



THE UNIVERSITY OF KANSAS HEALTH SYSTEM

What Would Richard Simmons Do? Caring for Yourself and Others with Empathy

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Objectives

- Identify the benefits of caring for yourself in every way possible.
- Utilize techniques to enhance positive and empathic communication in all aspects of life.
- Articulate how empathic and positive communication is beneficial to self and others.

Health Defined

“A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.”

World Health Organization. (1997). *WHOQOL Measuring Quality of Life*. World Health Organization, Geneva, Switzerland. Retrieved from http://www.who.int/mental_health/media/68.pdf.

What is Healthy?

Healthy People 2020

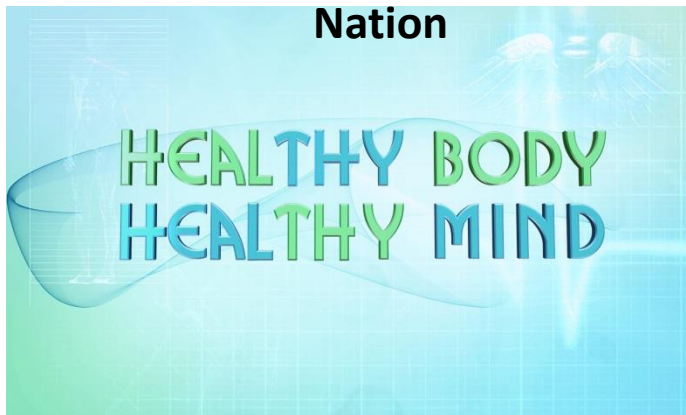


Quadruple Aim



My Plate

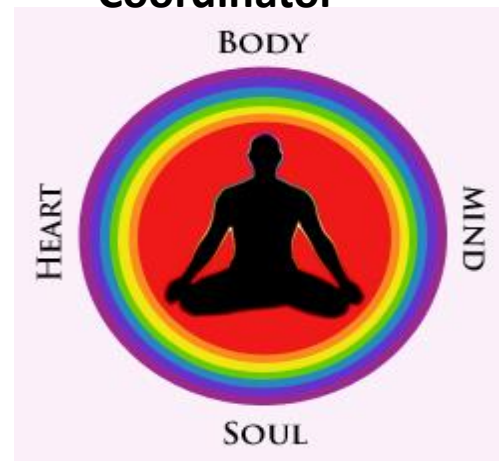
ANA: Healthy Nurse, Healthy Nation



NFL Play 60

Recycling

Wellness Coordinator



Did You Know?

- Nurses (and other healthcare team members) are not always the best role models for health
- Healthcare providers are exposed to several work-related stressors:
 - Death
 - Emotional demands of patients/families
 - Long hours
 - Budget cuts
 - Continuous change
 - Workplace violence
- These stressors can provoke bad habits

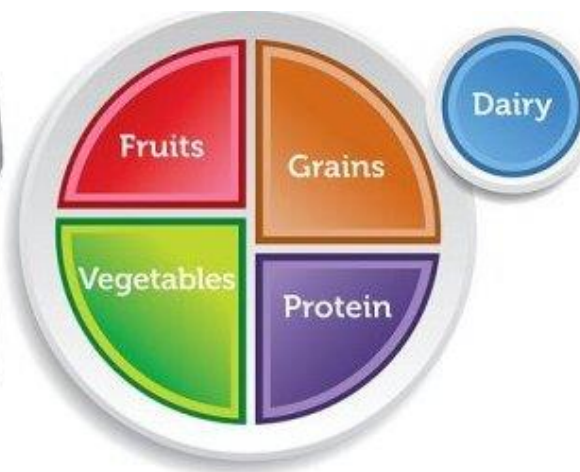
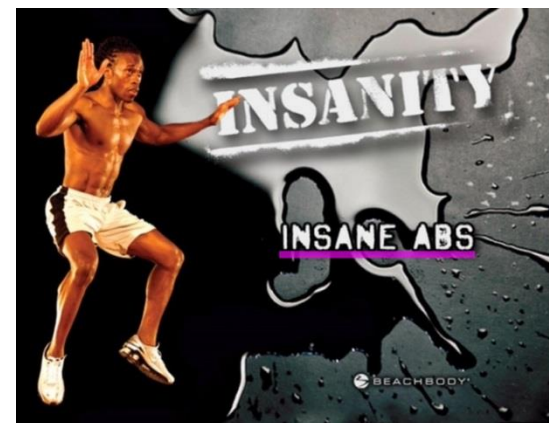
Did You Know?

