

Bridging the Gaps: Empathy as a Communication Skill



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Symposium
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Disclosure



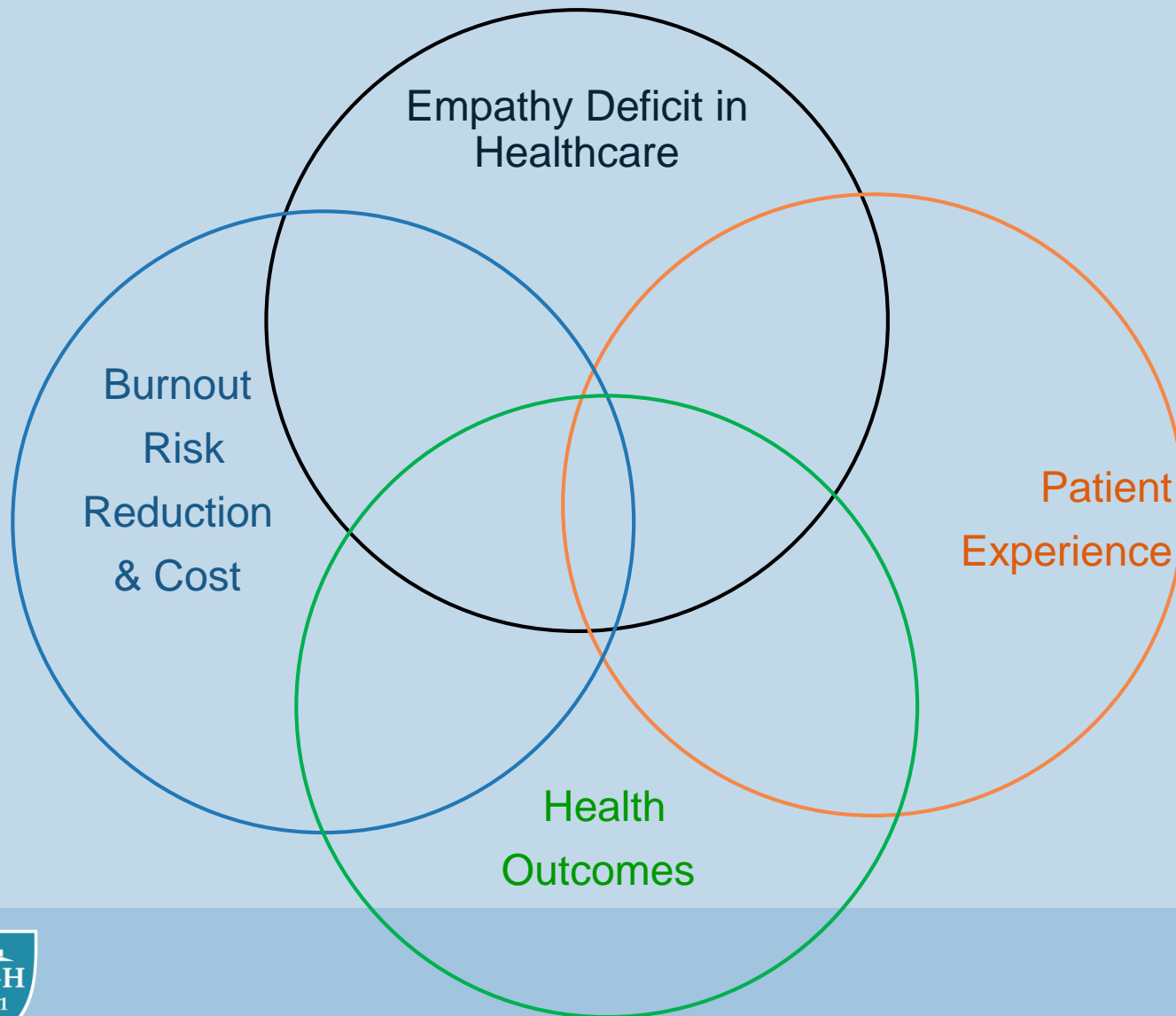
Co-founder

Chief Scientific Officer

E.M.P.A.T.H.Y. (TM)



