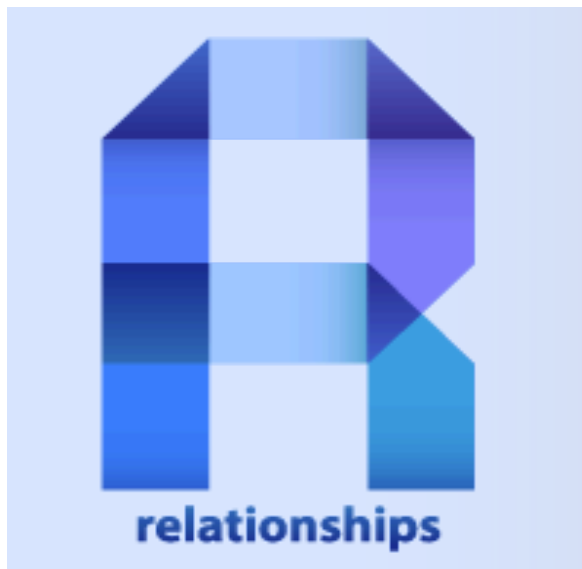
JUSTICE

EQUALITY

LOVE

PERSISTANCE







- What is your ikigai?
- What gives your life a sense of **purpose** and meaning?
- Write your 6-word ikigai



Beyond happiness





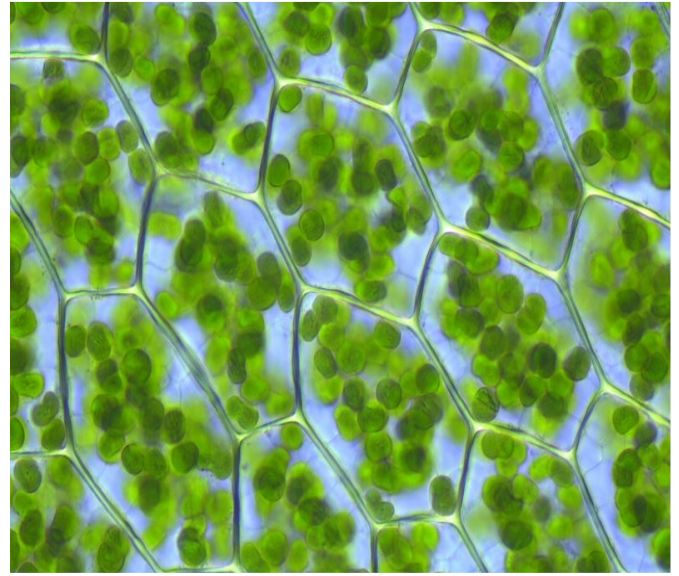
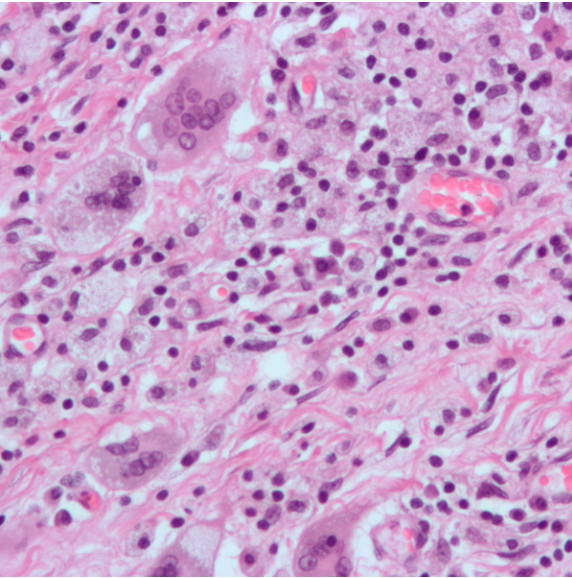
Your purpose, your soul

