Use of Empathy in a Healthcare Setting

Jana Lipps, LMSW
Sparrow Hospice Services
Bereavement Coordinator
Empathy vs. Sympathy

- **Empathy**: the feeling that you understand and share another person's experiences and emotions: the ability to share someone else's feelings. (http://www.merriam-webster.com/dictionary/empathy)

- **Sympathy**: the feeling that you care about and are sorry about someone else's trouble, grief, misfortune, etc.: a sympathetic feeling. (http://www.merriam-webster.com/dictionary/sympathy)
Types of Loss in a Healthcare Setting

- Recent diagnosis of illness
- Sudden event that triggers a life change (i.e. Loss of independence, moving to SNF, amputation, paralysis, cognitive changes…)
- Being told treatment is not working
- Death

Also important to keep in mind, that along with the above issues an individual may be experiencing external losses separate from what is happening with their loved one in the hospital.
Impact of Loss on Individuals

- Expression of a range of emotions
- Difficulty concentrating
- Fluctuations in sleeping and eating patterns
- Uncertainty about next steps (What do I do now?)
- Spiritual questions
Questions to Increase Your Empathetic Response

- How does the person I am trying to help feel?
- How would I feel if I were that person?
- Is there something I can do to help?
- What would I want to be done for me if the roles were reversed?
- Can I contact someone who can provide further help?

What Should I Avoid Saying to Individuals Experiencing Loss?

- “I know how you feel.”
- “God wouldn’t give you any more than you could handle.”
- “God needed them more in Heaven than we did here.”
- “My loved one went through that, it’s not that bad.”
- “You’ll be fine.”
- “It was his/her time to go.”
- “His/Her work here was done.”
- “Time will heal.”
- “Life goes on.”
- “You must be strong for your ________.”
- “You’ve got to get ahold of yourself.”
- “You should be over this by now.”
- “It was God’s Will.”
What Can I Do To Help?

- LISTEN
- Acknowledge their pain/frustration
- Avoid Judgment
- Know available resources

Sparrow Pastoral Care Department: 517-364-2707
Sparrow Hospice Bereavement Office: 517-364-7208
5 Essential Communication Behaviors
Five Essential Behaviors

1. **First impressions are powerful**
   Focus on clarifying positive intentions

2. **Explain – do not ever assume!**
   Take the time to slow down and explain intentions
   Don’t assume other’s understand your intentions or feelings
AIDET
Reducing Patient Anxiety and Increasing Patient Compliance
# The 5 Fundamentals of Communication

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Advantages of AIDET

• Decrease anxiety with increased compliance

Decreases Anxiety + Improves Compliance = Increased clinical outcome and increased patient satisfaction
Tips:
– Be Alert – make eye contact
– Anticipate the question or need of the customer
– Stop whatever you are doing so your customer knows they are important
– Let the patient own their room
– Knock, ask permission

“Good Morning, Mrs. Smith…"
Introduce

Decrease Anxiety
Managing up: Your right to brag!

- Share experience, expertise, and skill set
  - Manage up yourself
  - Manage up your coworkers
  - Manage up other departments
  - Manage up physicians

Managing up reduces anxiety and affects clinical outcomes
What NOT to Say: Managing down

- We’re short staffed
- Who stuck you?
- I have called housekeeping 3 times, they never return their calls
- The pharmacy sent the wrong medication
- Sorry about the delay, we are waiting on the lab
- That’s not my job
Duration

Increase Compliance
Duration: How long…

✗ Until I get my tray?
✗ Until the doctor comes?
✗ Does registration take?

✗ Before the test results come?
✗ Will I be sitting here?
✗ Until I can go home?

Under-promise and over-deliver

*Give a time expectation that will surely be met*
E

Explanation

Improve Outcomes
Explanation

Anticipate and answer questions for the patients before they are asked.

