Empathic Communication Resources

Empathetic communication and motivational interviewing can improve provider-patient communication, especially during difficult conversations.

General Resources

AMA – Listening with Empathy

This training activity was developed by the American Medical Association to help providers identify the benefits of listening with empathy, utilize best practice techniques, and engage in reflection. There is a comprehension quiz at the end of the module.
https://edhub.ama-assn.org/steps-forward/module/2702561

Patient-Centered Care Starts with Empathic Communication

This 1-hour webinar is part of the Center for Care Innovations ACE Academy Series. It provides an introduction to empathy as evidence-based healthcare.
https://www.careinnovations.org/resources/recording-of-ace-academy-1-patient-centered-care-starts-with-empathic-commu/

Motivational Interviewing Reminder Card (Am I Doing This Right?)

This pocket-sized card was developed by the Center for Evidence Based Practice at Case Western Reserve University. It provides 11 questions for clinicians to build self-awareness about their attitudes, thoughts, and communication styles.
https://case.edu/socialwork/centerforebp/resources/mi-reminder-card

Mental Health First Aid courses

These courses are for anyone who wants to learn how to help a person who may be experiencing a mental health related crisis or problem. Topics covered include anxiety, depression, psychosis, and addiction.
https://www.mentalhealthfirstaid.org/take-a-course/course-types/adult/

Chronic Pain Specific Resources

CDC Module 3: Communicating with Patients

This module helps providers utilize CDC-recommended strategies for communicating effectively with patients about pain management and opioid use. Includes content such as motivational interviewing, finding common ground with patients, and addressing conflict as it arises.
https://www.cdc.gov/drugoverdose/training/communicating/accessible/training.html

Effectively Communicating with Patients about Opioid Therapy

This video is the 7th webinar in the opioid series produced by the CDC's Clinician Outreach and Communication Activity (COCA). It helps providers apply motivational interviewing and patient-centered techniques to conflicts as they arise. The presenters review two case studies and provide examples of patient-provider dialogue.
https://emergency.cdc.gov/coca/calls/2016/callinfo_121316.asp

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Difficult Conversations

This is a resource list assembled by the Oregon Pain Guidance Group with recommended handouts, videos, books, and articles regarding difficult conversations centered on pain management and opioid prescribing.
https://www.oregonpainguidance.org/resources/difficult-conversations/

Guide to Difficult Conversations about Opioids for Chronic Pain

This video vignette provides an example of how to have a difficult tapering conversation with a patient.
https://www.youtube.com/watch?v=KvlQuaOogUE&feature=youtu.be

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