



Art of medicine

In search of Mangomoments

After waking up from coma in the intensive care unit (ICU), Viviane described how hard it was lying in bed all the time, what the grey ceiling looked like, how she heard the voices of deceased family members, and why she thought about euthanasia. Her reflections were captured in a documentary by a journalist who was an observer for 2 weeks at an ICU in a major teaching hospital. Following a tense silence, and being emotional as she was touched by Viviane's story, the journalist asked "Is there something I can do now for you, that would make you happy?". Viviane's answer was surprising: "A mango, I would really like to taste a mango again." On the last day of her observation, the journalist brought Viviane a mango. Viviane became emotional and stated that she "will never ever forget this moment".

The documentary confused me. How was it possible that no health-care worker had asked her this basic question: What can I do now for you, to make you happy? And how can a mango give a patient such an unforgettable moment? I got in touch with the journalist and asked her whether the scene was set up or if it happened spontaneously. "Of course it was spontaneous, it just happened, there was positive chemistry between us", the journalist replied.

A year later, we have finished the pilot phase of the campaign within oncology, *In search of Mangomoments, from never to always events*. With the support of Kom Op Tegen Kanker (Stand up to Cancer), this effort has yielded more than 200 so-called Mangomoment stories by cancer patients, family members, and health-care professionals. Mangomoments are small, unexpected acts or gestures, which are of great value in the care experience of patients, residents, families, and health-care professionals. They take place during normal care activities and are different from events like Make-a-Wish or visits by celebrities to children's hospitals. These examples serve to illustrate: the physician of one lady, who was just diagnosed with breast cancer, came to her room at the end of his working day, without his white coat, just to be with her for 5 minutes and listen to her; the director of a nursing home who took a picture of two residents who were in love in the snow, a photograph that became their Christmas card; and a lady whose Mangomoment of the day was the arrival of the housekeeping lady, because she was the only person not asking about fatigue, pain, and nausea, but chose to share the daily news from the tabloids.

Barbara Fredrickson, professor of psychology (University of North Carolina, Chapel Hill, NC, USA), argues that people need to get essential daily nutrients not only from food, but also from a laugh, a hug, or even a smaller moment of positive emotion. These micro-moments of positive resonance build bonds, weave the social fabric that creates

our communities, and promote health. In a blog entry, Peter Pronovost (Johns Hopkins University, Baltimore, MA, USA) states that doctors should actively search for micromoments of positive resonance and these should expand to how clinicians treat patients and one another also. In our work on second victims—ie, clinicians involved in patient safety incidents—we found that an open, non-blame culture and personal positivism play important parts in the aftermath of such an event. Second victim symptoms, such as hypervigilance, fear, stress, shame, doubt, and flashbacks, do not help clinicians openly disclose the events or restore trust, and can make them feel uncomfortable towards patients, family members, and their own team. A positive care experience can make clinicians more resilient and enhance their work engagement.

I wonder if it is a coincidence that Viviane asked for a mango during her ICU stay. In 2017, the actress Dame Judy Dench appeared in *Victoria and Abdul*, a movie about the friendship between the Queen and her Indian clerk. As their friendship deepens, the Queen begins to see a changing world through new eyes. In one sequence, when walking through the park, Victoria asks, "A mango, what is it?" Abdul answers, "The queen of fruit! In India, gifting a basket of mangoes is considered a gesture of friendship. The sacred mango tree is a symbol of love."

Perhaps it is time for health care to make Mangomoments more objective and discuss them during interprofessional briefings. They will bring happiness to patients and families, and might decrease burnout for health-care providers by enhancing joy in work. Maybe high impact scientific journals should launch a section on Mangomoments and help make health care a little sweeter.

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For more on the **documentary** see Via Annemie at <https://communicatie.een.be/via-annemie--annemie-struyf-op-intensieve-zorg>

For more on **Fredrickson's theories** see Fredrickson B. Love 2.0. New York: Hudson Street Press/Penguin, 2013

For more on **Pronovost's blog entry** see <https://armstrong.ute.blogs.hopkinsmedicine.org>

For more on the **analysis of second victims** see *BMJ Open*, 2016; published online Aug 31. DOI:10.1136/bmjopen-2016-011403

For the **movie Victoria and Abdul** see https://en.wikipedia.org/wiki/Victoria_%26_Abdul

For more on **improving joy in work** see Perlo J, Balik B, Swensen S, Kabacnel A, Landsman J, Feeley D. IHI framework for improving joy in work. Massachusetts: Institute for Healthcare Improvement, 2017.



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