

How Empathy Improves the Patient Experience, Improves Health Outcomes, and Reduces Cost

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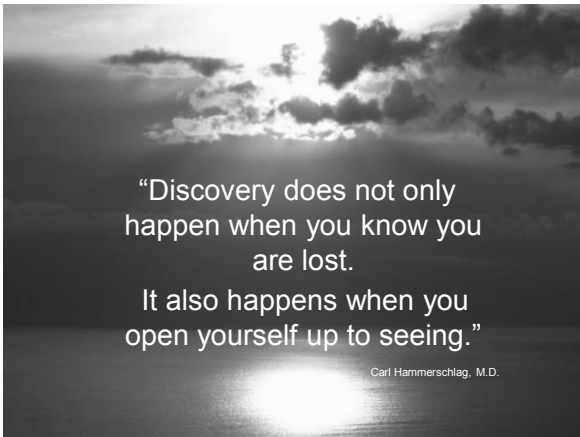
Associate Professor
Harvard Medical School

Primary Care Internal Medicine Course
October 20, 2015

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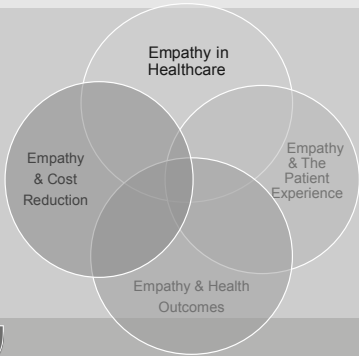


“Discovery does not only happen when you know you are lost. It also happens when you open yourself up to seeing.”

Carl Hammerslag, M.D.



One topic: 4 main ideas



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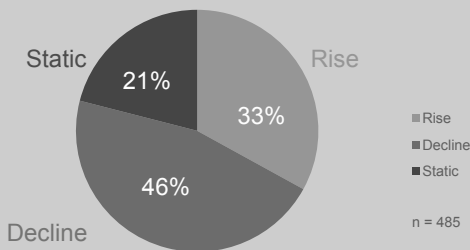
The Empathy Problem



Survey Results

Schwartz Center for
Compassionate Care
Empathy Webinar

At the present time do you believe empathic care is...

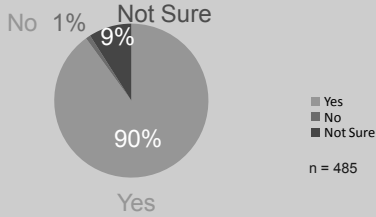


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Survey Results

Schwartz Center for
Compassionate Care
Empathy Webinar

How many believe their institution or clinics could benefit from empathy training?

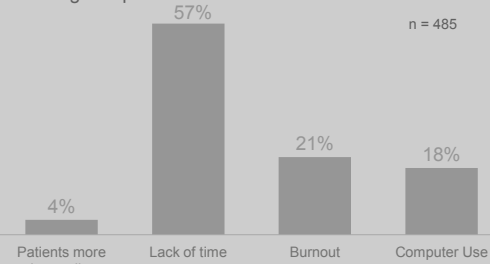


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Survey Results

Schwartz Center for
Compassionate Care
Empathy Webinar

What do you consider to be the biggest barrier to delivering compassionate care?



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Can Empathy Be Taught?



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Walking in our patients' shoes

Empathy Innovation JAMA 2010

COMMENTARY

Empathy in Medicine— A Neurobiological Perspective

Helen Riess, MD

A PHYSICIAN'S ATTITUDE AND APPROACH AFFECT EVERY aspect of medical care for patients and their families. An empathic bedside manner is no quaint relic of the past. To restore and ensure public trust

ing Scale during psychotherapy ($r = 0.47, P = .03$).² Clinical relevance emerged when the skin conductance tracings were reviewed in one therapy dyad in which the patient's skin conductance revealed some peaks of autonomic arousal that were 3 times that of the physician's. For defensive reasons, the patient had learned to conceal her anxiety since child-

1604 JAMA, October 13, 2010—Vol 304, No. 14 (Reprinted)

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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



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Patient-Rated CARE items

At today's meeting, how was your doctor at:

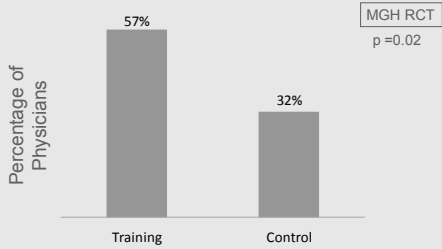
- Making you feel at ease
- Really listening
- Being positive
- Explaining things clearly
- Letting you tell your story
- Showing care and compassion
- Helping you to take control
- Making a plan of action with you
- Fully understanding your concerns
- Being interested in you as a whole person



