Compassionomics:

The Scientific Evidence That Caring Makes a Difference

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Executive Summary



Patient Care



Those Who Care For Patients



⊙Cooper





Disclosures

I have no relationships with commercial interests I donate my book proceeds to the Cooper Foundation

I receive payments for speaking engagements

I have no "magical thinking"

I am (very much) a work in progress







How We Got Here















Does compassion really matter?

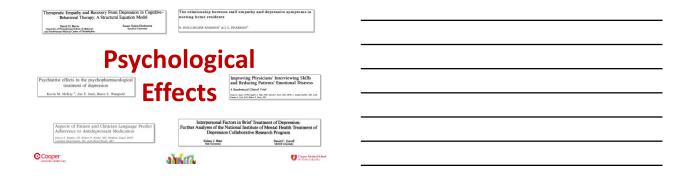






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Compassion is an emotional response				e	
	to another's pain or suffering involving an authentic desire to help.				
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	Empath	ny + Action = Com	npassion		
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Empathy is related to clinical competence in medical care Quality of Care JAMA Burnout and Self-Reported Patient Care in an Internal Medicine Residency Program
Tel D. Swedich M.D. Anhalm A. Bradey, M.D. MPIL Jugor E. Wayl. M.D. and Anthony L. Both. NO. **⊙**Cooper a hours Cooper Medical School Patient Physician Communication and Patient Adher to Treatment A Meto-Analysis Physician-Patient Relationship and Medication Compliance: A Primary Care Investigation Self-care Clinician empathy is associated with differences in patient-clinician communication behaviors and higher medication self-efficacy in HIV care **€**Cooper Cooper Medical School of Street United by a hours. REDUCTION OF POSTOPERATIVE PAIN BY ENCOURAGEMENT AND INSTRUCTION OF PATIENTS* The Value of the Preoperative Visit by an Anesthetist **Physiological** Empathy Predicts an Experimental Pain Reduction During Touch Patient-centered interviewing is as stimuli: An initial fMRI study **€**Cooper a hours. Cooper Medical School









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What do patients remember?









What's the ROI?







Culture of *Care*



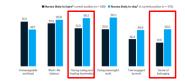


Source: Barsade Admin Sci Q 2014



Nurses

Factors affecting decision to stay or leave



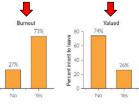
McKinsey & Co. 2022







COVID Stress and Work Intentions



Mayo Clinic Proceedings 2021

intent to leave





Gasper Medical School of Novas University

The "Drivers" of Malpractice Cases

In a study of plaintiff depositions for malpractice lawsuits that were settled against a large metropolitan medical center, researchers found that, in general, patients and families decided to litigate because they perceived their doctors did not care.

They said that doctors were *unavailable, discounted their concerns, communicated poorly, or just failed to understand* the patient's or family's perspective. It wasn't the technical part of the medical care; it was the *caring* part of the medical care.

Source: Beckman et al Archive of Internal Medicin







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