

The Alchemy of Empathy and Compassion: Transforming Stress into Meaning at Work

Compassion in Action Webinar Series

May 16, 2016

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FOR COMPASSIONATE HEALTHCARE

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Moderator



Kim Vaillancourt
Producer, Webinar Series
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Audience Reminders

- This webinar is funded in part by a donation in memory of Julian and Eunice Cohen.
- You may submit a question by typing it into the Question and Answer pane at the right of your screen at any time.
- We value your feedback! Please complete our electronic survey following the webinar.

Host



Beth Lown, MD
Medical Director
The Schwartz Center for Compassionate Healthcare

Compassionate Collaborative Care Framework

http://www.theschwartzcenter.org/media/Triple-C-Conference-Recommendations-Report_FINAL1.pdf

Focuses attention	Demonstrates trustworthiness
Recognizes nonverbal cues	Communicates with colleagues, adjusts
Actively listens	Practices self-reflection
Elicits info about the “whole person”	Builds relationships, partnerships, teams
Nonjudgmentally values each person	Practices emotion regulation
Asks about, responds to emotions, concerns	Practices self-care, attends to personal and professional development
Shares information, decision-making	Practices self-compassion

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Today's Speaker



Eve Ekman, PhD, MSW
 UCSF Osher Center for Integrative Medicine
 Schwartz Center

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The Alchemy of Empathy and Compassion: Transforming Stress into Meaning at Work

Eve Ekman, PhD, MSW

UCSF Osher Center for Integrative
Medicine

Schwartz Center

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Setting Our Compass



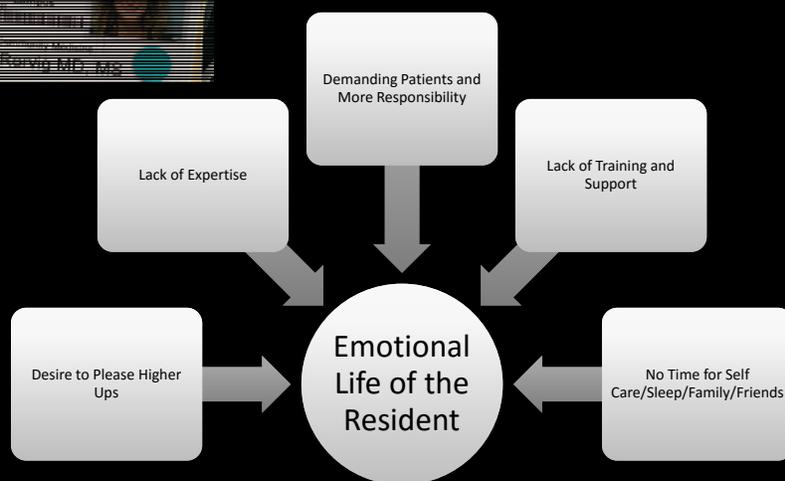
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Overview

- Empathy Research Among Residents:
 - Experience of Empathy for Patient and Provider
 - Professional Empathy (Compassion vs. Distress)
- Training Professional Empathy
 - On the Spot Training for Medical Providers
 - Practicing: Attention, Heart Meditations and Emotional Awareness
 - Take-a-ways and Looking Ahead

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Complexity of the Emotional Life of a Resident



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Empathy for Patients



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Empathy for Patients



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Authentic empathy does **not mean being a marshmallow.**



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“Professional” Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Cognitive appraisal
Perspective taking,
curiosity

Decety, 2011; Halpern 2003; Iacoboni, 2009

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“Professional” Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Cognitive appraisal
Perspective taking,
curiosity



Empathic Response
Compassionate action or
stance, communication

Ekman & Halpern, 2015

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Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Cognitive appraisal
Perspective taking,
curiosity

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Compassionate Empathy

Affective, emotional resonance
Automatic mirroring with patients



Cognitive appraisal
Perspective taking,
curiosity



Empathic Response
Enactive compassion or stance

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Distancing Empathy

Affective, emotional resonance
Automatic mirroring with patients



Cognitive appraisal
Distancing



Aversion
*Blaming, anger, avoidance,
ignoring*

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Distressed Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Empathic or Personal
Distress



Over-arousal
Self related concern,
Avoidance

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Empathy Responses



Empathic
Distress,
Distancing



Compassionate
Empathetic
Response

Goleman, 2007; Klimecki & Singer, 2014

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Empathic Distress



Difficult Emotions:

- Shame, Guilt & Anxiety
- Chronic Stress & Burnout
- Emotional Withdrawal &
- Non-social Behaviors

Eisenberg, 2002; Maslach, 1982; Zaki & Williams, 2013;

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Felt Experience of Burnout

Emotional Exhaustion



Fatigue from emotions of the work

Lack of Efficacy, Meaning



Not feeling able to complete the job
Not able to feel meaning in the job

Depersonalization



Loss of sense of identity in the job
Unfeeling or uncaring stance

Maslach, Leiter & Jackson 2012, Maslach, Jackson & Leiter, 1996

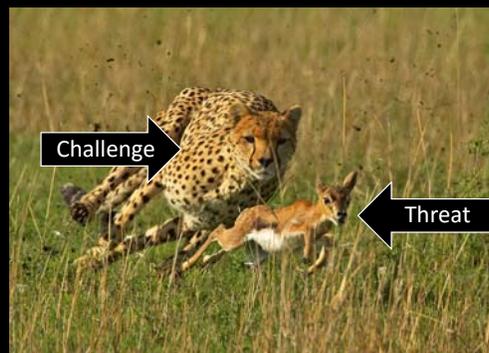
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Empathic Distress



