

The Platinum Rule



The Platinum Rule is a concept that emphasizes the importance of understanding and respecting others' preferences, needs, and perspectives, when we interact with them. It goes beyond the Golden Rule of "Treat others as you would like to be treated," and instead asks us to, "**Treat others as they would like to be treated.**" It recognizes that everyone has different preferences, communication styles, and ways of experiencing the world. It encourages us as providers to be open to, and respectful of, these differences - focusing on understanding others' needs and treating them accordingly.

Understanding and using the Platinum Rule in palliative care is crucial for several reasons:

Everyone is unique:

The Platinum Rule acknowledges that people have diverse backgrounds, personalities, cultural influences, and communication styles.

1

It recognizes that what may be comfortable or desirable for one person may not be the same for another. Palliative care is centered around the individual receiving care, focusing on their unique needs, values, and goals. By applying the Platinum Rule, palliative care providers can tailor their approach to meet the preferences and desires of each person.

Respect for Autonomy:

Respecting others' autonomy is central to the Platinum Rule.

3

It recognizes that individuals have the right to define their own needs and desires and encourages us to honor their autonomy by considering their preferences and treating them accordingly. In palliative care, persons often face decisions related to end-of-life choices, symptom management, and quality of life. Understanding and applying the Platinum Rule ensures that individuals are actively involved in decision-making processes, their values are considered, and their dignity is preserved throughout their care journey.

Therapeutic Relationships:

By applying the Platinum Rule, we can build stronger and more meaningful relationships.

5

When we try to understand and respect others' perspectives, we create an environment of trust, empathy, and mutual understanding. Palliative care aims to improve the quality of life for persons and their families. When palliative care providers understand and apply the Platinum Rule, they create a supportive and respectful environment that contributes to a positive care experience.

Empathy and Understanding:

The Platinum Rule promotes empathy and understanding as essential elements of effective communication and relationships.

2

It encourages us to actively listen, observe, and engage with others to gain insights into their perspectives and preferences. Palliative care involves addressing not only physical symptoms but also emotional, psychological, and spiritual concerns. By using the Platinum Rule, palliative care providers can empathize with persons and their families, understanding their emotional needs and providing appropriate support. This compassionate approach acknowledges the unique challenges individuals face during end-of-life care, promoting emotional well-being and reducing distress.

Person-centred Care:

The Platinum Rule emphasizes the importance of adapting our communication and behavior to meet the needs and preferences of others.

4

Palliative care often involves discussing sensitive topics, making difficult decisions, and navigating complex emotions. By understanding and using the Platinum Rule, palliative care providers can communicate more effectively by adapting their communication style, language, and delivery to match the person's preferences and understanding. This fosters better comprehension, reduces misunderstandings, and promotes trust and rapport.

Communication and Collaboration:

The Platinum Rule enhances communication and collaboration by promoting effective dialogue and reducing misunderstandings.

6

By considering others' preferences and adapting our communication style, we can convey our messages more clearly and facilitate productive interactions. Palliative care often involves a multidisciplinary team working together, including different healthcare professionals, persons, and their families. By valuing and incorporating input from Persons and families, the interdisciplinary team of care providers we can create a more inclusive and holistic care plan.

In summary, understanding and using the Platinum Rule in palliative care promotes a compassionate and individualized approach to end-of-life care, enhancing the overall well-being and experience of persons and their families.

Resources:

- The Platinum Rule: A New Standard for Person-Centered Care (Dr. Chochinov): <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9145569/>
- <https://livingmyculture.ca/culture/indian/the-platinum-rule-of-respect/>
- <https://lifeanddeathmatters.ca/the-platinum-rule-a-guide-to-compassionate-caregiving/>