One Topic: 4 Main Ideas



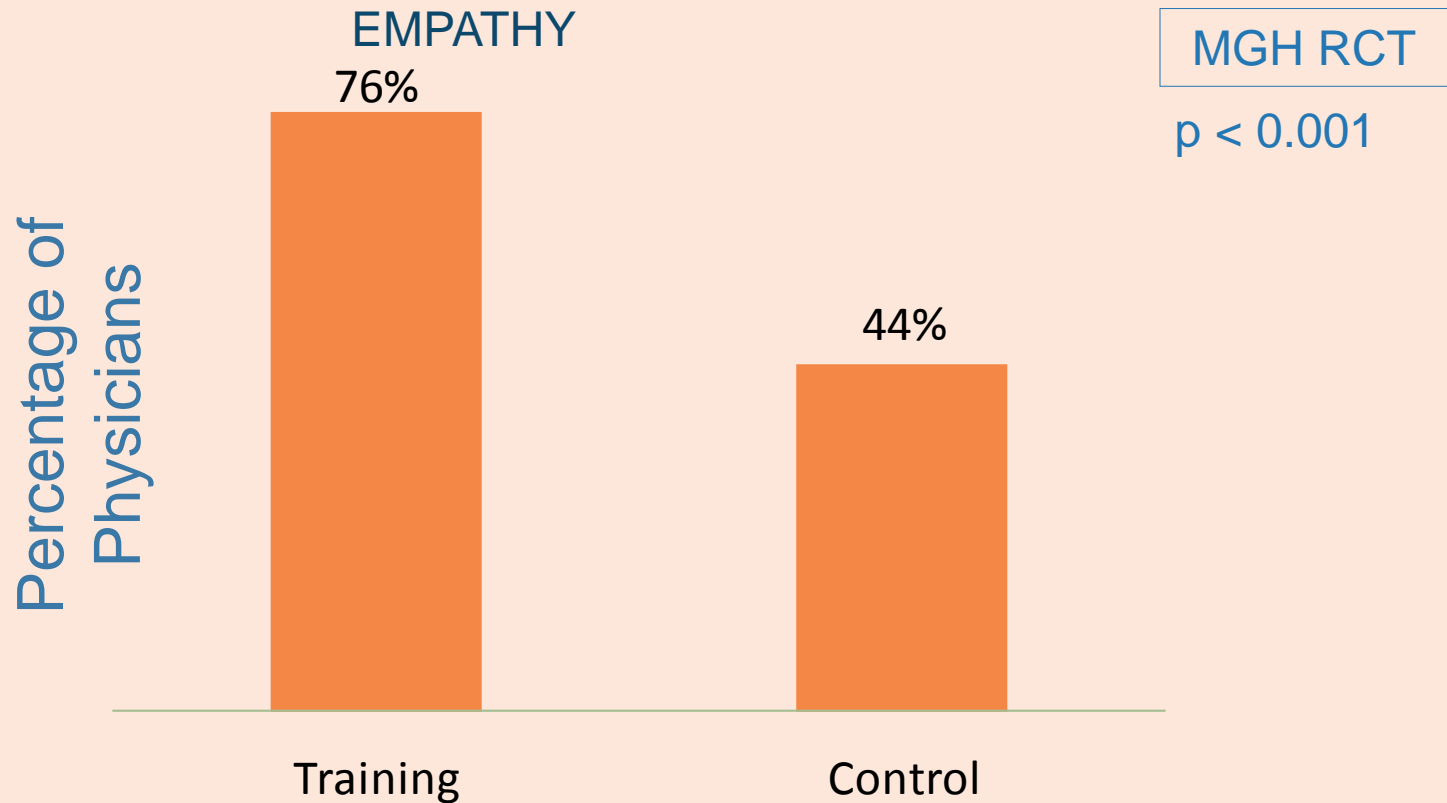
Empathy Training RCT: Study Objectives

- To determine whether physicians can improve their empathy and relational skills through a training skills program that focuses on the neurobiology and physiology of emotional communication.
- To determine whether improvement in empathy can be demonstrated in patient ratings of physician empathy.



