



# Offering Compassion & Empathy: A Simple Act to Elicit Patient Engagement

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MEI Mission: *Help people with chronic disease learn to manage and improve their health.*



## What We'll Cover

- \* Why compassion and empathy matter
- \* How we can practice compassion



**Compassion:** 1. The ability to understand the emotional state of another person or yourself.  
2. Having a desire to reduce the suffering of another.



**Empathy:** The ability to put yourself in another person's place.

*Psychology Today*<sup>1</sup>

1. <https://www.psychologytoday.com/blog/the-compassion-chronicles/200804/what-is-compassion-and-how-can-it-improve-my-life>

# Why Compassion and Empathy Matter

## 1. These are NOT our patients






**Kidney failure is like a personal tsunami**



**Dialysis choice affects every aspect of lifestyle**

Choice of a treatment needs to reflect this



**Fear**

**Anger**

**Depression**

**Strong emotions are *normal***  
And patients may aim them at YOU

## 2. CMS measures patient satisfaction



**Supplemental Tools for CAHPS Survey**  
These questions will address the needs of your organization.

**CAHPS Survey Administration Methods, Self-Administered and Research Opportunities**  
View the available administration methods.

**2017 CAHPS Health Plan Survey Checklist**  
Use health plan survey companies, conduct surveys, and more.

**About CAHPS**  
CAHPS surveys ask consumers and patients to share their and evaluate their health care experiences.

**CAHPS Survey**  
Each CAHPS survey is designed to assess patient experiences in a specific health care setting.

**Comparison Tools**  
The CAHPS database offers free guides to comparison tools for the CAHPS Survey of Group Health and the CAHPS Health Plan Survey.



*“The thing that I find the most offensive is when I am talked to as though I am a child. This type of attitude exudes disrespect. We are all adults. We don't need to be talked down to or at. Converse with us. And, don't call us baby, honey, sweetie, or anything but our name.”*

### ***“I wish techs would listen.***

- *I had a difficult fistula and knew exactly where curved, they wouldn't listen.*
- *I told them my fistula rolls, they didn't listen.*
- *I told them they were at the wrong angle and would miss my fistula, they wouldn't listen.*



*They caused me lots of pain and missed days from work because they would not listen. They damaged my fistula beyond repair. Off to home hemo I went and stayed. Sad part is I never had that experience when I visited other clinics. They never infiltrated my fistula like my home clinic did.”*



