Putting the “CARE” back into HealthCare

West Georgia Technical College
Putting the CARE back into HealthCARE

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Outcomes

• Define and identify empathy

• Summarize the 5 steps in developing empathy skills

• Identify at least 1 empathy activity to utilize in the classroom
STATEMENT OF THE PROBLEM
(“Houston: We Have A Problem”)

- Did you know........70% of college students are less likely to care?
- Recent studies indicate we are 40% less empathetic than we were 30 years ago.
- By the 3rd year of residency, 80% of physicians report empathetic decline.
How Do We Solve the Problem?

- Empower our students to CARE

- “Pay it Forward” ripple effect

- Recent studies indicate Empathy is the first step to improve not only patient satisfaction scores better patient health outcomes.
Can We Teach People to Care?
(......To Be Empathetic?)

“No one cares how much you know, until they know how much you care.”

Theodore Roosevelt
How would you define Empathy?
Empathy - being aware of and sharing another person's feelings, experiences, and emotions.

empathy (n):

the intellectual identification with or vicarious experiencing of the feelings, thoughts, or attitudes of another.
Empathy Building Process Five
Important First Steps!

- Must intentionally “tune in”
- Reactivate your Heart
- Make a human connection
- Must “Value” people
- Treat others as you would like to be treated
Our Plan: What We Decided to Try

I ❤️ MAKING PLANS
Cleveland Clinic: The Human Connection
(Intentionally Tune In, Reactivate the Heart)

• https://www.youtube.com/watch?v=cDDWvj_q-o8
Activity One: Sticky Note Exercise

Take a minute to write down in a word or sentence:...........

1. What is your “take away”? How did the video clip make you feel? Did you connect with any of these individuals?

2. What is the first thing that came to mind as you observed this video?
Need a Volunteer........
Everybody has a story

Teflon vs. Velcro
Questions to increase your empathetic response

- How does the person I am trying to help feel?
  - How would I feel if I were that person?
  - Is there something I could do to help?
- What would I want to be done for me if the roles were reversed?
Project Helping Hands: Make a Human Connection
Together We Can Do More!
“Pay it Forward”

• Random Acts of Kindness

https://www.youtube.com/watch?v=gw0Lvr4eK-k
Wall of Encouragement
How can we build empathy?

E – Everybody needs somebody
M – Model and mirror
P – Put yourself in their shoes
A – Ask if you can help
T – Treat others the way you want to be treated
H – Hurtful or helpful
Y – You feel better and they feel better.
Communication is Key to Empathy Building

• Step one:
  Internalization of the other person's perceptions and an translating of it, where in the empathizer attempts to imaginatively perceive the details of an experience, how the other person interprets it, and the emotions associated with it.
Communication is Key to Empathy Building

Step Two

• After assessing all of the things that were broken down in the internalization process, empathizer decides on the best approach to take with the person they are empathizing with.

• In other words, the empathizer decides on the best way to more closely relate with the other person in order to help them and/or offer them support.
Walk a mile in my shoes
What would you do?
You Give it a Try....... 

Think, Pair, Share
Role Play Scenario 1: What Would You DO?

Maddie enters a patient room to assist the physician with a bone marrow aspirate and biopsy. Upon entering the room, Maddie finds the patient sitting in the bed, holding her husband’s hand, crying about the news that her cancer has spread. Maddie proceeds to wash her hands, ask the patient for her name and birthdate, and begins to prepare her slides for the bone marrow aspiration. The physician is running late, Maddie leaves the room without asking about tears or if there is anything she can do to help.
Role Play Scenario 2: What Would You Do?

The doctor has ordered STAT blood work on Mr. Jones in room 432. Mr. Jones is an older male who has been in the nursing home for rehab. He had been living at home alone until a fall resulted in a left hip fracture. You have heard from other staff members that “he is just a grumpy old man”. No one else is available to go collect the stat blood work so you must go collect the samples. Upon entering the room, Mr. Jones yells out very loudly and tells you to “GET OUT and LEAVE ME ALONE”.

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Role Play Scenario 3: What Would You Do?

As a Hematology/Oncology team member, you are working today with pediatric cancer patients. Today you will be assisting the physician with Spinal fluid taps. Scotty is a 12 year old leukemia patient who has completed his third round of Chemotherapy and radiation treatments. Scotty’s parents told him the news that he is out of remission and abnormal cells were identified on his blood smear. While you are in the treatment room with Scotty, he suddenly says to you “I do not want to die”.
Take Aways.....
Could a greater miracle take place than for us to look through each other’s eyes for an instant?

Henry David Thoreau
• “Empathy starts with ONE”

“Not all of us can do great things. But we can do small things with great love.”

Mother Teresa
Reflections

Putting the “CARE” into HealthCARE = Positive Patient Outcomes

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I CARE.
I WILL ALWAYS CARE.

Kindness is a language that the deaf can hear and the blind can see.

-Mark Twain
The Challenge is Yours!
#LoveLab4Life
Resources


- From the Editorial Board: Empathy Decline in Medical Education. Jaffe, W. February 2015.
