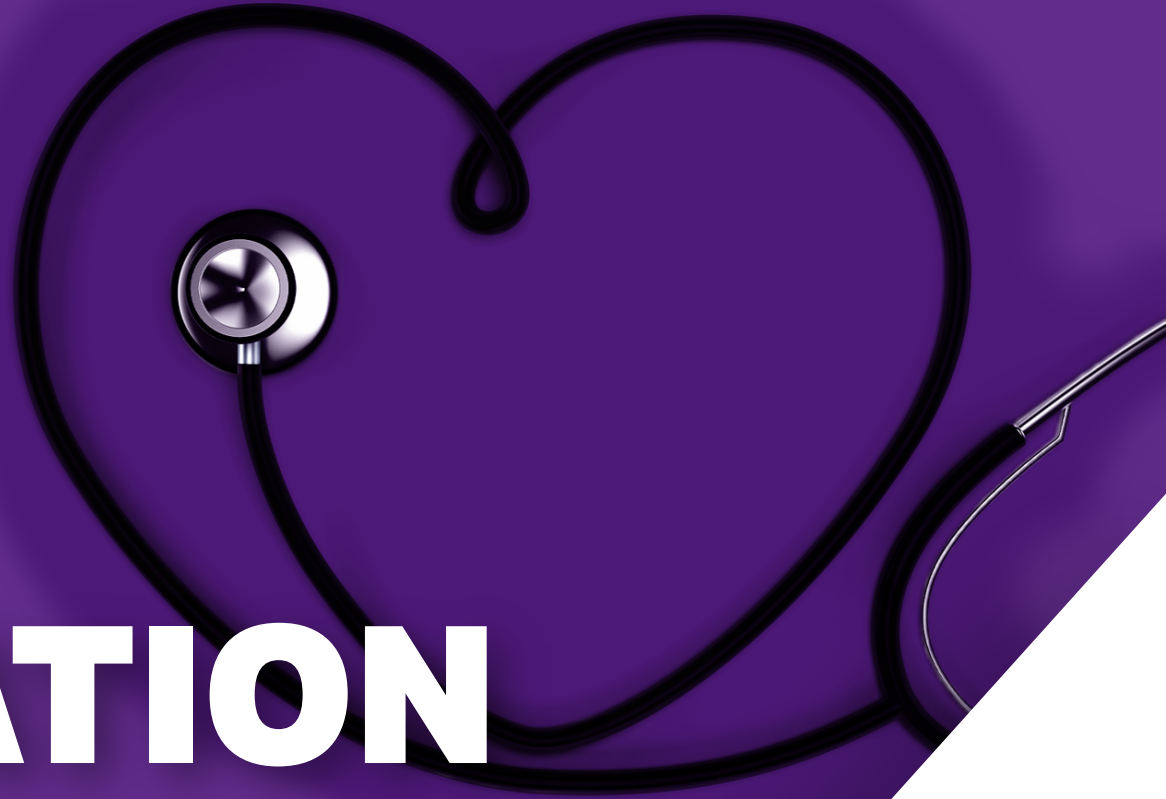


LIVE WEBINAR

# TEACHING EMPATHY & COMMUNICATION



How to Apply a New Med School Model  
to Your Work

**TCU**<sup>®</sup>

# Poll

How long does it take, on average, for a physician to interrupt you when you are explaining why you are there?

- A.** 2 seconds
- B.** 18 seconds
- C.** 64 seconds
- D.** 91 seconds

# Listen, Doctor

- Average time it takes for doctors to interrupt their patients:  
**18 seconds**
- Average time it takes for patients to conclude their monologue if uninterrupted:  
**30 seconds in primary care**  
**90 seconds in consultant settings**
- Most common complaint upon discharge from many hospitals:  
**“Doctor didn’t let me finish telling my story”**

# Why do we need to teach empathy?

## THERE IS A DISCONNECT BETWEEN PATIENTS' AND DOCTORS' PERCEPTIONS:

- **Nearly half** of Americans believe the US health care system and health care providers are not compassionate. **64% of patients** say they have had a health care experience with a meaningful lack of compassion.
- By contrast, **75% of physicians** believe that they are compassionate.