*"Sometimes I just felt like a sad unimportant pin cushion."*

### 3. Giving compassionate care is *rewarding*



## Practicing Compassion



## Treat Patients Like Your Own Loved Ones

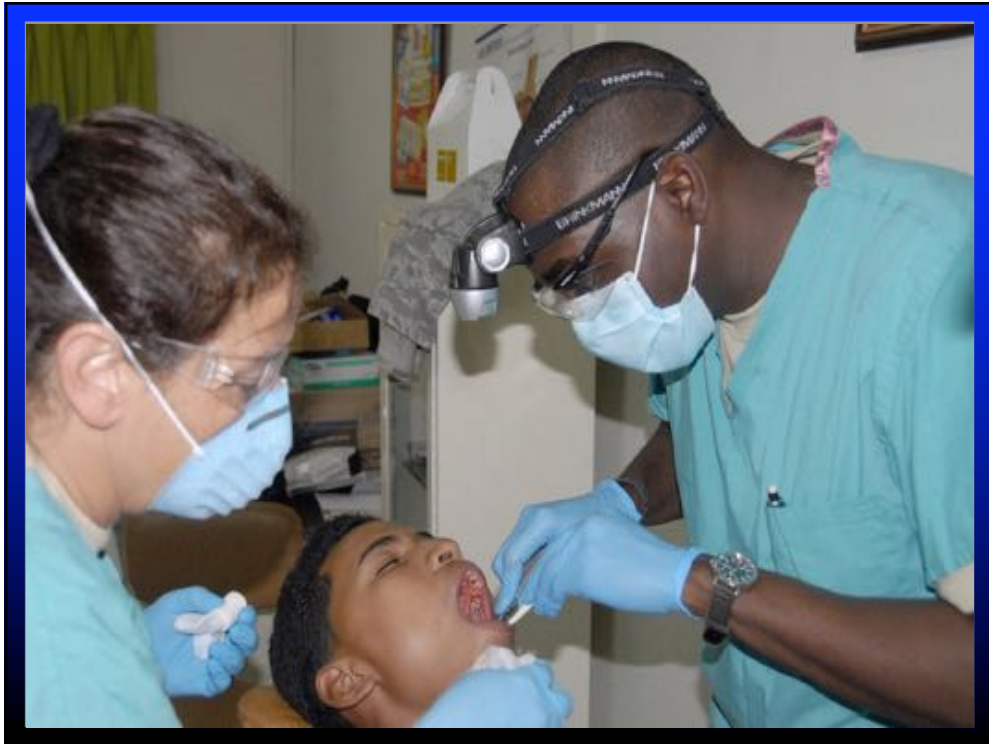






## Listen for the Emotion





## Help Patients Reframe

### **Attitude**

“The last of the human freedoms is to choose one’s attitude in any given set of circumstances.”

Victor E. Frankl

## Reframing Changes Perspective

Life gave you  
lemons?

