A Course on Compassion
Empathy in the Face of Chronic Pain

Friday, March 11, 2011
Cherry Hill Auditorium
Swedish Medical Center/Cherry Hill
550 17th Ave.
Seattle, Washington

May I never see in the patient anything but a fellow creature in pain.
– Oath of Maimonides
Course Description
Empathy is inherent in the human experience as it is an integral component in the fact that we are social creatures. Most physicians and allied health professionals are particularly empathetic by nature and are drawn to the profession of medicine in order to “make a difference.” However, the rigors of training and practice can disconnect them from their compassionate self. In losing that connection to themselves it is difficult to find empathy for their patients, especially when they are angry. Anxiety and frustration are common emotions felt by patients in chronic pain. Maintaining a sense of connection and compassion in dealing with these patients is often challenging. The goal of the course is to increase the attendee’s awareness of how this lack of connection interferes with their own quality of life and ability to be effective healers. Compassion is a trait that must be nurtured over time. Afternoon workshops are intended to provide tools to reconnect the participants to their inherent empathy and original vision of why they entered the medical field.

Needs Statement
To embrace compassion and empathy is an integral part of health care.

Medicine in the United States is in a deep crisis as physician evaluations and care become increasingly reliant on technology and less on careful patient history. We are spending increasingly large amounts of money and time with our patients with limited improvement in length or quality of life and very poor levels of patient and provider satisfaction. Conditions that rely on the view of themselves, rather than diagnostic testing, such as anxiety, depression, eating disorders, obesity, chronic pain and substance abuse are increasingly common and costly problems. The suffering of these patients is intense as it is increasingly difficult to negotiate effective care plans. There is an increase in invasive procedures with no guarantee that the procedure will end the patient’s suffering. Patients are sometimes subjected to major procedures with no clear benefits.

For many physicians, it is quicker and easier to prescribe medications or order a diagnostic test than to spend the necessary time to really listen to a patient’s needs. Time pressure is invoked as a specific barrier to listening to patients, making patients even more distressed and anxious. Many physicians may see patients’ emotional needs as a core aspect of illness and care but most have a limited capacity to engage patients on this level. Health-care providers have developed poor inter-communication skills due to a lack of emphasis on the topic during medical school and post-graduate training, which is then perpetuated by reimbursement pressures to see more patients in fewer minutes during each clinic encounter.

This course will increase attendees’ knowledge and awareness regarding the importance of empathy, ability to identify barriers that prevent one from connecting with their own personal empathy and increase attendees’ performance by providing tools to create change in compassion and, therefore, better connect with their patients. Strategies for cultivating empathic connections with patients will result in better patient care due to enhanced clinician-patient interactions.

Agenda
8 a.m.  Welcoming Remarks
   Gordon Irving, M.D.
8:10 a.m.  Introduction
   James P. Robinson, M.D., Ph.D.
8:35 a.m.  Performance Model Applied to the Office Setting
   David Elaimy
9 a.m.  Perfectionism: The Disconnect
   David Hanscom, M.D.
9:30 a.m.  Connecting with Your “Authentic Self”
   Raz Ingrasci
10:15 a.m.  Break
10:30 a.m.  Introduction to Balint
   Paul Costello, M.D.
10:45 a.m.  “Stop Trying to Fix Me and Listen”
   David Tauben, M.D.
11:15 a.m.  The Mind/Body Syndrome (MBS)
   Howard Schubiner, M.D.
Noon  Lunch (provided)
1:10 p.m.  Afternoon Workshops: Each small-group workshop will repeat four times, so you can join each one. There will be a 10-minute break between each session.
   1:10 p.m.  2:10 p.m.  3:10 p.m.  4:10 p.m.
   • “Can You Hear Me?”
     Howard Schubiner, M.D.
     David Tauben, M.D.
   • Heart Sounds: Putting Compassion Into Practice
     Julia Smith, M.D.
     Steve Overman, M.D.
   • Creating Your Vision
     David Elaimy
     Raymond Baker, M.D.
   • Connecting With Your “Authentic Self”
     Raz Ingrasci
     David Hanscom, M.D.
5 p.m.  Adjourn

Intended Audience
This symposium is intended for all physicians and health-care professionals who treat patients suffering with chronic pain.

Location/Parking/Directions
Swedish Medical Center/Cherry Hill is located at 500 17th Avenue in Seattle, Washington. The conference will be held in the Auditorium located below the dining hall on the first floor. From I-5 (northbound and southbound), take the James Street exit. Travel east on James Street, which turns into Cherry Street. Turn right on 16th Avenue. Discounted parking is available in the parking garage located on your right; take the sky bridge to the hospital and follow the signs to the Auditorium.