- Nurses perceived as “healthier” illicit more confidence from patients/families
- Poor health and lifestyle behavior from nurses may impact their credibility
- Poor health (physical and mental) has been linked to high levels of fatigue, stress and burnout





So What About Self-Care?



Self-Care

- ANA: Healthy Nurse, Healthy Nation
 - “Nurses leading the nation’s journey to better health.”
 - Initiative funded by the ANA to address 5 domains:
 - Physical Activity
 - Nutrition
 - Quality of Life
 - Rest
 - Safety

Self-Care

- ANA: Healthy Nurse, Healthy Nation
 - A healthy nurse has a balance of well-being
 - Physical
 - Intellectual
 - Emotional
 - Social
 - Spiritual
 - Personal
 - Professional

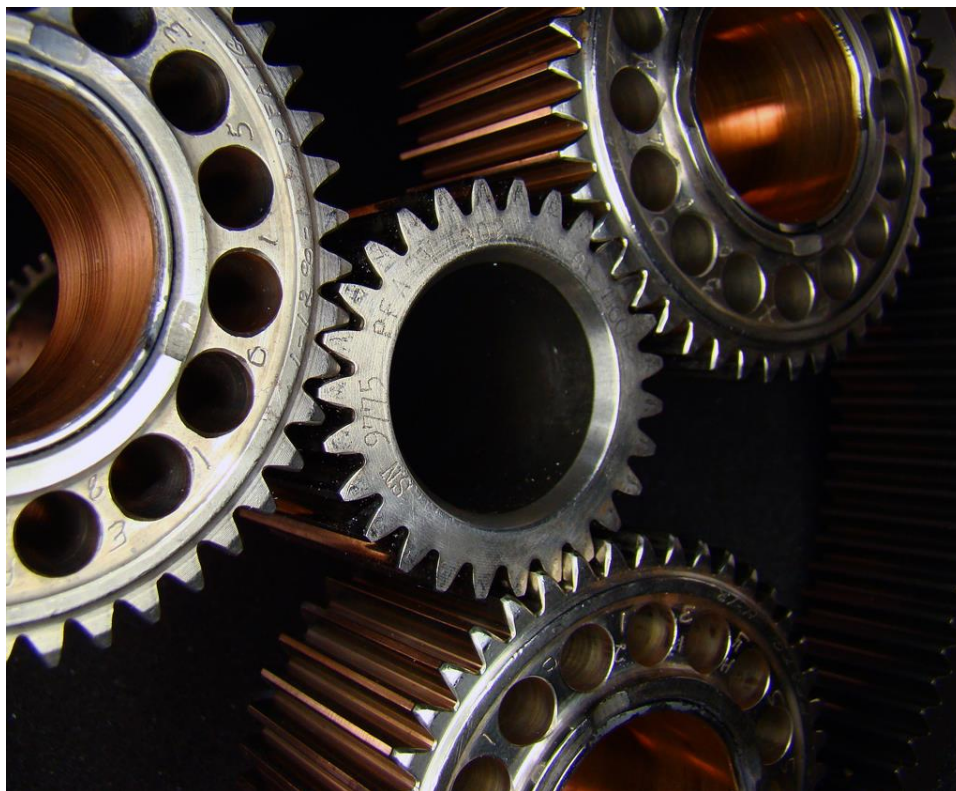
Self-Care

- ANA: Healthy Nurse, Healthy Nation
 - A healthy nurse:
 - Lives life to the fullest capacity, across the wellness/illness continuum
 - Lives life to the fullest as they become stronger role models, advocates, and educators, personally, for their families, their communities and work environments, and ultimately for their patients

- ***What do you do to care for yourself?***



Switching Gears



Communication

- Emphasizing the importance of positive and empathic communication skills for:
 - Patient engagement
 - Healthy work culture
 - Self care

Do “regular” businesses focus on communication?



Why?

