

HIMSS[®]18

The leading health information and technology conference

WHERE **THE WORLD** CONNECTS FOR HEALTH

Conference & Exhibition | March 5–9, 2018

Las Vegas | Venetian – Palazzo – Sands Expo Center

Introducing empathy.health

Session CH29, March 7, 2018

ENGAGED

www.himssconference.org



#HIMSS18

DISCLAIMER: The views and opinions expressed in this presentation are those of the author and do not necessarily represent official policy or position of HIMSS.

Objectives

- Elevate “empathy” from a feel-good battle cry, to a strategic and actionable imperative
- Seeking broad industry involvement to create a collaborative, virtual community and forum to showcase and share best practices and inspirational stories
- Issue a “call-to-action” and a “how-to-guide” for contributors and collaborators to get involved

All healthcare stakeholders, i.e. patients, clinicians, care-givers and technologists are welcome and encouraged to participate – because empathy begins with you!

empathy.health Core Team Members

- Dr. Rasu Shrestha: @RasuShrestha
- Amanda Greene: @LAlupusLady
- John Sharp: @JohnSharp
- Janae Sharp: @CoherenceMed
- Chip McIntosh: @chipmcintosh
- Michael Joseph: @HealthData4All
- Dr. Adrienne Boissy: @boissyad
- Maram Museitif: @MaramMPH
- Dave deBronkart: @ePatientDave
- Jamey Edwards: @jameyedwards

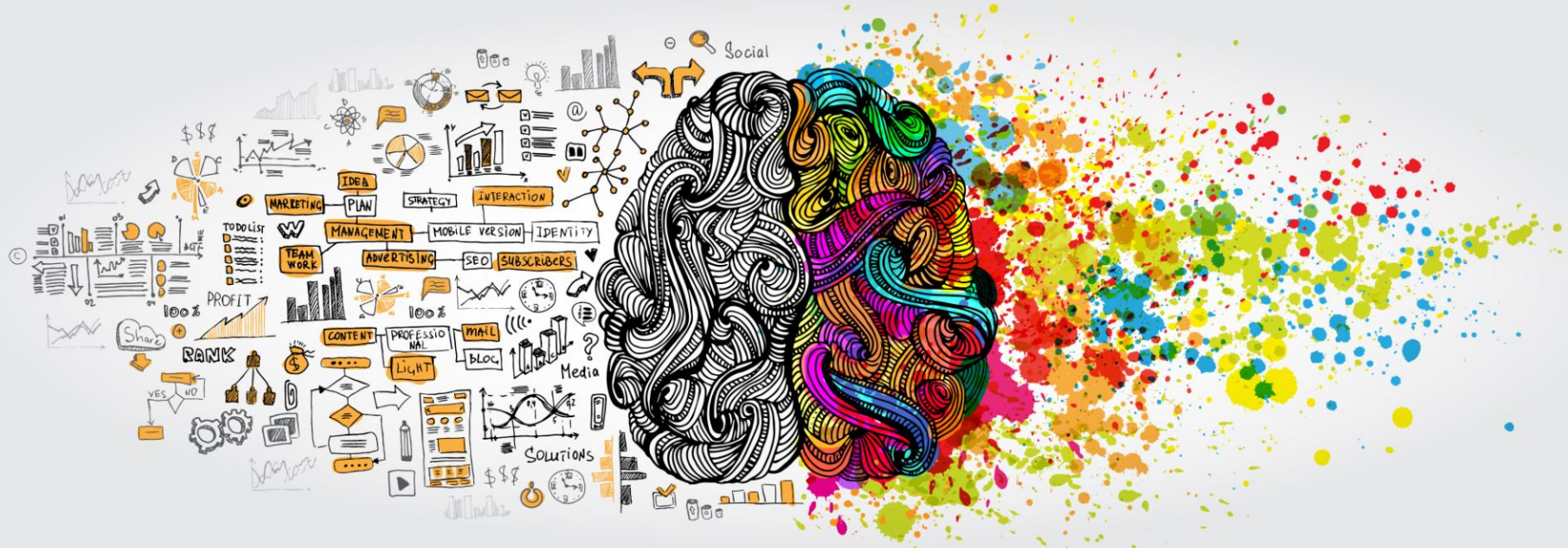
Why empathy.health?

- *Empathy: the capacity to perceive and understand the emotions, feelings, limitations and circumstances of another person*
- Empathy in healthcare continues to emerge among the top recurring themes and the conversation continues at HIMSS
- Many healthcare and patient leaders have observed an empathy gap, especially in the digital health arena
- Emphasize that empathy must be a strategic and humane imperative and a core value across the industry to build trusting relationships

empathy.health Vision and Mission

- Vision: “To become the leading source of information for best practices, success stories and lessons learned focused on empathy in the digital health age”
- Mission Statement:
 - Ensure that empathy permeates the entire systems development lifecycle -- planning, design, implementation, clinical validation & user adoption, so that the human-centered aspects of digital health solutions, including people, process and technology, truly enhance patient engagement and experience
- How do we instill empathy on the path toward digital health transformation to truly enhance the patient journey and patient experience?
- We are seeking advisors, collaborators and contributors

Empathize | Define | Ideate | Prototype | Test



Empathy

“Instead of putting others in their place, put yourself in their place.”

