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THE DOCTORS TOOLKIT

Emotional Intelligence, Empathy Sympathy & Body Language in Clinical Situations



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Why This Toolkit?

As per NMC (National Medical Commission), there are 13 lakh doctors registered with NMC & SMC. You are one of them- Congratulations! However, various studies have shown how underdeveloped emotional intelligence, communication, and other factors affect health professionals.

This toolkit is designed to understand the core competencies required in the health Industry. Also, to achieve 100% success in attaining patient-oriented care systems.



TODAY'S CONTENT

01 Empathy

02 Sympathy

03 Emotional Intelligence

04 Body Language

05 Case Studies -3

06 Life of a Doctor - Glance

07 2 Activities

08 Ending Video



Empathetic Communication

Empathy

Hindi translation??

Empathy is, at its simplest, awareness of the feelings and emotions of other people(Mothers' empathy). Empathy in Medical Context is called "Clinical Empathy or Empathy of Health Care Professionals. Putting yourself in someone's shoes.

- It is opposed to "Detached Concern" theories and focuses on linear positive outcomes.
- Patient feels his voice is heard & his interests are protected. Genuine care & connection.

Empathy is Medicine

Empathy should be actively promoted, assisted, and cultivated in the medical profession. It involves "feeling with someone" and making your brain executives work on the exact patient's experience.

Empathy Dimensions - Clinical Perspective

Empathy in the clinical context is not composed of one single skill. Psychologists and neuroscientists have come to understand over time that empathy is a multi-faceted.



EMOTIONAL

The doctor’s ability to imagine the patients’ emotions and perspectives



MORAL

The doctor’s internal motivation and willingness to empathize



COGNITIVE

The doctor’s intellectual capacity to identify and understand the patients’ emotions and perspectives



BEHAVIORAL

The doctor’s ability to convey understanding of those emotions and perspectives back to the patient through language and behaviour.

How These Are Used in Clinical Situations?

1. The doctor becomes emotionally engaged to feel with the patient which is an automotive response.
(the emotional dimension)

2. The doctor's willingness to empathize would build trust & reputation as a professional..
(the moral dimension)

3. The doctor picks up emotions & could easily evaluate the situation from the patient's viewpoint called perspective taking. (the cognitive dimension)

4. The doctor would communicate back with empathy and would show this through his gesture, movements & voice.
(the behavioural dimension)



Empathetic Understanding of the patient's situation is essential to develop a therapeutic relationship to practice medicine effectively.

EMPATHY BENEFITS AND IMPORTANCE



It is evident that empathy has long been valued in the Indian healthcare system, and efforts to promote and enhance empathy in clinical practice continue to evolve.



Good Doctors Replace the Fear of Illness with the Trust of Recovery!

Importance of Clinical Empathy

Promotes Transparency & Confidence

Prioritize Issues, Effective Medical History Review, Improved Physiological responses.

Improves Quality Care

Effective communication aids in improving and empowering the patient to cope up with medical issue.

Increases Patient Satisfaction

Improve Patient satisfaction rates, and provide More tailored & personalized plans.

Cultivate Trust

Empathy cultivate trust & has positive impacts on multiple levels. Higher rate of Medication Adherence (compliance).

Empathy: in Communication

Using empathetic language, acknowledging the patient's feelings, and validating their experiences, which helps establish a deep connection and fosters a sense of trust and comfort in the doctor-patient relationship



Communication + Empathy = Empathetic Communication (Trust Building)

How do I do it?

- Experience the feeling of the patient without losing our own identity.
- Being Non-Judgemental & Tune into the patient's emotions - for quality care.
- We must respect & acknowledge the patient's coping efforts and offer them support & partnerships.

Seeing with the Eyes of the Patient
Listening with the Ears of the Patient
Feeling the heart of the Patient



Empathy Reciprocates Relationship with the Patient

Effective Empathetic communication empowers patients by involving them in decision-making, providing clear explanations, and addressing their concerns.

Ok, but Is Empathy an Attitude or a Skill?

Attitude: Way of Behaving based on inner motivation, personal values & aim!



Skill: Skills are the activities, and capabilities we are able to deliver/do as what we learned during our professional career.

Let's Discuss

The capacity to learn is a gift.
The ability to learn is a skill.
The willingness to learn is your choice!!

Clinical Empathy Or Emotional Labour?



I am already too Emotional, so will it make me more vulnerable? It will become more burdensome!



I am short-tempered & practical so what if I encounter an exploitative patient? If I act politely it would make Empathy - ARTIFICIAL.