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Improvement in Ratings

GIVEN BY PATIENTS TO PHYSICIANS' EMPATHY (CARE)



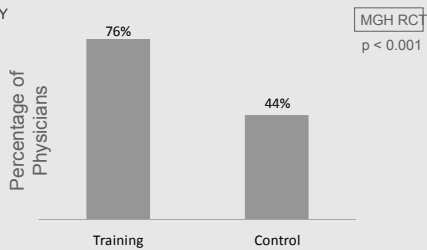
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



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Improvement in Knowledge

PHYSICIAN'S KNOWLEDGE OF THE NEUROBIOLOGY OF EMPATHY



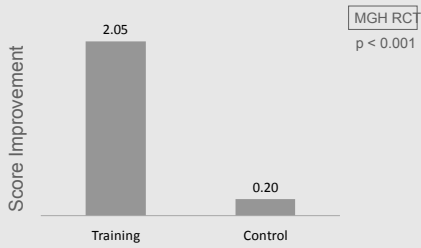
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



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Facial Expression Decoding

TRAINING VS. CONTROL



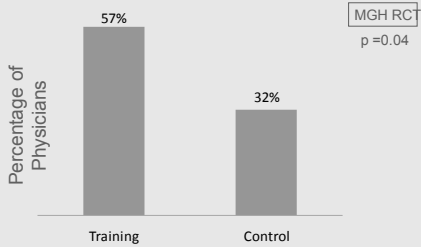
Riess, Kelley, Bailey, Dunn, Phillips. JGIM 2012



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Improvement in Ratings

GIVEN BY PATIENTS TO PHYSICIANS' EMPATHY (CARE)



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

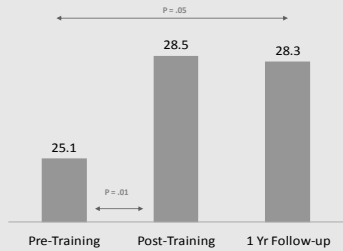


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One Year Follow-up Study

MEEI Pilot

Physician Empathy CARE Score



Phillips, Lorie, Kelley, Riess. EJPCM 2013



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Disclosure



Co-founder
Chief Scientific Officer

E.M.P.A.T.H.Y.



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Definitions

Sympathy =

Empathy =

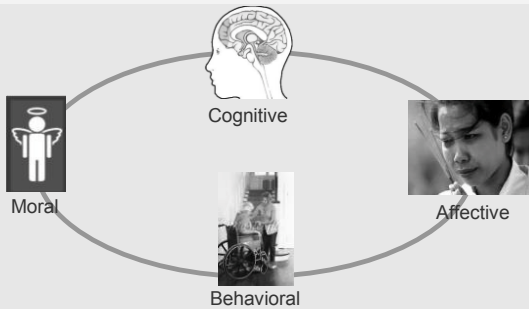
Antipathy =

Compassion =



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Components of Empathy



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Empathic Capacity: How we treat one another matters

Perceptive

Cognitive Empathy
 Perspective Taking
 Empathic Projection

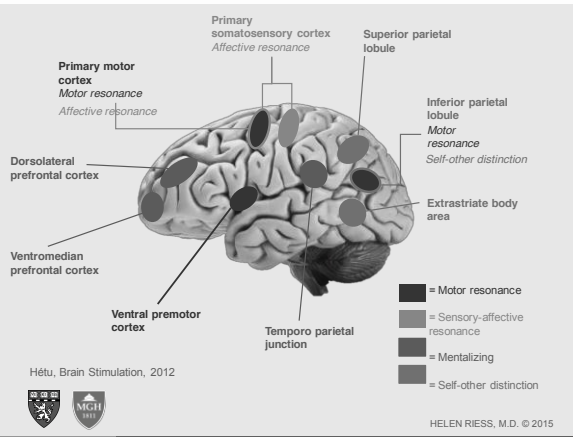
Motor Mimicry

Responsive

Affective Empathy= SYMPATHY
 Empathic Concern= COMPASSION
 Empathic Distress



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Neural Correlates Of E.M.P.A.T.H.Y.™

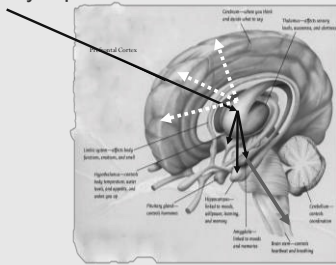
E
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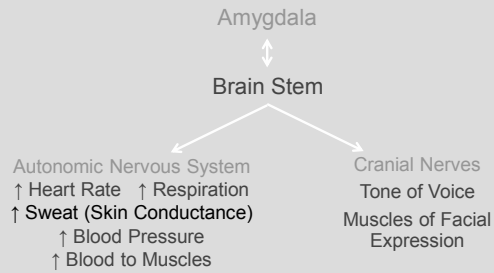
Limbic System: Center of Emotions