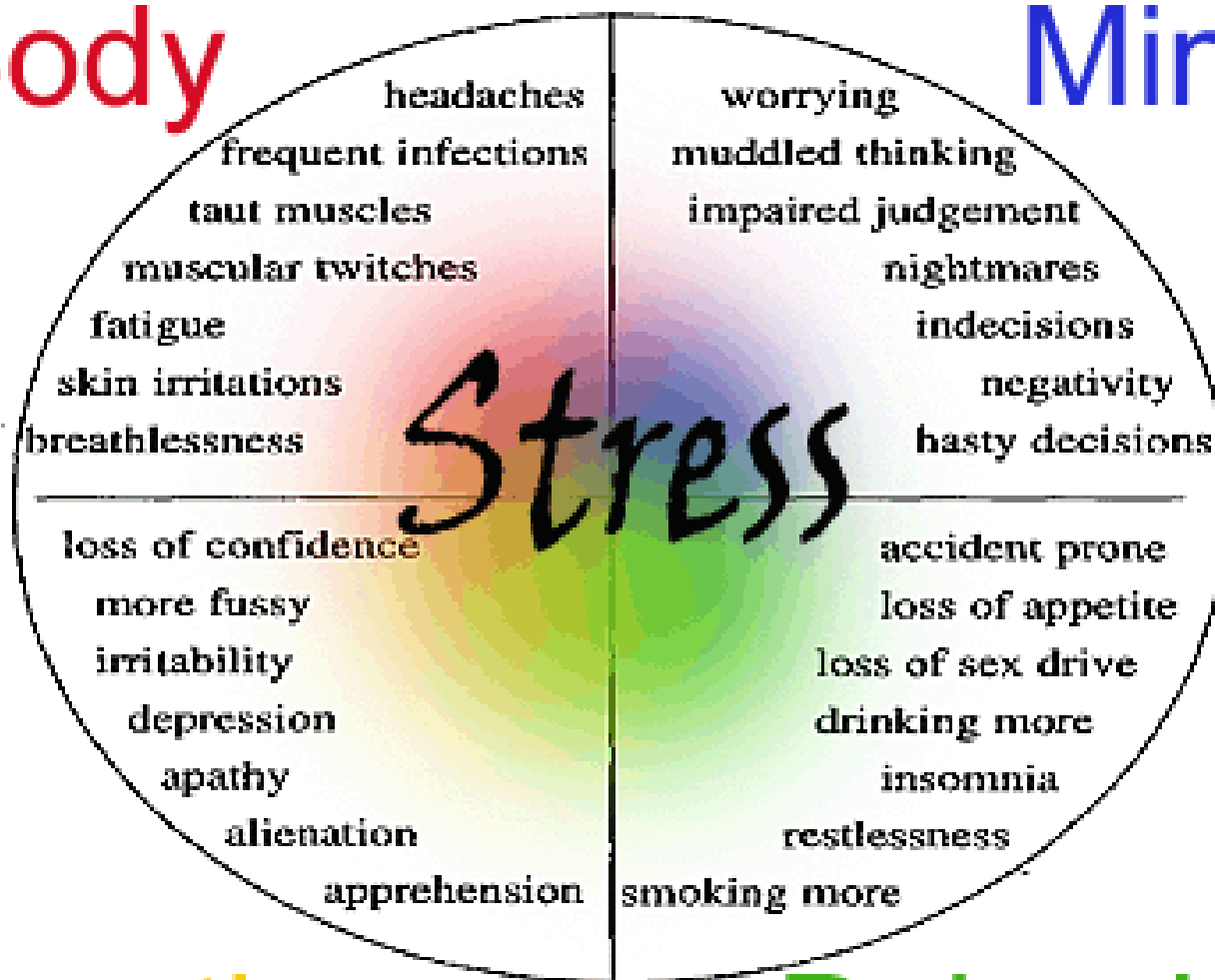
Healthcare Isn't a “Regular” Business

- Healthcare is ***different***
 - Saving lives is not a normal business activity!
- Quality is affected by many variables
- Outcomes and satisfaction drive reimbursement
- Our customers come to us “pre-stressed”

Stress 101:

Body

Mind



2 Emotions

Behavior 7

Communication and Outcomes

- Effective & professional communication is **required** for enhanced outcomes, optimal engagement and a healthy work culture



Medicinal Empathy



An Apple a Day

- Empathy: Associated with positive outcomes for *both* healthcare practitioners and patients
- Why would it benefit both practitioners and patients?
 - Empathy from practitioners toward patients improves patient satisfaction/compliance/relationships
 - Empathy between practitioners reduces burnout
 - Major factors of satisfaction for hospitalists include job factors such as job demands and collegial support



Empathy

- Empathy can be learned and taught
- Empathic statements must highlight what the other person says they are feeling and why they feel that way
- *Empathy requires practice*

“Empathy Requires Practice”

- Which of the following statements best shows empathy?
 1.
 - A. You don't have an appointment today. You're scheduled for tomorrow, so you'll have to come back then.
 - B. You don't appear to be scheduled for an appointment today. I would be frustrated too if I showed up and wasn't on the schedule. Let me see if there is anything I can do.
 2.
 - A. I'm tired too. We are all having a bad day.
 - B. You must be exhausted. Your patients have been really challenging today.