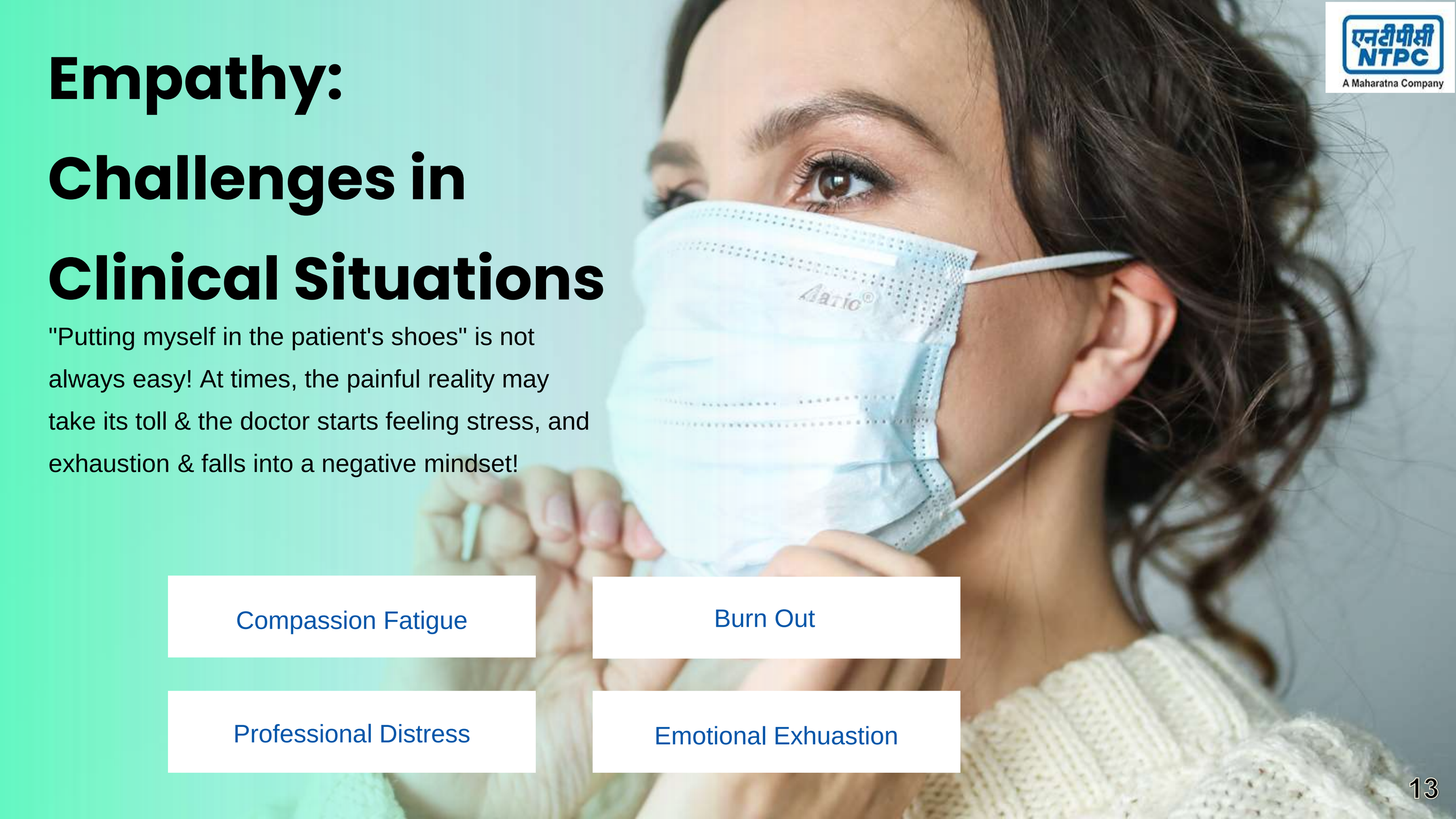
I have to manage a lot of patients, so time pressure is surely a concrete barrier for me to empathize with!



What if I get overloaded with stress myself due to continuous risk & traumatic situations? How will I cope?

Empathy: Challenges in Clinical Situations

"Putting myself in the patient's shoes" is not always easy! At times, the painful reality may take its toll & the doctor starts feeling stress, and exhaustion & falls into a negative mindset!



- Compassion Fatigue
- Burn Out
- Professional Distress
- Emotional Exhuastion



Practice Self-Care, Set Emotional Boundaries, Cultivate strong relationships with co-workers, etc!

Compassion Fatigue



Practice the ability to set aside feelings for one patient as you move to the next! TOUCH-& GO

Compartmentalization

Many say that clinical empathy is Emotional Labor. Also, addressing these challenges requires ongoing training, support, and care for healthcare providers.

Empathy talks about the skilled response! Here are some useful tips!

Develop Your Own Emphathic Style!

Empathy can't be taught theoretically but it comes with practice! **it is important to focus on *being empathetic rather than "seeming" empathetic*". It is the basic quality of a doctor.**



Enter the patient's perspective intellectually, do not feel the suffering on your emotional level. Your aim is to enhance their medical care!

Focus on Patient Centered Care



Listening to the patient for just 90 uninterrupted seconds is enough to gain trust of the patient!

Just 90 Seconds!