Improvement in Knowledge

PHYSICIAN'S KNOWLEDGE OF THE NEUROBIOLOGY OF

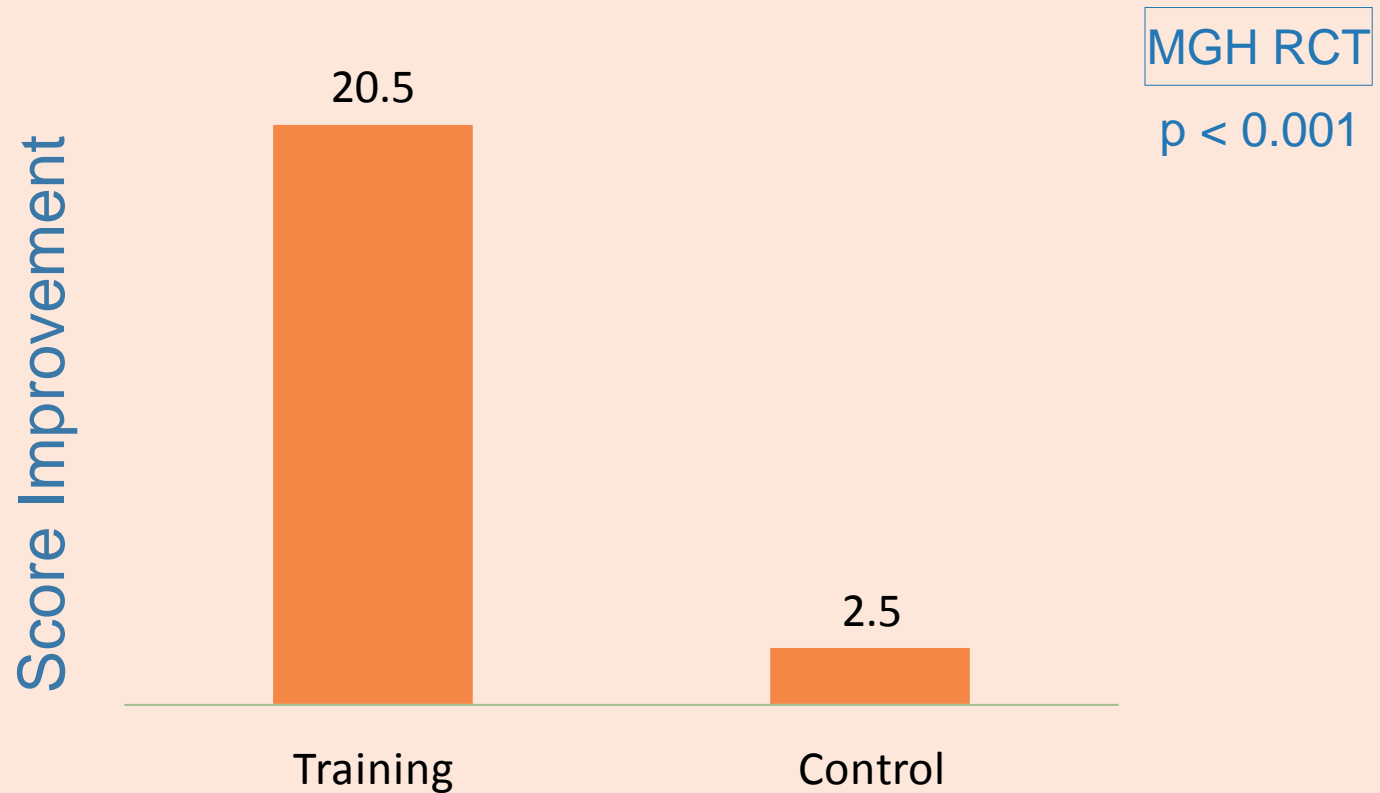


Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



Facial Expression Decoding

TRAINING VS. CONTROL

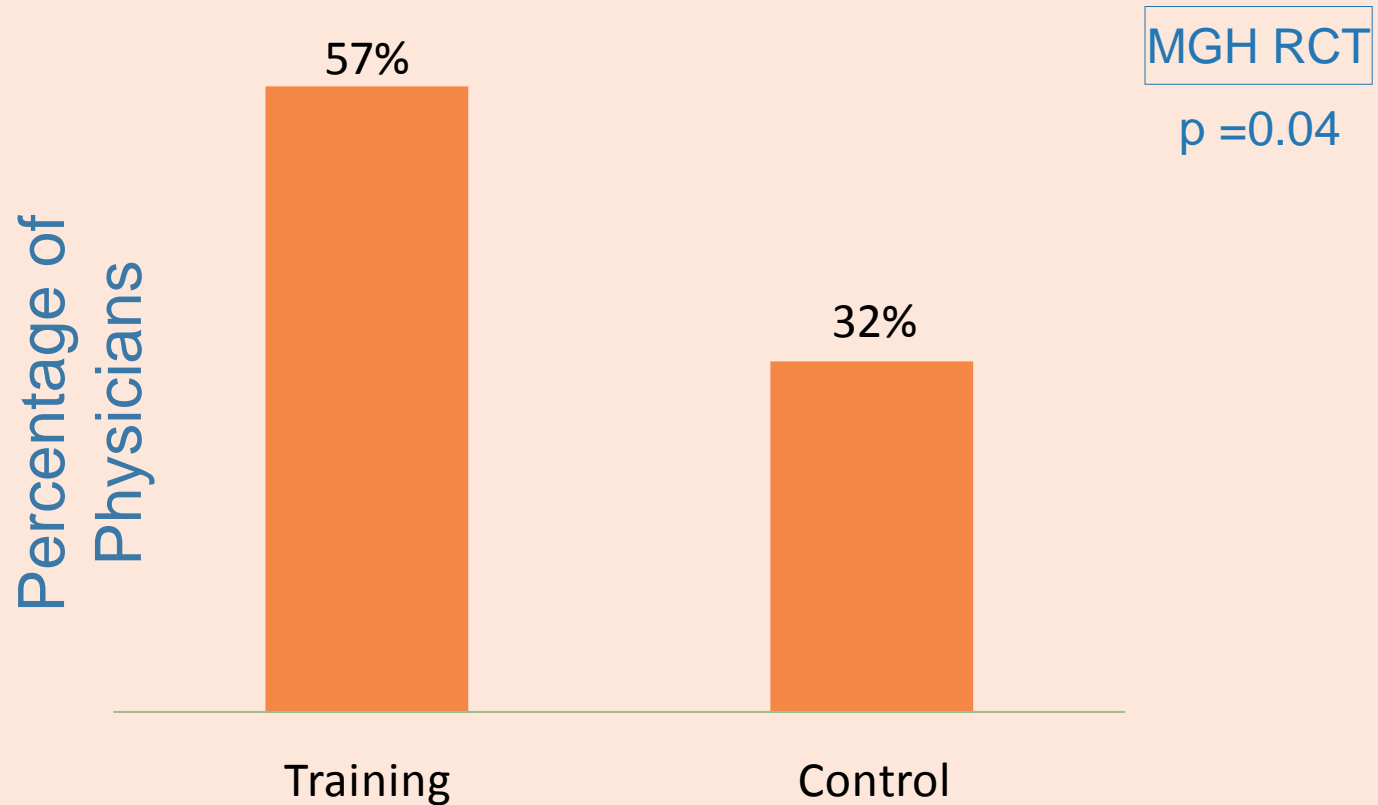


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Improvement in Ratings

GIVEN BY PATIENTS TO PHYSICIANS' EMPATHY (CARE)



Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



Patient-Rated CARE Items

Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	p-value
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.02
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.02
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.02
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.02
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.03
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.04
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.05
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.06
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.07
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012	0.11

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Program Evaluation and Self-Assessment of Improvement

