

## LEARNING OBJECTIVES

6-10-21

### PERFORMANCE GAP/NEED

Medical care must be viewed from the patient's perspective because suffering is subjective and satisfaction affects trust, adherence, and complex medical outcomes. Emphasis on empathetic communication and understanding also improves meaning and joy in work for providers, reducing burnout, and improves relationships, which reduces malpractice events; satisfaction is also an outcome of interest to regulatory agencies and affects hospital rankings.

### DESIRED OUTCOMES At the end of the presentation, participants will be able to:

- use "AIDET" techniques for improving patient experience
- implement empathic listening rather than only focusing on tasks / problem solving
- evaluate evidence relating patient satisfaction and clinical outcomes
- find joy in clinical work to reduce physician burnout

### LEARNERS All clinicians

### DESIRABLE PHYSICIAN ATTRIBUTE Interpersonal and communication skills, professionalism