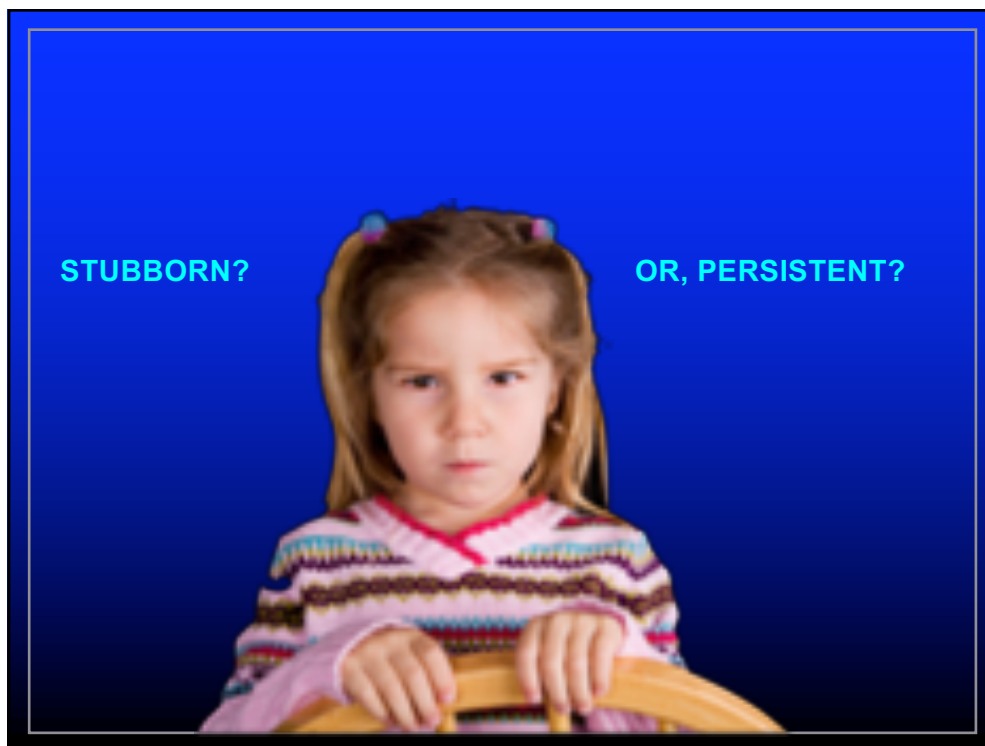


Make  
lemonade

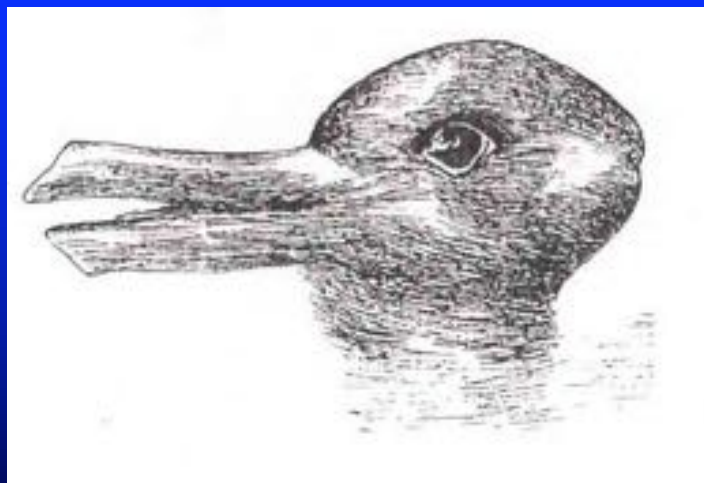


**PERCEPTION IS REALITY**

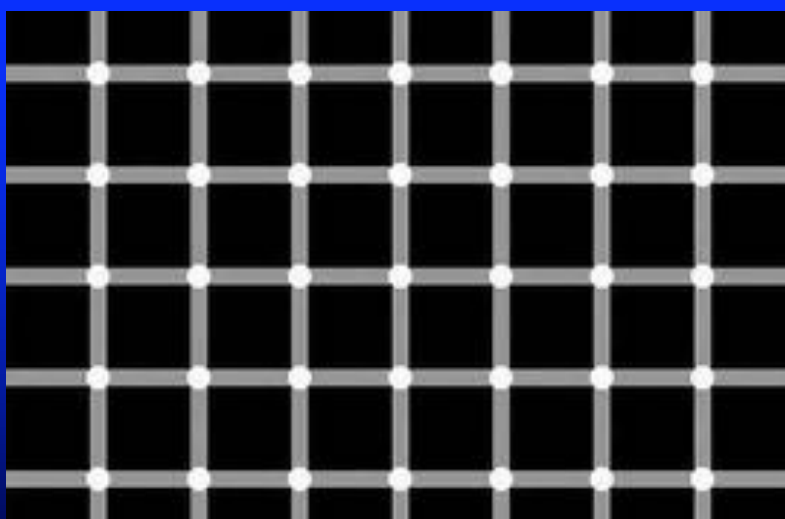






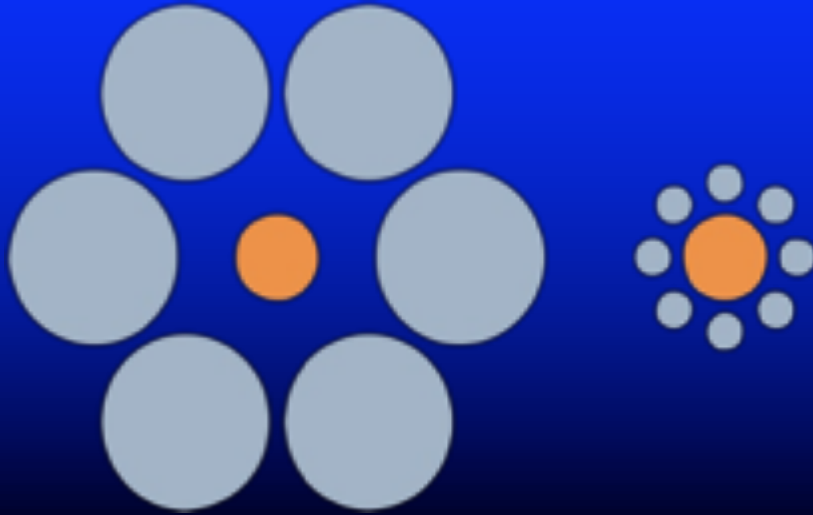