Sensory Input



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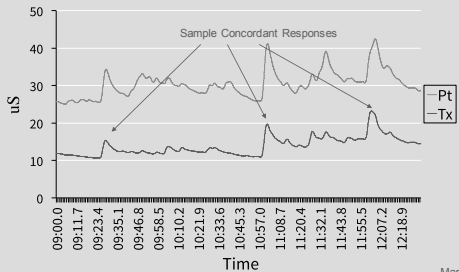
Emotional Arousal Physiological Response



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High Physiologic Concordance

Skin Conductance in Patient (Pt) and Clinician (Tx)



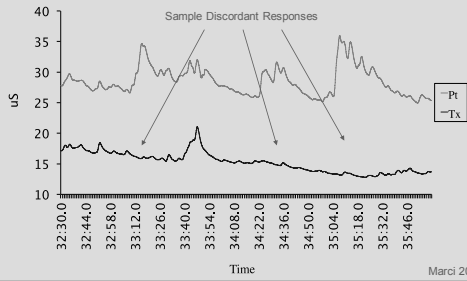
Marci 2007



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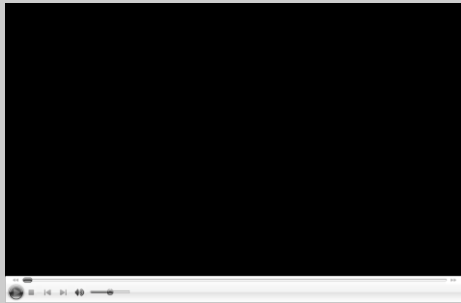
Low Physiologic Concordance

Skin Conductance in Patient (Pt) and Clinician (Tx)



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The Entitled Demander



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“X-Ray of the Psyche”

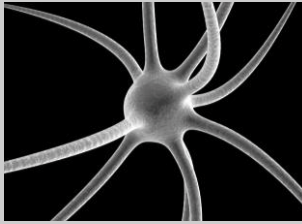


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Reflection: Mirror Neurons

- Mirror neurons fire
1. when animals act
 2. they observe the same action performed by another animal

The neurons “mirror” the behavior of another animal *in the observer’s brain*



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Importance of Reading Faces

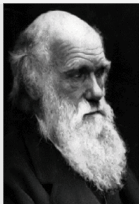
Clinicians must be aware of when patients feel negative emotions and respond empathically.

A clinician’s empathic accuracy is related to the degree of physiological synchrony between them



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The Grief Muscle



“The horseshoe shaped wrinkle on the forehead is the grief muscle.”

—Darwin



Ekman, 2007

“The Expression of Emotions in Man and Animals” (Darwin, 1872)



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The “Entitled Demander”



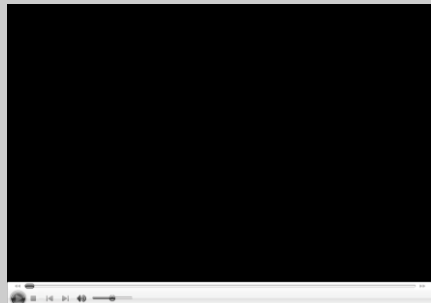
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“Entitled Demander”- Concordance



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Baby-Dog Video



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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

1 Empathy and Relational Science Program, Psychiatry Department, Massachusetts General Hospital/Harvard Medical School, Boston, Massachusetts, United States of America, **2** Program in Placebo Studies and the Therapeutic Encounter, Beth Israel Deaconess Medical Center/Harvard Medical School, Boston, Massachusetts, United States of America, **3** Psychology Department, Endicott College, Beverly, Massachusetts, United States of America, **4** Department of Medicine, Massachusetts General Hospital, Boston, Massachusetts, United States of America, **5** Department of Anesthesiology, Perioperative and Pain Medicine, Boston Children's Hospital/Harvard Medical School, Boston, Massachusetts, United States of America, **6** Department of Clinical Psychology & Psychotherapy, University of Basel, Basel, Switzerland

Abstract

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



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Interventions

- Common Factors:
 - empathy, warmth, trust, sensitivity, genuineness, flexibility, open-mindedness
- Techniques:
 - Appreciative Inquiry
 - Motivational interviewing (Stages of Change)
 - Shared-Decision making¹
 - Patient-Centered Care
 - Cultural Sensitivity
 - Goal setting



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Patient-Clinician Relationship Affects Medical Outcomes

