Empathy: Assuring Great Care By Focusing on Others

Objectives

• At the end of today’s session, audience members should be able to:
  - A.) Define Empathy
  - B.) Reflect on their own approaches toward others, determining if they are primarily Others-Centric or Self-Centric
  - C.) Describe two ways they can adjust their personal approaches going forward in order to become more empathetic toward others

Matthew 25: 31-34

31 “When the Son of Man comes in His glory, and all the angels with Him, then He will sit on His glorious throne. 32 Before Him will be gathered all the nations, and He will separate people one from another as a shepherd separates the sheep from the goats. 33 And He will place the sheep on His right, but the goats on the left. 34 Then the King will say to those on His right, ‘Come, you who are blessed by My Father, inherit the kingdom prepared for you from the foundation of the world.

Matthew 25: 35-40

35 For I was hungry and you gave Me food, I was thirsty and you gave Me drink, I was a stranger and you welcomed Me, I was naked and you clothed Me, I was sick and you visited Me, I was in prison and you came to Me.’ 36 Then the righteous will answer Him, saying, ‘Lord, when did we see You hungry and feed You, or thirsty and give You drink? 37 And when did we see You a stranger and welcome You, or naked and clothe You? 38 And when did we see You sick or in prison and visit You?’ 39 Then the King will answer them, ‘Truly, I say to you, as you did it to one of the least of these My brothers, you did it to Me.’

Empathy: What it is not

• Not Pity
• Not Just Being Kind
  - Great Start, however
• Not The Golden Rule:
  - “Do Unto Others…”

Empathy: What it is

• Composed of Two Greek Words:
  - Affection
  - Feeling
  - Compassion

  - Empathy is the ability to share in another’s emotions or feelings. It is our ability to imagine what someone is going through that generates empathy.

  - “When people receive empathy, they feel loved and cared about. In other words, they sense our compassion.”
Empathy: What it is

• “The capacity to recognize emotions that are being experienced by another…”
  ○ Required in order to experience accurate sympathy or compassion

• “Understanding the emotional states of other people.”
  ○ Affective Empathy: Respond with appropriate emotions to another’s perspective or mental state
  ○ Cognitive Empathy: Understand another’s perspective or mental state.

• Genuine curiosity about others

If You Could:
Stand In Someone Else’s Shoes...
Hear What They Hear...
See What They See...
Feel What They Feel...
Would You Treat Them Differently?

Emergency Department Nurse’s Perspective

“I don’t like how our staff talks about some of the patients in our department. Behind their backs, they make fun of the homeless and the uneducated and the drug addicts and people like that.

I think how we talk about people affects how we treat them.”

“...When I see one of these poor souls, I think: there but for the grace of God and two paychecks goes me.”

Matthew 25: 40

“...whatever you did for one of the least of these brothers and sisters of Mine, you did for Me.”

How well do we treat others like “our bothers and sisters”?

Mother Teresa:

“I see Christ in every person I touch because He said, ‘I was hungry, I was thirsty, I was naked, I was sick, I was suffering, I was homeless and you took me in.’

It is as simple as that.

Every time I give a piece of bread, I give it to Him.

That is why we MUST find a hungry one, and a naked one.”

Mother Teresa or Something Less?

How can we – like Mother Teresa – go from the first step of simply trying to “share in another’s emotions” and move to the next step of “actively seeking out those…” who desperately need love and care?

Especially, those “difficult individuals”
Patient-Centered Pharmaceutical Care:

“A practice in which the practitioner takes responsibility for a patient’s drug-related needs and is held accountable for this commitment.”

Linda Strand, 1997

What Would Pharmacist-Delivered, Precision Care Look Like if We Took a “Matthew 25” Approach?

“Patient-Centered Matthew 25 Care”:

• Take Responsibility for All of Those With Whom We Interact
• Treat Everyone Like They are Our Brother and Sister (Or More Importantly, Like Christ’s Brother or Sister)
• Passionately Seek Out “The Least of These”
• Assess All of Their Needs (as best we truly can)
• Purposefully Assure They Are Cared for and Loved
• Hold Ourselves Accountable

Today’s Challenge:

In our Day to Day Practices:
Are Our Patients Sincerely Experiencing Love and Care?
...Like Christ’s Brothers and Sisters Should?

Are We Dispensing Love and Care?
...As God’s Agents?

When We Stand Before His Throne:

What Will God Say About Your Career as a Pharmacist?

Or Are We Just Another Member of the Healthcare Team?

—Medications
—Quotas
—Etc.
In Order to Respond to Others Appropriately

We Must First Become Others-Focused

Where To Start?

- When you ask “How Are You?”
  - Focus on really wanting to know their answer
  - Read that person’s body language
    - When you talk to someone
    - When you sit next to someone
    - When you pass them

Next Steps...

- Train Yourself to Intentionally Look for “The Least of These”
- Avoid Excuses
- Expect “Pain in the Offering”
- Become More Vulnerable
- “Value Others Above Yourself” (Philippians 2: 3-4)
- Regularly Ask God to Open Doors for You
- Become “Legacy-Minded”
  - Thrive at Work!
  - Not Just Survive

Summary

- To Become Others-Focused:
  - Must First Pay Attention to Others
    - Look for opportunities to help others
  - Must Strive to Understand What is Important to Others
    - Patients
    - Physicians
    - Nurses
    - Social Workers
    - Etc.
  - Must Care About Their Perspectives
    - Work Hard to Understand Their Point of View
  - Must Strive to Respond Appropriately
    - Avoid Responses that Only Achieve what You Want

Thank You!

May God Richly Bless Others Through Your Practice!