-Amish proverb



Sharing is easy.

Blogs

Thoughts

Pictures

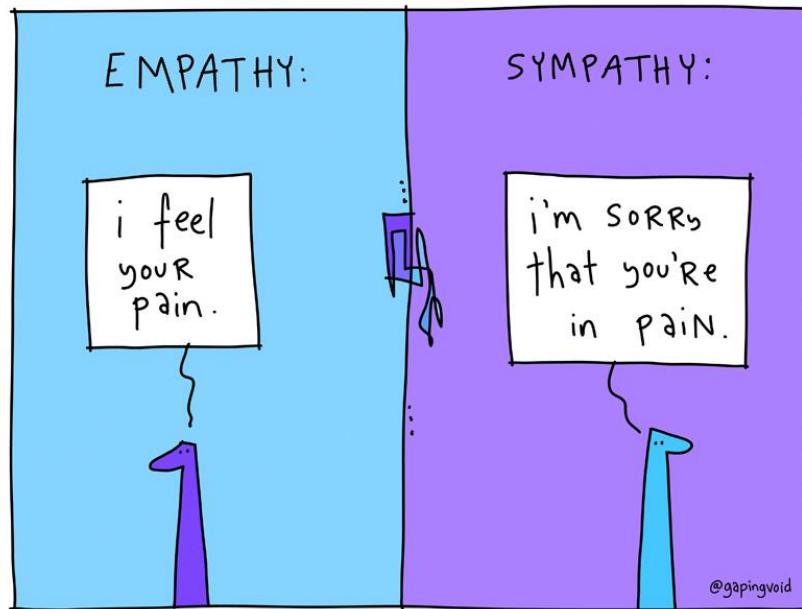
Experiences

Links to references

Best practices

Tools

Conversations



#empathy Trending

Maram Museitif

@MaramMPH



Geeta Nayyar, MD MBA

@gnayyar

Following

#Empathy in healthcare still exists. Unfortunately there's a disparity between the job physicians want to do & what they can do which is eroding patient trust. #DesignThink can turn this around. bit.ly/2EBYzEk Great perspective, @healthythinker. #Engage4Health #HIMSS18



Razu Shrestha MD MBA

@RazuShrestha

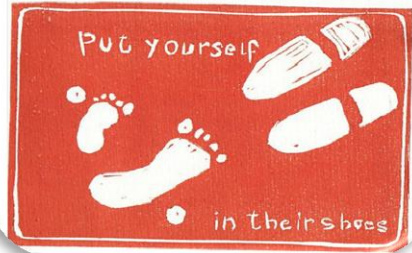
Following

T1: The ethos of #DesignThinking starts with #Empathy.

STEP 1 = put yourself in their shoes.

- problem
- circumstance
- situation

#engage4health #HIMSS18



Joseph Babaian

@JoeBabaian

Following

Thanks everyone for joining this great #hldr as we worked with @HIMSS prepping for the #HIMSS18 conference! All we do must put real patients first with #empathy + bring the real value of #healthIT #digitalhealth to solve real problems! Yes! Theme =



Nick Adkins

@nickspdx

Replying to @MaramMPH

u know.... #empathy #love #kindness #humanizehealthcare the usual #pinksocks stuff! 🌍💖👍🌟

Savvy Coop

@savvy_coop

Following

What if #AI created treatment plans as haphazardly as it created these candy hearts? It needs to be created & delivered with #empathy. Check out our latest blog, & from us at Savvy "Cool Cud, Fang" savvy.coop/blog/ai-vs-the-... #hldr #hitsm #ptexp #bcm #lscm #pinksocks #HIMSS18



Michael Joseph, PMP

@HealthData4All

Before tech, we need more compassion, empathy, humility and mindfulness in healthcare. Agreed? #HIMSS17 #PatientExperience #hldr #HITsm



Adrienne Boissy

@boissyad

Following

Sometimes there are no words... sometimes all we have is words. Let's all use them to heal places medicine can't go. Bear witness to what it is to be human. #ptexp #Empathy #PESummit @ClevelandClinic

"It's time for healthcare to say goodbye to the technology-first approach and start solving for the needs of real people."

-Brian Garcia, CTO, enaaedIN

Following



Jamey Edwards

@jameyedwards

Following

Had a great talk w/ @debraruh on the Human Potential at Work #podcast on how we can #humanizehealthcare & build more #empathy into our #healthcare system.



Amanda

@LalupusLady

Following

as a woman who lives with chronic pain, i know how it feels to cancel plans and disappoint friends. #empathy

#HIMSS18

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How to get involved...

- Complete and submit the Contact Form at www.empathy.health
- Follow @empathy4health on Twitter
- Email support@empathy.health



THANK YOU