EMPATHY EDUCATION PROGRAM
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Introduction
Empathy is playing an essential role in nursing care. In addition, it has close relation to improve patient outcomes and greater satisfaction with care (Ward J 2012). However, in the increasing workload and technology focusing healthcare environment, nurses gradually concentrated on the science of nursing and might neglect the art. The heart of the nurse-patient relationship: empathetic communication. The purpose of this program is to install the value nursing profession new graduated nurses and rekindle their heart of nursing of APNs.

Objectives
Cultivating Compassion Skills for Nurses Foster Empathy Culture in Tseung Kwan O Hospital

Methodology
Two hours empathy workshop topics covered: The Concept of Empathy & the Role of Nurses Basic Concept of Empathy & its Implications to Clinical Care Pre-requisites of Empathy Empathy: The Patients’ Perspectives Empathy: The Nurses’ Perspectives Let empathy be rooted in TKOH Teaching model including video, lectures, sharing by mentors, student and group discussion.

Result
Two empathy education workshops were organized for two target groups. In Shine program group is for APNs (completed on 11 April 2014) while in ANGEL group is for new graduated nurses (completed on 26 June 2014). Total 29 nurses participated in empathy workshops. Evaluation: 100% nurses find empathy workshop is useful to
their practice. In focus interview: Participants suggested organize more seminar with video show related to empathy to nurses. One APN said after Katrina video, her feel on nursing “返晒嚟” Be a role model of empathy, WM need set standard to APN/NO and not allow indifferent culture and set nursing culture direction. Share complain and feedback to remind staff. They belief patient complain have reason, sometime may be staff problem. Empathy not only to patient, also to our colleagues, no blame culture. To assist our junior staffs build up their competent, confident to provide service instead of blame. PRO will received appropriation letter. Can invite the letter writers take video and show in our hospital entrance. To let them know we good we are. Workload is a barrier of empathy, reduce unnecessary paper work will facilitate staff to promote empathy. The about result show empathy education workshop can successfully rekindle nurses’ heat of nursing.