

Patient-Centered Care Starts with Empathic Communication

ACE Academy-Session #1 October 2, 2014

ACE Initiative Overview





Partnership with Blue Shield of California Foundation

- CCI programs on patient engagement and experience:
 - Optimizing Patient Experience
 - Engaging Patients to Improve Care
 - Advancing Communication Excellence
- > ACE Academy

ACE Academy



Virtual learning series on techniques to build a culture of strong communication skills in healthcare organizations

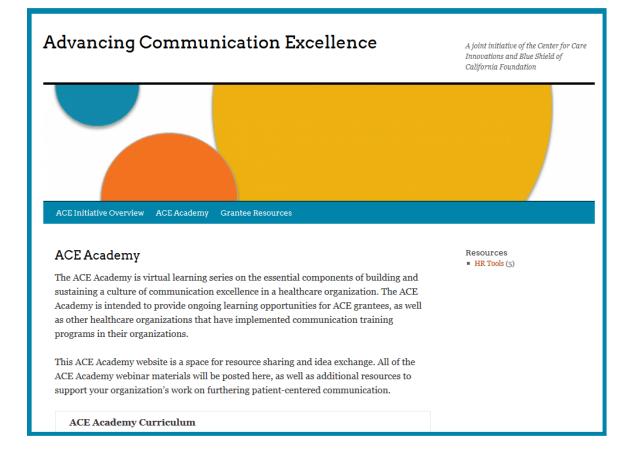
ACE Academy Curriculum (subject to change)				
Session	Dates	Topic		
1	Oct-14	Overview: Patient-Centered Care Starts with Empathic		
		Communication		
2	Dec-14	Measuring communication skills		
3	Feb-15	Strengthening provider communication training		
4	Apr-15	Techniques to reinforce communication skills in your organization		
5	Jun-15	Incorporating communication skills into job descriptions, annual review, and separation processes		
6	Aug-15	Strengthening recruitment and hiring practices		

ACE Academy Resources



A space for resource sharing and idea exchange

www.advancingcommunication.com



Empathy: The Human Connection to Patient Care



Video by the Cleveland Clinic, February 2013



is Evidenced Based HealthCare

Elizabeth Morrison LCSW, MAC

JOHNS HOPKINS NAMES LISA ALLEN, PHD, AS ITS FIRST CHIEF PATIENT EXPERIENCE OFFICER.



TRANSFORMATION OF HEALTHCARE THOUGHT

- Patient Experience
- Employee Engagement
- Whole Person Care
- Trauma Informed Care



EMPATHY, FRIENDLINESS, WARMTH....

- Goodwill, genuine care and concern, understanding, connection....
- Geanellosa (2004) found friendliness manifested as respect, attention, engagement, companionship, fondness, reciprocity, and shared humor resulted in patients feeling valued, untroubled, supported and comforted and in harmonious, trusting and responsive relationships.

EMPATHY IS NOT....

- The customer is always right
- Being bullied or abused
- Giving patients what they want when it is in conflict with our boundaries and/or clinical judgement

SKILLED EMPATHY CONVEYANCE

Empathy is an internal feeling; conveying empathy effectively is a technical and clinical skill

IMPACT ON PATIENT EXPERIENCE

Top factor for patient experience is empathy/communication skill of provider, nurse, staff



IMPACT ON PATIENT OUTCOMES

- Unequivocally empathy is positively correlated to patient adherence.
- Judgment is negatively correlated to patient adherence and outcomes

IMPACT ON EMPLOYEE ENGAGEMENT

- Employees with empathy skills have decreased poor patient interactions
- Increased rewarding connections with patients
- Managers demonstrating empathy with employees increases employee engagement
- Organizations that are seen as caring about its employees have increased employee engagement

EMPATHIC CULTURES

- Recruiting and hiring for skilled empathy
- Training, measuring and evaluating skilled empathy
- Modeling and facilitating skilled empathy (culture)



KEEP CALM AND SHOW EMPATHY

Questions & Answers



Request more resources or ask questions on ACE Academy website

www.advancingcommunication

ACE Initiative Overview ACE Academy Grantee Resources

ACE Academy

The ACE Academy is virtual learning series on the essential components of building and sustaining a culture of communication excellence in a healthcare organization. The ACE Academy is intended to provide ongoing learning opportunities for ACE grantees, as well as other healthcare organizations that have implemented communication training programs in their organizations.

This ACE Academy website is a space for resource sharing and idea exchange. All of the ACE Academy webinar materials will be posted here, as well as additional resources to support your organization's work on furthering patient-centered communication.

	ACE Academy Curriculum				
	Session	Dates	Topic		
	1	Oct 2014	Overview: Patient-Centered Care Starts with Empathic Communication		
	2	Dec 2014	Measuring communication skills		
	3	Feb 2015	Strengthening provider communication training		
n.	4	Apr 2015	Techniques to reinforce communication skills in your organization		
	.CO	Jun 2015	Incorporating communication skills into job descriptions, annual review, and separation processes		
	6	Aug 2015	Strengthening recruitment and hiring practices		

Leave a comment

Enter your comment here...

Resources