

Notes from Open Space Topic Convenors

What was your topic or practice?

The intersection of the Fetzer Institute mission of Love and Forgiveness and Healing and Health Care.

What were major discussion points?

- The patient/consumer can be a powerful force in making change. This came from a discussion of medical error, the forgiveness involved at several levels and the effects of disclosure and saying “sorry” on malpractice outcomes.
- The presence of unconditional love creates the opportunity for forgiveness and healing.
- The system tends to perpetuate fear. For example, medical errors are not discussed for fear of disadvantaging oneself in a suit. How do we influence systems to be based on love and forgiveness is a question. Restorative justice was one suggestion and opened us to the notion that this is applicable to all professions.
- It is powerful for people to hear an acknowledgement of how they may have made an error.
- A major point is that this starts with the self. You need to love and forgive yourself before you can love and forgive others. This needs to start in and be carried through the education of health care professionals.

What did you learn?

Need to bring people together to have dialogue about this and deepening the relationship skills of the underlying skills and attitudes that develop this.
Telling and listening to each other’s stories can be a powerful way to teach this.
Principles of emotional intelligences may also be applicable.

Whom should we contact for more information?

Name: Mickey Olivanti
Telephone: 269/375-2000
Address: Fetzer Institute
9292 West KL Avenue
Kalamazoo, MI 49009
Email: molivanti@fetzer.org

Who helped create this new practice?