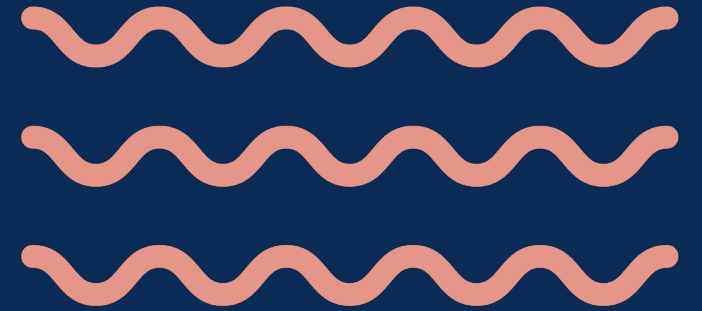


On the Front Line





Introductions

Overview of the course

Mindfulness moment

Importance of YOU

Empathic Communication

Practice

Sharing

Closing

What gives you strength?



Course Topics

Empathic Communication



De-escalation



Trauma Informed Care



Enhancing Team Trust



Mitigating
Bias & Stigma



Self-care



“

I alone cannot change the world,

- but I can cast a stone across the waters
- to create many ripples.

- Mother Teresa

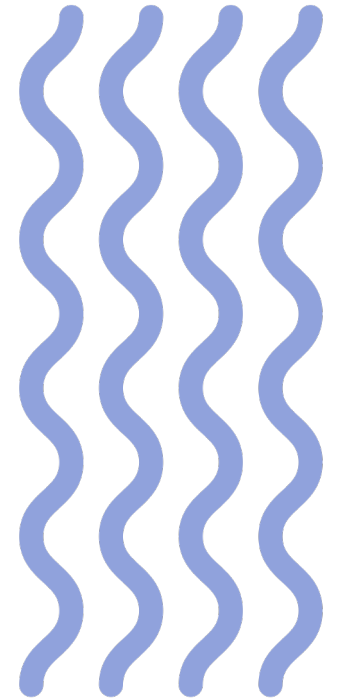
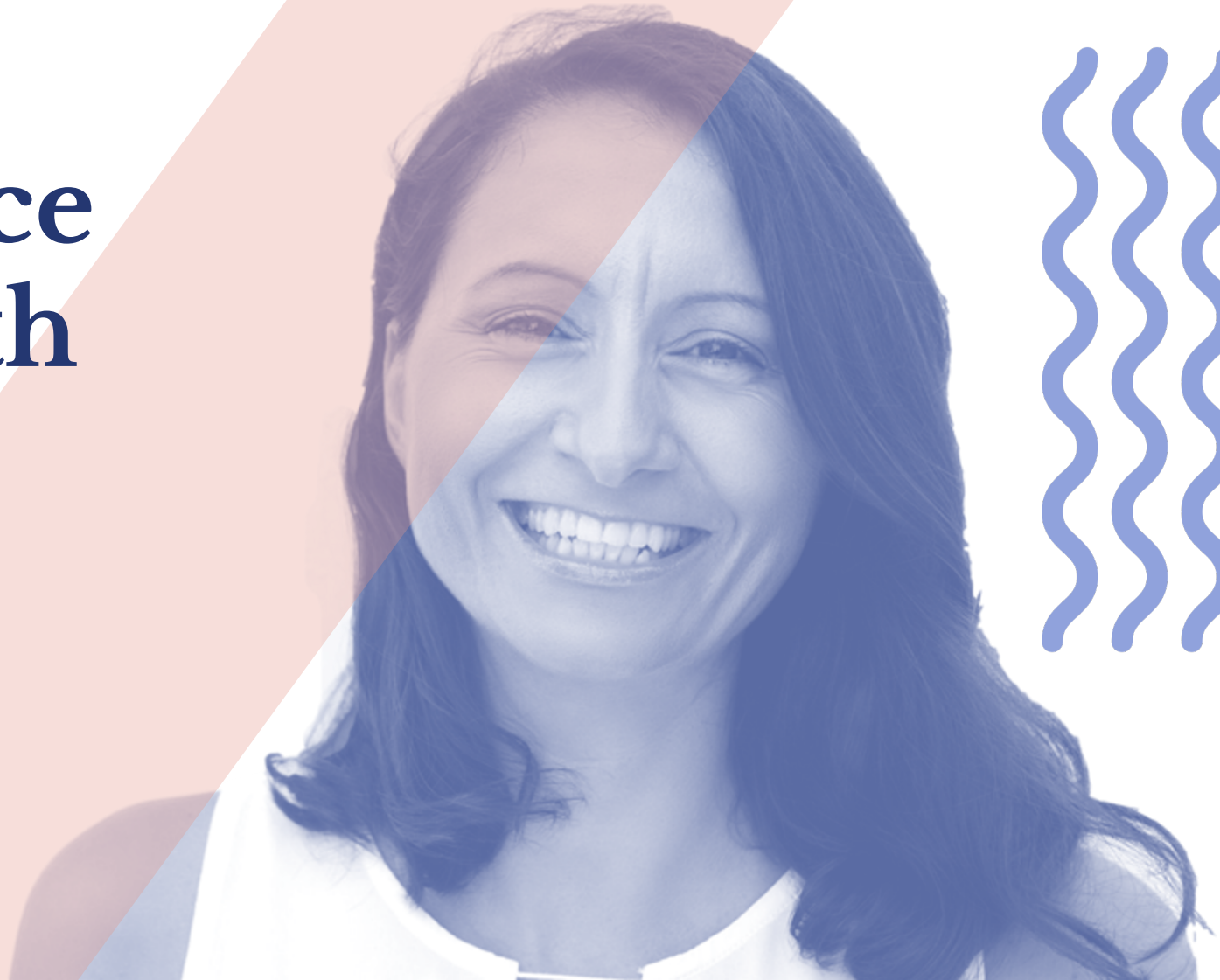




