Deep Listening: Dialogues for Inclusion and Transformation in Health Care

ICRE 2019 Opening Plenary
Dr. Lisa Richardson
Outline

• The medical gaze

• Deep listening
  • To patients
  • To self
  • To learners
  • To communities

• Deep listening within our institutions to enable structural change
• Introduction
• Self location
• Reflexivity
When I dare to be powerful—
To use my strength in the service of my vision,
Then it becomes less and less important
Whether I am afraid

Audre Lorde
Medical Perception

• Medicine considered a “culture of no culture”

• But we must recognize the culture of medicine and medical education as well as the enculturation of learners into that culture in order to transform it
The modern medical gaze—the way in which we perceive our patients and understand medical knowledge—evolved in a particular social and historical context.
Deep Listening

• Gulpa Ngawal is an Australian Indigenous concept which translates to deep listening

• I suggest that it is a concept to help us reimagine relationships in medicine in order to create structural changes for diversity and inclusion
What'cha doing?
Gulpa Ngawal
Gulpa What?
Deep Listening
Feeling my ancestors' breath on my cheeks
Hearing their whispers in my ears
Reading the land, the country
Listening for birds
What'cha doing?
Gulpa Ngawal
Gulpa What?
Deep Listening
Watching for signs, not neon ones
Taking an inventory of all that has passed
And what is to come
Judging and loving you all at once
Drinking in the sadness of this place
Til I can't take it any more
What'cha doing?
Gulpa Ngawal
Gulpa What?
Deep Listening
Calling out to hear my mother's voice
Waiting, waiting to feel my next move
Hunting, hunting and gathering
What'cha doing?
Gulpa Ngawal
Gulpa What?
Deep Listening
Cracking open a load of muscles
Feeling the warm fire on my skin
Licking my lips
Animal flat slick on skin
What'cha doing?
Gulpa Ngawal
Gulpa What?
Deep Listening
Sexy looking good
Oozing charm
Reading the wind
Taking stock
Wishing I was there

Taking it in
Breathing
Living with my heart
Taking the steps of those who came before
All this and more
Is Gulpa Ngawal

Andrea James
Deep Listening...

Involves:

- Deep and respectful listening
- Being present and in the moment
- Paying attention to the spaces in between and to the silences
What does deep listening mean in the context of listening to our patients?
What does deep listening mean in the context of listening to one’s self?
What does deep listening mean in the context of listening to learners?
What does deep listening mean in the context of listening to communities?
How can the concept of deep listening guide institutional transformation?
Deep listening also means...listening to our youth, to our ancestors and to the land.