

EFFECT ON COMPASSIONATE SCORE OF THE INTERNS AFTER EMPATHY WORKSHOP-AN INTERVENTIONAL STUDY.

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Results and Discussion

Background

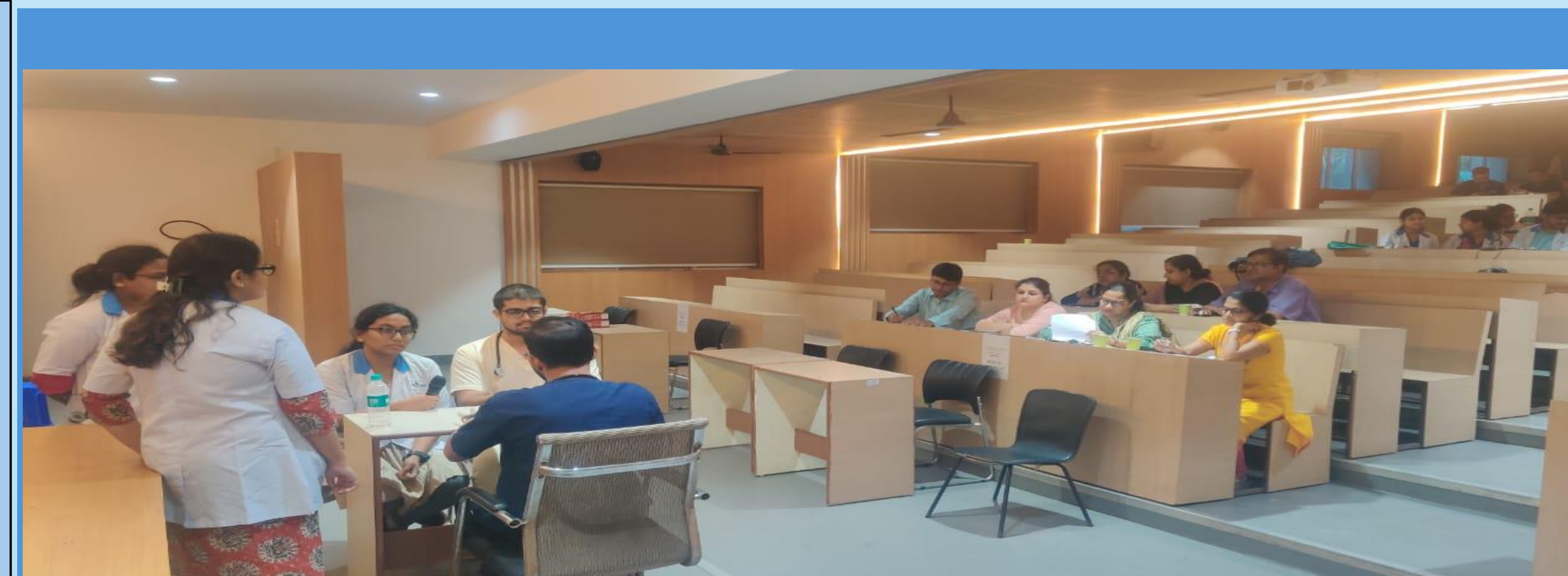
The increasing doctor patient violence cases in the outpatient and inpatient departments of the Medical Colleges and the hospitals raises a concern about the safety of the medical professionals and the sanctity of the health care delivery. Introspection into the same matter reveals that one of the major contributing factor to these events is the less or non empathetic attitude of the medical professionals. This study aims at the usefulness of a workshop to orient the the medical professionals to the basic principles of Empathy so that this arm of the contributory factors can be well tackled.

Aims and Objectives

- To develop a questionnaire for evaluation of the Affective domain of the interns in the form of Compassionate Score.
- Development of a workshop module in empathy for the interns
- Evaluation of the Compassionate Score of the interns after attending empathy workshop.