For Further Information
Phone: 206-386-2755
Fax: 206-320-7462
E-mail: cme@swedish.org
Web: www.swedish.org/cme
www.facebook.com/SwedishCME
Course Objectives
At the conclusion of this symposium, the participant will provide better patient care through an increased ability to:
- Define empathy and recognize the expense to society when physicians and health-care professionals are unable to connect with their patients
- Review strategies to remain empathic and compassionate while treating difficult patients
- Present the five “E’s” of dealing with patients in chronic pain
- Avoid the “fixing” mode of treating patients
- Describe the athletic performance model for clinical care
- Identify the interferences blocking the connection to one’s own empathy
- Discuss the concept of creating a “vision of excellence” vs. “surviving and fixing”
- Analyze the genealogy of anger, how perfectionism plays a role and the resultant effects on patient interaction
- Review the concepts of the Balint Society and Swedish Family Practice Residency teachings
- Discuss the Mind/Body Syndrome
- Incorporate effective tools to understand patients’ full stories
- Review the methods used to teach patients to “unlearn” chronic pain
- Define “authentic self” and the “negative love syndrome” and incorporate tools to connect with your “authentic self”

Accreditation with Commendation
Swedish Medical Center is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

AMA PRA Category 1 Credits™
Swedish Medical Center designates this live activity for a maximum of 7 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nursing CE Contact Hours
Contact hours for this continuing nursing education activity have been submitted to Swedish Medical Center, an approved provider of continuing education by the Washington State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Contact Vicki Enslow at Swedish Medical Center for more information about contact hours at 206-320-2711.

Accreditation

Faculty
- Raymond Baker, M.D.
  Director, Swedish Spine Program
  Swedish Medical Center, Seattle, WA
- Paul Costello, M.D.
  Clinical Instructor, Department of Family Medicine
  University of Washington School of Medicine
  Faculty Coordinator, Behavioral Sciences Curriculum
  Swedish Cherry Hill Family Medicine Residency Program
  Seattle, WA
- David Elaimy
  Performance Coach, Golf Instructor, Seattle, WA
- David Hanscom, M.D.
  Orthopedic Spine Surgeon, Swedish Neuroscience Institute
  Swedish Medical Center, Seattle, WA
- Raz Ingrasci
  President, The Hoffman Institute, San Rafael, CA
- Gordon Irving, M.D.
  Director, Swedish Pain & Headache Center
  Swedish Medical Center, Seattle, WA
- Steve Overman, M.D.
  Rheumatology, Seattle Arthritis Clinic, Seattle, WA
- James P. Robinson, M.D., Ph.D.
  Associate Professor, Department of Rehabilitative Medicine
  University of Washington School of Medicine, Seattle, WA
- Howard Schubiner, M.D.
  Director, Mind/Body Medicine, Providence Hospital
  Clinical Professor, Wayne State University School of Medicine
  Southfield, MI
- Julia Smith, M.D.
  Internal Medicine, Mind/Body Educator
  Personal Development Coach, Seattle, WA
- David Tauben, M.D.
  Medical Director, Center for Pain Relief
  Director, Medical Student Education in Pain Medicine
  University of Washington Medical Center, Seattle, WA

Planning Committee
- David Hanscom, M.D., Co-Chair
- Gordon Irving, M.D., Co-Chair
- James Robinson, M.D., Ph.D.
- David Tauben, M.D.
- Jessica Martinson, M.S., CME Manager
- Laurie Turay, B.A., CME Specialist

Acknowledgments
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Care of the Patient
Disease in man is never exactly the same as disease in an experimental animal, for in man the disease at once affects and is affected by what we call the emotional life. Thus the physician who attempts to take care of the patient while he neglects this factor is as unscientific as the investigator who neglects to control all of the conditions that affect his or her experiment.

One of the essential qualities of the clinician is interest in humanity, for the secret of care is in caring for the patient.

Frances Peabody, 1927
**Registration Information:**
Preregistration is required as space is limited. Participants who register by the “Advance Registration” deadline will receive a confirmation postcard after Monday, Feb. 28, 2011. Registrations will only be processed when accompanied by full payment.

**Cancellation:**
To receive a refund, notice of cancellation must be received no later than **Friday, March 4, 2011**.

**If using the registration form, please mail or fax it to:**
Continuing Medical Education
Swedish Medical Center/Cherry Hill
500 17th Ave., PB Suite 303
Seattle, WA 98122
Fax: 206-320-7462

Please note: No registrations are accepted by phone or e-mail.
If you have special needs, please contact the CME office at 206-386-2755.

**Registration Fees:** Please check one of the following:

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