

## In Shock

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## Conflict of Interest Disclosure

I do not have any real or apparent conflict(s) of interests or vested interest(s) that may have a direct bearing on the subject matter of the continuing education activity.

2

## Learning Objectives

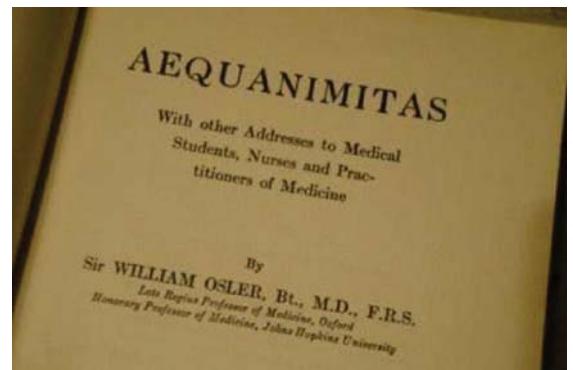
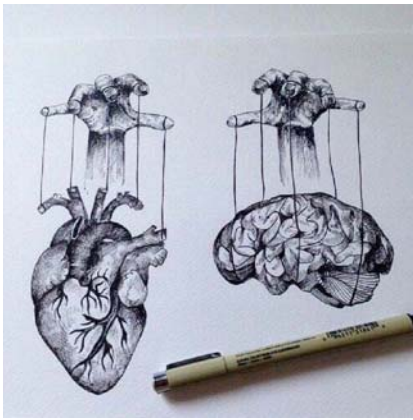
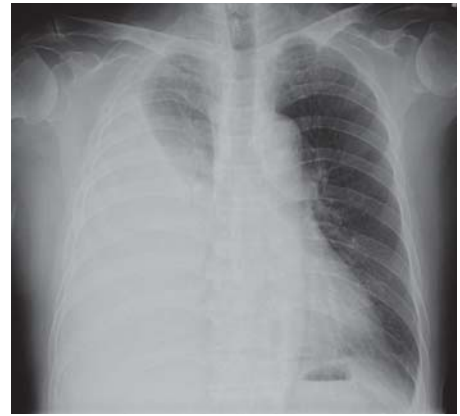
This presentation will enable participants to:

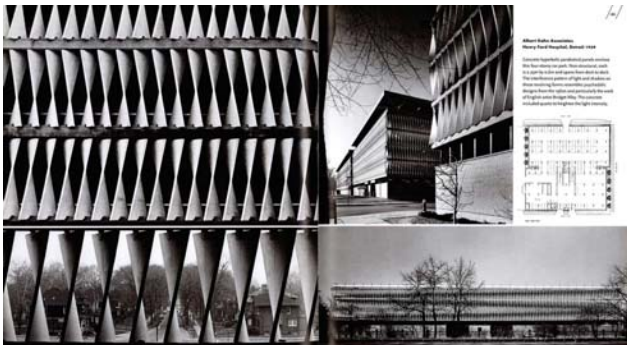
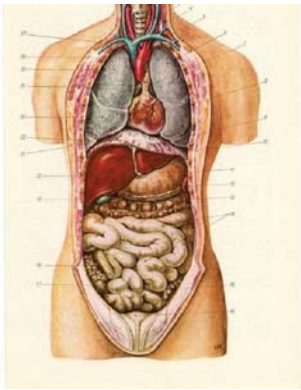
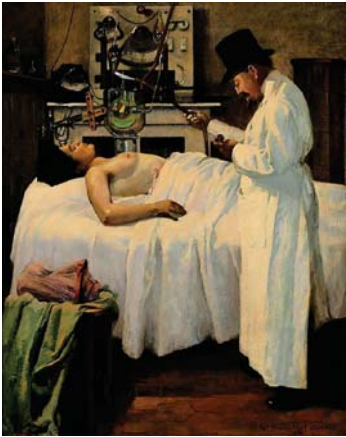
- Describe how medical training shapes physicians
- Define the changes needed in training/culture of medicine
- Discuss the role of onboarding in culture change
- Describe what it takes to create resilient systems to support providers

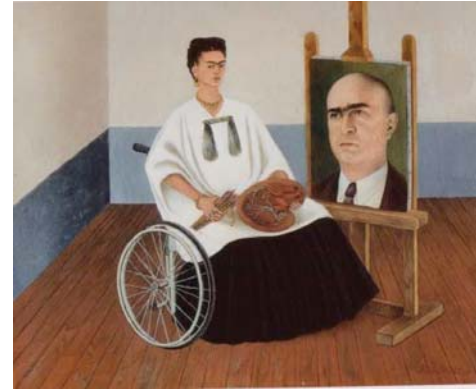


3









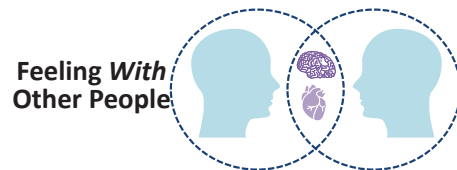
## CLEAR Conversations

- C** Connect
- L** Listen
- E** Empathize
- A** Align
- R** Respect

- Our vision is to build a culture of empathic, person-centered communication with our patients and their families
- Utilizes skilled improvisational actors for simulated practice and protocols to reinforce skills at the bedside



## What is Empathy?

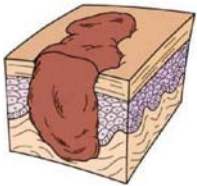


### Four Qualities of Empathy

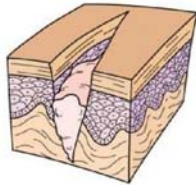




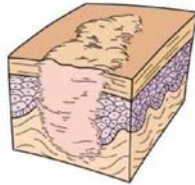
**Secondary intention**



Gaping wound with blood clot



Granulation tissue fills in wound



Large scar



**Questions?**



**Thank you!**

