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Empathy is it a new buzz word for Healthcare styled communication?

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Abstract

Throughout our careers in Healthcare and many other integrated professions we have come across many words ending pathy !

The pandemic has focused many minds and approaches and one key ..pathy word that has become in vogue or buzz again is that of empathy. What really is empathy? Is it a skill, a style an action an inbuilt behavior or a taught process learnt through self-actualization or see one do one teach one? This is the question I hope you can or will be able to answer.

As healthcare moves more and more into patient centered care and being human centric Empathy is becoming a cornerstone as it is vehicle to help in quality outcomes of both patients and staff. Empathy involves 3 dimensions, emotional, cognitive and behavioral and these are required mor and more as we advance healthcare and work across multiple professional boundaries. There are many acronyms used to explain empathy (Kraft -Todd et al 2014) but perhaps we need to update these to ensure we use and understand empathy in the human centric service it has become and why empathy is a silent buzz word!.

Biography

Sue is an accomplished nursing management professional with over 30 years' experience in strategic planning, operations management, project management, clinical excellence, and leadership within the highly regulated healthcare sector. She is currently studying for her Professional Doctorate in Nursing leadership and motivation. Sue holds a master's degree in Collaborative Healthcare as well as a bachelor's degree in Social Science and Healthcare with strong skills in delivering high quality services while liaising closely with clinicians to reduce risk. Sue has hands-on exposure in managing all aspects of clinical services which includes introduction of new systems and roles, setting up satellite clinics, building networks with other medical services and leading governance and both accreditation and assessment standards.