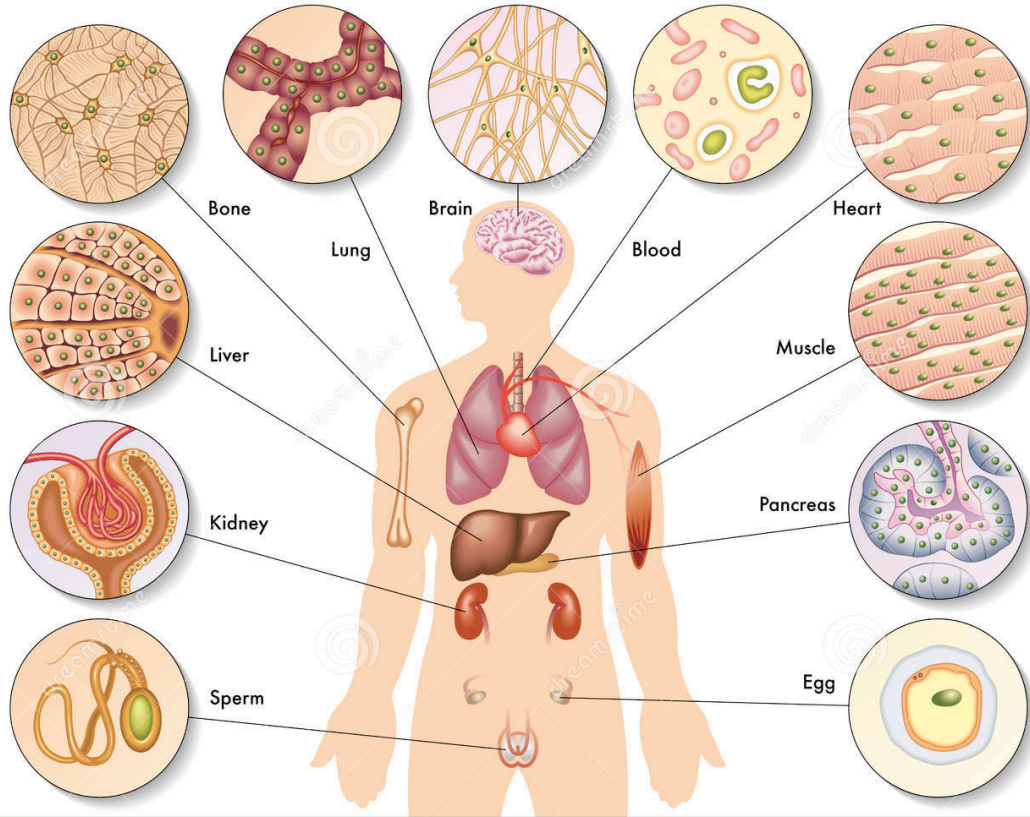
- Brings you beyond happiness
- Brings you in sync with a greater transition
 - Towards a new world order/mindset/paradigm

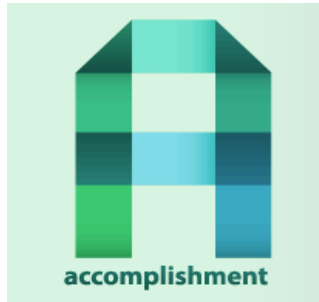


You are like one cell in a human body

You have your own purpose,
but you are part of a greater purpose







RESULTS makes us happy.