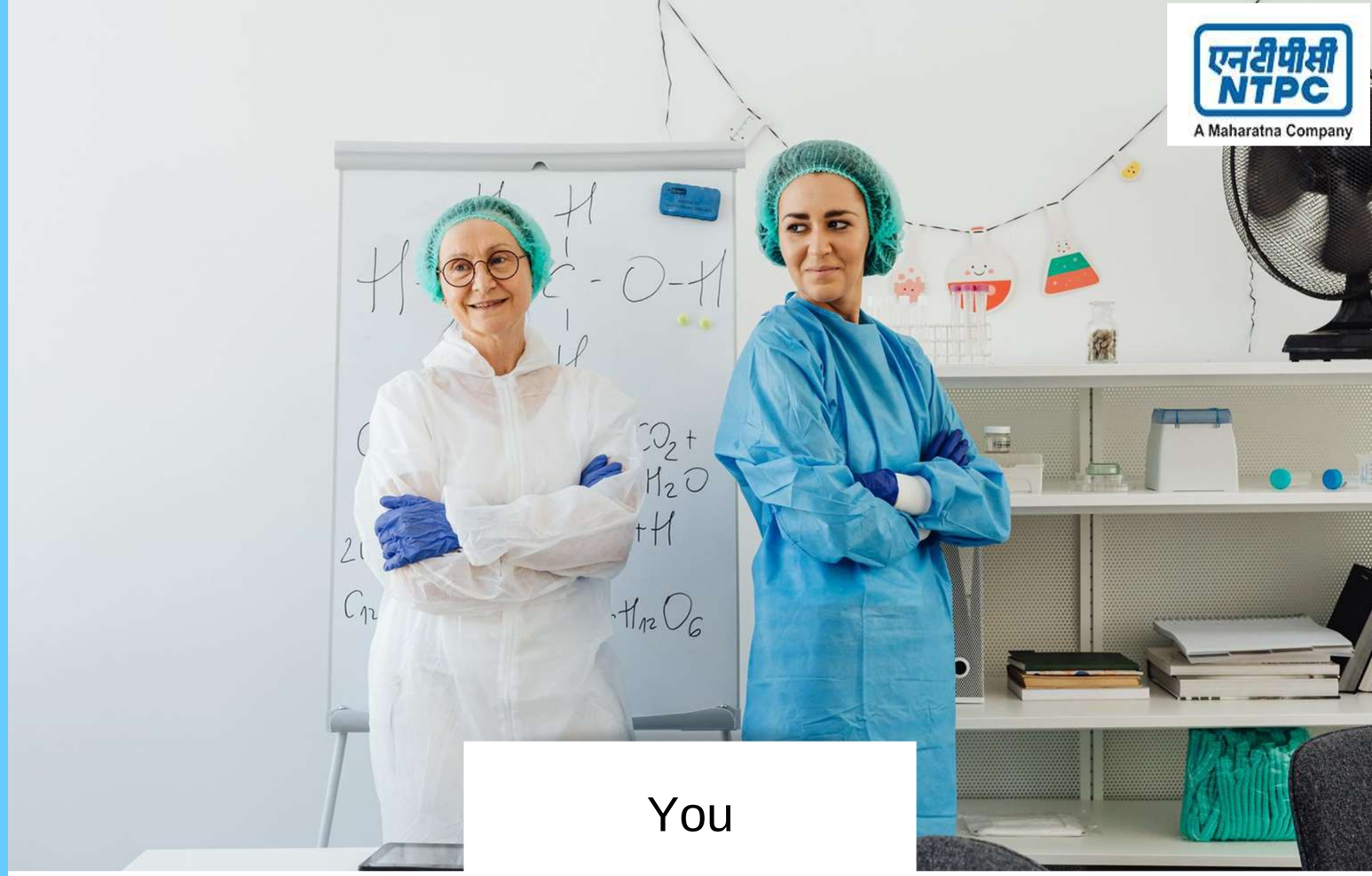


How to Build Empathy?

The Concept of SYMPATHY!

"I used to Sympathize with patients, Is it wrong? How it is Different?

Sympathy is a general fellow feeling. It is an emotion caused by the realization that something bad has happened to another person.



You Sympathize!

- **When Patient Suffers**
- **Medical Complications**
- **Breaking Bad News**
- **Handling Work Pressure**

Imagine one of you is a Dramatic Patient, who acts as if this is the end of the world. He is having Abdominal Pain & the other one is the Doctor who looks too relaxed. Your challenge is to communicate but use these words & phrases frequently!

Role Play

01 Dramatic Patient

Act as if you are having a heart attack in your stomach! Exaggerate, fall down & say I am about to Die! Instigate the doctor for sympathy!

02 Doctor showing Sympathy

Act like a doctor with a calm attitude and keep saying I am so sorry to hear that, Life is a game of death, It's all about Destiny! I know how you feel.



I feel sorry for you!

Pitty for Negative Experience!

Self Oriented Concept



I feel how you feel

Concerned with Negative & Positive Both

Concerns, Conceptualizing Understanding

I Sympathize / I Empathaize

Both are parts of compassion. Sympathy is used in broader terms while Empathy is an asset for standing shoulder -to- shoulder!

Sympathy Vs Empathy: Patient Perspective



01

Emotionally Distant Vs Emotionally Engaged

Sympathy is perceived as Superficial & Emotionally Distant while Empathy makes patients emotionally engaged & Connected.



02

Reactive Response Vs Skilled Response

Sympathy is reactive emotion that is short-lived just like get well soon cards, phone calls, etc, personalized for a moment then depersonalized.. Most patients felt that Empathy is a positive skilled response that valued them. Makes them more positive.



03

Superficial Vs Actual Support

In Sympathy, Patients experienced that they may or may not get a helpful advice, but Empathy help them alleviate their pain as it gets to the root cause.

EQ EMOTIONAL INTELLIGENCE

Urgent Need in Medical Industry



Have you noticed that both these terms - Sympathy & Empathy has a suffix pathy? It came from the Greek Word which is called pathos (Emotions and Feeling). (Pathology Lab): Diagnosis of the people suffering which is again connected to the feeling and emotions of the people. Why I am telling you this because we are talking intelligently about emotions.



ACTIVITY TIME!

ROLL OR SHAKE!



YES

Stand up at your place. Listen to the statement. If you agree with the statement then start rolling your hands. If you think the statement is false or you disagree, shake your hands with arms straight up in the air! The speed of rolling or shaking hands depicts how much you agree or disagree with the statement. Also, discuss as why do you think so!