Front Office work is
CLINICAL work



**You influence
patient health
outcomes.**





Patient
engagement




Activation



Adherence

these **primary drivers** of health outcomes,
are significantly impacted by front office staff



You are the
first impression of the organization

Access to care



Enhancing confidence in providers



Lowering missed appointments



80% of YELP and
other social media
reviews of clinics
mention receptionists





**The only staff to
manage a
public space**

**Empathy is healing
& Judgment is harmful**

Empathy is the
Communication
of.....



Compassion **Rapport**

Trauma-informed care

Caring

Humility

Kindness

Understanding

Good will

Respect

Therapeutic-alliance

Perspective-taking

Judgment
is the
Communication of...



Bias **Condescension**
Condemnation **Stigma**
Stereotyping **Discounting**
Negative attitudes

Think of a situation where you or a family member experienced either:

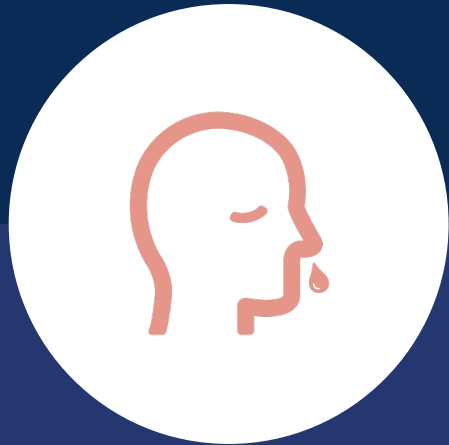
EMPATHY that was helpful to your care

JUDGMENT that was harmful to your care

MENTI.COM

3517 9437

Empathy is a Treatment For:



Common
cold



Pain
control



Substance use
disorders

Empathy is a Treatment For:



Anxiety



Diabetes



Depression

**Empathic
Communication
isn't always simple
or easy.....**



Core Empathic Communication Strategies

1. Open-ended questions
2. Normalize or Affirm Strengths
3. Empathic Reflection





Open-Ended Questions



Stems:

- Tell me more (about)...
- How (did you/are you)...
- What (are your/do you)...

~~Why...?~~

Affirming Strengths

Looking for,
noticing and
**verbalizing a
person's strengths**





I'm so impressed by...



I'm so inspired by...



I can really hear how....

