

## Emotion Dynamics, LLC

### Organizational Commitment to Address Clinician Well-Being and Resilience

Emotion Dynamics was founded on the premise that emotional and empathic skills are paramount in building, and sustaining, healthy and healing interpersonal relationships. We believe that these skills are vital to the well-being of clinicians and to the patients and communities they serve. We recognize that addressing the epidemic of clinician burnout is beyond the scope of any single organization. Therefore, we proudly join other network organizations to support The National Academy of Medicine's Action Collaborative on Clinician Well-Being and Resilience.

Study after study confirms that health and healing professionals who demonstrate empathy provide better care with higher patient/client satisfaction. However, empathic burnout and compassion fatigue are a constant presence in the working lives of healthcare professionals.

So, we specifically developed our Healthy Empathy® program for healthcare clinicians to address the following questions: How can we create an emotionally and empathically healthy workplace for health and healing professionals? How do we ensure that the needs of patients and clients are met skillfully — while preventing empathy fatigue and burnout for clinicians?

We found that setting an expectation for increased empathy from clinicians - without making sure that their emotional and empathy skills were balanced and sustainable – was not a viable approach. Furthermore, it became evident that addressing clinician's emotional well-being often necessitated a systems-based review of the organizational culture they work in.

Using the groundbreaking *Six Essential Aspects of Empathy* model developed by Karla McLaren, M.Ed., Healthy Empathy makes all of the processes in empathy easily accessible and manageable. Healthy Empathy is also based on the expertise of Tino Plank, MSN, RN, who has over three decades of process improvement and clinical health leadership experience.

Our collective education and experience ensures that the needs of patients and clients are met skillfully — while empathy fatigue and burnout are avoided. Healthy Empathy also focuses on a full-team approach so that the healthcare workplace *itself* becomes a healthy and emotionally supportive environment.

With that full-team approach in mind, we look forward to partnering with the other network organizations in The National Academy of Medicine's Action Collaborative on Clinician Well-Being and Resilience. The issue before us is multifactorial. And it will take a diversity of voices and perspectives to address it.

Tino Plank, MA, MSN, RN, CNL

Karla McLaren, M. Ed

<https://emotiondynamics.org/healthy-empathy/>