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Not All Stress Is Created Equal

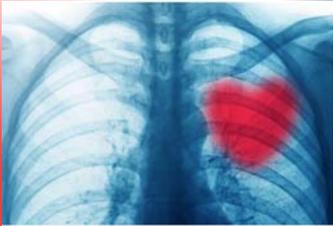


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Compassionate Empathetic Response

- Enjoyable emotions
- Social rewards, 'feeling good about doing good'
- Physical health benefits, immune functioning
- Pro-social motivation, 'desire to help others'



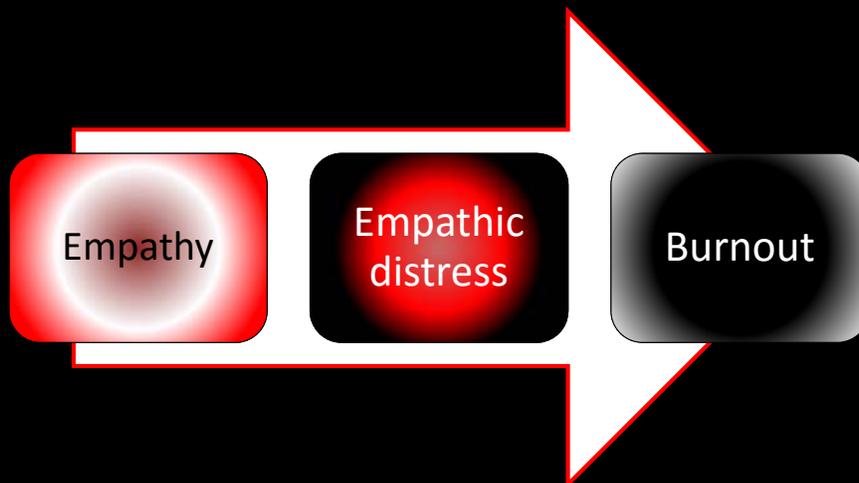
Batson 2001, Davidson et. al 2012; Keltner, King & Deiner, 2005

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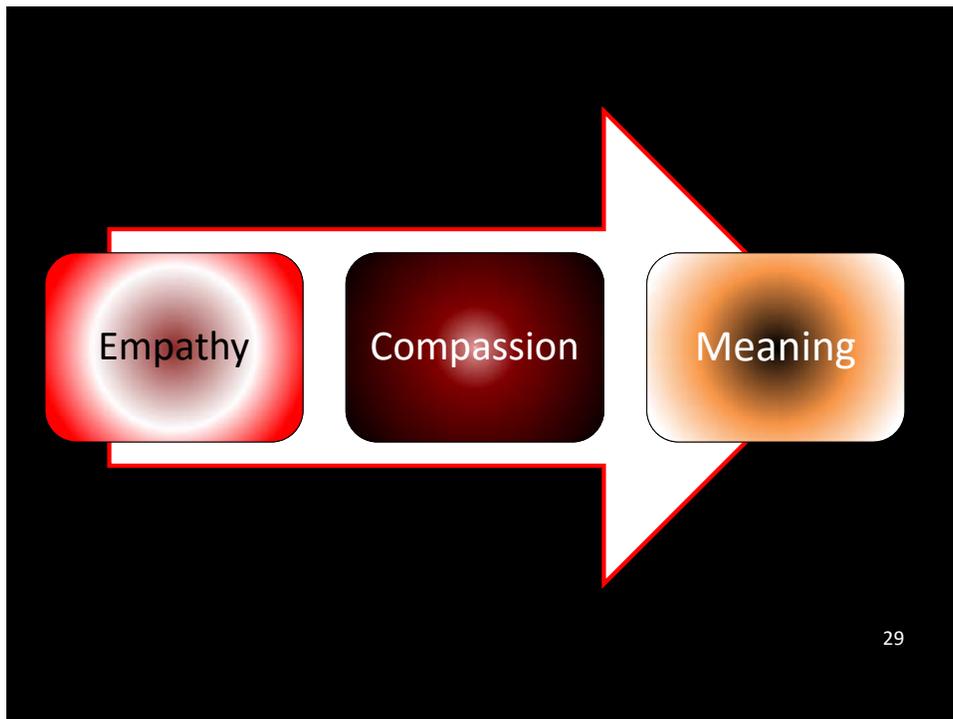
Compassionate Empathetic Response



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Professional Empathy Training: SPRUCE

- Supporting Provider Resilience by Upping Compassion and Empathy
- For UCSF Residents

Pre-Assessment

Adaptation

Pilot

Krasner et. al , 2009; Satterfield & Becerra, 2010; Shapiro et al., 2005

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SPRUCE

- Pre-Assessment
 - Interviews/Focus Groups
 - Patient Families/Residents/Faculty
- Adaptation
 - 8 Hours of Live Group Sessions
 - Daily Emotion Tracking App
 - Graduate Medical Education Competencies
- Pilot Training & Evaluation
 - 6-8 hours
 - Family and Community Medicine/Internal Medicine/Pediatrics

