

Supportive Relationships in Care

Area/Type: Incubator; Operations Improvement/Technology
Sponsor/Support: OCBA
Length/Project Status: 23 months; ONGOING



TRANSFORMATIONAL
INVESTMENT
CAPACITY

Project Summary

Problem

MSF works in dynamic and often extremely challenging contexts where the softer aspects of caring for patients can sometimes be overlooked, yet the importance of **fostering a supportive and compassionate relationship between staff of a health facility and patients** cannot be overstated. Current efforts, such as workshops, have demonstrated interest and impact but revealed that cultural change cannot be achieved through isolated interventions. There is a need for sustained engagement, capacity building, and shared ownership of tools to ensure long-term progress across the movement.

Proposed Solution

This project will aim to **effectively improve supportive relationships in care at project level through interventions that lead to a demonstrated change in people, interactions and practice**. The project will develop and test a full intervention package including an assessment for doctors and patients, training facilitators, hosting workshops and testing the approach in four pilot sites.



Potential Impact

- Improves patient outcomes by **focusing on practitioner's empathy and self-awareness**.
- Strengthens patient experience by **fostering trust and dignity** in care delivery.
- Reduces staff burnout, improves morale and retention** while promoting a healthier work environment.

Viability

- Contributes to **MSF strategic priorities** on person-centred care, safeguarding and diversity, equity and inclusion.
- Builds on **existing tools and frameworks** developed under the RESTORE TIC project.

Risk Mitigation

- Involves the **quality-of-care platform** from the start to increase buy-in and likelihood of a smooth handover post-TIC.
- Promotes **early buy-in from operations** by cost sharing pilot expenses between TIC and OCBA.

Scalability

- Builds a **community of practice** and pool of facilitators to embed capacity across the movement.
- Adapts learnings from the RESTORE project to **develop a more scalable approach, with the aim of handing over to the quality-of-care platform**.