Provide engaging educational resources for healthcare professionals to enhance communication and health outcomes
Introduction

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Unleashing the Positive Power of Compassion: Science, Skills and Strategies for Health and Wellbeing

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Objectives

• Focus on compassion in practice… and explain why and why now
• Summarize some emerging social neuroscience research on empathy and compassion
• Describe a theoretical model of clinical compassion and a framework of supporting values and skills
• Reflect on systemic challenges and supports needed to practice compassionate care
How are we doing when it comes to compassion?

Does the U.S. healthcare system provide compassionate care?

"No": 47% patients, 42% physicians

What is compassionate collaborative care?

Briefly, it is …

working interdependently to recognize and ameliorate others’ concerns, distress, pain and suffering.

And it must exist at all levels:

- Self
- Patients
- Co-workers
- Leaders
What distinguishes compassion from empathy and sympathy?

- **Cognition**
- **Emotion**

**Empathy**
- Feeling “as if”

**Sympathy**
- Feeling sorry “for”

**Compassion**
- Feeling “with” + action

The Schwartz Center Compassion Model

- Action
- Attention
- Recognition
- Emotional Resonance
- Cognitive Processing
- Emotion Regulation
- Compassion
- Wellbeing
- Shared Decision Making
- Altruistic Motivation, Intention
- Empathic Concern
- Understanding

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<table>
<thead>
<tr>
<th>Focus attention</th>
<th>Demonstrate trustworthiness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognize verbal and nonverbal cues</td>
<td>Communicate with colleagues, adjust plans</td>
</tr>
<tr>
<td>Listen actively</td>
<td>Practice self-reflection and emotion regulation</td>
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<tr>
<td>Elicit information about the “whole person”</td>
<td>Build relationships, partnerships and teams</td>
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<tr>
<td>Value others with nonjudgment positive regard</td>
<td>Practice self-monitoring and behavioral self-regulation</td>
</tr>
<tr>
<td>Ask about and respond to emotions, concerns, distress, suffering</td>
<td>Practice self-care, attend to personal, professional development and wellbeing</td>
</tr>
<tr>
<td>Share information and decision-making</td>
<td>Practice self-compassion</td>
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http://www.theschwartzcenter.org/media/Triple-C-Conference-Framework-Tables_FINAL.pdf
Focusing attention

The doorknob strategy: Mini-moments of mindfulness
Interpersonal skills for emotion recognition:
Active listening
Accurate interpretation of facial expressions and nonverbal behavior
## Decoding facial expressions of emotion

<table>
<thead>
<tr>
<th>Measure (mean ± SD)</th>
<th>Training Group</th>
<th>Control Group</th>
<th>Difference</th>
<th>Effect Size</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARE</td>
<td>0.7 ± 7.9</td>
<td>-1.5 ± 6.0</td>
<td>2.2</td>
<td>0.31</td>
<td>0.04</td>
</tr>
<tr>
<td>Neuro Knowledge</td>
<td>2.3 ± 2.4</td>
<td>0.4 ± 2.3</td>
<td>1.8</td>
<td>0.79</td>
<td>&lt;0.001</td>
</tr>
<tr>
<td>Ekman</td>
<td>2.1 ± 2.5</td>
<td>0.4 ± 2.3</td>
<td>1.9</td>
<td>0.79</td>
<td>&lt;0.001</td>
</tr>
<tr>
<td>Jefferson</td>
<td>1.2 ± 9.3</td>
<td>-1.1 ± 6.7</td>
<td>2.3</td>
<td>0.28</td>
<td>0.12</td>
</tr>
<tr>
<td>BEES</td>
<td>0.9 ± 14.5</td>
<td>2.7 ± 14.1</td>
<td>-1.7</td>
<td>0.12</td>
<td>0.49</td>
</tr>
</tbody>
</table>

Emotional resonance and cognitive processing

“Experience sharing”
Affective empathy

“Mentalizing”
Cognitive empathy

Mediators:
- Trait empathy
- Repetitive exposure
- Perspective taking
- Emotion regulation
- Culture, context
Perspective-taking: Whose?

Imagine self → empathic distress
Imagine other → empathic concern

## 2 outcomes of empathy

<table>
<thead>
<tr>
<th>Empathic concern, compassion</th>
<th>Empathic personal distress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Other-focused emotions</strong></td>
<td><strong>Self-focused emotions</strong></td>
</tr>
<tr>
<td>Positive feelings, e.g. tenderness</td>
<td>Negative feelings, e.g. stress</td>
</tr>
<tr>
<td>Good health</td>
<td>Poor health, burnout</td>
</tr>
<tr>
<td>Approach and prosocial motivation</td>
<td>Withdrawal and nonsocial behavior</td>
</tr>
</tbody>
</table>

Singer T, Klimecki OM. Curr Biol. 2014;24(18)R875-8
2 pathways to “other-centeredness” and wellbeing

Increase compassion

Decrease personal distress
Emotion-regulation: Cognitive reappraisal

Attention

Recognition

Compassion

Wellbeing

Emotional Resonance
Cognitive Processing
Emotion Regulation

www.tinybuddha.com
Emotion regulation: Compassion meditation
Empathy vs. compassion training

**Empathy training:** Visualize one’s own past suffering, Resonate with others’

**Compassion training:** Visualize one’s own past suffering, Cultivate feelings of loving kindness

**Memory training**

Increased empathy & negative emotions in response to standardized videos scenes; Activation in insula, aMCC

Returned negative emotions to baseline, increased positive emotions in response to videos; Activation mOFC, pACC, striatum
Compassion feels rewarding

