



Sisters  
Hospitallers

# Humanity in care

**Did you know that at our Institution we embrace humanity in our approach and in everything we do? Learn how this Hospitaller value is applied in the future Province of Latin America.**



# Ana Cristina Cortes Rodríguez



**Leader the Social Work area at La Inmaculada Clinic in Bogotá, Colombia**

My name is Ana Cristina Cortes Rodríguez and I currently lead the Social Work area at La Inmaculada Clinic in Bogotá, Colombia. For us, the sense of Humanity in Care means "the human, therapeutic, and spiritual exercise of serving the sick, the suffering, the needy, so they feel welcome rather than excluded."

In an effort to learn the opinions of the people we serve, those who are the focus of our mission and our *raison d'être* at La Inmaculada Clinic, we conducted a focus group with users of the mental health services to understand, through the use of various images, how our patients perceive us.

First, we showed a photograph of the physical structure of the clinic taken from the exterior; second, the monument of our founding father; third, an image of the chapel; and lastly, a group of patients, employees, and sisters.

An analysis of the first image revealed that **the clinic represents a second home for its residents, a place where they are respected, accepted regardless of their condition**, not only mentally, but physically and spiritually, and where they have no sense of being outsiders.

The depiction of **St. Benedict Menni was interpreted as faith, spirituality, the history of a mission** and of a man who was able to establish a community for the sick, motivating them to learn about the mission of the Sisters Hospitaliers and to know themselves better.

According to the focus group, the third image of **the chapel symbolised comprehensive, warm, and humane care**. The fourth image represented i) the efforts of the employees to provide a welcoming environment, ii) **the presence of the sisters who signify a more humane experience, closer to spirituality**, and iii) the importance of the medical-scientific activities that facilitate their treatment and recovery.

In conclusion, it was determined that despite existing prejudices about mental health institutions, patients experience a different reality unrelated to the perception of society.

To conclude, we used the figure of a pyramid in which the participants ranked **their feelings about the hospitality experience on the different tiers**. For hospitality users, it was positioned at the top, accompanied by statements like: **"hospitality exists in every corner of the clinic", "hospitality is the effort of a group of professionals to help patients", "hospitality is felt in every aspect of the clinic: in the dining room, in the psychiatrists, and the professionals that care for us; it's a synchronised group"**.

This experience demonstrates that it is important to promote humanity in care and listen to users' feedback by using those elements that are the fundamental hallmarks of our institution.

