



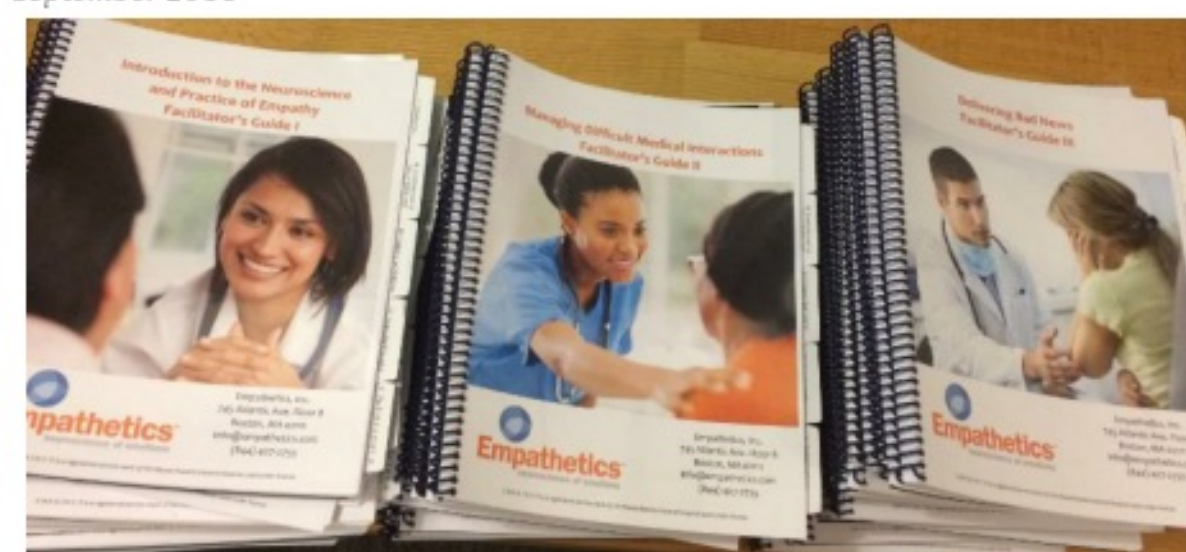
The Ripple Effect

The Impact of
Empathy in Healthcare

Empathetics
September 2016
Newsletter

The Empathetics Experience: A Hospital's Perspective

September 2016



Sentara Obici Hospital implemented the Empathetics Experience this spring. As an Empathetics blended learning customer, Sentara Obici Hospital has begun to transform their hospital toward a culture of empathy.

"As we have begun our journey in partnership with the Empathetics team, we have begun to change both the language we use and the behaviors we exhibit. It has opened up new ways to support our patients, their families and each other. In the classroom setting that follows the on-line session, people have talked openly - there have been tears - there has been support - there have been self-promises made for personal areas of improvement. I am excited about these beginnings - and am also excited to see what the future brings!"

- Phyllis Stoneburner, Vice President, Patient Care Services at Sentara Obici Hospital



Announcing: New eLearning Courses

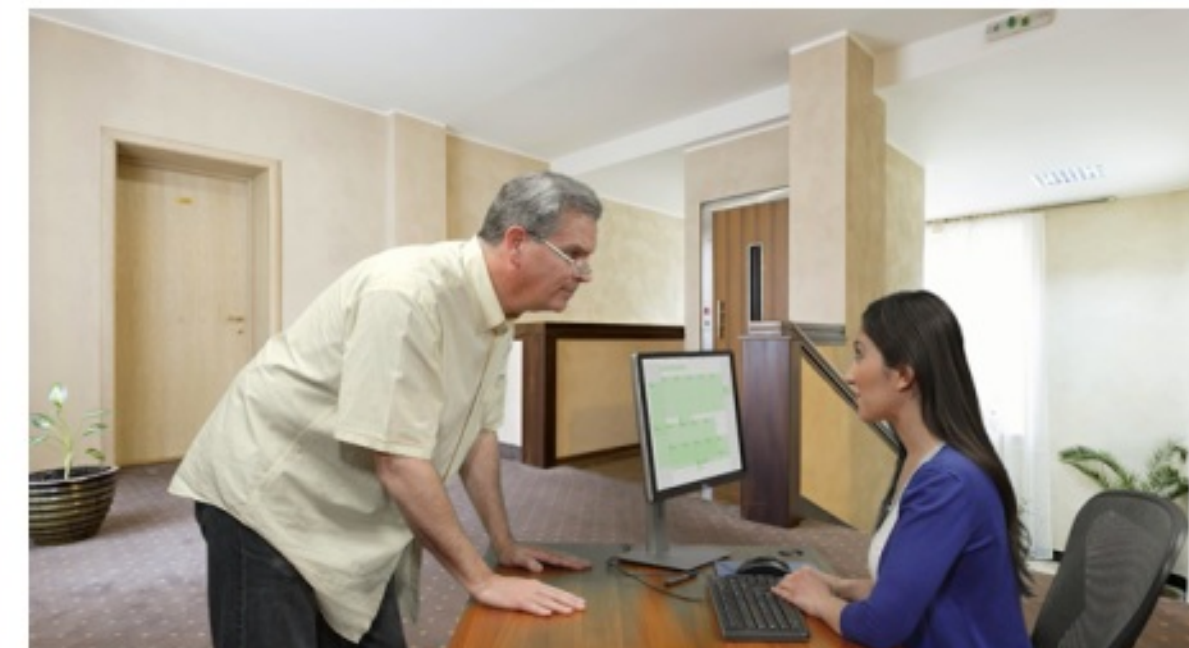
Empathetics is releasing new courses to address challenges in healthcare related to nurse teams and front-line staff. These new courses are based on the neuroscience of empathy and the research of our Chief Scientific Officer, Dr. Helen Riess.

Empathetics New Course Offerings:

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



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



Empathetics Core Curriculum Includes:

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

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



Tip of the Month: Perspective

People react differently to different types of news. Even if a person seems stoic, check in with a question such as, "Is there anything that would be helpful for me to know about your particular situation?" or "Is there additional information that would be helpful to you at this time?"

Upcoming Events:

10/30 - 11/2

Planetree International
Conference
Chicago, IL

