



# The Ripple Effect

The Impact of  
Empathy in Healthcare

Empathetics  
June 2016  
Newsletter

## Tip of the Month: Take a Moment

Before you enter a patient's room, mentally prepare yourself to focus on this patient and consciously clear all distraction from your mind. You may remember to do this as you wash your hands, or when you first touch the door handle of the room.

## Upcoming Events:

**August 15**

Dr. Riess Keynote  
World Nursing and  
Healthcare Conference  
London, UK



## Announcing: New Empathetics eLearning Courses

June 2016

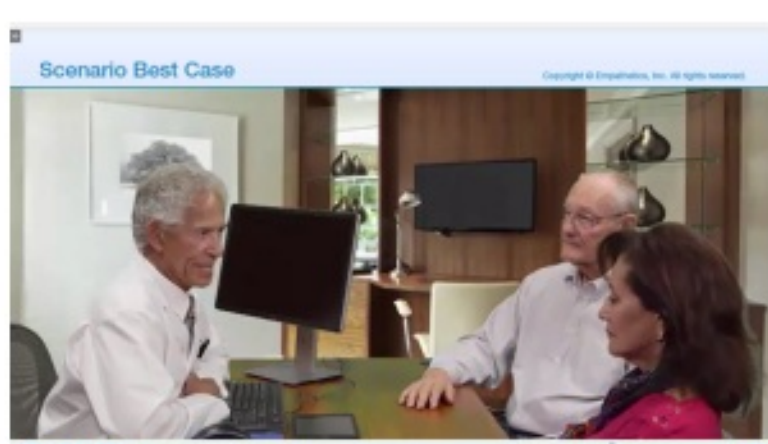
Empathetics is releasing new courses to address challenges in healthcare related to nurse teams and front-line staff. These new courses are based on the neuroscience of empathy and the research of our Chief Scientific Officer, Dr. Helen Riess.

### Empathetics Core Curriculum Includes:

- **Introduction to the Practice and Neuroscience of Empathy**
- **Managing Difficult Medical Interactions**
- **Delivering Bad News**

### Empathetics New Course Offerings:

- **Pre-Operative Care Course**- Available Now
  - Featuring informed consent and the pre-operative conversation



- **Nurse Teams Course**- Coming this Summer
  - Addressing generational differences in nurse teams, improving nurse-patient communication, improving inter-professional team communication and interactions



- **Front Line Staff Course**- Coming this Summer
  - Focusing on skills to address a stressful healthcare environment, while providing good communication with patients



See our [products page](#) for more information. Email [info@empathetics.com](mailto:info@empathetics.com) to request a demo or to learn about pilot offers.

## Announcing: Updated Website

We recognize that empathy is a critical component to the patient experience and more information is becoming available on this important topic. With a number of new studies and innovations, we have launched a newly designed website that highlights the Empathetics curriculum, information for the case for empathy training, and on topic areas that are critical to the delivery of a great patient experience.

Please explore our [webpage](#) to learn more about the evidence, recent news, best practices and more.