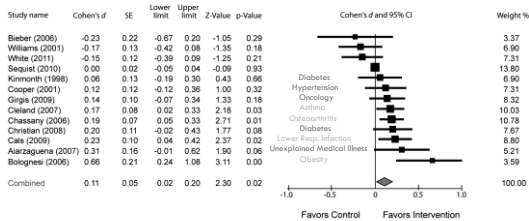
Author (year)	Medical Outcome	Intervention Type	p-Value
Bolognesi et al. (2006)	Obesity	Motivational Interviewing Trust, Patient-Centered Care, Trans-theoretical Model [stages of change]	.00
Chassany et al. (2007)	Osteoarthritis	Improve Communication; Empathy, Group discussion led by facilitator; focused 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 role playing, patient resources	.03



Kelley, Riess, et al PLOS ONE, 2014

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Patient-Clinician Relationship Affects Diabetes, Hypertension, Obesity



Kelley et al. (2014)
 = favors intervention AND significant Blue = favors intervention BUT NOT significant
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Effect Size: Is Empathy as Effective as Aspirin?

- A measure of the strength of a phenomenon
- For Cohen's *d* an effect size of 0.1 to 0.3 might be a "small" effect, around 0.5 a "medium" effect and 0.8 to infinity, a "large" effect
- Effect size:
 - Aspirin for ↓ risk of myocardial infarction = .06
 - Smoking on male mortality over 8 years = .08
 - Relationship effects on medical outcomes = .11

Kelley, Riess, et al. PLOS ONE 2014

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Diabetes and Cost

- 22M Americans with Diabetes
 - 20% Healthcare Dollars Spent
 - \$245 Billion Spent on Diabetes
 - 40% Cost Increase over 5 years
 - 128% Increase in Dx over 10 years
- <https://www.diabetesjournal.org/content>

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By 2050, Adults with DM

1/3



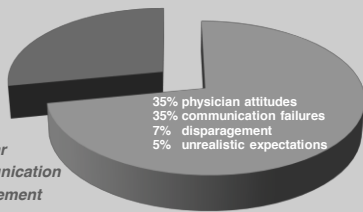
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Albert, Diabetes, & Cost



Empathy and Healthcare: Medical Malpractice Claims

82% of malpractice claims are the result of a breakdown in communication



\$4 Billion paid per year
\$3.2 B = failed communication
\$485K = average settlement

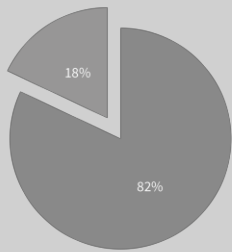
■ Communication Breakdowns
■ Other Causes



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Medical Malpractice

■ Other Causes ■ Communication Breakdowns



- 35% physician attitudes
- 35% communication failures
- 7% disparagement
- 5% unrealistic expectations



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Unempathic Care

- “Detached Concern”
- Distancing Behaviors
- Dehumanization
- Burnout



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In Billions:

- \$4B -Malpractice
- \$17.1B -Medical Errors
- \$85B -Attrition of Nurses
- \$540B -Attrition of Physicians
- \$245B -Cost of Diabetes
- \$850B -Defensive Medicine



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Self Awareness and Mindfulness



<http://www.gettyimages.com/detail/200311345-00636one>



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Emotional Intelligence



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Habits that interfere with empathy

- Speaking before listening
- Projecting your own feelings on to the person
- Defensiveness
- Lack of curiosity about their perspective
- Judging the person
- Giving advice instead of understanding
- Attending to facts rather than feelings
- Trying to fix the problem before understanding it



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The Ripple Effect



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Ripple to Greatness



Societal Contribution
Learning a "Win-Win"
Legacy

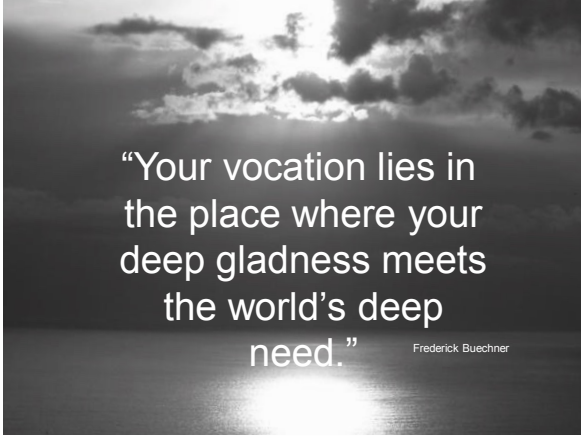
Organizational
Effectiveness
Leading Complex
Systems

Team Effectiveness
Leading Others

Individual Effectiveness
Managing Self



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“Your vocation lies in
the place where your
deep gladness meets
the world’s deep
need.”

Frederick Buechner



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