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Graduate Medical Education Competencies (good for everyone)

- ✓ Effective Communication with Patient
- ✓ Professionalism
- ✓ Personal Responsibility
- ✓ Effective Communication with Colleagues
- ✓ Having a Care Intent
- ✓ Empathy with Patient

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Learning Objectives

- ✓ Stress Reduction
- ✓ Clear Communication
- ✓ Professional Empathy
- ✓ Emotion Awareness

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“On the Spot” Attention Training

- Many Moments of Awareness
 - Breath Training
 - Three Modes: Abdomen, Nostrils, Body
 - Interoceptive Awareness

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“On the Spot” Heart Practices

1. Intention/Aspiration
 - Supporting purpose and meaning through work
2. Compassion
 - Responding to distressing emotions with presence, an active stance to reduce inefficacy
3. Joy
 - Savoring connection, Gratitude, and Elevation
4. Balance
 - For perspective taking and positive reframing

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“On the Spot” Emotion Awareness

- Mindfulness of Emotions
- Emotional Intelligence and Regulation
 - Attending to Facial/Vocal Signals of Emotion
 - Identifying Thoughts and Emotions in the moment, Meta-cognitive Awareness

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Ecological Momentary Assessment of Emotion

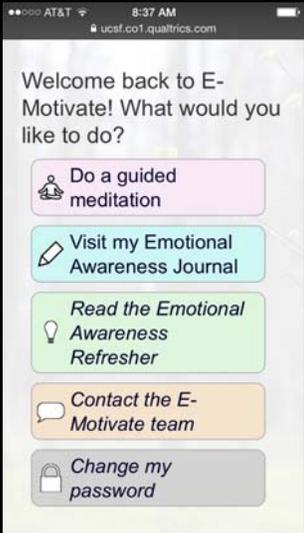
- Daily Emotion Tracking – EmoTrak
- Twice a day for 10 days
- 2 Reminders of Gratitude and Mindfulness
- Timeline of an Emotion Episode
- Interoceptive Awareness of Emotion,
- Emotional Self Reflection & Inquiry of Triggers and Responses

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Ekman, 2015

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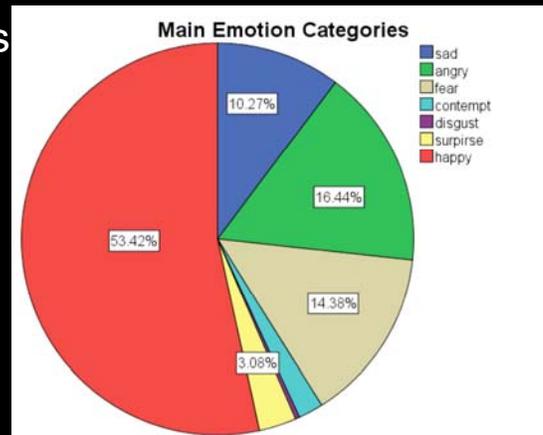