• What will you be doing and why?
  • What should they expect?
  • What is the plan for the future?
Thank You!
Five Essential Behaviors

1. **First impressions are powerful**
   Focus on clarifying positive intentions

2. **Explain – do not ever assume!**
   Take the time to slow down and explain intentions
   Don’t assume other’s understand your intentions or feelings
The Relative Importance of Verbal and Non-Verbal Messages

- It's not just words. A lot of communication comes through non-verbals.
- Without seeing and hearing non-verbals, it is easier to misunderstand the words.
- When we are unsure about words and when we trust the other person less, we pay more attention to the non-verbals of what we hear and see.
Five Essential Behaviors

3. Manage your body language
   ◦ Others perceive our body language as a message about how we feel
   ◦ Our face sends strong messages
   ◦ Be conscious of messages your body language is sending!

4. Align words, tone and body language
   ◦ Remember the 7/38/55 rule
Five Essential Behaviors

5. Blind Spots

- We often can be *blind* to our own body language and voice tone messages
- You may be unable to see how you appear to others
- Misunderstandings will result
- Use the Social Mirror
Additional Resources

- Sparrow University

- Learning and Organizational Development
  - Melissa Nufer: 364-7284
  - Bill Parsons: 364-7498
  - Elizabeth Simon: 364-7291
  - Renee Verscheure: 364-7285

Questions?
Diversity and Inclusion

Jacqueline Thomas-Hall
Director of Diversity and Inclusion
Objective

Provide a framework for understanding diversity, inclusion, and cultural competency
D & I: What it is

Diversity

- The rich collective mixture of similarities and differences between all people

Inclusion

- A set of business conditions that demand maximum awareness, skills and adaptability among Associates, patients, and other Sparrow stakeholders
D & I: What it is

Diversity

- The mix

Inclusion

- Making the mix work
There are four birds sitting in a tree. A naughty child takes a slingshot and shoots one down. How many birds are left in the tree?*

*No animals were harmed in the making of this scenario.
D & I: Your Perspective

• Open Discussion

How do you define culture?

How does your culture impact others around you?
Culture

Characteristics common to members of a particular group, which form the framework of their lives/perspectives

- Language
- Institutions
- Customs
- Values
- Rules
- Etc.
Culture Is…

• A Way of Life or operating for a group of people, organizations or systems
• Learned
• Transmitted from Generation to Generation and may change based on generational interpretations
D & I : Your Perspective

What is he doing and what does it mean?
Sparrow Mission & Vision

- **Mission**: To improve the health of the people in our communities by providing quality, compassionate care to everyone, every time.

- **Vision**: To be nationally recognized as a leader in quality and patient experience.

Sparrow ICARE Values

- Innovation
- Compassion
- Accountability
- Respect
- Excellence

D/I Position Statement

- Sparrow’s culture of inclusion leverages diversity to support our vision of being a national leader in quality and the patient experience.
Culture and Values…

Webster defines **VALUES** as: “to rate or scale in usefulness, importance or general worth…evaluate, prize, esteem…” VALUES are a set of internal guidelines which help determine our behavior. Our VALUES are shaped by our culture and our experiences.

People are all part of the same race (human). Everyone must answer the same universal questions about life...

- Who am I?
- How do I see the world?
- How do I relate to people around me?
- How do I make decisions about the physical space around me?
- How do I understand time?
- What role does the past play in the present and future?

However, the answers we come up with depend on our culture. The choices we make are called our values orientation.
# VALUES Orientation

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• Culturally competent care MATTERS.
• Culture defines how health care information is given and received. Patients don’t leave their culture at home when they come to Sparrow and neither do you.
What you can do...

OWN
- Take personal responsibility for D/I
- Understand how D/I impacts Sparrow’s future

KNOW & GROW
- Use internal & external D/I resources
- Seek new opportunities to learn & interact

ACT
- Practice cultural competency daily
- Get involved: volunteer, attend, model positive behaviors
Patient Privacy

Melissa Sherry
Director of Volunteer Services
HIPPA Objectives

• The purpose of this training is to teach you about your responsibilities and role in protecting information and information systems

• Understand the importance of safeguards and how and when to apply them

• Understand that everyone is responsible for protecting privacy and security
Why is it Important to Protect Information?