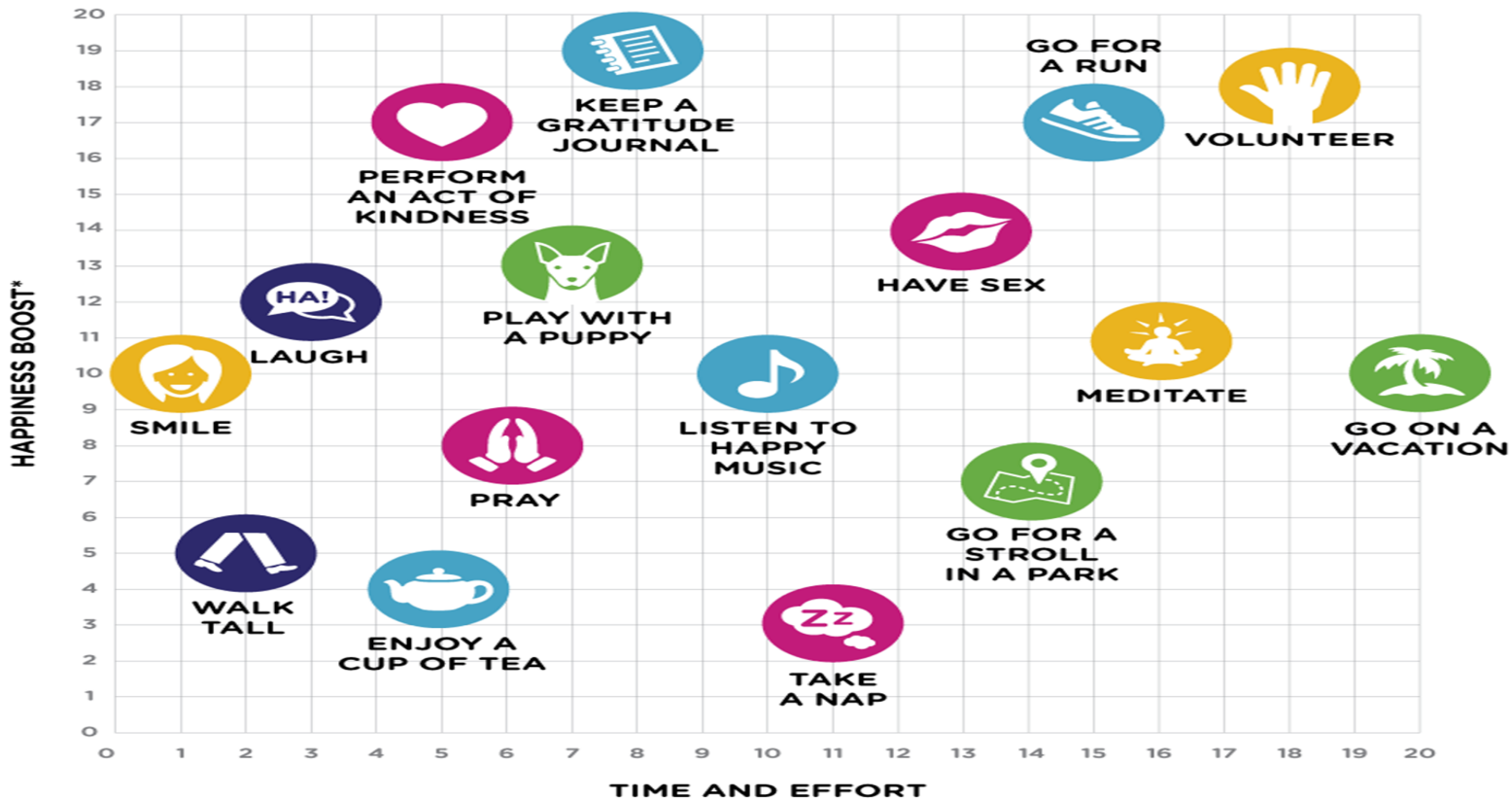
ACTION

RECOGNITION !!!!!

Give residents a compliment!

What? Individual	By whom?	With who m?	Wh en?	How?	Evidence of success
1. Towards the clients I will					
2. Towards my own happiness will					

Science Says You Have Time For HAPPINESS



*Mood changes vary from person to person but try some of these activities to find out what makes you most happy.
Illustrations: Getty, Huffington Post

THE HUFFINGTON POST



Happy Staff.
Happy Patients.



Happiness at work

Harvard Business Review



The Science Behind the Smile
Interview with Daniel Gilbert



@gapingvoid



Dr. Ishikawa



“The first concern of the company is the happiness of the people connected with it.

If the people do not feel happy
the company does not deserve to exist.”



Doesn't a certain amount of unhappiness spur good performance?



No evidence



Shouldn't staff be a little anxious to keep them productive?



www.shutterstock.com · 45320518

No: reward works better!



Measuring

- Satisfaction With Life Scale (5-items) <http://bit.ly/ljl4qE>
- Flourishing Scale (8 items) bit.ly/lXe0vme
- Warwick Edinburgh Mental Wellbeing Scale (14 items) bit.ly/lvy0Klr
- Work on Wellbeing (50+ items) www.workonwellbeing.com
- AWE (52 + 8 demographic items) www.aweschools.com





The survey for healthcare professionals

This survey was based on Situational Outlook Questionnaire (Isaksson et al., 1999).