Ekman, 2015

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Mindfulness of Emotions

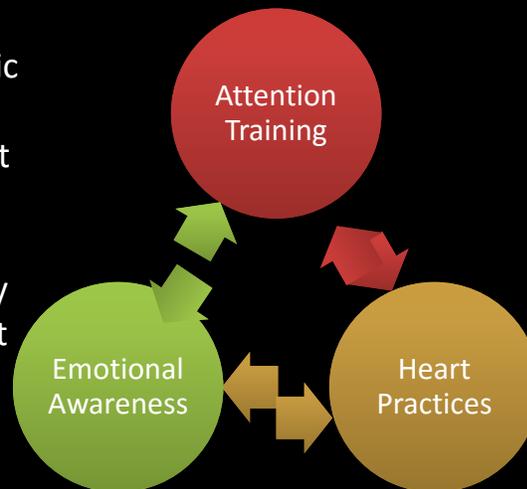
- 290 Responses



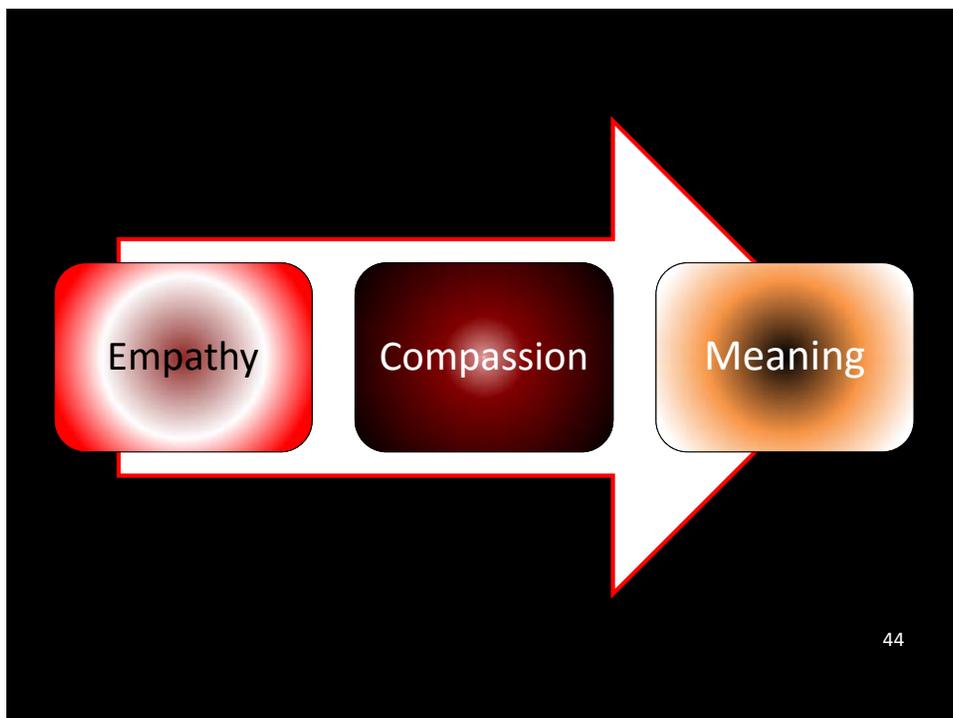
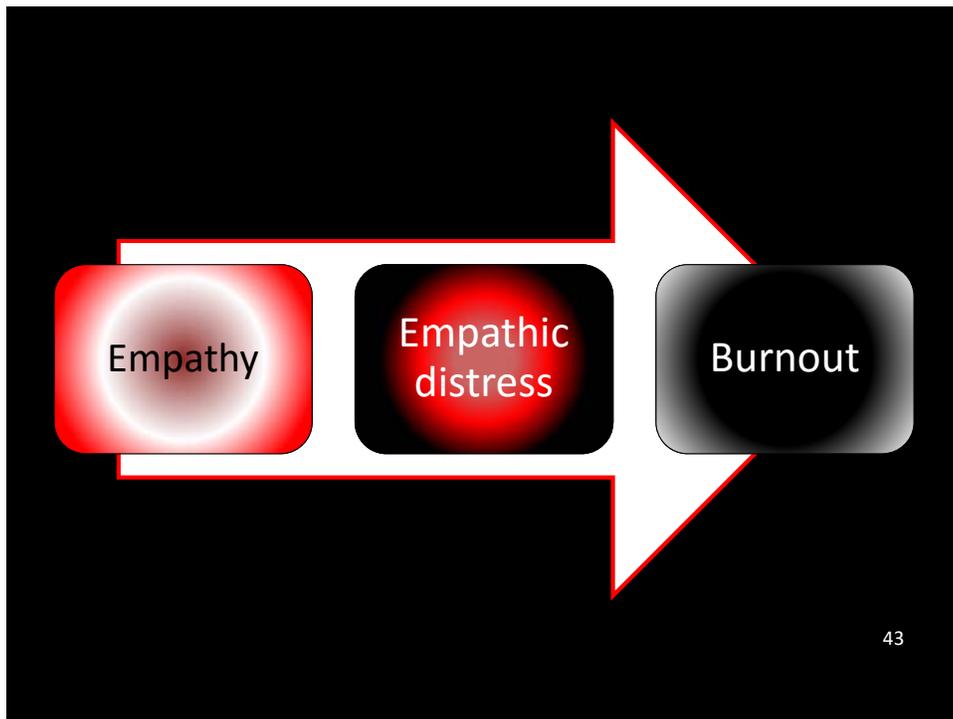
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How it All Fits Together

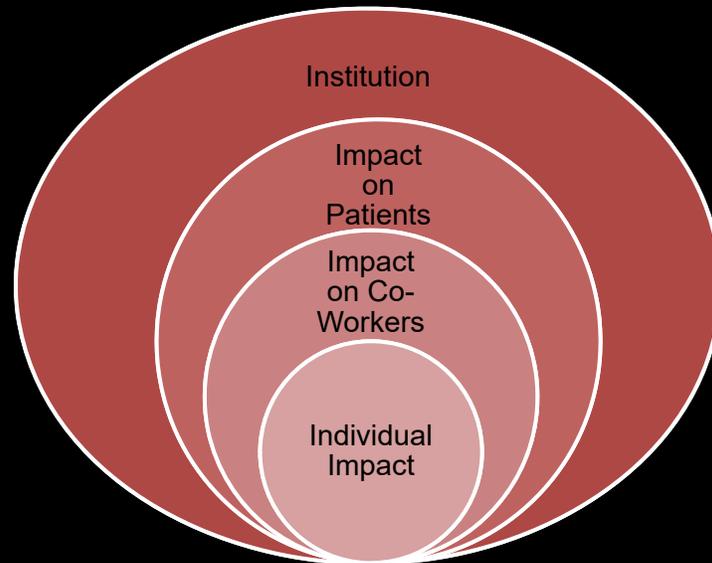
1. Live Didactic Sessions
2. On the Spot Practices
3. Ecological Momentary Assessment



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Evaluating Empathy



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Evaluation Needs

- Professional Empathy
 - Psycho-physiology
- Emotion Awareness
 - EmoTrak: daily training/tracking
- Meaning at Work
 - Qualitative interviews, a survey
- Patient Experience
 - Interviews, outcomes, surveys

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Thank You!