Program Evaluation

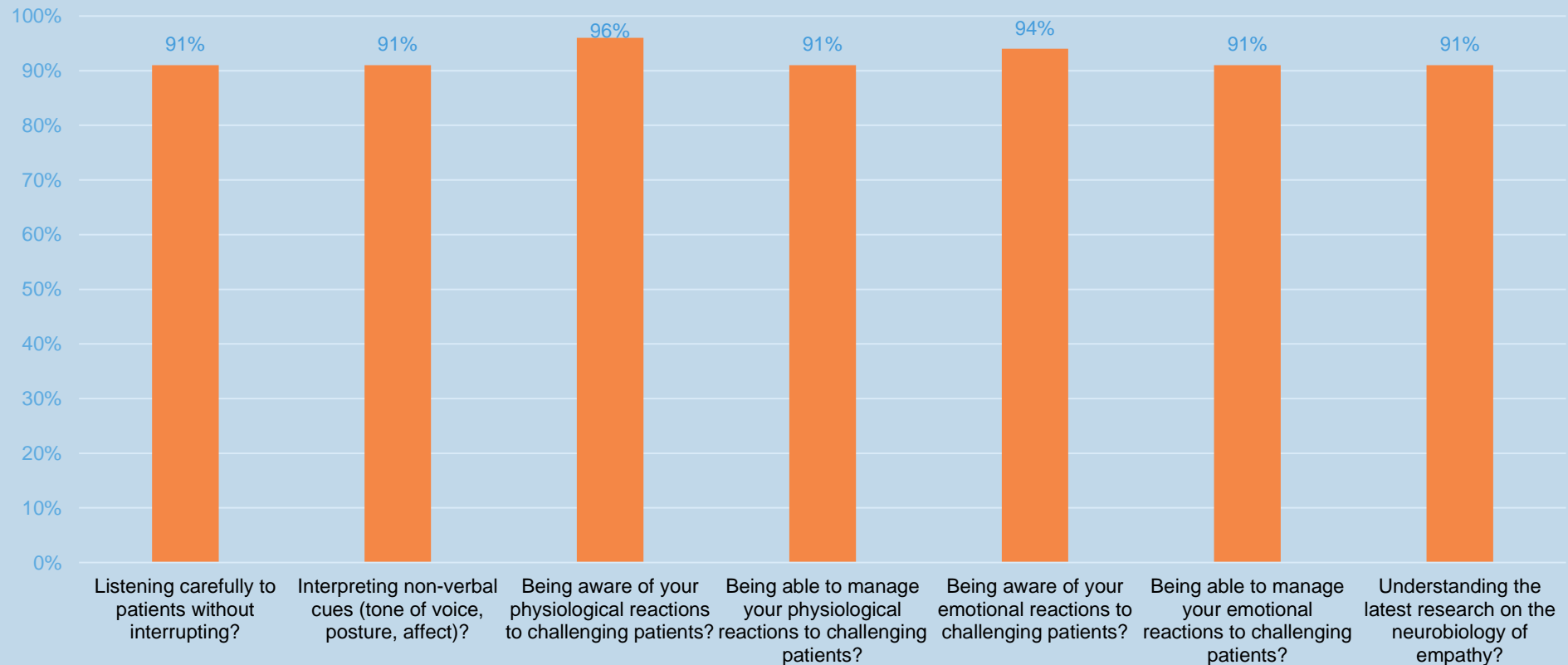


Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



Program Evaluation and Self-Assessment of Improvement

After the training, did you improve in...



Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



The New York Times

Can Doctors Learn Empathy?

By PAULINE W. CHEN, M.D.

