

How Compassion Fuels Better Outcomes for PA's and Their Patients

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Better Patient Satisfaction

[87% of patients](#) say kindness is the most important consideration when choosing a clinician. Over wait time, distance, or cost. (repeated in [Ireland](#) and [England](#))

With compassionate clinicians, patients have [improved](#) depression, decreased anxiety, and less psychological distress. And clinicians that have low compassion scores infrequently - [if at all](#) - get maximum engagement and enablement out of their patients. Plus, [each compassionate statement](#) additively reduces a patient's level of anxiety and the effects [can last up to 6 months!](#) Not to mention that the thing that [most clearly predicts quality of life](#) in an oncology patient... is a compassionate oncologist!

All this with [little to no change in the duration of the visit](#) - although some studies say it may cost up to an [extra 40 seconds](#). We need to be compassionate; otherwise, patients are at risk of struggling to cope, understand, and manage their disease.

Better Patient Outcomes

When providers know their patients as a person, [there is better medical adherence](#), ([even to chemo!](#)) as well as [better QoL](#).

Not to mention better patient-oriented results for a variety of disease processes, including, but not limited to, [low back pain](#), [headaches](#), [IBS](#), [improved](#) A1C and cholesterol scores, and [lower risk of complications](#). Plus [improved mortality post PC!](#)

Being Compassionate is Better All-around for PAs!

Health benefits:

Humans receive better health by helping others! To name several: [better life evaluations and a higher frequency of positive emotions](#), [better self-rated health](#), and [improved mortality \(!!\)](#),

Practicing [random acts of kindness](#) reduces depression and increases life satisfaction; in fact, [just reading about it](#) does wonders too. There are multiple studies that show kindness improves mortality ([1](#), [2](#), [3](#), [4](#), [5](#)). It helps [anxiety and depression in teens](#), [improves sleep](#), and [reduces stroke risk](#) too. When it comes to patients, [you can fake it 'til you make it](#), it just doesn't work as well.

Think you have excessively difficult patients? You're [12x more likely](#) to experience burnout - [congratulations](#). And now, [it's time for a reframe](#).

Job benefits:

- [Compassionate language](#) increases the likelihood of patients taking and filling scripts
- Compassionate expressions are associated with an increased perception of competence by evaluators and patients
- [Compassion accounts](#) for up to 65% of the variation in how patients rate clinicians!
- Compassion gets you [sued less](#)**

****CAUTION****

Be careful of “I, me, & mine” statements → [increased CAD](#), [higher mortality](#), and [associated with negative emotions, less gratitude, less competence, and less connection to others](#).

[Kahneman's study](#) from 2010 shows happiness levels off around \$75k annually - or about \$92,000 as of Dec 2022.

Quick tips to start on shift:

- [Sit down](#) and don't cross your arms!
- Word choices matter** → **avoid** ”You don't need ___” and “It's just a ___” ... opt to use language that acknowledges their suffering (“So I think this is a nasty virus.” or “Good news is that the bone does not seem broken, but I do think this is a bad sprain that it is important to follow up for.” Not to mention that, [open ended](#) compassionate statements provide much higher alliance with the family.
- Share the love with teammates**. Compliment teammates to your patients, and thank the squad before leaving.
- [Don't forget to breathe](#)**

Feel free to reach out!

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