Mechanisms of emotion regulation processes

- Cognitive reappraisal primarily decreases negative affect
- Compassion cultivation increases positive affect and prosocial motivation to help
- Distinct neural networks involved

Positive emotions build resiliency

Positive emotions

Ability to find meaning in adversity

Resiliency

Coping

Our capacity to experience and offer compassion may protect us from burnout

Understanding the patient as a person:
Explanatory model ¹
12 domains of context ²

Valuing another’s welfare
Mediators:
Assumptions
Stereotypes
Bias

Responding to emotions:
“NURSE,” “PEARLS” models

We are at risk

- Burnout (40% - 60%)
  - (2011) 45%
  - (2014) 54%
  \[ p < .001 \]

- Work/life satisfaction
  - (2011) 49%
  - (2014) 41%
  \[ p < .001 \]

- Physician suicide
  - Rate ratio 2.3 (♀) and 1.4 (♂) vs. general population

What inhibits wellbeing and compassion?

- Workload, staffing
- Documentation, regulatory requirements
- Discontinuity, fragmentation of care
- Time pressure
- Loss of community
- Staff input not elicited, acted on
- Conflicting values
- Loss of autonomy, sense of control
We need systemic approaches to “culture change”

- Compassionate leadership
- Valuing and rewarding compassionate care
- Education for compassion and collaboration
- Supporting caregivers to enable compassion and wellness
- Prioritizing compassion & collaboration in quality improvement
- Involving, learning from patients, families
- Research and measurement

www.theschwartzcenter.org/committocompassion/
One example of values-based culture change

<table>
<thead>
<tr>
<th>Value</th>
<th>Leading question</th>
<th>Follow-up question</th>
<th>Key criteria</th>
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<tbody>
<tr>
<td>Compassion</td>
<td>Give me an example of a time when you were particularly perceptive regarding a patient's (or customer's) feelings and needs.</td>
<td>Describe what you did. What was the impact for you? For the patient?</td>
<td>• Taking time to listen</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Observant of nonverbal cues</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Observant of patient needs</td>
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<td></td>
<td></td>
<td></td>
<td>• Going the extra mile to make a difference</td>
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<td></td>
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<td>• Linking job duties with patient experience</td>
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<td></td>
<td>• Taking ownership for assignment completion and service</td>
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<td></td>
<td>• Delivery</td>
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<td></td>
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<td></td>
<td>• Recognition that one person cannot do everything</td>
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<td></td>
<td></td>
<td></td>
<td>• Working with others</td>
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<td>Collaboration</td>
<td>Describe a situation when it was critical that you establish an effective working relationship with either an individual or group, outside of your own department, to complete an assignment or deliver a service.</td>
<td>What did you learn from this experience? Was there anything that you would have done differently?</td>
<td>• Willingness to bring quality issues to the attention of appropriate others or to take personal action within the scope of job duties</td>
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<td></td>
<td></td>
<td></td>
<td>• Commitment to &quot;walking the talk&quot;</td>
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<td></td>
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<td></td>
<td>• Awareness of the importance of relationship building</td>
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<td>• Recognition that trust works both ways in effective relationships</td>
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Values-based impact

- Improved employee satisfaction
- Lower rate of malpractice litigation and premiums
- Improved Q&S metrics
- Decrease in facility expenses per case-mix-index-adjusted discharge

Patient experience scores

Supporting caregivers: Schwartz Rounds

http://www.theschwartzcenter.org/
Caregiver support: Evidence of impact

Compassion Practices Scale: To what extent does your hospital use:

• Recognition programs for employees’ acts of caring towards patients and families?
• Recognition programs for employees’ acts of caring towards each other?
• Compassionate caregiver awards?
• Regular counseling, pastoral care support sessions for departments/units experiencing stress, trauma, conflict?

In all regressions, compassion practices remained positively and significantly associated with HCAHPS® ratings and likelihood to recommend the hospital, even after including robust control for variables that capture technical quality of care and quality of organization (e.g. Magnet status)

McClelland LE, Vogus TJ. Health Serv Res. 2014;49:1670-83
Initiate changes to prevent and address burnout

- Meta-analysis of interventions to address burnout among physicians
  - 15 RCTs, 37 cohort studies among 2,914 physicians
  - Overall burnout 54→45% (p<.0001)
  - Significant ↓EE, DP

- Individual-focused
  - Meditation/mindfulness, positive psychology strategies, narrative medicine, stress management, communication skills training, self-care

- Organizational/structural
  - Reduced duty hours, care delivery changes

Measure what matters:
Schwartz Center Compassionate Care Scale™

1. Express sensitivity, caring and compassion for your situation
2. Understand your emotional needs
3. Consider the effect of your illness on you and your family
4. Listen attentively to you
5. Convey information to you in a way you can understand
6. Gain your trust
7. Involve you in decisions about your treatment
8. Discuss sensitive, emotional or psychological issues
9. Treat you as a person not just a disease
10. Show respect for you, your family and those important to you
11. Communicate test results in a timely and sensitive manner
12. Spend enough time with you

Compassion and collaboration are essential foundations of health and wellbeing

...and must exist at all levels

The Schwartz Center Compassion Model

Leaders
Co-workers
Patients
Self

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Compassion is good medicine

- Compassion heals those who are distressed or suffering
- Compassion nurtures our wellbeing and the wellbeing of those we serve
- Compassion creates a shared sense of meaning and reminds us of our common humanity
“Love and compassion are necessities not luxuries. Without them humanity cannot survive.”

- HH, the Dalai Lama
Contact us at
The Schwartz Center for Compassionate Healthcare!

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DocCom Module 6 (free module) has an empathy understanding test

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