We need patients to trust Sparrow so they will give us complete information.

The more information that a patient gives, the easier it is for clinicians to deliver the right type of medical treatment. If we do not protect information, patients will no longer trust Sparrow.

We need to make sure that information is accurate and available when needed for treatment.
Protected Health Information

Protected Health Information (PHI) is individually identified health information that is transmitted by or maintained in any form – oral, written and electronic. At Sparrow, this could pertain to patient census reports, surgery schedules, or electronic medical records.

Patient Identifiers
The HIPAA Privacy Rule and Sparrow Privacy Policy define all of the following as patient identifiers whether they are used alone or in combination with one another:

1. Names
2. Street address, city, county, precinct and zip code
3. Birth date, admission date, discharge date and date of death
4. Telephone & fax numbers
5. Social Security numbers
6. Email addresses
7. Full face photographic images and any comparable images

Under HIPAA, a volunteer may not share any PHI with anyone that does not have a NEED TO KNOW.
Need to Know

HIPAA allows patient information to be disclosed for the following purposes:

• **Treatment** – providing care
• **Payment** – for services
• **Operations** – normal business activities

Before disclosing information ask yourself “Does this person meet the TPO test?”
Minimum Necessary

Access only the PHI you need to do your job
AND
Any time you share PHI, provide only the information the person needs to accomplish the purpose of the request

Three Key HIPAA Privacy Questions:
1. Is the patient information I am about to access necessary for me to complete my job?
2. Am I accessing only the minimum amount of information necessary to complete my job? No more and no less?
3. Am I accessing or using this information for Sparrow treatment, payment or health care operations reasons?
Examples of using PHI

Appropriate use of PHI: A Patient Concierge communicates a patient’s concern to the Nurse Manager for follow-up.

Inappropriate use of PHI: A volunteer informs the Volunteer Services Department that another volunteer is a patient in the hospital (without the person’s permission). Under HIPAA guidelines, the Volunteer Services staff would not meet the TPO test!
Examples of Protecting PHI

- Never leave a patient list or schedule on a desk unattended. Keep the list with you or turn the list face down.

- When delivering items such as flowers or gifts, make sure the gift card with name and/or address is not visible to others.

- Census sheets or surgery schedules should be disposed of through shredding instead of using a public trash bin.
Technology Concerns

If you are a volunteer with access to a Computer, please use the following guidelines:

• Do not share your password or write your passwords on reminder notes
• Choose passwords that are difficult to guess and add a meaningful number - Example: ECHASL99 (Every Cloud Has A Silver Lining!)
• Log-off before leaving your workstation unattended – even for just a few minutes. The hospital logs all inquiries into patient records. You are responsible for the activity that occurs under your password.
Technology issues cont.

Cellular phones with picture features create a potential risk to PHI and to both patient and associate privacy. Sparrow strictly prohibits the use of the camera feature in any Sparrow facility.

Cell phones should not be used when volunteers are with a patient.

As a courtesy to patients and others, please set cell phones to vibrate mode, or turn off while on duty.
Other Privacy Issues

• “Identity Theft” means fraud or attempted fraud using the identifying information of another person without authority. Sparrow takes this very seriously and has protocols in place to help prevent this from occurring.

• Medical advice – Never provide medical advice or opinions. Always refer them back to appropriate caregiver.

• Laws regarding confidentiality of mental health and substance abuse patients are particularly restrictive, the presence of these patients in the hospital is never acknowledged.

