PHYSICIAN EMPATHY IS ASSOCIATED WITH...

- Patients giving more complete histories
- Greater adherence to medications
- Lower A1C levels
- Shorter duration of illness
- Greater patient satisfaction
- Lower cost of care
- Decreased visit duration
- Decreased malpractice

EMPATHY

What do you say when there is nothing good to say?

EXPRESSING EMPATHY

the acronym NURS can help

1. NAME THE EMOTION OR FEELING
   "I know you are worried about having this biopsy"

2. EXPRESS UNDERSTANDING
   "Anyone would be worried in this situation"

3. SHOW RESPECT FOR THE EMOTION
   "Thank you for sharing that with me"

4. OFFER SUPPORT
   "I will do what I can to help you"

TRY THIS AT YOUR NEXT VISIT

Acknowledge and name the emotion or feeling that your patient is experiencing