NO

DO YOU AGREE ?



There are "Good "and "Bad" Emotions?



DO YOU AGREE ?



While making decisions, it is best to leave Emotions out of it.



DO YOU AGREE ?



I Often See Motivational Videos when Feel Low!



DO YOU AGREE ?



I feel happy when my friend has the same hobbies!

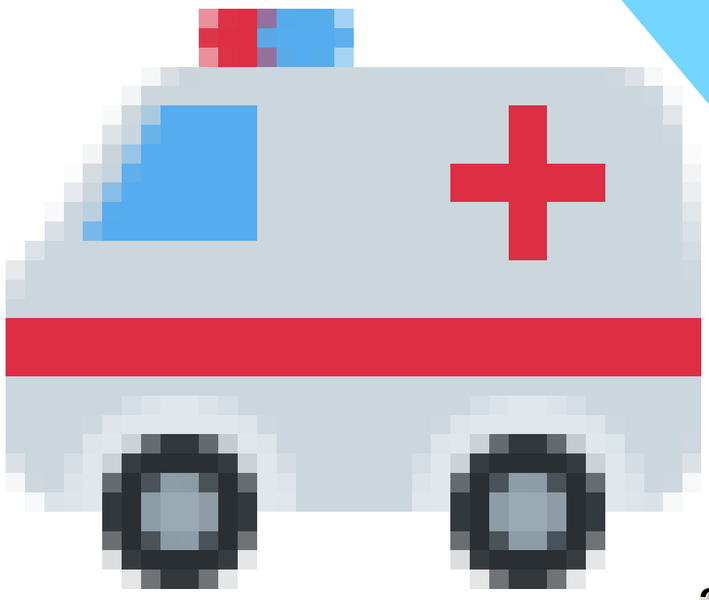


DO YOU AGREE ?



Since Childhood, I knew Red Color is for "HEART" or "Emergency"







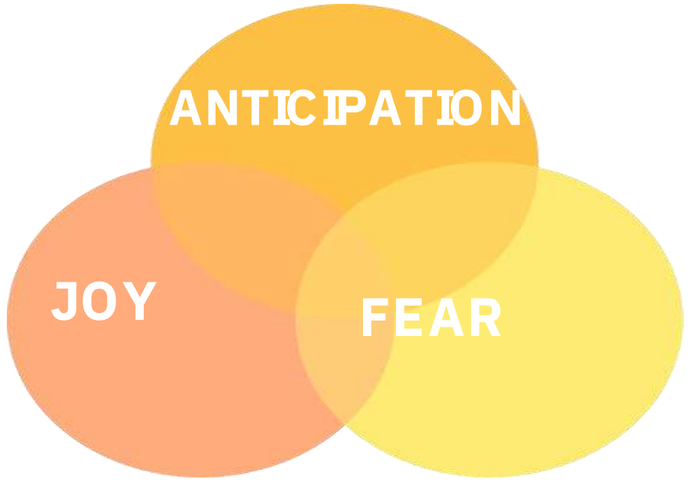
SO, DOES IT REQUIRE ANY ACADEMIC QUALIFICATION TO ANSWER?

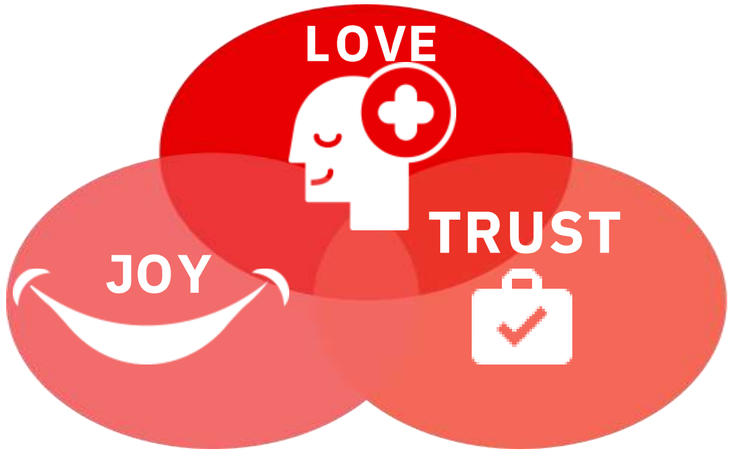


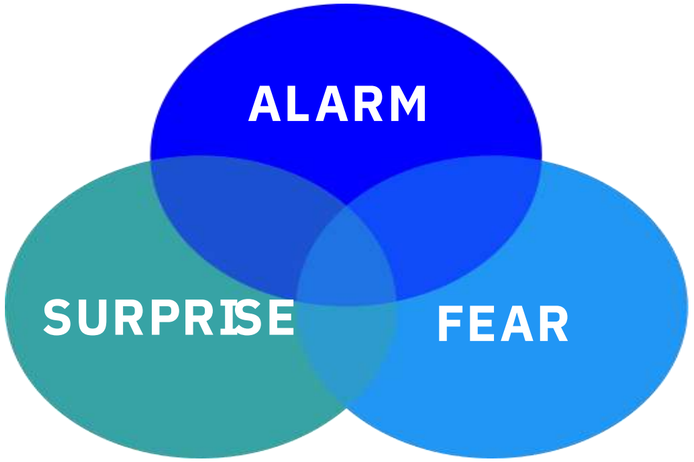
No, Your answers were based on your level of Emotional Intelligence!