**There is always more than one view**



**We may see things that *aren't there***

**Context can change the picture**



**Words Matter: Choose Them Wisely**



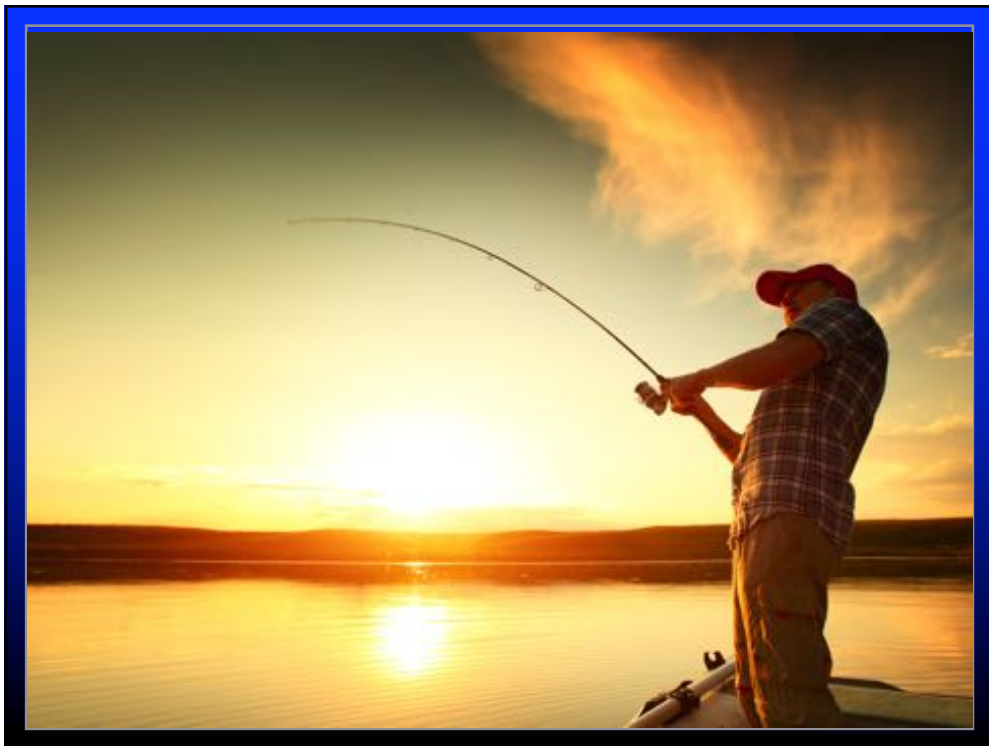
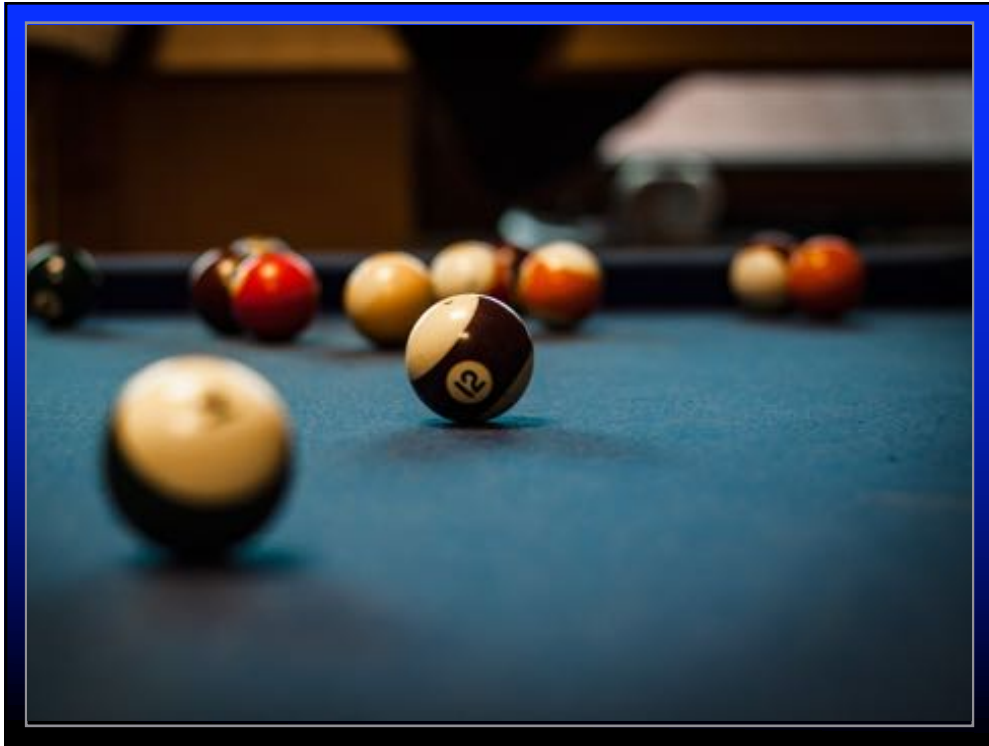
## Try to Assume that Others Mean Well