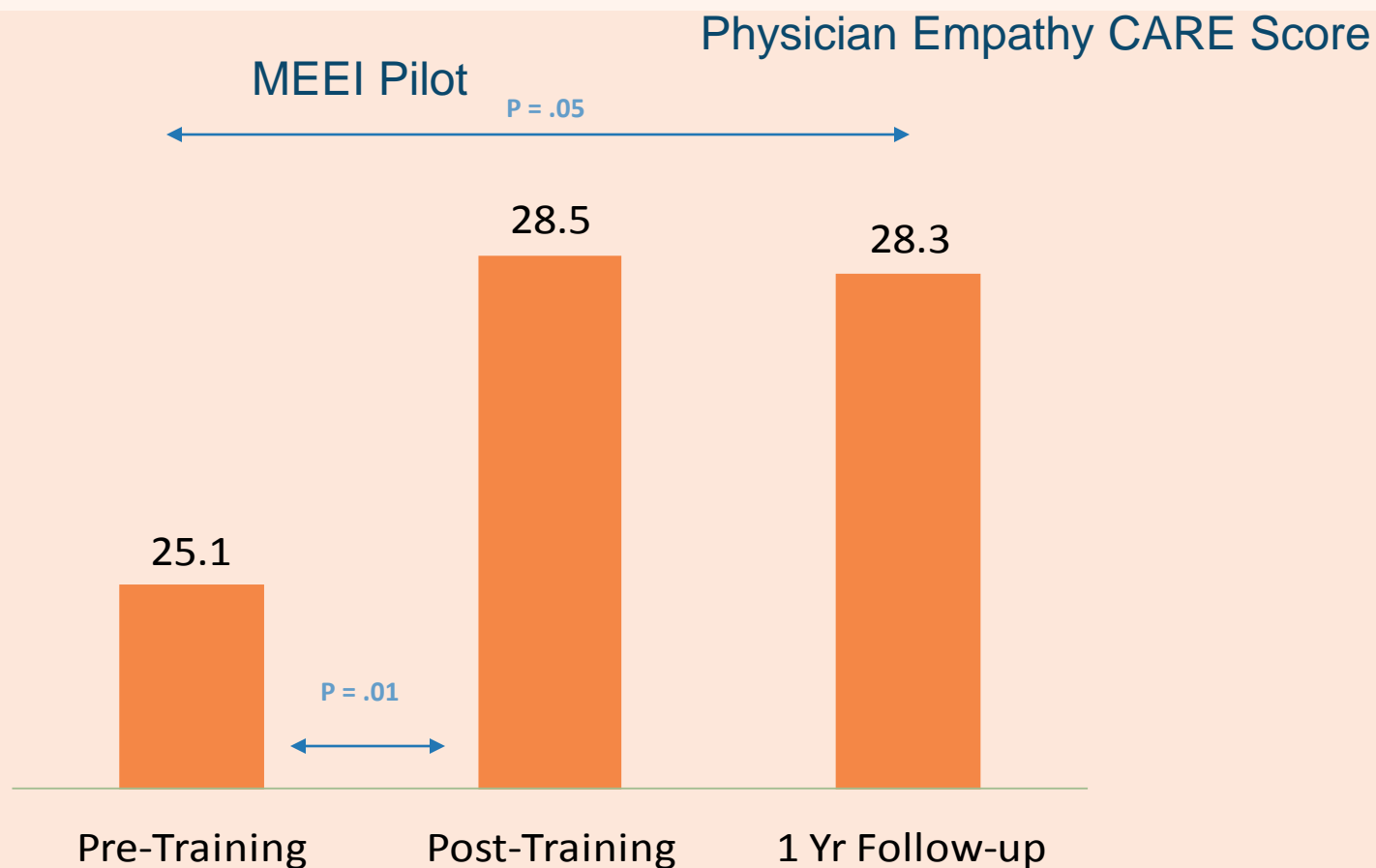
A new study reveals that they can.

Dr. Helen Riess, director of the Empathy and Relational Science Program in the department of psychiatry at the Massachusetts General Hospital in Boston, created a series of empathy “training modules” for doctors. The tools are designed to teach methods for recognizing key nonverbal cues and facial expressions in patients as well as strategies for dealing with one’s own physiologic responses to highly emotional encounters.

June 21, 2012



One Year Follow-up Study



Phillips, Lorie, Kelley, Riess. EJPCM 2013



How we treat patients affects their physical health outcomes

OPEN ACCESS Freely available online



The Influence of the Patient-Clinician Relationship on Healthcare Outcomes: A Systematic Review and Meta-Analysis of Randomized Controlled Trials

John M. Kelley^{1,3*}, Gordon Kraft-Todd¹, Lidia Schapira^{1,4}, Joe Kossowsky^{2,5,6}, Helen Riess¹

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Abstract

Objective: To determine whether the patient-clinician relationship has a beneficial effect on either objective or validated subjective healthcare outcomes.



