Welcome!

Empathic Communication: Strategies for Telehealth
July 29, 2020

202 YEARS CENTER FOR CARE INNOVATIONS

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then [number in top left corner of Zoom window] then

Opt for Gallery View!

Everyone is unmuted. Please control your own muting/unmuting.

Empathic Communication:
Strategies for Telehealth

EM Consulting

TAKE
WHAT YOU
NEED
LOVE.
KINDNESS.
INSIGHT.
LOVE.

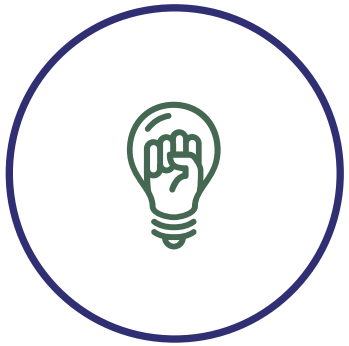
How are you feeling today?

- Happy
- Tired
- Fearful
- Overwhelmed
- Grateful
- Sad
- Excited
- Angry
- Worried
- Content

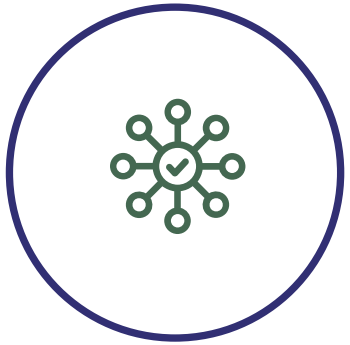
Empathy is healing
& Judgment is harmful

When empathy is effectively sha
with another, it is very

POWERFUL.



Health Outcomes



Job Satisfaction

Patient Experience

Empathy Impacts

01 Self Disclosures

02 Adherence to recommendations

03 Healing processes

Reflective Listening

Open Ended Questions

What are your thoughts about starting this medicine?

How are you doing with checking your blood sugars?

Tell me more about your feelings about drinking

Affirming Strengths

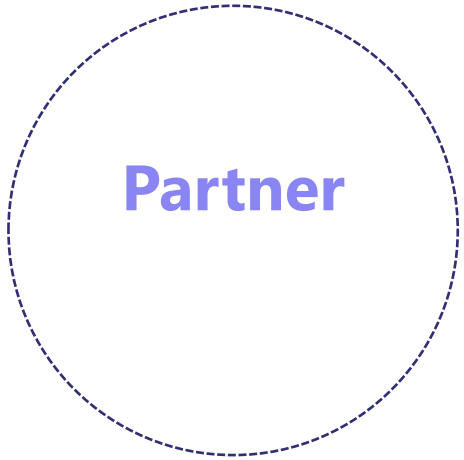
Affirming Strengths

Noticing and amplifying a person's strengths, values & goodness

- ✓ I'm so **impressed** by....
- ✓ I'm **inspired** by....
- ✓ I can **hear how much**...

Affirming Strengths Practice

Step 1



Step 2

Pick **something real** to practice with

Step 3

Affirm & Switch

Repairing

01

APOLOGY:

I'm sorry this happened.

02

SELF CORRECTION:

I'm sorry that came out wrong. What I meant was ...

03

WISHES:

I wish things were different.

"I'm sorry **you** feel that way"

"I'm sorry, **but**..."

Incongruent **tone**

Over-apologizing

Affirming Strengths Practice

Step 1

Partner

Step 2

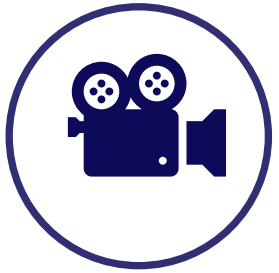
Share how you relate to **apologizing** currently

Step 3

Affirm & Switch

Tools & Resources

- Empathic Communication tools
- Videos
- Telehealth Resources



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COVID-19 Resources

COVID-19 Webinar Series
careinnovations.org/resources

Hosted every 2 weeks starting June 3, 2020. Webinar topic to be shared via email

CCI Academy
academy.careinnovations.org

Online learning community that gives you access to content & expertise across CCI programs

COVID-19 Resource Wiki
wiki.careinnovations.org

Collaborative directory of the best COVID-19 resources

wiki.careinnovations.org

Search Center for Care In

COVID-19 Resource Wiki

We're in this together. With your help, we're building a collaborative directory of the best resources — toolkits, webinars, case studies, playbooks, and more — to support you and your organizations.

HOW TO PARTICIPATE

- Add a new resource.
- Report a bug or an entry that needs to be updated.
- Contact us if you have an idea on how to improve this wiki.
- Like what you see? Donate to help us grow!

CCI'S TOP PICKS

Here's what we're reading, watching, and downloading:

- Webinar: Caring for Patients with Chronic Conditions During COVID-19
- LifeLong Medical Care: Preparing for the Worst-Case Scenario
- Surge Phase Playbook

DIRECTORY

- Behavioral Health
- Caring for patients and community
- Clinical Protocols and Guidelines
- Federal Polic Updates
- Food Security
- Health Equity
- Leadership
- California Policy Updates
- Chronic Conditions
- COVID19 Technology Resources
- Federal Policy Updates
- Governance
- Housing and Homelessness
- Management and Operations

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Thank you!