



Bringing the Human Library Experience into the Healthcare Sphere to improve the Staff's Understanding and Empathy of Patients and Carers

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INTRODUCTION

In a Human Library, instead of borrowing a book and reading it, the reader borrows a person and listens to his or her story. It is a safe space where reader can ask questions and engage in conversation with the 'book'.

The aim is to improve the staff's understanding and empathy values towards patients and carers using the basic human interaction, story-telling concept which involves emotional engagement between the 'books' (patients/carers) and 'readers' (staff).



A patient (on wheelchair) with rare condition ganglioglioma is one of the 'books' during the program

METHOD

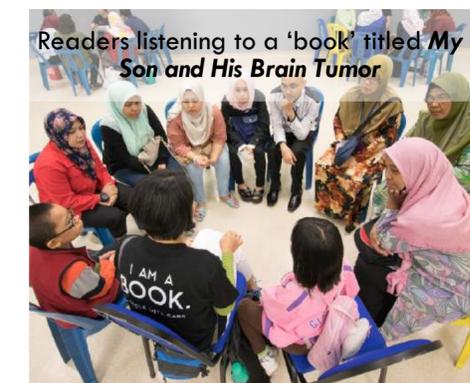


- A team of 16 people (pharmacists, pharmacy assistants and clerks) was assembled as a committee
- 4-months Gantt chart was outlined
- We also reached out to Human Library Malaysia (NGO) for knowledge and experience sharing



- 'Librarians' identified potential 'books' through their interactions with patients/carers during the daily services
- A book catalogue was created and shared as a Google shared document to allow staff to choose the 'books' that was of their interest via online selection
- Each 'reading' sessions is between 20 – 30 minutes per book

RESULT



Readers listening to a 'book' titled *My Son and His Brain Tumor*



A 'book' titled *Cancer Change Me for the Better* is sharing his personal journey

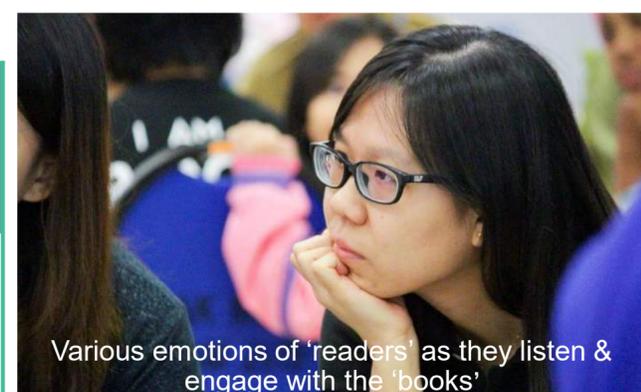
17 BOOKS
122 READERS

99%

Readers (staff) felt this program helps to increase their understanding & empathy towards patients/carers

98%

Feels that this program inspired them to strive for better service for patients/carer in the future



Various emotions of 'readers' as they listen & engage with the 'books'



The emotional engagement between the books and readers is a powerful motivator and inspiration for staff to strive for excellence in service.



Direct involvement of patients and carers in the programme



Emotional engagement between staff and patients/ carers



Provide staff with depth and insights from patient's / carer's experience-sharing