EMOTIONAL INTELLIGENCE

A recent study reveals that there are 27 categories of emotion, and they blend with each other in our daily experience. 6 of them are basic - happiness, sadness, anger, surprise, fear and disgust







We, as humans, experience a mix of emotions caused by our thoughts. It in turn influences our decision-making process and shapes our personality. What if, we can understand and purposefully manage them to help us succeed?

MAKING EMOTIONS WORK FOR YOU, INSTEAD OF AGAINST YOU.

Emotional Intelligence

- Emotional intelligence or emotional quotient (EQ) is the capability/ability to identify, assess and manage the emotions of oneself and other people as well!



EQ ≠ IQ

Emotional Intelligence

DEEPLY ROOTED IN INDIA

"STHITHAPRAGYNYA"

- Bhagvat Gita refers to an emotionally intelligent person as "S thithapragyna".

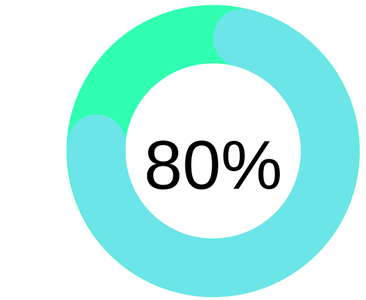
- Also we have glorious codes of medical ethics since the days of **Sushruta** & **Charaka Samhita** including compassion, self-control, conduct,etc.!

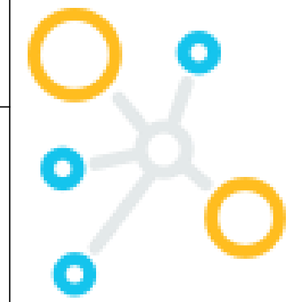


Why EQ over IQ?

EQ- COGNITIVE & EMOTIONAL EXPERIENTIAL

01	**Success & Happiness = 80% EQ**
	Researchers revealed that success in our life or at work rest on 80% EQ & only 20% IQ
02	**Need for simplified Connection**
	IQ help perform better academically but EQ helps in handling stress & recover faster. It helps in effective communication. IQ- PEAK, EQ-HOLD ON THERE.
03	**Need for adaptability**
	IQ grasp, plan and strategize while EQ adapt feelings and behave as per the situation!









NEGATIVE EMOTION –EQ-POSITIVE EMOTION-RESOLVE CONFLICT WITHIN & OUTSIDE

Components of EQ – HOW IT WORKS?

In EQ - We have different levels or components of emotions. It helps us to know - How it works! We cannot control our emotions, but we can control how we let them influence us !



Perceive Emotions

Detect the emotions in self & in others through Verbal/Non-Verbal Signs- through voice, tone, images, body language etc



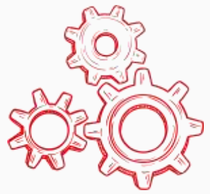
Using Emotions

Here, we harness Emotions. Like we react & respond to best fit the task. Helps us to prioritize and respond.



Understanding Emotions

Understanding Meaning of Emotions. How it Evolve over time?



Managing Emotions

Ability to regulate Emotions in ourselves & others. It is the highest response to emotions.



FIVE PILLARS OF EMOTIONAL INTELLIGENCE

By Daniel Goleman



1 - Self Awareness

Check-in Yourself. Investigate self feeling! Understand emotions, strengths, weakness, values, beliefs.

2 - Self Management

Control Emotions, Impulse, reaction like delaying response to stressful situations.

3 - Motivation

It is drive & passion to pursue goals, perseverance, maintain positive outlook. Keep Pushing Move Forward

4 - Empathy

Connect, build relationships & respond compassionately. & Act considering Others for a happy work culture.

5 - Relationship Management

Develop Interpersonal Skills & Build Trust at all Levels. Leads to emotional wellbeing & social competence.

EMOTIONAL INTELLIGENCE

EXISTENCE & BENEFITS



When we talk about clinical situations, Emotional Intelligence promotes patient-centered care in many ways. Including this, its benefits and importance help the entire clinical staff to perform intelligently during crises.

Emotional Intelligence in Clinical Environment



Clinicians deal with patients under extreme emotional stress who may or may not express emotions!

By using EQ by doctors and other leaders we can fill in the communication gap for smooth operations. We often see EQ applications in:

- Interaction b/w Staff- Doctors-Patients.
- Delivering difficult news to patients and their families, managing stress.
- Working together as a TEAM & avoiding mistakes and burnouts.

.

EQ is decisive, powerful & self –controlled tool -Develops Excellent Social Skills for Team Building!

Emotional Intelligence : BENEFITS

QUALITY CARE AND ORGANIZATIONAL COMMITMENT	Helps in delivering organization commitment for quality care
MANAGE EXHAUSTING LIFE BALANCE AT OPERATIONAL THEATERS	Helps in getting out of the negative and exhausting emotions, smooth transition to daily routine
OVERALL TEAM PRODUCTIVITY	Co-ordinated workflow divides pressures in teams improving staff retention
GOOD RAPPORT WITH MEDICAL STAFF	Helps in maintaining good rapport with medical staff - nurse, workers & seniors
LEADERSHIP SKILLS	Improves emotional and physical aspect of caring for leadership roles

EQ is the Essential Skillset for the age of AI - Capgimini

Ways to Improve EQ

Intelligence is not just rational it is also emotional. To improve EQ, various programs are being designed such as Counseling, Simulations, and Role-Plays as per choice. Here are simple tips to improve EQ - broader Sense!