Communication in Healthcare

- **Ineffective:**
- **Effective:**

Communication in Healthcare

- **Ineffective:**
 - Errors
 - Non-adherence
 - Dissatisfaction
 - Team
 - Patient
 - Poor patient health outcomes
 - Turnover
- **Effective:**

Communication in Healthcare

- **Ineffective:**

- Errors
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- **Effective:**

- Fewer errors
- Enhanced accuracy
- Adherence
- Pt safety
- Satisfaction
 - Team
 - Patient
- Enhanced patient outcomes
- Pt engagement

Impact of Patient/Family Communication:



Be kind
because you will
never know
how much the
person beside you
is suffering.

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Foundation for Effective Professional/Personal Communication

- Safety
- Trust
- Caring



“Musts” for Effective Communication

- Maintain self-esteem
- Active listening
 - Don’t write the story!
- Practice empathy
- Collaboration
- Share thoughts, feelings and rationale
- Provide support without removing responsibility
- Remain positive

Goals for Effective Communication

- Increase satisfaction and engagement
- Improve quality
- Deliver better outcomes
- Positively impact reimbursements
- Improve connection with others

Being an adult
is the dumbest
thing I have
ever done.

Presumption of Positive Intent

- Presume positive intentions
 - Assume your coworkers are dedicated, committed, and want to work hard
 - Don't make up your own stories
 - When you assume the best about others:
 - It feeds your positive attitude
 - It fuels optimism, which helps you see, feel and think positively
 - It makes giving feedback easier

Presumption of Positive Intent

- Energy Saving: Reduces unnecessary stress
- Improved Professional Life:
 - Team is better at collaborating because of improved communication
 - Improved partnership from colleagues
 - Sends message to others that you have confidence in them, which can enhance their performance
 - Positivity training

Re-Framing

- Re-frame the following statements to assume positive intentions:
 - “Even this group should be able to solve that problem”
 - “Thanks for sharing. Does anyone have a constructive idea?”
 - “Why didn’t you do that the right way?”
 - “Can we hear some practical suggestions now?”

**Your
attitude
is like a
price tag,
it shows how
valuable
you are.**

Three Good Things

- Write down three good things that happen to you everyday
- Your happiness and positivity increase with this activity
- By finding positive things that happen in your daily life, you train your mind to notice the good things in life instead of allowing it to focus on the negative

