

Is it possible that person-centred care is all about empathy? How to embed empathy across your clients' entire clinical experience

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Overview:

Everyone is talking about person-centred care, and for good reason. But what does it really take to be person-centred inside and out? This Learning Lab will apply the notion of empathy to the entire clinic environment and experience.

Empathy is central in quality and efficacious health care and therefore person-centred care. In many areas of healthcare, research suggests that empathy and emotional conversations are one of the most challenging aspects of being a health professional. Empathy is needed daily, and yet time and time again, research reveals that empathy often does not take place in the presence of time pressures, stress, or other factors. While research in audiology supports this, interventions to optimise empathy typically focus on clinician communication, rather than the entire clinical experience.

This seminar will expand attendees thinking on empathy and apply it to service design, clinician communication and lifelong professional growth as a person-centred clinician. Participants will be asked to choose a key part of the clinical journey for their clients and will work, in small groups, through the human-centred design process to come up with a solution that can be taken back to their workplace for refinement and implementation.

Learning Objectives:

- Learner Outcome 1: Describe the link between person-centred hearing care and human-centred design
- Learner Outcome 2: Discuss the central role of empathy in designing and providing person-centred hearing care
- Learner Outcome 3: Have created a personalized plan for implementing empathy across their own clinical work