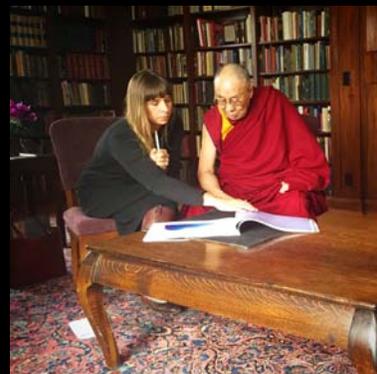
Collaborators/Mentors

- Paul Ekman
- Alan Wallace
- Shelley Adler
- Rhiannon Liu
- Elizabeth Goodman
- Rick Hecht
- Jodi Halpern
- Chris McKenna

Generosity from:

- Osher Center For Integrative Medicine
– NIH T32 Grant
- Academy of Medical Educators, Innovations Awards, UCSF
- The Greater Good Science Center

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<http://www.paulekman.com/atlas-of-emotions/#>

Questions



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Beth Lown, MD
Medical Director
The Schwartz Center for Compassionate
Healthcare

Upcoming Webinars

COMPASSIONATE CARE ACROSS CULTURES AND LANGUAGES: FINDING COMMON GROUND

Alexander R. Green, MD, MPH, Senior Scientist at the
Disparities Solutions Center, Massachusetts General
Hospital

Associate Professor, Harvard Medical School.

June 14, 2016

*Visit theschwartzcenter.org for more details or to register for
a future session. Look for our webinar email invitations
and share them with your friends!*

**Thank you for participating in
today's session.**

**Please take a moment to complete the
electronic survey upon exiting today's program.**



APPENDIX

“Life is never made unbearable by
circumstances, but only by lack of
meaning and purpose.”

Viktor E. Frankl

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SET OUR INTENTION

- YOU DON'T HAVE BE ANGRY AT HAVING ONLY 6 MINTUES WITH A PATIENTS
- YOU CAN HAVE 6 BEAUTIFUL MOMENTS WITH A PATIENT

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Circumstances Meaning

- The causes and conditions that contribute to felt experience of the world.
- External and internal environment in which we interact with the world.
- Active engagement with our circumstances, in line with core motivation or values.
- “Self-transcendence and the ability to develop a purpose beyond the self.” Frankl

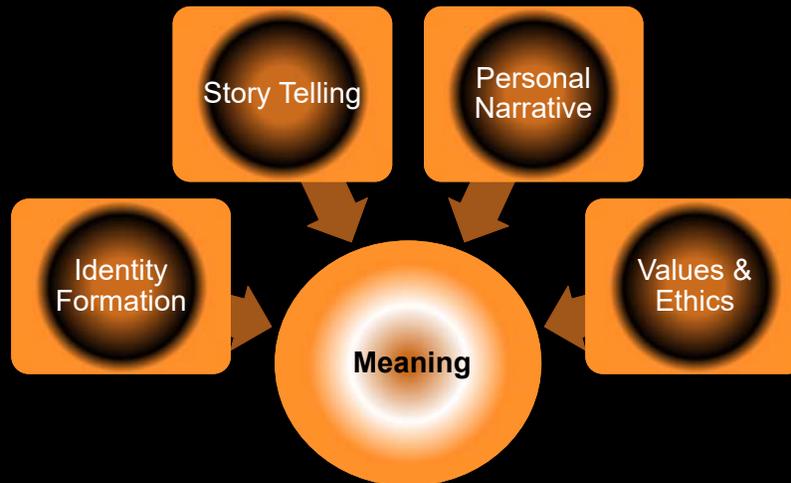
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Frankl's Opportunities for Meaning

- Meaning can be found :
 - through work
 - through another human
 - through the attitude we bring toward unavoidable suffering

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Transforming Circumstances



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Opportunities for Meaning in Health Care

- Through Compassion and Empathy
 - Aligned With Core Motivation and Values
 - “Being of Service”
 - Feeling Good About Doing Good
- Engagement, efficacy and flow
 - Less felt effort when work is meaningful

Halifax, Singer, Riess,

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- Stressors
- Stress, Empathic Distress
- Disengagement, Withdrawal, Cynicism
- Lack of Connection, Meaning and Purpose

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Stressors

External

- Lack of time with patients
- Lack of resources/
follow up
- Hierarchy
- Difficult patient experiences
- Fatigue

Individual

- Lack of efficacy
- Lack of personal time
- Shame, guilt, depression
- Lack of Social Support
- Empathic Distress
- Lack of Meaning