# Communication failure in medicine is pandemic

- Nearly 2,000 patient deaths—and \$1.7 billion in malpractice costs in 5-year period.
- Communication errors are the root cause of over 70% of serious adverse health outcomes in hospitals
- Two out of every three patients are discharged from the hospital without even knowing their diagnosis
- In over 60% of cases, patients misunderstood directions after a visit to their doctor's office

# What traits do you want your physician to have?



# TCU and UNTHSC School of Medicine

## **School differentiators:**

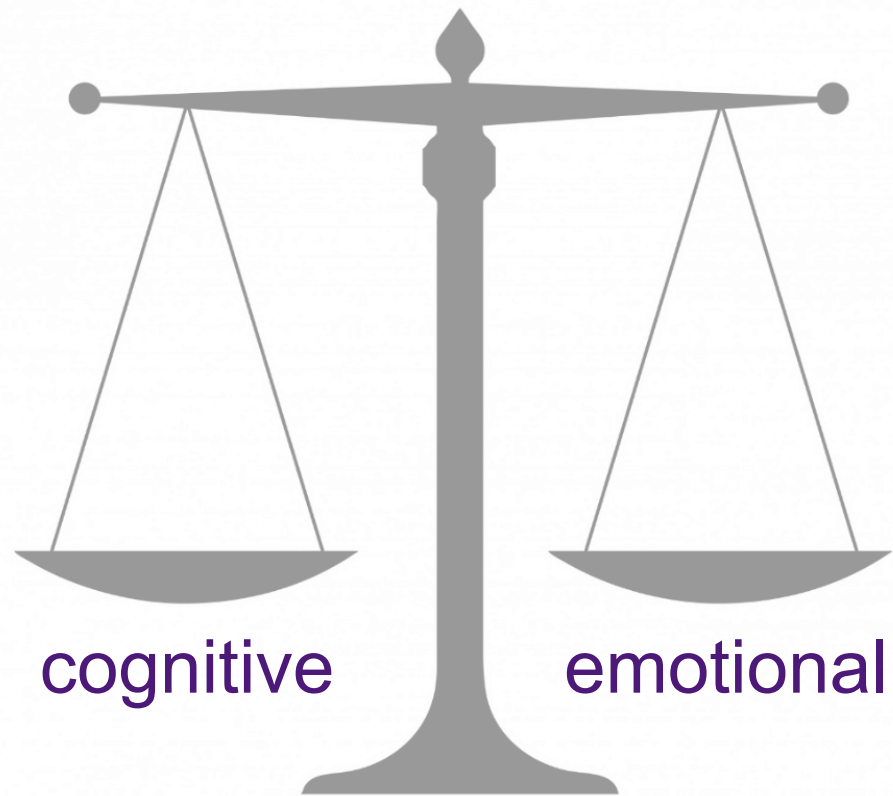
- Compassionate Practice®
- Longitudinal Integrated Clerkship
- Simulation and Technology
- Physician Development Coaches
- Preparation for Practice
- Scholarly Pursuit and Thesis

# The Fort Worth Medical School: *Walking the walk*

- Training the next generation of empathetic scholars
- Embedding communication curriculum throughout four years in all courses and in assessment
- First medical school with a Dean level position dedicated to communications
- One of only 6 medical schools requiring four-year research project



# Emotional intelligence: *Empathy in balance*



- Cognitive empathy is deliberate, a skill that everyone can learn.
- Emotional empathy can also be deliberate by attending to ourselves (self-awareness) and managing our emotional responses to people and situations (self-management).

# Beginning the path to empathy

- Awareness
- Connecting
- Listening
- Avoiding Jargon
- Finding the “so what”
- Common Ground

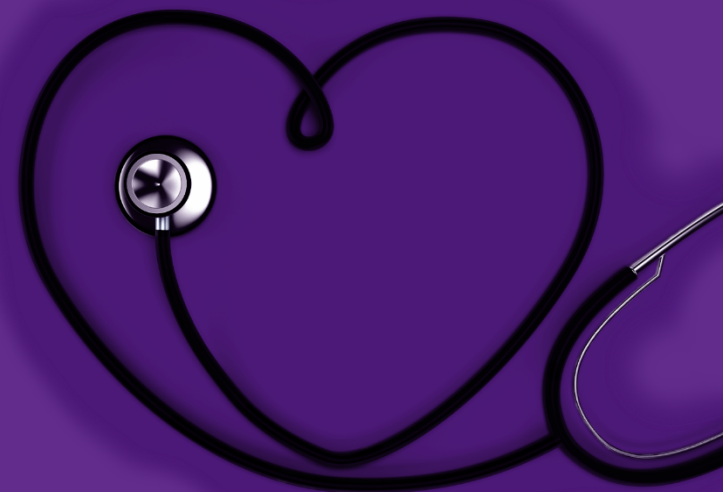
# Our favorite Docs are:

- Empathetic physicians who value and understand the importance of communication
- Adept at effectively communicating in writing and verbally with all audiences; patients, colleagues of all disciplines, within health care teams, the community, the media, funders and policymakers
- Scholars who are excellent physicians and lifelong learners

# Lessons learned: curriculum

- Timing is Everything
- Seamlessly embedded
- Requires a repeatable process
- Practice, practice and more practice with all different audiences
- Quality v. Quantity
- Medici effect: narrative medicine, improvisation and more

# Q&A



**THANK  
YOU**

**TCU**<sup>®</sup>