

Empathy Restored Among Healthcare Workers

*Rebuilding Connection
Improving Care
Sustaining Well-being*



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Why We're Here

EMPATHY IN HEALTHCARE IS ESSENTIAL
BUT UNDER STRAIN.



Heavy workload and
emotional fatigue



Time pressure and
systemic limitations



Staff burnout and
depersonalization

GOAL OF TODAY: RESTORE EMPATHY USING SIMPLE, REALISTIC TOOLS.

What is Empathy?

EMPATHY

Understanding another's emotional state and showing that understanding.

SYMPATHY

Feeling *for* someone, not *with* them.

COMPASSION

Empathy + action.

Why Empathy Fades



Chronic stress and
understaffing



Emotional overload and
trauma exposure



Documentation and
administrative pressure



High **patient**
volumes



Personal stress
outside work

The Impact of Empathy

PATIENTS:

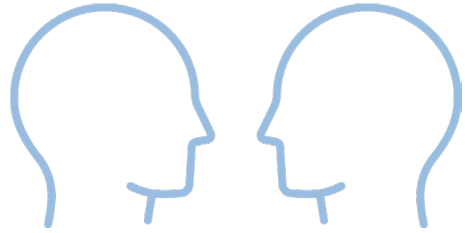
- Higher trust and satisfaction
- Better adherence and outcomes

HEALTHCARE WORKERS:

- Reduced conflict
- Improved teamwork
- Greater sense of meaning and connection



The Science of Empathy



Mirror neuron
activation shapes
emotional attunement



Tone, posture, and
presence influence
perception



Active listening
increases perceived
care time even in
brief encounters

Practical Tools (Quick Wins)

10-SECOND PAUSE

A fast emotional reset

PRESENCE OVER PERFECTION

Eye contact, body orientation

EMPATHIC BOUNDARIES

“I hear you, and here’s
what we can do...”

RESET RITUALS

Breath, posture, micro-breaks
between patients

The NAN Method

Name the emotion

Acknowledge the experience

Normalize the feeling

EXAMPLE:

*“I can see that you’re anxious.
This is a difficult moment, and it
makes sense to feel that way.”*



System-Level Support

Emotional **debriefs** after hard cases

Morning/shift huddles with **emotional check-ins**

“One good thing” or **gratitude** rounds

Leadership modeling empathetic communication

Role-Play Practice

USE SHORT CLINICAL SCENARIOS
TO PRACTICE EMPATHY TOOLS:



Anxious patient



Frustrated family member



Exhausted colleague

INSTRUCTIONS: Practice using Presence, the 10-Second Pause, and the NAN method.

Your Empathy Commitment

WRITE A ONE-SENTENCE COMMITMENT:

*“I will restore empathy
in my practice by*

”

_____”

Empathy is a skill.

Empathy is a practice.

Empathy is a shared responsibility.

Thank you for the work you do.



Scan to Download the Report: *Purpose Under Pressure, The State of Nursing in 2026*