LISTEN-MINDFULLY

Pay attention to the patient. Take time to listen to what the patient is saying in Verbal & Non Verbal Language.

EMPATHIZE

Practice Empathizing and imagine how would you feel in their situation.

REFLECT

As you spend time with patients, Analyze how they behave and assess the roles of their emotions in their behavior. This will help you to study the common behavioral patterns in the future medical industry.

PARADIGM SHIFT

FROM IQ - EQ



PARADIGM SHIFT:

Focus on the Evolution of Intelligence from Old Times to the Current Scenario. With digitization and AI, Patient-Centered Care is the main goal. Regular Tasks are becoming automated!

PATIENT CENTERED CARE

Coordination & Integration of Care

Electronic Medical Reports

Health Portals

Patient Engagement & Empowerment

Mobile Apps, Encylopedia, Portals

Wearable & Insiderable Device

Effective Communication

Telemedicine, Messaging Chats

Health Portals, Webinars

Access to Care

Telemedicine & Remote Patient Monitoring

High End Devices

One can make robots and other high-end caring devise but still AI cannot fully replace the emotional intelligence (EI) of human beings, as EI encompasses complex human experiences, emotions, and interpersonal skills that are deeply rooted in human consciousness and understanding. Therefore, if you want to be the real survivor and a leader, you must know EI and practice just after stepping out that door. "The human touch is irreplaceable; it carries the power to heal, console, and ignite the spark of love and compassion within us."

BODY LANGUAGE

How it Supports - Empathy & EQ



Deborah Bull

Body language is a very powerful tool. We had body language before we had speech, and apparently, 80% of what you understand in a conversation is read through the body, not the words.

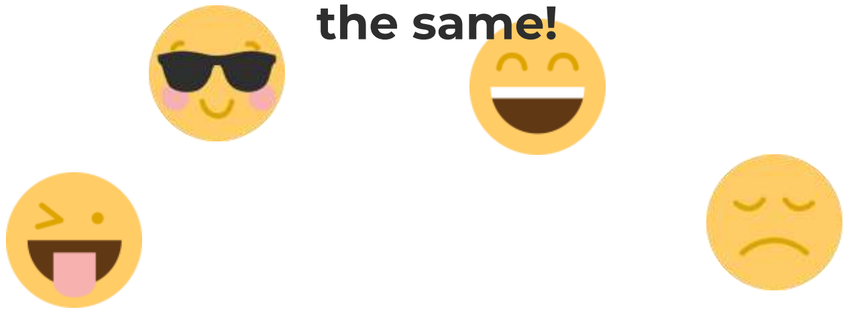


TEAM CHECK-IN THE FEELING CIRCLE

1. Show Non-Verbal Gestures as much as you can!
2. Try to Use your body Language
3. Think how your body communicates - Confidence, Defensive, Thinking, Nervous!

How are you feeling?

Make a Circle. One by one come in the center and Say "I am Feeling _____". Others have to act as per their body language, what they do when they feel the same!



Time: 5 minutes

Body Language in Clinical Situations



Body Language adds another layer of communication. Reflect on your body language vs patients to gain insights!



Eye Contact

Look into the eyes of the patient while talking. Analyze how the patient is looking at you. Is it Intense or Just Right?

Body Posture

Your Body Posture must be relaxed and welcoming. Also, watch if the patient is stiff or immovable to reflect if he is comfortable.

Facial Expression

Facial Expression reveals the emotions of the person. So, keep a gentle smile and judge if the patient is unexpressive or masking the feelings.

Hand Gesture

Your hand gestures support your ideas and execution so make sure you use them sophisticatedly. Notice signs, if the patient is tapping fingers, or biting nails which means - Nervousness!



NOW, It’s Time for You To ANSWER:

