



# Communication, empathy, and trust: Lived experiences of caregiver-staff relationships while providing palliative and end of life care to children in Cox's Bazar, Bangladesh

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# Context: Goyalmara Mother-Child Hospital



Unchiprang Makeshift Settlement (UMS, Camp 22) PC: Rachel Yantzi



<https://www.msf.org/bangladesh-rohingya-crisis-update-may-2019>





# Study Aims

1. To document and describe the lived experience of providing palliative and end of life care in Goyalmara Hospital in order to inform program implementation in this and other MSF contexts.
2. To understand the ethical implications on staff of integrating palliative and end of life care into holistic care.





# Methodology

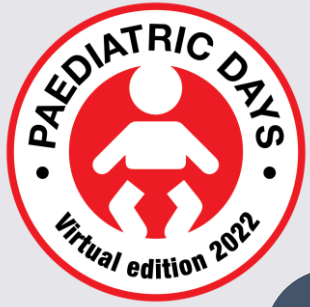
- Focused ethnography informed by moral experiences theoretical framework
- Inductive analytic approach using narrative summaries and qualitative coding in Nvivo 11
- Ethics approval: MSF and Bangladesh University of Health Sciences Ethics Review Boards





# Results: MSF staff's vision of the staff-caregiver relationship





# Results: Breakdown in the staff-caregiver relationship

## Being seen as a 'mechanical person':

- Maintaining our ability to show empathy

## 'We are saying one thing, they understand something else':

- Struggling to build understanding

### Relationship Breakdown

## 'They blame us':

- Feeling blamed by caregivers for the death of a child

## 'They make the wrong decision and take him away':

- Struggling to understand parents' decisions



# Conclusions

- Positive relationships with caregivers may alleviate an important source of moral distress for MSF staff involved in paediatric palliative care
- Access to trained medical & cultural translators (24/7) is crucial to facilitating positive relationships with caregivers
- Training and supports are needed:
  - Safe and open spaces for communication
  - Strategies to balance empathy & self-care
  - Communication skills
  - Family-centered care
  - Grief resilience
  - Impacts of trauma and healthcare exclusion



# References

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