— Normalizing

Communicating that
a situation is **not
uncommon;**
lowering shame





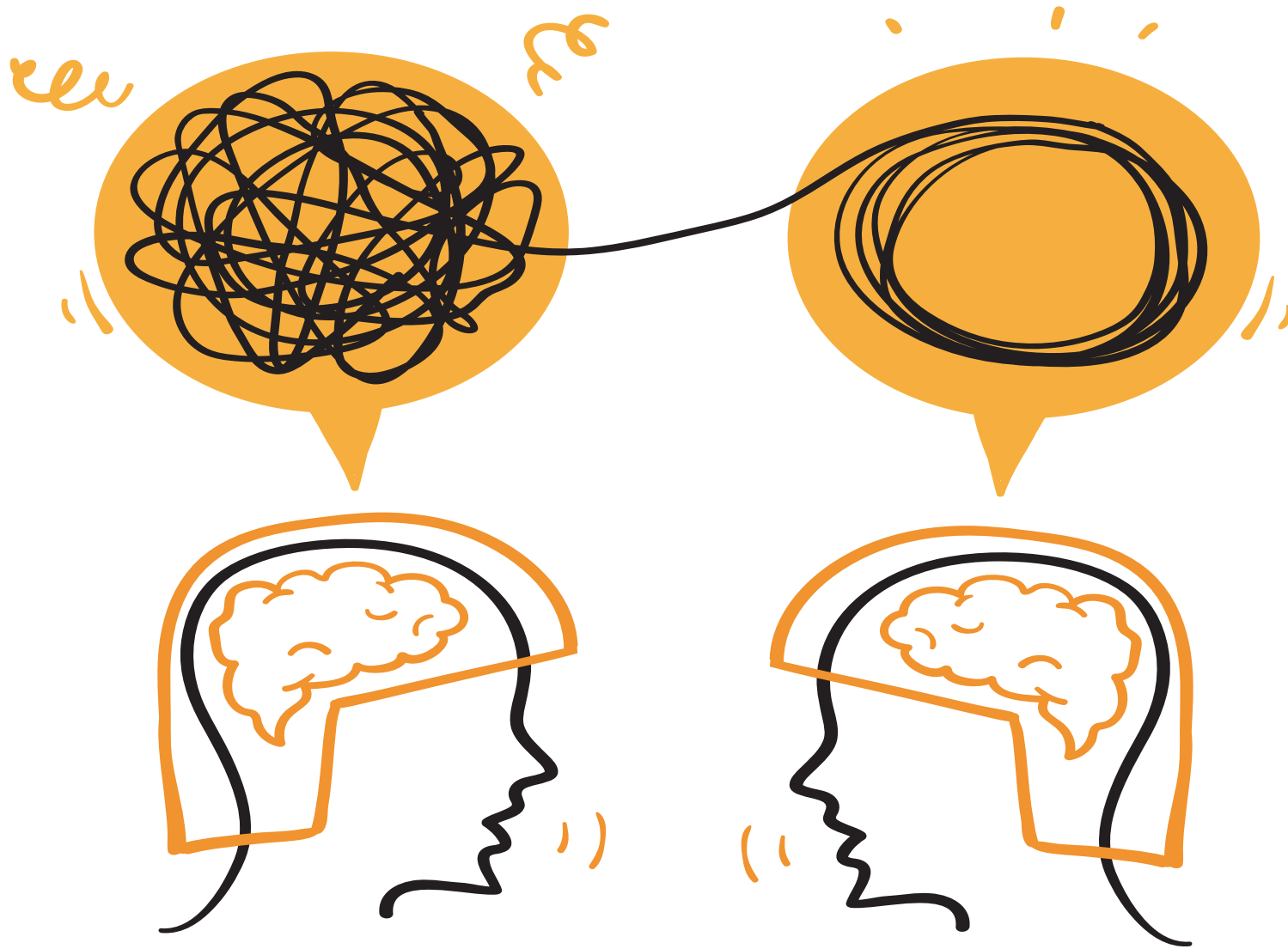
I would feel the same way...



We all sometimes...



Many people are.....



**Empathic
Reflection**



It sounds like...

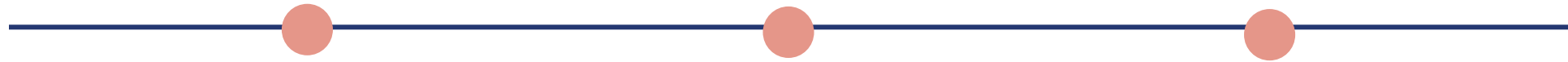


I hear you saying...



So, you are worried about....

Time to Share



Start

Practice

Switch



Open Ended Question
Normalize or Affirm
Empathic Reflection

Course Companion Guide

Today's topic: pages 15-28

Montana Primary Care Association: Integrated Team Care Front Office Support Guide



Next Session January 20: De-escalation Strategies

- Session 3: Trauma Informed Care
 - Session 4: Enhancing Team Trust
 - Session 5: Mitigating Bias & Stigma
 - Session 6: Self-care
-

www.emorrisonconsulting.com

