

Developing Empathy for Effective Patient-Focused Care Online

Curriculum Overview

Designed for:

- High school students
- Post-secondary courses in health care
- Certified Nursing Assistant training courses

Length:

The activities in this curriculum will last approximately 8 hours. With supplemental materials, the lessons can be adapted to a longer block of time.

Goal:

To help participants develop empathy and foundational knowledge about effective patient-focused care in healthcare careers..

Synopsis:

The purpose of this curriculum is to covers topics for developing empathy and communication skills within healthcare careers. The NCHSE-aligned online curriculum uses an engaging, self-paced format that features knowledge checks and assessments. Additionally, the instructor portal provides a guide for using the program, editable assignment lists for student tracking and student completion certificates.

Curriculum Components:

- Instructor portal – Guide for using the program, editable assignment lists for student tracking and student completion certificates
- Student portal to access interactive, self-paced lessons
- Assessment tools

Learning Objectives:

Lesson 1: Developing Clinical Empathy

- Define clinical empathy
- Identify types of empathy
- Demonstrate understanding of empathetic care
- Demonstrate ability to verbalize empathy

Lesson 2: Patient Communication

- Define types of communication
- Describe and demonstrate effective patient communication skills
- Describe and demonstrate options for therapeutic communication

Lesson 3: Applying Clinical Empathy and Therapeutic Communication

- Apply clinical empathy and therapeutic communication to respond to a patient's needs in a variety of scenarios

Lesson 4: Empathy in Emergency Scenarios

Lesson 5: Empathy in Phlebotomy, Injection and Medication Administration Scenarios

Lesson 6: Empathy in Patient Care and Vital Signs Scenarios

Lesson 7: Empathy and Communication in Pediatric Scenarios

Lesson 8: Empathy in Scenarios with Bariatric Patients or Patients with Obesity

- Demonstrate appropriate use of empathy to meet patient needs
- Demonstrate use of effective communication skills to meet patient needs