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Felt Experience of Burnout

Emotional Exhaustion



Fatigue from emotions of the work

Lack of Efficacy, *Meaning*



Not feeling able to complete the job
Not able to feel meaning in the job

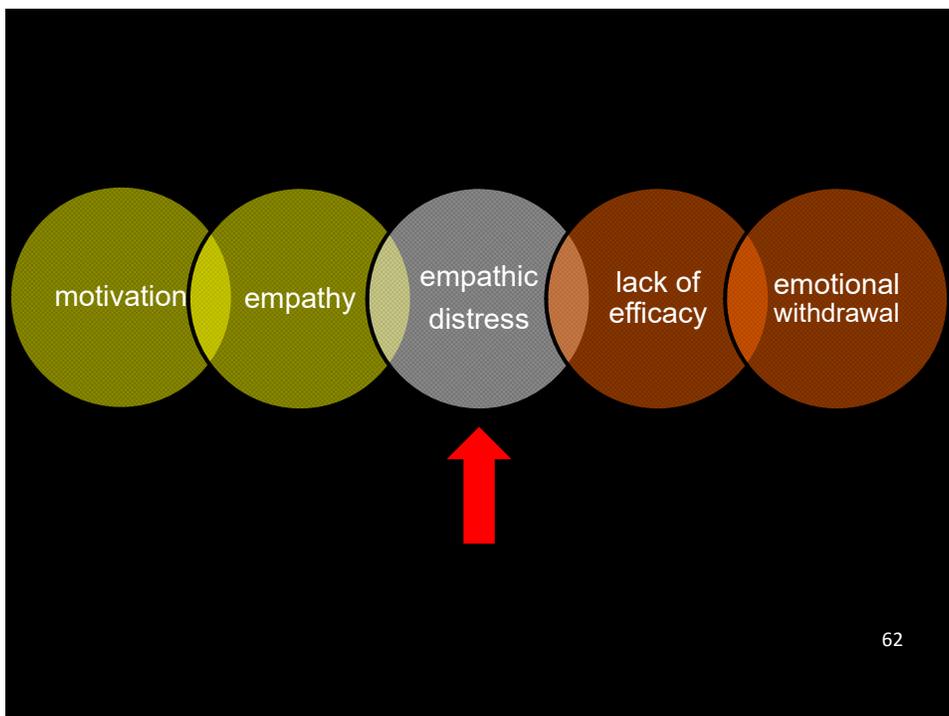
Depersonalization, Cynicism



Loss of sense of identity in the job
Unfeeling or uncaring stance

Maslach, Leiter & Jackson 2012, Maslach, Jackson & Leiter, 1996

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Obstacles: Stress and Isolation

"I remember feeling kind of overwhelmed and super stressed out towards the beginning. Towards the end, I was just like, "I don't really care." I was just like, "I'm done." I just was kind of like in survival mode for 12 months straight. ..There's no room for support, you're soft or weak if you're you need to recharge or rethink ..

I think that contributes to just feeling like, "Okay. Well, I'm the only one feeling like this and I am not really allowed to be feeling like this." So it's like a feedback loop. You just feel worse about it."

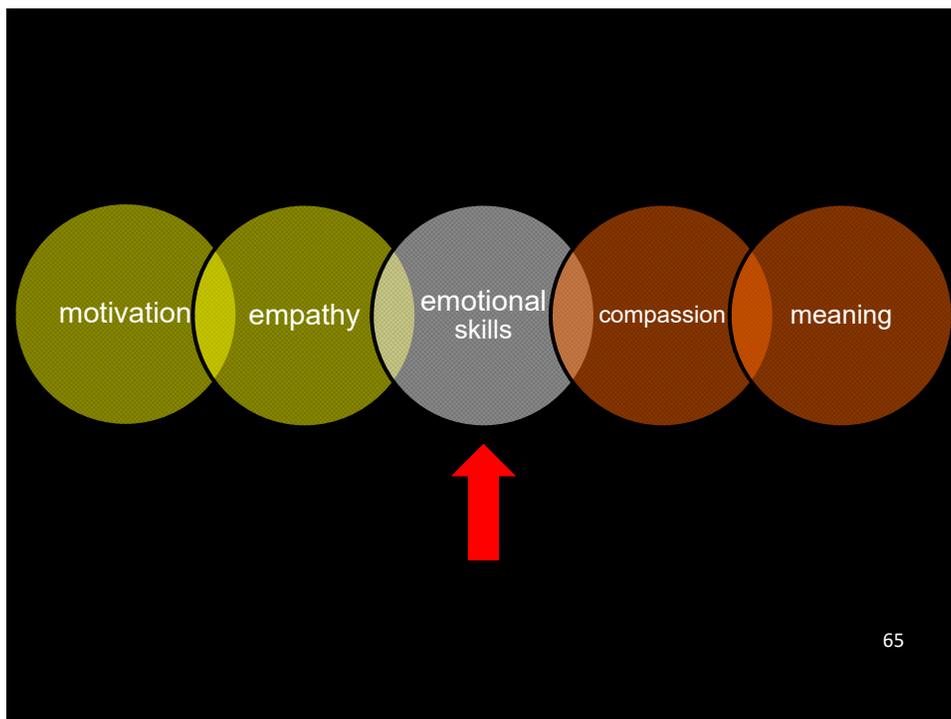
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Obstacle: Lack of Connection/Support

