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Patient-Centered Education & Research Institute Navigate, Advocate, Coach

In Conversation: October-November 2022



Sequencing the Power of Empathy ... with a CPPN colleague.

I asked my colleague, a navigator in cardiology for a rural hospital, who loves her patients and her job, what she thought was the most important "take-away" she learned, from her patient navigation training.

Bridget, a graduate of the Patient Navigation Professional Course (PNPC), replied "learning the power of empathy and how to use it in the patient interview!" I asked her to explain, and she said that although she knew the definition of empathy, she did not know the actual sequence.

***Open-ended Questions *Listen *Paraphrase *Empathy**

1. **Asking open-ended questions, e.g.,** In the patient interview, ask the patient "what is your chief complaint? How long have you experienced this?" etc.

2. **Listening, e.g.,** use active listening skills: maintain eye contact, sitting/standing at the patient's level, be professional, friendly!

3. **Paraphrasing, e.g.,** Is this what I hear you saying? Did you say this? Is this correct? Now you are creating rapport.

4. **Empathy,** adding an encouraging word or comment, such as, I "hear" you or "if I were in your shoes, I would be overwhelmed (challenged, afraid). I am a well-trained navigator, nurse, doctor, and I WILL DO MY BEST TO HELP YOU, (or I want to help you), I CARE! " And we won't forget to use another tool from our toolbox: teach-back!

Healthcare and the fear of the unknown can be very scary when you are a patient! This communication sequence makes a difference with Bridget's patients and the result is very few "no-shows." Her patients feel comfortable to ask for help or an explanation (s) pertaining to their prescriptions or any other medical issue. Patients are willing to reveal financial barriers for medications, transportation, or sitters. Her colleagues, ask her why her patients are so loyal. She knows why: the magic happens when you "show empathy" and its power to engender trust.

Research shows that when a health professional is friendly and empathic, the patient feels they can trust the healthcare professional and are more likely to be compliant or adherent about their care as prescribed by their HCP and the medical team.



READINGS AND RESOURCES: Patient Communication and Empathy

[Tips for Improving Communication with Older Patients NIH NIA](#)

[A Guide For Older Adults: talking With the Doctor NIH NIA](#)

If you're looking to improve your patient satisfaction levels, physician empathy is key. In a recent [study](#) out of Massachusetts General Hospital department of orthopedic surgery, a research team led by David Ring, MD, PhD, found that patients perceive their care as high quality when the provider shows them empathy. [To Boost Patient Satisfaction, Try a Little Provider Empathy](#)

In an industry that is quickly becoming consumed with the use of technology, forging meaningful relationships between patient and provider can be tricky. By following these best practices for provider communication, physicians can help boost not only patient satisfaction, but clinical outcomes as well. [Four Best Practices for Improving Patient Communication](#)

It would be prudent for organizations to think critically about which investments—time, financial, and material—will actually move the needle on patient satisfaction. [Investing more deeply in communication and patient education is more likely to yield improvements.](#)

Although, nurses are primarily [in charge of patient education](#) and therefore use patient teach-back more than other clinicians. However, doctors, social workers, care coordinators, and other healthcare personnel may also use patient teach-back. [How do providers carry out patient teach-back?](#)

Why Patient Education is Vital: [Patient education key for engagement in pre-and post-care management, chronic disease management, and preventive care.](#)

WEBCAST: SIGN UP : Exploring Provider Perspectives on Patient Engagement in the New Era of Healthcare, November 8th, 2022 at 1:00PM ET



Patient Centered Education

CPPN Continuing Education

Emotional Intelligence: The health professional will learn the importance ... Emotional Intelligence, the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically: "It is the key to both personal and professional success." [LEARN MORE](#)

Digital Health Navigation CEU. The health professional will become familiar with how rapidly this field is changing. As a navigator, you will be asked to help patients use various digital health tools. Study the assigned readings, view related videos, and successfully complete the final quiz on the various topics. With study, practice, and experience you will be a valuable asset to healthcare providers [LEARN MORE](#)

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