



ANDY WARD

EXPERT ON THERAPEUTIC EMPATHY, ASSOCIATE PROFESSOR IN MEDICAL EDUCATION

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The highlights of the webinar

- Andy's perspective on various approaches to describing the concept of therapeutic empathy
- Definition by Stuart Mercer: 1) Understanding, 2) Demonstrating understanding, 3) Therapeutic action
- Benefits of empathic care for patients: reduced chronic pain, higher patient satisfaction, higher patient adherence to treatment regimens
- Benefits of empathic care for practitioners: lower practitioner burnout, higher practitioner job satisfaction
- The CARE Measure: How good was the practitioner at..., e. g. really listening, being positive, showing care and compassion
- The issue of the 'hidden curriculum' in medical schools

Take-away

- Andy's perspective: therapeutic empathy is sharing the patient's feelings, rather about showing compassion
- Strategies to teach empathy: 1) Role modelling, 2) Talking with patients beyond the diagnosis, 3) The illness narrative encounter, 4) Meaningful reflection
- Andy's tools for teaching empathy include the Empathy mapping and the Patient Conversation Starter checklist

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