	Not at all	Not much	Neutral	Somewhat	Surely
	1	2	3	4	5
1. Do you consider your work as a challenge?					
2. Are you emotionally involved in and committed to work?					
3. How free are you to decide on the method of performing your tasks?					
4. Do you have time to consider things before acting?					
5. Is there dynamism in your work (plenty of events in organizational life)?					
6. Is there trust and openness in your work?					
7. Do you feel free to express your opinions and offer different viewpoints?					
8. Is there enough time to elaborate new ideas in your work?					
9. Do you have time to explore and develop ideas which were not a part of the original task?					
10. Is there playfulness and humour?					
11. Is the atmosphere relaxed?					
12. Are there any conflicts?					
13. To which extent do you engage yourself in interpersonal conflicts?					
14. Is there a support to new ideas and are there means for testing them?					
15. Do people listen to each other generously?					
16. Are there any debates?					
17. To which extent do you engage yourself in lively discussions on real interest issues?					
18. Is some risk considered acceptable?					
19. Is failure considered normal?					



Believe!!!



Kets de Vries	Blue zones	WHO	General	PERMA (Seligman)
				Positivity
<i>Someone to love</i>	Social structure, sense of belonging	Social Support	Playing with animals Religious community, <i>Jesus, family</i>	Relationships
(altruism)			Volunteer, act of kindness, <i>others</i>	
		Generosity	Be grateful	
<i>Something to do</i>	Moving	Income	Exercising (mind an body)	Engagement, Passion, Flow, living your values
(flow)			<i>Being alive</i>	Action
<i>Something to hope for, dream</i>	Purpose	Freedom	Laugh, smile, <i>music</i>	Meaning, Purpose, Mission, IKIGAI, soul
	Health, food, (wine), eat 80%	Health	<i>Health, Nature</i>	
	Destress		Cup of tea , meditate, pray, vacation, take a nap,	
		Trustworthy gov.		



End of day two.

Happiness is a.o. about love, action, dreams; health, body, mind, exercise, belonging, being grateful, music, nature, doing something good for someone else and PURPOSE.

For clients and YOU.



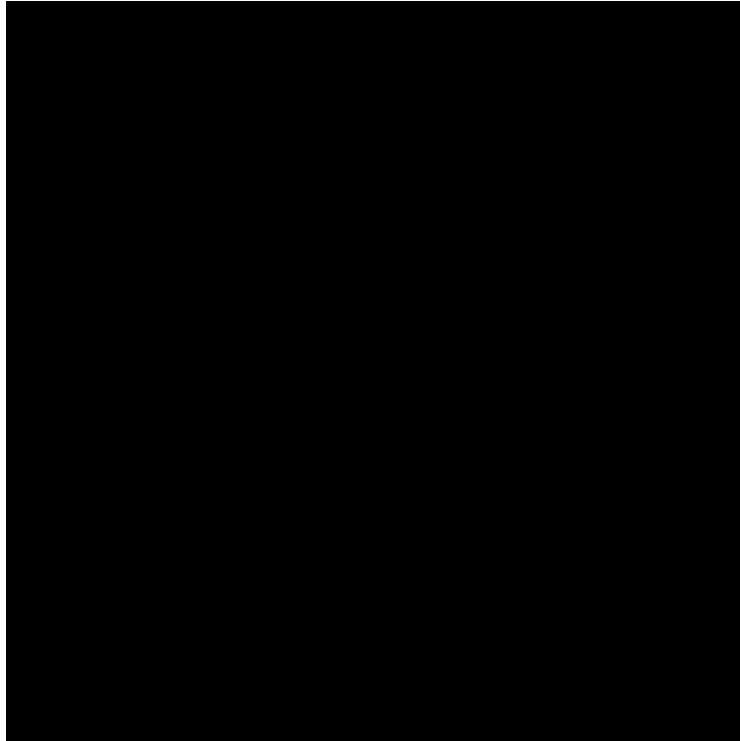
Your tokens of happiness

Create anchors..... Tangible Memory





Thank God, it.....





Program

Day 1: introduction and Person Centered
Healthcare

Day 2: Fish, Disney and Shoes/ Happiness

Day 3: Coping, Action Plans and
Passion



Dan Pink