Think of 3 options for someone's behavior that are NOT about you

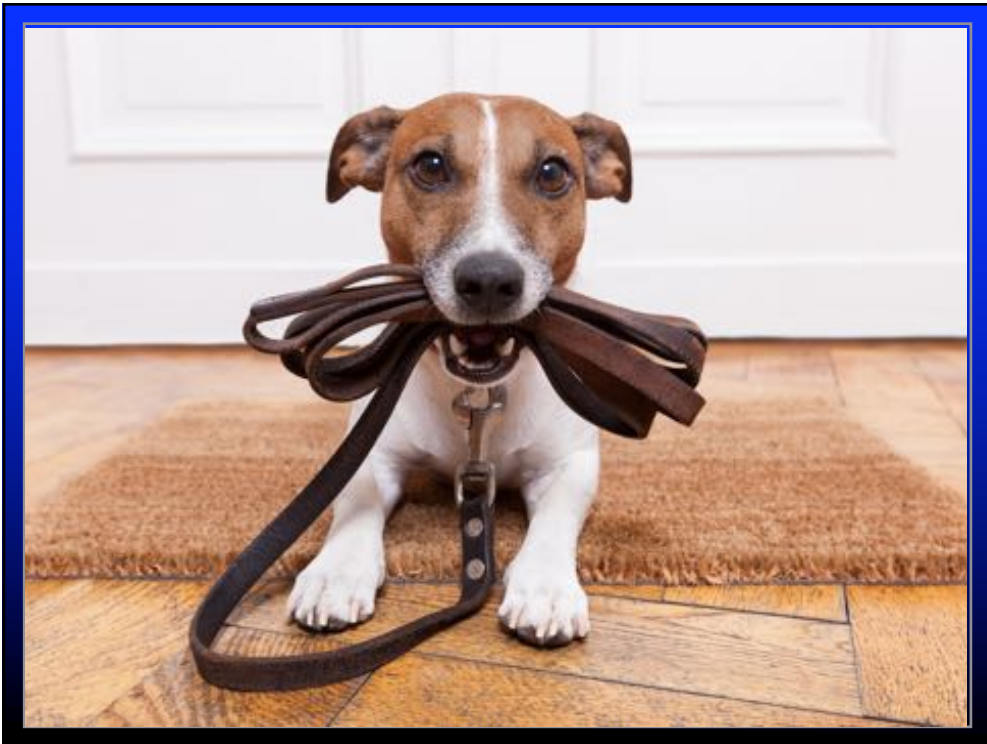
## Put Your Own Oxygen Mask First



















## Take Aways

- \* Kidney failure is an **emotional blow**
- \* Treat patients like your own **loved ones**
- \* Listen for the **emotion**
- \* Help patients **reframe**
- \* Put your own **oxygen mask** on first