• Never ask an acquaintance why they are at the hospital, no matter how well you know them.
Evacuation, Egress, Safety Codes and Infection Prevention

Jeff Kay
Director of Accreditation
Objectives

• Understand how to ensure a safe work environment

• Understand how to report and respond to codes that are paged in the hospital
Environment of Care

• Sparrow is accredited by the Joint Commission and Health Care Facilities Program which means the organization complies with the highest national standards for safety and quality of care.

• Every person serves a role in achieving and maintaining a safe environment. This is accomplished by everyone’s vigilance and appropriate actions.

• Be alert for and report anything in need of repair, or other service, by calling the Service Response Center at x43434
In case of an evacuation where would you go?
Sparrow Main Evacuation Location
Foundation Parking Lot
St. Lawrence Evacuation Location
East Entrance
St. Lawrence Evacuation Location
West Entrance
Safety Codes
Safety Codes

• Volunteers working in the hospital may hear safety codes announced through the overhead paging system.
• Volunteers should familiarize themselves with their work area as it relates to the following codes.
• During a code, volunteers are expected to assist hospital staff as directed. However, if you encounter a situation that you need to address, please use the following guidelines.
CODE RED - FIRE

Volunteers who discover a fire should follow the acronym RACE to the extent that your own personal safety is not threatened.

R
Rescue any persons in the immediate area

A
Activate the alarm by pulling the nearest fire alarm box. Call 123, or 9-911 in off-site locations.

C
Contain the fire and smoke to the smallest possible area by closing doors and turning on lights.

E
Extinguish the fire, if waste basket size or smaller
CODE RED, continued

Follow the PASS acronym to operate the extinguisher

**P**ull the fire extinguisher pin

**A**im the extinguisher nozzle at the base of the fire

**S**queeze the fire extinguisher handle while holding the extinguisher upright

**S**weep the extinguisher nozzle from side to side
CODE TRIAGE - DISASTER

Internal or External

• Volunteer stations on the Sparrow and St. Lawrence campuses will be called by Volunteer Services staff to ensure that volunteers know their role.

• Volunteers should help the hospital staff prepare their departments.

• During a disaster, volunteers should not come to the hospital to help unless called.

• Stay until an all clear is announced.
CODE - TORNADO WARNING

• Proceed to the nearest internal hallway or on the main campus, the Cafeteria or Auditorium.

• Volunteers in public areas should direct visitors to the lower level of the hospital.

• Do not use the elevators.

• Stay until an all clear is announced.
CODE BLUE - CARDIAC & RESPIRATORY ARREST

Dial 1-2-3 and/or contact a nurse if you find:

• A non-responsive individual or
• Witness an individual collapse or lose consciousness

DO NOT call the Emergency Department
CODE PINK – INFANT or CHILD ABDUCTION

Sparrow has been very fortunate in that we have never had a child abducted from the hospital.

When an infant or child is missing a CODE PINK will be issued. Volunteers are asked to station themselves out in hallways and look for the following:
CODE PINK – continued

• Pediatric patient - a child matching the description given in the broadcast
• Infant – anyone who might be concealing a baby under a jacket, or in a tote bag, and seems to be in a hurry.
• Volunteers should immediately report suspicious persons to the Security Department at x 64911
CODE YELLOW – BOMB THREAT

• When a Code Yellow is announced, volunteers should calmly walk through their work areas, noting anything that looks out of place
• DO NOT touch, inspect, or move any suspicious items.
• Report suspicious items to Security at x 64911
• If you receive a bomb threat call, do not transfer the call
• Remain calm and listen carefully and keep the caller on the line as long as possible
• If possible, alert another person and have them contact Security
• Stay until an all clear is announced
CODE SILVER

• Alerts volunteers to the presence of an active shooter within the Health System
  – Volunteers should evacuate the area if possible and seek shelter behind a locked door. Include patients and guests as time and circumstances permit.
  – Volunteers in locations away from an active shooter scene shall not enter the building/floor/wing under any circumstances
CODE ORANGE

• Alerts Decon Team members to report for duty to the decon equipment area
  – Volunteers are not required to take any action during this code.
Personal Safety
Volunteers and safety

Volunteers have a key role in ensuring the environment is safe. Below are just a few areas that you can help.