Patient-Clinician Relationship Affects Medical Outcomes

Author (year)	Medical Outcome	Intervention Type	p-Value
Bolognesi et al. (2006)	Obesity	Motivational Interviewing, Empathy Trust, Patient-Centered Care, Trans-theoretical Model [stages of change])	.00
Chassany et al. (2007)	Osteoarthritis	Improve Communication; Empathy, Group discussion led by facilitator; focused on patient-physician relationship, pain evaluation, prescribing and negotiating a therapeutic contract	.01
Cals et al. (2009)	Lower Resp. Infection	Improve Communication: Empathy and Shared Decision Making, Patient Centered Approach	.02
Cleland et al. (2007)	Asthma	Improve Communication: Written Material, Empathy role playing, patient resources	.03



Kelley, Riess, et al PLOS ONE, 2014

Habits that promote with empathy

Listen before speaking

Learn about the Chief Concern not only Chief Complaint

Learn about what the other person is feeling

Avoid projecting your own feelings on to others

Show curiosity about the other's perspective

Beware of defensiveness

Suspend judgment until you understand the person

Understand before giving advice

Be sure you understand the problem before trying to fix it



MGH Empathy and Relational Science Program

Margot Phillips, MD

Lee Baer, PhD

John Kelley, PhD

Aine Lorie, PhD

Lidia Schapira, MD

Tess Lauricella, BA

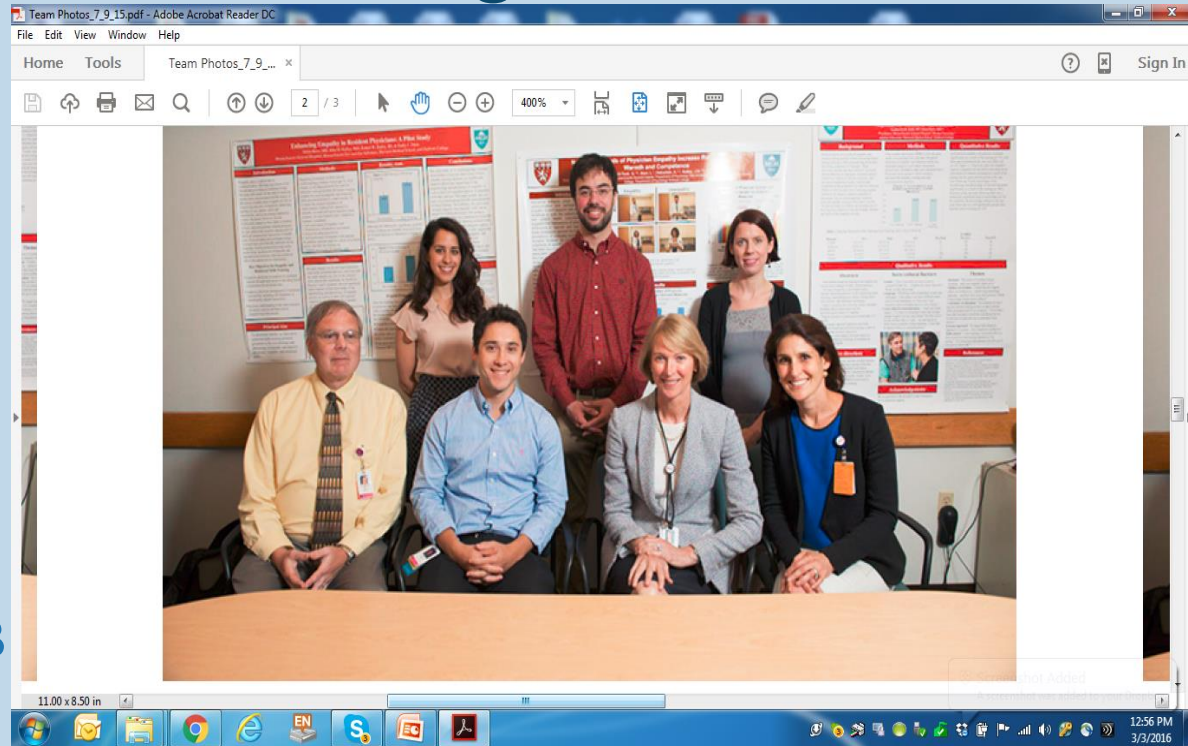
Gordon Kraft-Todd, AB

Robert Bailey, BA

Emily Dunn, BA

Mariano Menendez, MD, PhD

Helen Riess, M.D.



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