During the Opening Ceremony, Mr George Weber, chair of the Standing Commisson, reminded that the Health Care in Danger initiative (HCiD) had been adopted at the 32nd International Conference in 2015. He emphasized the continuous need to work on these continuous challenges by all means possible. One of the leads to tackle this issue is to work on people's behaviour to enhance respect and trust towards healthcare facilities/providers, patients, and the law. Therefore, in 2018, HCiD published a report on changing behaviour, based on three case studies. The advantage on focusing on behaviour, trust and respect, is that it gives tools to respond to this challenge in any setting around the world, may it be in situation of crisis or not. We attended three sessions related to this topic, including the HCiD side event. Key messages of all three are presented below.

1. **Protection of health care – Translating normative frameworks into practical solutions: Studies on Protection practices of State armed forces & Gunshot wound reporting by medical professionals**

This HCiD session presented the importance of evidence-based research to understand and fight this challenge. It highlighted the importance of information socialization among peers, legal-normative framework, accountability and enforcement.

Study 1: *Protection of health care by State armed Forces*. Will be finalized mid-2020.

- Concepts of "respect" and "protection" are enhancing the feeling of duty to protect healthcare; initially the protection of health care is not a focus area in military procedures
- Importance of communication with local actors to acknowledge the local context

Study 2: *Gunshot wound reporting by health care professional.* Research in 21 countries. Full Report

- Doctor-patient confidentiality is universal, but the duty to report varies according to national legislation. These questions should be of political and legal concern, and not left to the doctors alone. Only Nigeria and Pakistan have addressed this issue.
- In Nigeria, a 2017 law was signed by the President for compulsory treatment of gunshot victims. As the wounded should not be subject to any degrading treatment, an anti-torture act has been signed in parallel. This changed behaviours towards the patients and healthcare facilities.

2. **Influencing behaviour to enhance respect for IHL**

This session focused on how to influence behaviour to enhance respect for the International Humanitarian Law, and the HCiD media campaign was cited as an example to study the impact on restoring the respect towards healthcare facilities and providers. Supporting documents: The Roots of Restraint in War

- Qualitative research to understand people's humanitarian values and find an entry point to pass the message more effectively. For example, the Australian Red Cross's analysis of TV series Game of Thrones through the international humanitarian law.
- Campaigns must address the general public, not only in times of crisis. Example of research conducted in Lebanon, Egypt and UAE, to study the impact of the HCiD initiative's video "No Hospital. No Hope." The key ingredients of the video is to make sure that people can understand and remember the message, that people are emotionally touched, and that they know it was ICRC behind it. Two weeks after watching the video, the research participants' emotions had faded, but the main messaged remained and the ICRC was perceived as an independent and neutral organization.

3. **Trust in humanitarian action**

Because of various issues, trust towards healthcare facilities and providers can be broken. This session suggested several leads to build trust:

- Trust is reciprocal and one must own trust by behaving accordingly. One way to do so is by giving people agency and make them feel included. Small gestures, such as translating reports into the local language can be enough to make people feel concerned.
- Trust is a consequence and not an ingredient:

$$\text{TRUSTWORTHINESS} = \frac{\text{CREDIBILITY} + \text{RELIABILITY} + \text{INTIMACY}}{\text{SELF-ORIENTATION}}$$