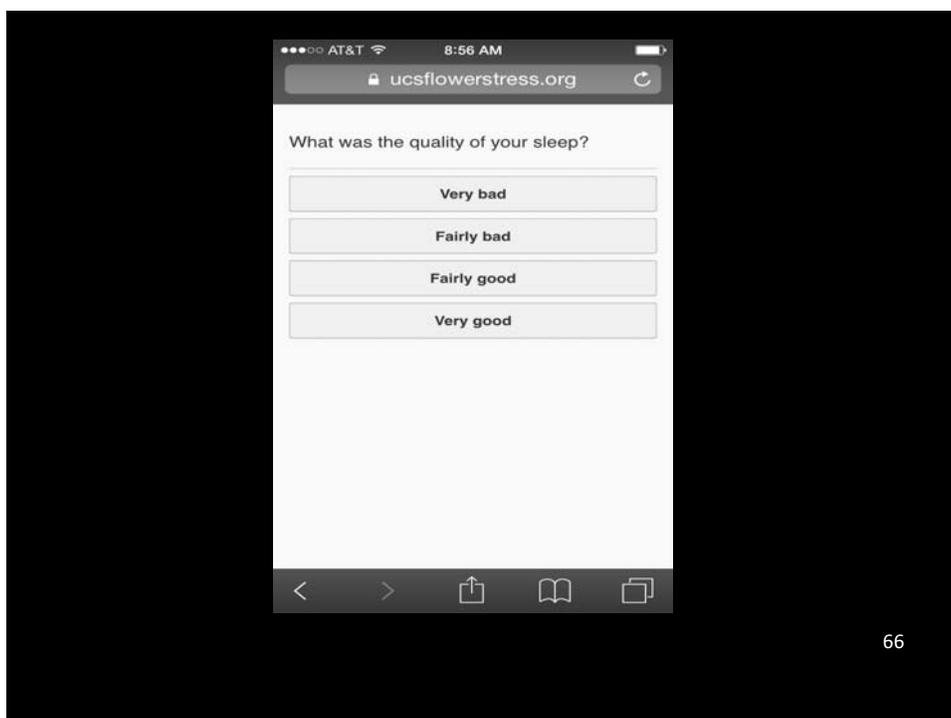
There wasn't a lot of patient interaction because rounds went by super fast in the morning ..it felt like I was putting in a lot of work and not feeling a sense of accomplishment or reward at the end of the day because I couldn't see the benefit I just felt like anyone can be doing what I was doing. They could get a robot to retract or a robot to gather the morning vitals...it didn't feel like I was making a difference.

So I felt like I could have done it if I had felt supported, if I had felt heard, but I just didn't enjoy it.

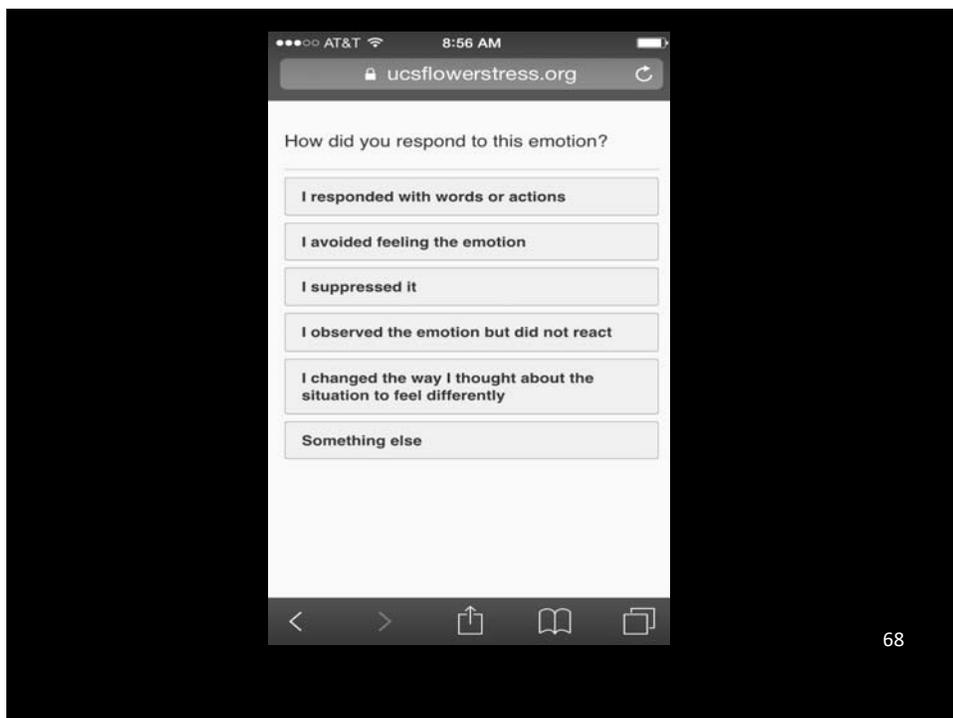
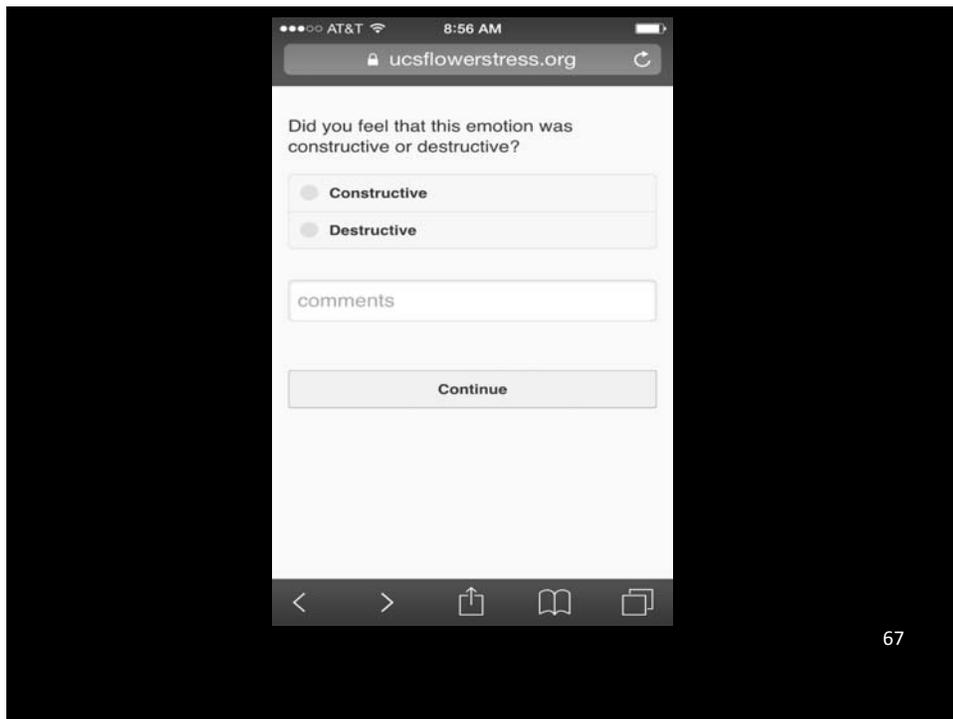
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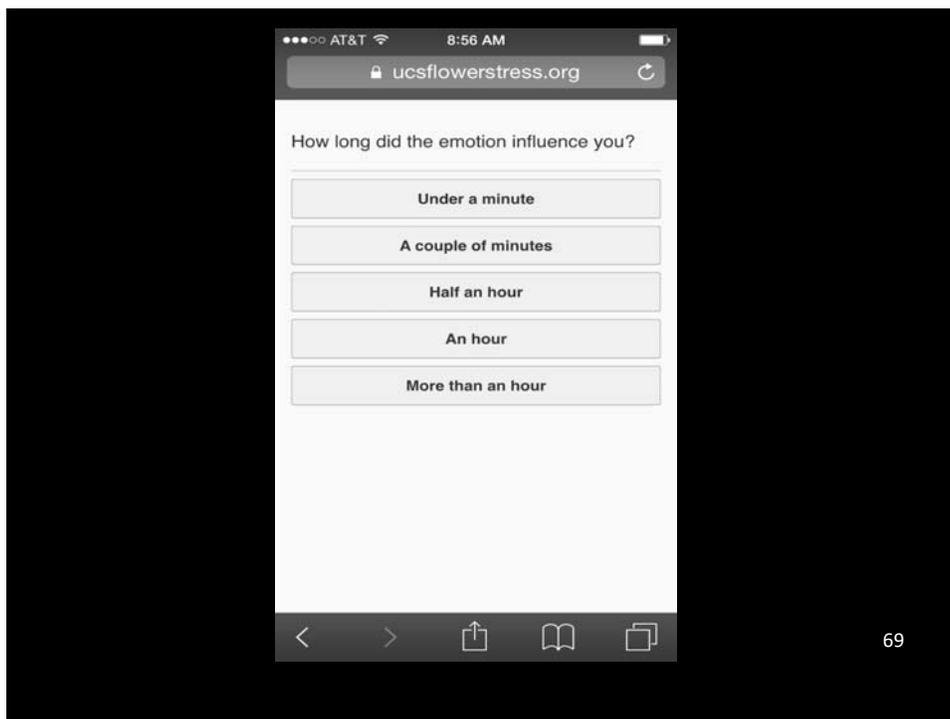


