

EMPATHY EFFECT: *Countering Bias to Improve Health Outcomes*

The patient who is judged... may not follow up on important recommendations.

The patient who feels marginalized... may not ask critical questions to clarify treatment.

The patient who senses bias... may never return for that follow-up visit.

Overview

In healthcare, as in all human interactions, people hold ideas and feelings about others that may involve judgment, demonstrate stigma and reflect bias, which is demonstrably harmful for all people, more so for those who are most vulnerable in our society. EVERYONE who encounters patients in the healthcare system shares a responsibility to ensure the best care possible for EVERY patient who crosses their organization's threshold. Through the application of specific communication techniques and practice we can learn to mitigate these judgements, and ultimately work toward the best patient experience and care possible.

The Workshop

The workshop is fast-paced, highly interactive and combines opportunities for self-reflection and practical skill-building through structured activities focused on:

- Fostering equity in healthcare through consistent patient-centeredness
- Enhancing healthcare professional's ability to convey empathy and build trusting relationships
- Nurturing a workplace culture that is welcoming, respectful and trauma-informed
- Helping employees reconnect with meaning in their work and finding balance

This workshop isn't just about sharing feelings... it's a whole lot more.

- Learn the difference between affective and cognitive empathy to avoid burnout.
- Identify your own biases and the effect they have on patients
- Familiarize yourself with the IN GEAR model

If you are interested in learning more about this FREE workshop or would like to hold a workshop within your organization, please contact us at:

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