



Empathetics
January 2016
Newsletter

Welcome to
2016!
We hope this
new year brings
peace and
prosperity!

Tip of the Month: **Breathe**

*When you acknowledge a
difficult interaction,
remember to breathe and
approach the situation
with curiosity.*

Upcoming Events:

March 3rd
American Association of
Directors of Psychiatry
Residency Training

March 10th
9th Annual Women's

The Ripple Effect

The Impact of Empathy in Healthcare

Letter from the Empathetics Chief Scientific Officer, Dr. Helen Riess: *Opioid Crisis: Empathy Needed for Patients and Physicians*

January 2016

"An opioid epidemic is sweeping our country, with much finger pointing at both patients and doctors for this national crisis. The rate of opioid addiction has skyrocketed, as have opioid-related deaths. *Who is to blame?* For the past ten years, physicians have been called out for minimizing the pain expressed by patients, and pain management became a primary target for physician training, resulting in over-prescribing, rather than withholding or under-prescribing pain medications.



Empathetics Chief
Scientific Officer, Dr.
Helen Riess

Opioids are medications that relieve pain by reducing the intensity of pain signals reaching the brain. They also affect brain areas controlling emotions associated with pain, by diminishing the effects of painful stimuli. For some patients, once introduced to a dramatic disappearance of pain, their desire to remain pain free, both physically and emotionally, can lead to an overwhelming addiction, with its many associated anti-social behaviors.

Most physicians are not trained to manage the very difficult conversations involved in having frank conversations about drug-seeking behavior. Just as any other difficult procedure, such conversations must be learned and practiced. Skills in self management and relationship management with empathy are critical to shift the conversation. We need to move from blaming and withholding tactics, to skillful conversations. Forming a

Private Equity Summit

March 20th - 23rd
IHI Summit on Improving
Patient Care in Orlando,
FL.



supportive team to set limits and increase motivation will help the person with addiction overcome one of the most difficult life changes imaginable. Empathic, skilled conversations will save many lives that are facing hopeless and devastating futures. There is hope for patients and physicians when these vital skills are learned!"

Empathetics' Approach to the Opioid Crisis

Mission: Reduce cases of opioid misuse

- Learn essential risk management skills for treating drug seeking patients
- Explore the importance of empathy in medicine to reduce malpractice, opioid misuse and burnout
- Learn behaviors to recognize and manage difficult interactions and resolve conflicts quickly
- Practice self-awareness, other awareness, self-regulation and relationship management
- Earn Risk Management Credit and CMEs/CEs

[Purchase Online Education](#)

Recent News: *Strategic Partnerships*



PLANETREE



On October 21st, 2015 we announced our strategic partnership with **Planetree**, an organization that partners with healthcare organizations to transform the delivery of care. The strategic partnership will enable hospitals to access the Empathetics training tools to meet the rigorous criteria required to earn the prestigious *Planetree Designation for Patient-Centered Care*.

On November 17th, 2015 we announced our strategic partnership with **The Arnold P. Gold Foundation**, an organization that works with healthcare professionals in training and in practice to instill a culture of respect, dignity and compassion for patients and professionals. The strategic partnership will enable medical schools and nursing programs across the United States to access the Empathetics training tools for medical and nursing students, equipping them with the empathic communication skills to provide compassionate healthcare to patients.

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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