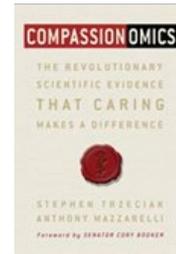


Creating A Culture Of Trust Through Compassion

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*"Look around you and see those in need of compassion and give your 40 seconds of compassion," see how it transforms your experience." Dr. Stephen Trzeciak and Dr. Anthony Mazzerelli, *Compassionomics**

Our first job as leaders in healthcare is to... care. This session will provide the revolutionary scientific evidence that caring makes a measurable difference and suggestions to embed Compassion as a foundational platform to providing exceptional quality care.

Objective One – Define the value of compassion in healthcare

1. The Upsalla, Sweden bus crash survivors reported excellent clinic care but a surprising trend in the noticeable lack of _____.
2. Empathy is _____. (one word)
3. Compassion is _____. (one word)
4. When people feel Empathy, it lights up the _____Centers in the brain.
5. When people focus on action/compassion, it lights up the _____Centers in the brain.

Sketch a scenario of Compassion you have witnessed to patient, family, physician or coworker

Or sketch a scenario of LACK of Compassion

6. The average time it takes to make a meaningful connection with another person is _____.
7. The book, Compassionomics, reviews over 1000+ scholarly articles proving that practicing Compassion, is _____.
8. 93% of people state that a lack of compassion, _____ the quality of care provided.
9. Several scholarly articles review the clinical quality outcomes associated with a higher level of perceived compassionate care:

	diabetic complications
	compliance with adherence to medication therapy
	pain intensity and need for pain medicine
	symptoms of common cold
	healthcare spending
	number of ED visits
	patient safety risk
10. Physicians most dissatisfied with the quality of their relationship with patients had a 22x higher risk of experiencing _____.
11. 90% of studies in health care providers found an inverse association between compassion and burnout. In fact, compassion may be the antidote and lead to _____.

Objective Two: Outline five moments of truth that impact a customer perception of quality

12. Human beings remember _____, either _____ or _____.
13. Moments of truth create impressions in five areas. Name an example in each:

a. Tangibles	
b. Reliability	
c. Responsive	
d. Assurance	
e. Empathy/Compassion	

Objective Three: Describe at least two strategies to ensure compassion is a platform for all interactions

As a leader, reflect on one thing you can do to improve as a role model:

Strategy #1: Embed compassion into the core values and standards.

One thing I can do tomorrow to improve:

Strategy #2: Hire people who will live the standards/core values

One thing I can do tomorrow to improve:

Strategy #3: Focus on employee engagement

One thing I can do tomorrow to improve:

Strategy #4: Ensure every employee understands they can impact perception

One thing I can do tomorrow to improve:

Strategy #5: Hardwire key must have behaviors

One thing I can do tomorrow to improve: