

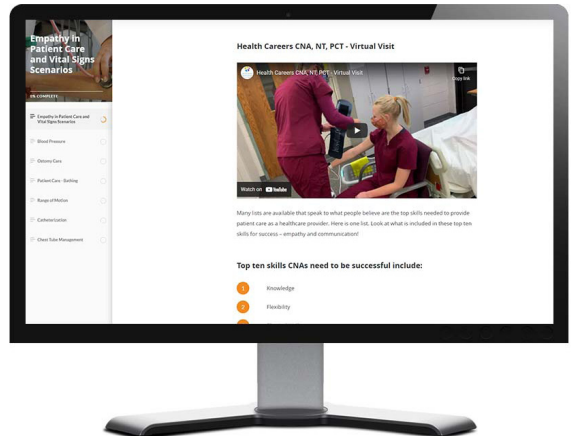


Developing Empathy for Effective Patient Focused Care

Instructor Guide

Empathy is a key part of the foundational knowledge needed for careers that involve working with patients in healthcare. There's likely no industry where empathy matters more than healthcare. Communicating with patients is a crucial component of a healthcare provider's daily work. In this respect, the ability to be empathic is an important factor for successful healthcare worker-patient communication.

The Developing Empathy for Effective Patient-Focused Care course includes eight different lessons. Each lesson focuses on a specific area related to clinical empathy and communication. Students will learn about and apply the specific knowledge in a variety of interactive activities and scenarios in each lesson.



Key Features:

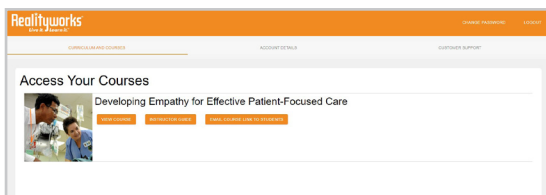
- Self-paced learning and information about clinical empathy and communication
- Guided lessons are broken into sections; a progress monitor reports when each section of the lesson is completed
- Practical application of empathy knowledge in various activities and exercises throughout each lesson, including videos, scenarios, assessments, and more
- Exercises that are completed can be submitted to instructors for accountability and grading

NOTICE! To access your online lessons and additional materials, visit:
www.realityworks.com/healthcareinterpersonalskills-downloads

Assigning Coursework:

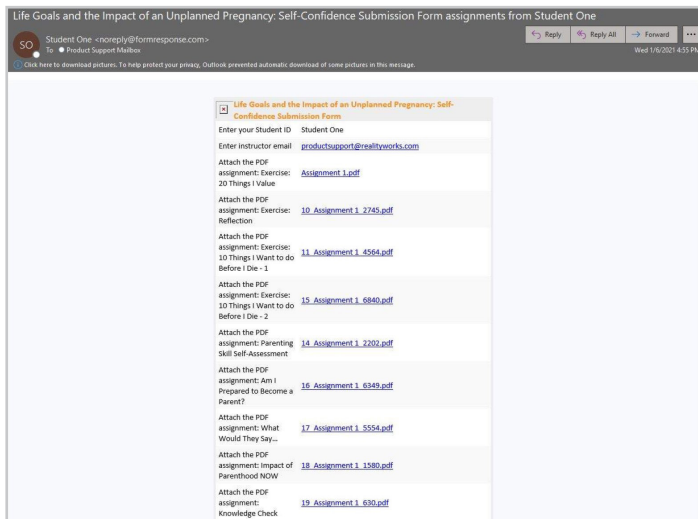
Assigning the coursework is easy. Simply follow these steps:

1. Access the student dashboard and lessons on the Healthcare Interpersonal Skills Program downloads page: www.realityworks.com/healthcareinterpersonalskills-downloads
2. Click the **Realityworks Developing Empathy for Effective Patient Focused Care Online Lessons** link to access the lessons. Right click on the link to save it.
3. Send the access link for the course to your students. Provide them with the instructor email to use for submitting assignments, and let the assignments roll in. Your students will be off and running once they receive the link.



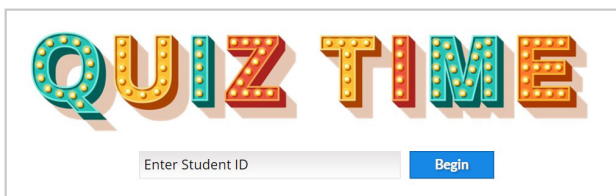
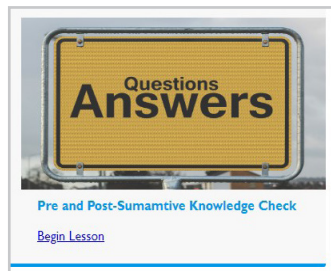
Receiving Student Assignments:

1. As your students complete the coursework they will send the results back to you by email. The emails will include PDF documents of the assignments they've completed.
2. Students are asked to name each file with the (First Initial Last Name)-Exercise-Name. Example: SOne-Cardiac Arrest Scenario.



Use of the Pre- and Post-Knowledge check:

1. A summative assessment is provided in the course for students use as a pre- and post-assessment. It is recommended to have students complete the Pre-Knowledge Check to ascertain prior knowledge of their skills. The Post Knowledge Check is the same assessment and can be used after the course to measure the knowledge gained objectively.
2. To access the Pre- and Post-Knowledge Check, have students click **Begin Lesson** in the Student Dashboard.
3. The students will enter their name in the space provided.



4. Once students have completed the Knowledge Check the results will be sent to your email.

Recommended Course Management and Implementation Strategies:

Here are a few suggested implementation strategies that may help with managing the course:

- Decide which way you'd like students to complete the course:
 1. Lesson-by-lesson as directed by the instructor
 2. Self-directed study for the entire course
- Create a syllabus. Assign each lesson in the desired order with a due date for completion. This will help you and your students stay on track. If opting for a self-directed approach, assign a date for the entire course to be completed.

Managing Receipt of Student Assignments via Email:

- As your students complete the coursework, they will send the assignments back to you by email. The emails will include PDF documents of the assignments they completed online for each lesson. Students will be directed to attach all the assignments completed for each lesson in one email at the end of the lesson. There are eight lessons in the Developing Empathy program, therefore each student will send eight emails throughout the course.
- Consider how you wish to manage the incoming emails. A downloadable assignment tracking form is provided to you on the downloads page that can be used to track student progress if desired.
- How many students will be completing the course at a time? How do you wish to receive the completed assignment emails? You may wish to spread out the due dates so that incoming emails from students are not overwhelming.
- The emails you receive will clearly identify the lesson that the assignments were a part of for ease of tracking. Each assignment will also be identified in the email.

Additional help and information

Online Product Support

We're here to help! Our online Product Support features video tutorials, downloadable documents, frequently asked questions, and product notices, all of which make it easy for you to get support for products, software, and more day or night. Find our online product support area here:

www.realityworks.com/knowledge-base

Online Store

Supplies, accessories, select simulators, curriculum, and more are available for purchase from our online store 24 hours a day!

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