- When delivering flowers, volunteers can help reduce falls by bringing the flowers to the bed side table.
- Volunteers who transport patients using a wheelchair always should adhere to wheelchair safety (backing into an elevator, locking the wheels.)
- Volunteers can help maintain egress within a room by making sure it is free of clutter.
- When carrying liquids/food through the hospital make sure items are covered.
- When delivering flowers, ensure you correctly identify a patient by asking “can you tell me your name.”
EGRESS

Volunteers can help with this effort at Sparrow by adhering to these guidelines and/or making these adjustments to the environment while traveling in the hospital. Ideally, hallways will be clear as shown below.

- Equipment “in use”: must be on wheels and set to a single side of the corridor.
- No equipment may ever block fire extinguishers, alarms or medical gas shut offs.
- Walleroos must be closed when not in use.
Right to Know

Michigan Occupational Safety and Health Act requires all organizations to establish and maintain a program to inform affected workers about potentially harmful materials that may adversely affect health or the environment.

At Sparrow:
- All chemicals come with a Material Safety Data Sheet (MSDS) that lists all physical and health hazards and emergency first aid procedures if there is an over-exposure
- Material Safety Data Sheets can be found on the Sparrow Intranet homepage, by selecting the MSDS Icon. If you are interested in reviewing a MSDS, please see Security or the Volunteer Department
- Contact the Safety Department with any questions regarding hazardous materials at 364-5219
Hand Hygiene

• Hand hygiene is the most important thing you can do to prevent the spread of infections
  – Identified as a significant prevention method by the CDC, Joint Commission and other regulatory agencies

• Proper Hand Hygiene will keep you and the patients you are caring for safe
Hand Hygiene

• Before & after entering patient’s room.
• Before & after direct patient contact.
• Before & after using gloves.
• After contact with body fluids or excretions, mucous membranes, non-intact skin, or wound dressings.
• Before & after contact with objects (including medical equipment) in the immediate vicinity of the patient.
• After using the restroom
Five Moments for Hand Hygiene

1. Before patient contact
2. Before aseptic task
3. After body fluid exposure
4. After patient contact
5. After contact with surroundings
Take Home Message

Wash In and Wash Out
Before Hand Hygiene

Your hands might *look* clean, but…

Millions of bacteria are on your hands.
What’s on your hands after hand hygiene?

Not much – Proper hand hygiene kills most of the harmful organisms that can be carried on your hands.
How to Wash

• When hands are visibly soiled and after using the restroom
  • Soap and Water
    • Wet hands
    • Apply soap
    • Rub hands together making sure to wash all surfaces for about 15-20 seconds
    • Dry hands with paper towel-use paper towel to turn off faucet
How to Wash

• All other times you can use
  • Hand sanitizer (alcohol-based)
    • Apply to hands
      Rub hands together making sure to cover all surfaces for about 15 seconds
    • The time it takes to dry is the time it takes to kill germs, don’t wipe off with paper towel
  • Sparrow has hand gel and hand foam
Other things to know...

• Nail polish must be free of chips
• Keep nails short and do not wear artificial nails (this includes gel)
  – Germs can grow underneath long nails and artificial nails.

• Do not use personal soaps or lotions at the hospital – they can interact with products used at Sparrow, are easily contaminated with germs, may compromise the integrity of the gloves, and may cause allergic reactions in patients.
  – Sparrow has hospital approved lotion available if you need it
Hand Hygiene Reminders

– Gloves are not a substitute for hand hygiene
– Gloves (and all other PPE) are not to be worn in the halls
Reporting unsafe conditions may prevent injury or illness to yourself and/or fellow Caregivers.
Thank you for reviewing the 2014 Safety Training!

To take the test, close this window by clicking on the X in the right hand corner of the screen.