CASE STUDIES: WATCH THE VIDEO & DISCUSS

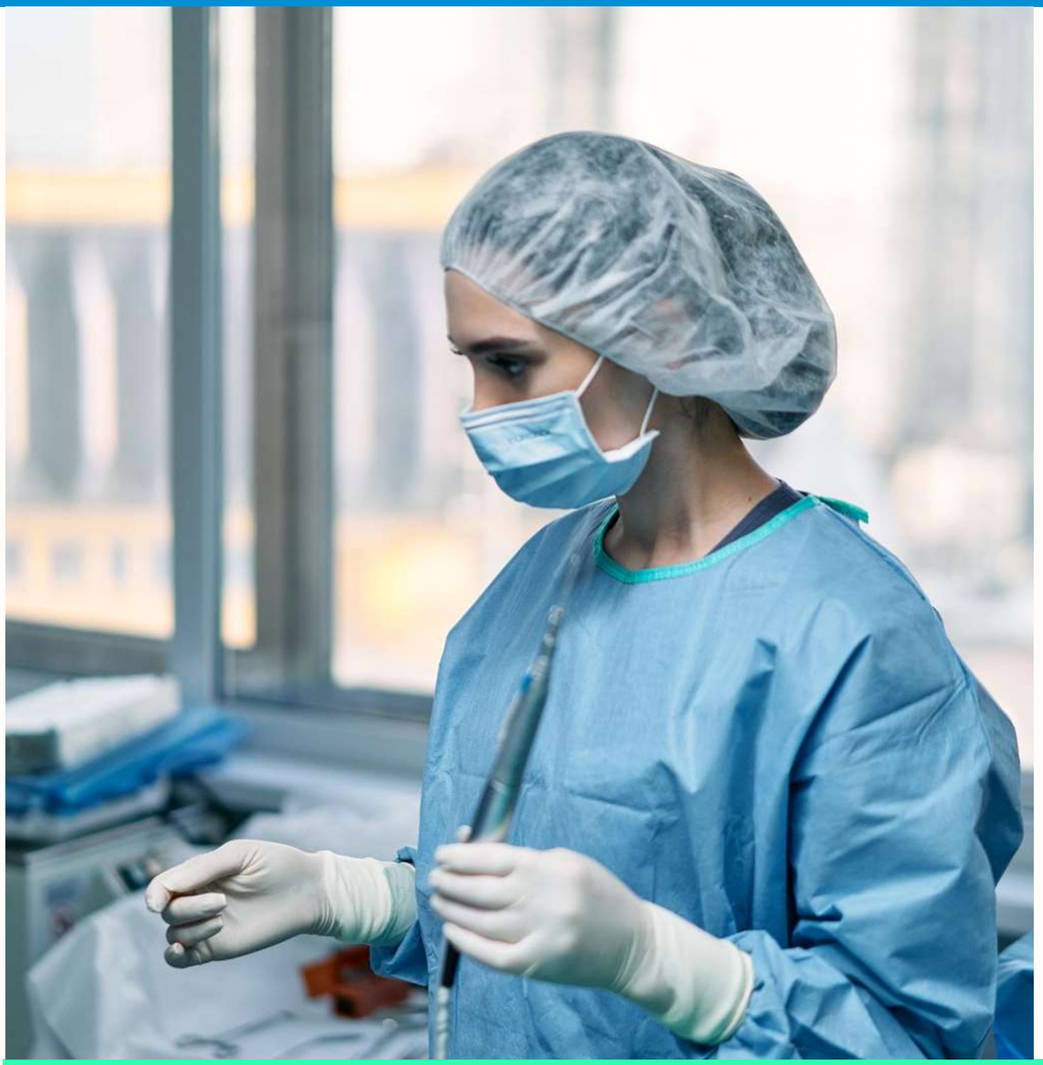
Watch - Understand - What Went Wrong? Solution



OPD Situation

CASE STUDIES: WATCH THE VIDEO & DISCUSS

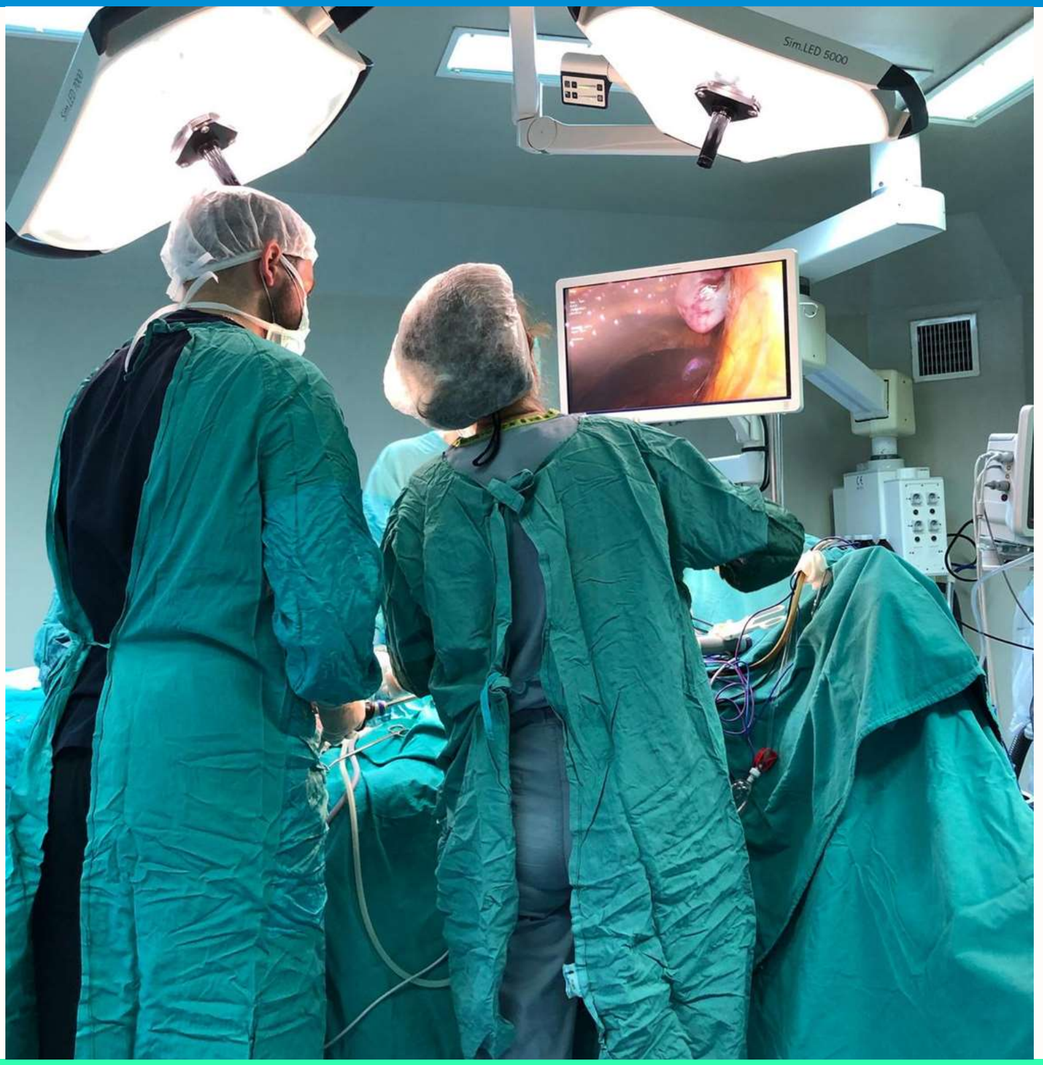
Watch – Understand – Which Skill is Being Used?



