



Empathetics
February 2016
Newsletter

Tip of the Month: Eye Level

Eye contact is key when communicating. Reduce a potential power differential by sitting with patients and colleagues to maintain eye level.

Upcoming Events:

March 3rd

American Association of Directors of Psychiatry Residency Training

March 10th

9th Annual Women's Private Equity Summit

March 20th - 23rd

IHI Summit on Improving Patient Care in Orlando, FL.

The Ripple Effect

The Impact of Empathy in Healthcare

Letter from the Empathetics CEO and President, Tessa Misiaszek

February 2016

Building a Culture of Empathy at Hospitals

One of the first questions we hear from hospitals interested in implementing the Empathetics training curriculum is the following:

"How do we implement the training for our providers when we have so many competing priorities?"

In the age of EHR implementations and other mandatory training for accreditation and licensure - it is hard for a hospital to squeeze in one more program focused on cultivating empathy skills for Providers to improve patient satisfaction. However, the feedback we have received from many learners over the past few years is that the Empathetics training actually provides skills to help the Providers manage the stressful healthcare environment, as well as makes Provider-patient communication more effective and efficient.

Our recommendation to healthcare organizations interested in implementing the Empathetics curriculum is to always start at the top. By providing the training for the leadership team, the institution recognizes the important role empathy plays in the patient experience and can better advocate for the rest of the organization to participate in the training. We will next work with the hospital to develop a blended learning strategy that will enable the eLearning modules to be spaced over time with facilitated group discussions that can be conducted with healthcare teams. This approach will enable the hospital to create a culture of empathy that will improve the patient experience.



Empathetics CEO and President, Tessa Misiaszek, PhD, MPH

Empathetics Advisory Board Announcement:

Empathetics is proud to announce our Advisory Board Members!



Elizabeth G. Armstrong, Ph.D.

Dr. Armstrong is the Director of the Harvard Macy Institute and Clinical Professor in Pediatrics at Harvard Medical School. She has held positions at Harvard Medical School since 1984, including Director of Curriculum 1988-1992 and Director of Medical Education 1992-2001. She has played a leadership role in designing, implementing and expanding Harvard's New Pathway curriculum. In 1994 with funding from the Josiah Macy Jr. Foundation, she created and continues to direct the Harvard Macy Institute. The Institute offers professional development programs for clinician educators and leaders of reform in healthcare education worldwide.



Donald M. Berwick, M.D., M.P.P, F.R.C.P.

Dr. Berwick is President Emeritus and Senior Fellow, Institute for Healthcare Improvement, is also former Administrator of the Centers for Medicare & Medicaid Services. A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health, and on the staffs of Boston's Children's Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first "Independent Member" of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality.



Mark A. Kelley, M.D., M.A.C.P.

Dr. Kelley is a physician educator at the Massachusetts General Hospital and a visiting scholar at Harvard Business School. He recently served as an Advanced Leadership Fellow at Harvard University. As professor of medicine at the University of Pennsylvania, he held a variety of leadership roles including Vice Dean for Clinical Affairs, when he led physician and hospital network development of the University of Pennsylvania Health System. Thereafter, Dr. Kelley served as Executive Vice President and Chief Medical Officer for the Henry Ford Health System, one of the nation's leading integrated delivery systems.



Product Release: *Empathetics App*

The Empathetics App serves as a portable reminder of key concepts from the courses and contains valuable information to keep you up to date with the skills you learned in the training.

The app includes:

- The breathing exercise: essential for self-regulation and other emotional intelligence monitoring
- An interactive reminder of the E.M.P.A.T.H.Y. acronym
- Tips for empathic verbal communication
- Relevant news and articles



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