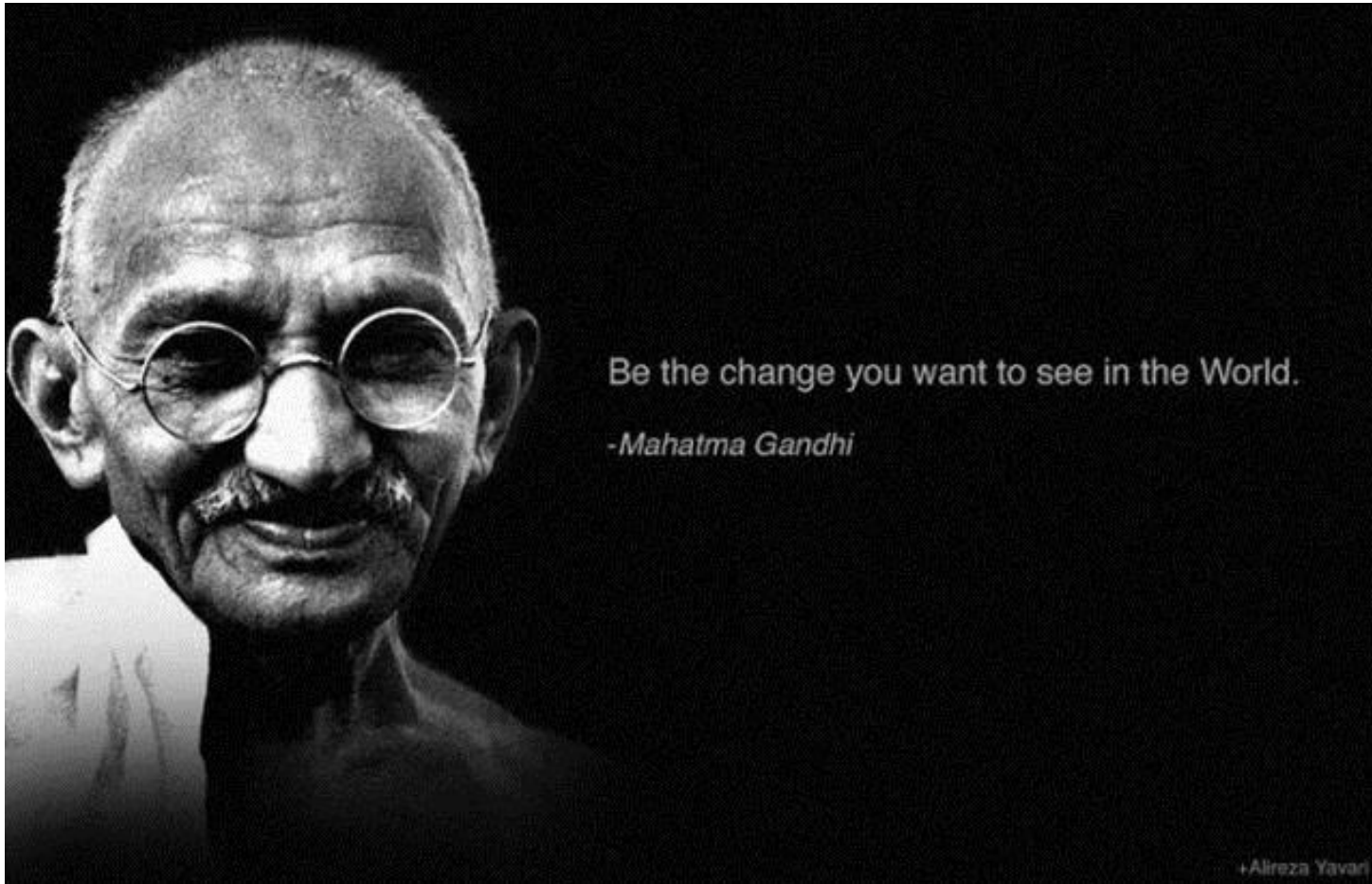


Benefits!

- How is empathic and positive communication beneficial to you and to others?
 - Reduced stress
 - Increased trust
 - Improved teamwork
 - Contagious positivity
 - Better staff satisfaction and retention
 - Better health!

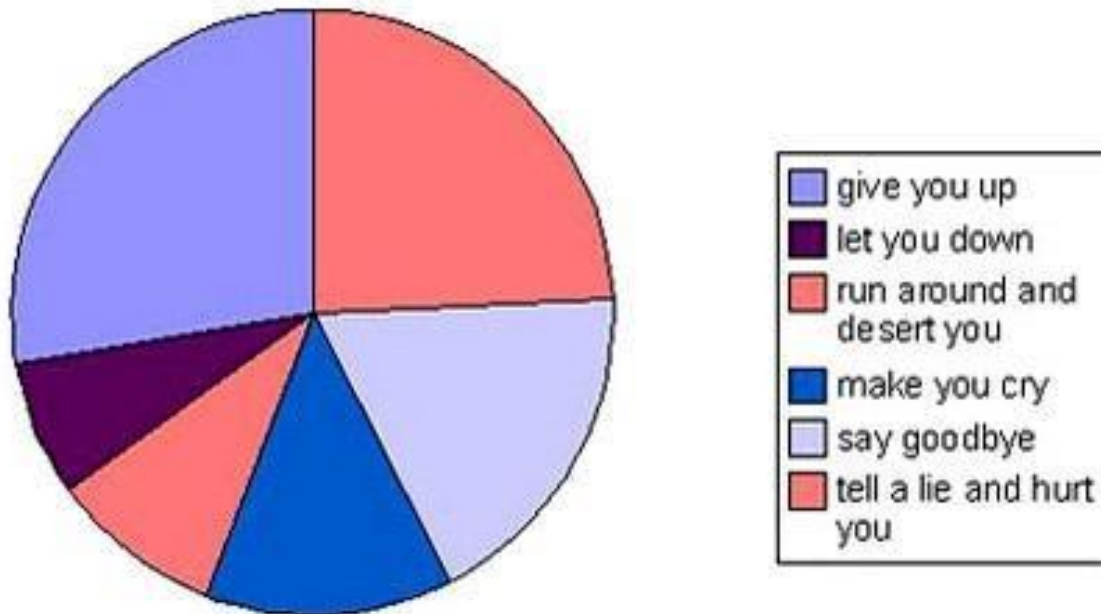
Leading By Example

- Attitude is Everything
 - Choose your own attitude (choose wisely)
 - You will set the tone for your team
 - Your attitude determines success or failure
 - Be authentic/real/genuine



Thank You!

Things Rick Astley Would Never Do



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