Admitted Patients

CASE STUDIES: WATCH THE VIDEO & DISCUSS

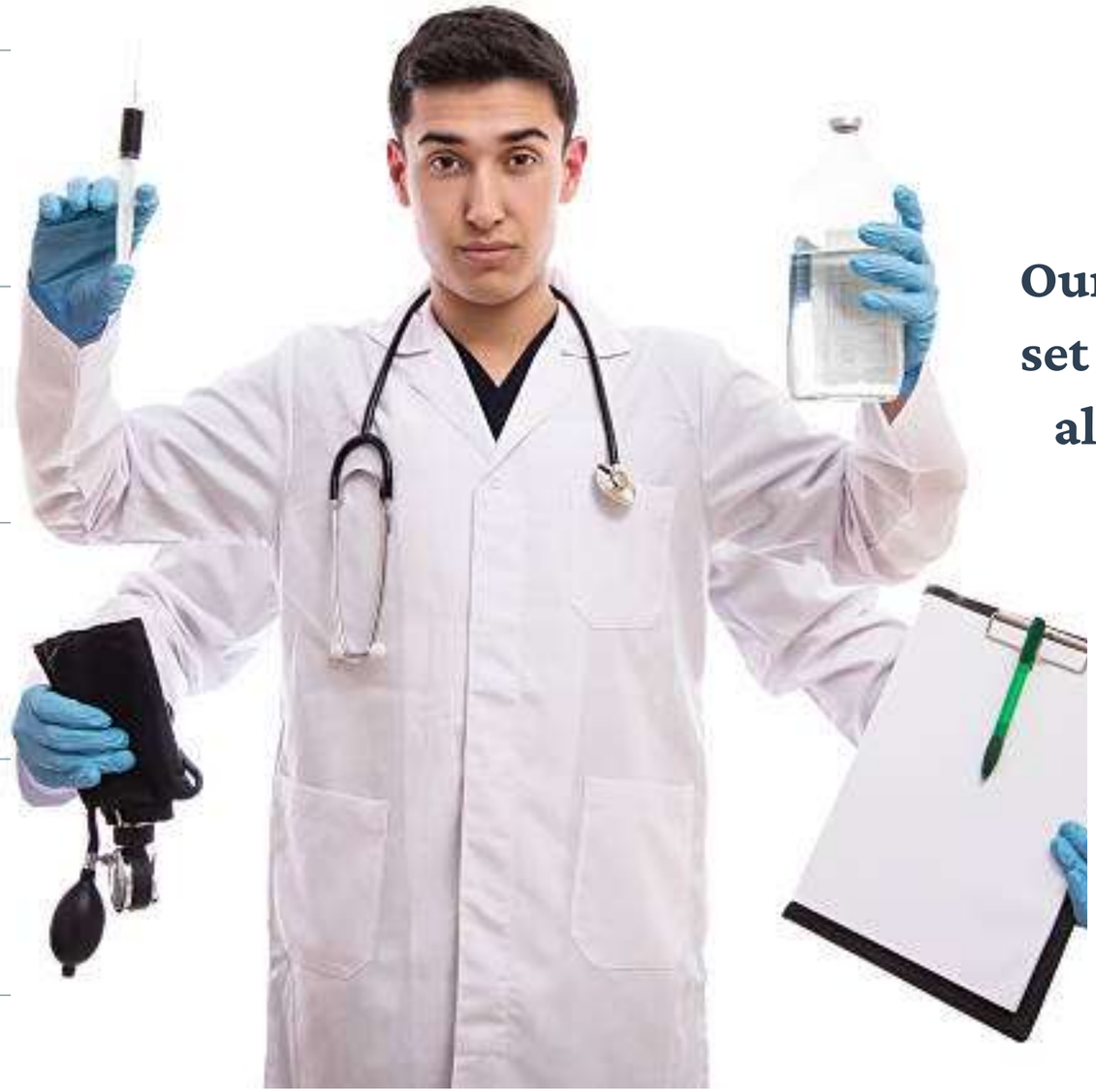
Watch - Understand - What Went Wrong? Solution



Emergency Patients

CASE STUDIES: WATCH THE VIDEO & DISCUSS

1. Patient Emergency Handling
2. Administrative Activities – 5s BE. ISO & Safety
3. Giving Awareness Sessions
4. Handling Emergency Situations
5. Preventive Medical Examination for Employees, CISF and Contract Workers



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Our Challenge is not just to set our leadership roles but also to inspire the coming successors in defining quality work in the healthcare services! :

Life of a Doctor in NTPC : Multitasking

"The only person you are destined to become
is the person you decide to be." – Ralph Waldo Emerson

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Let's feel the Human Connection to Patient Care!



THANK YOU!

Our goal must be to embrace empathy, foster connections and deliver 100% patient satisfaction nurturing the human spirit. Together, let us embrace a journey through empathy and Emotional Intelligence creating a transformative positive environment.