



*Institute for Healthcare Communication Faculty Development for:*

## **The Empathy Effect: Countering Bias to Improve Health Outcomes (EE)**

<b>OVERVIEW</b>	<p>In every aspect of healthcare, trusting relationships between the healthcare team and patients are essential for optimal care. As in all human interactions, people in healthcare may hold ideas and feelings about others that involve judgments, demonstrate stigma and reflect bias, which is demonstrably harmful for all people, and even more so for those who are most vulnerable in our society.</p> <p>From the perspective of patients/clients, everyone associated with a healthcare organization is a part of the constellation of caregivers; as such, everyone has opportunities to ensure that interactions with patients are positive and healing. Effective communication skills promote information sharing, diagnostic accuracy and shared decision-making; they are directly related to clinical outcomes for patients and contribute to greater patient/client and healthcare team member satisfaction.</p> <p><b><i>The Empathy Effect: Countering Bias to Improve Health Outcomes (EE)</i></b> Train the Trainer (TTT) or faculty development program prepares individuals to lead the <i>EE</i> workshop within their own organizations. Training content is congruent with organizations' language and culture and enhanced in-house training capacity contributes to program sustainability.</p>
<b>DURATION</b>	3.75 days
<b>AUDIENCE</b>	<p>The EE curriculum, in general, is designed for everyone who works in a healthcare environment who has an opportunity to interact with patients/clients and families.</p> <p>The EE TTT is intended for individuals with formal and/or informal leadership within their organizations and have an interest in staff training and/or professional development. EE TTT learners should be able relate effectively to co-workers throughout their organizations, have strong group facilitation skills and a high level of comfort managing complex interactions that may occur during the workshop, including disagreements, personal disclosures, and conversations about race, trauma and other sensitive topics.</p>
<b>CONTENT</b>	<p>The 3.75-day EE TTT involves an extensive research base, a commitment to active learning, in-depth skills development opportunities with simulated patients, and workshop facilitation practice with structured feedback. The training uses structured self-reflection and focuses on practical skills that learners can bring to their daily work immediately. The EE TTT also provides expert guidance on planning and implementing an EE program launch in sponsoring organizations.</p>
<b>LEARNING OBJECTIVES</b>	<p>By the end of the faculty course, learners will be able to:</p> <ol style="list-style-type: none"><li>1. List the three premises for empathy-based care</li><li>2. Identify the elements of the IN GEAR model for empathy conveyance</li><li>3. Identify two internal or external cues associated with interactions that invite judgment</li><li>4. Name at least one counter cue to shift from a view of judgment to one of understanding</li><li>5. Demonstrate at least two examples of conveying empathy</li><li>6. Describe facilitation skills when presenting the Empathy Effect workshop</li><li>7. Create an action plan to deliver the Empathy Effect workshop at home organization</li></ol>
<b>CME/CE</b>	<p>The EE TTT is designated by the Institute for Healthcare Communication as a continuing medical education activity meeting the criteria for 23.75 hours in Category 1 of the Physician's Recognition Award of the American Medical Association.</p>



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