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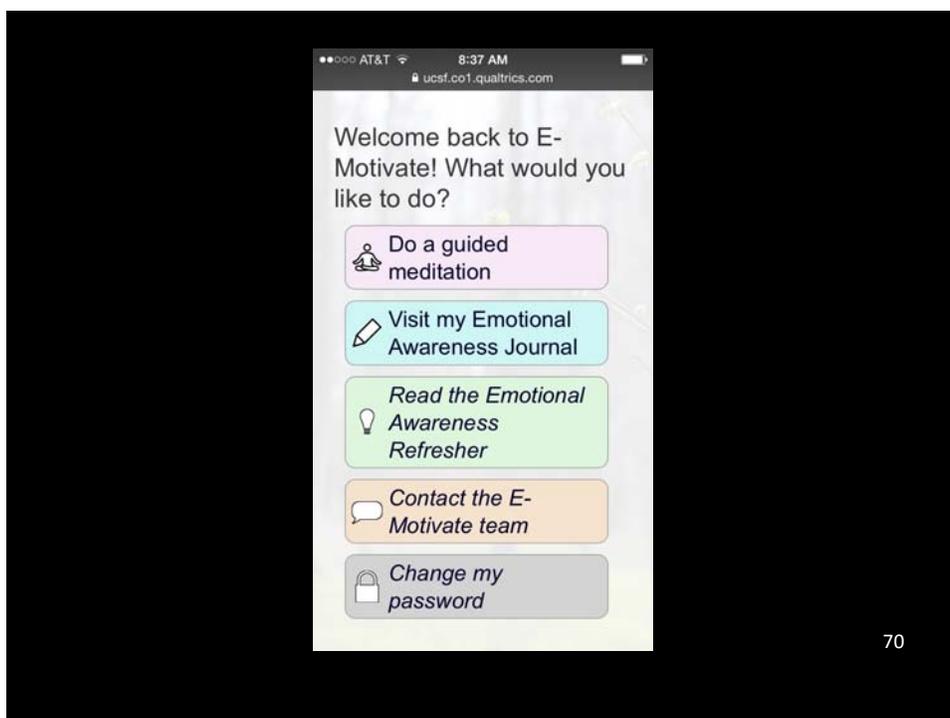


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