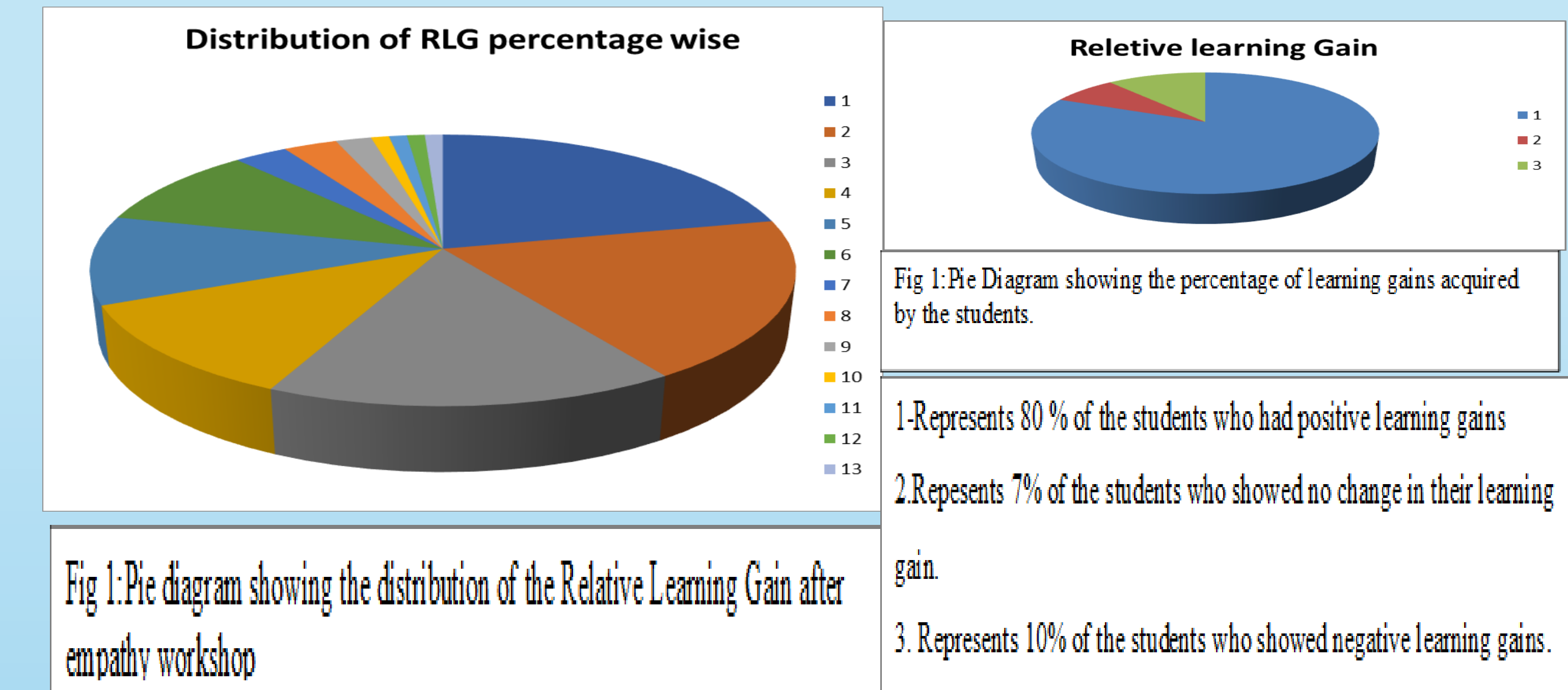
Methodology

- Progressive Interventional Study was done on 110 interns.
- After taking consent ,Compassionate Score of the interns were calculated.
- The interns were divided into two equal groups.
- 1 group having 55 interns were subjected to a 10 hour module based workshop on Empathy spreading over 3 days. Another group had no formal workshop.
- 21 days later the compassionate score of all the interns were recalculated.
- The relative learning gain was calculated from the Pre and the post test score .
- The open ended questions of the questionnaire were subjected to



Workshop on empathy

Module	TLM	Topic	Time
Module 1 Day 1 3hours/180 mins	Didactic	Neurobiology and physiology of emotion	15 MINS
	Didactic and skill-based	Non-verbal communication of emotion	20 MINS
	Didactic, skill-based and Experiential	Decoding facial expressions of emotion	45MINS
	Video trigger, skill-based and Experiential, Role Play	Empathic management of entitled behavior	60MINS
	Experiential and skill-based	Physician self regulation exercise and discussion	40MINS
Module 2 Day 2 3hours/180 mins	Didactic and Experiential	Understanding manipulative patient tactics and behaviors And Recognition of subtle emotional threats	45MINS
	Video trigger, skill-based and Experiential	Maintaining empathy while managing manipulative patient tactics	60 MINS
	Didactic	Empathy and delivering bad news	15MINS
Module 3 Day 3 4hours/240 mins	Didactic and Experiential	Understanding manipulative patient tactics and behaviors And Recognition of subtle emotional threats	30MINS
	Video trigger, skill-based and Experiential	Maintaining empathy while managing manipulative patient tactics	60 MINS
	Skill-based, and experiential	Self regulation exercises and discussion	30MINS
	Skill-based	Exercises balancing optimism and reality	40 MINS
Assessment of the workshop by Role Play 110 interns are divided into 11 groups and 11 topics are given where they have to show that how they empathetically handle the situation. The topics and the checklist of judgement are attached in the annexure Topics were given at the end of Day 2. Time allotted per team-7mins+3 mins(crossing and feedback by the MEU MEMBERS) =10mins Total time-110mins			
Experiential	Feedback from the students and summary of the workshop		60MINS



The grounded theory based qualitative analysis revealed that 77 responses was able to make clear differences between the concepts of Sympathy and Empathy,21 responses did not have clear idea of difference and 12 responses showed that they found no difference between sympathy and empathy.54 responses showed that emotional attachment to the patient clouds decision making, rest 56 stated otherwise. Significant comments from the participants included “Sympathy and Empathy are two separate identities. Getting emotionally attached means having sympathy for the patient.” Participants also commented that “emotional involvement with the patient perhaps does not hinder the decision making power.” From the above data ,the hypothesis that can be drawn is that most of the participants have concept about the emotional empathy but is not very sure of its effects in the clinical practice.

- Empathy,being a cornerstone of quality healthcare,formal training of the same in a module based workshop is the need of the hour.
- Such training not only ensures a healthy doctor patient relationship,it also helps the doctors to build resilience and resistance to burnout and thus contribute to a sound mental health.

References:

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