

## BACKGROUND

Compassionate care in Nursing hinges on recognizing and alleviating suffering through emotional resonance and action. Compassionate and Empathetic Nursing care is a cornerstone of high-quality healthcare, directly influencing patient satisfaction and trust in a hospital system (Robinson, 2024). Studies suggest patients' perception of compassionate care during medical emergencies has a substantial and enduring impact on their recovery, both physical and psychological (Marks et al., 2025.).

## PURPOSE

Highlight and identify evidence based strategies for improving compassionate and empathetic care in the Trauma unit and hospital setting. Provide interventions focused on training, communication, and organizational support. Improve empathetic care of patients at UMC.

## METHODS

Literature review to identify interventions and frameworks for practical recommendations to improve compassionate and empathetic care in the hospital setting.

## RESULTS

- Use of Simulation based training: improves confidence and behavior skills in a learning environment (Robinson, 2024).
- Empathetic communication frameworks that emphasize both verbal and non verbal cues, active listening and presence to help nurses form connections with patients (Sinclair et al., 2023).
- Organizational Leadership support: adequate staffing, recognition, a culture that values compassion, empathetic care, and decrease burn out.
- One of the few compassion studies that has been performed in the ED setting, a prospective cohort study of 99 patients treated after a bus crash, found that higher patient ratings of ED provider compassion were independently associated with lower PTSD symptom scores a month later among patients presenting with life-threatening medical emergencies (Marks et al., 2025.).

## CONCLUSIONS

Hospitals and Nurses may improve Compassionate and empathetic care by:

- Use of simulation-based training online/in person.
- Standardize expectations across the hospital.
- Organizational support policies and manageable workloads.

### Active Listening Communication Skill

 **Active Listening:** Treating listening as an active process, rather than a passive one. This means participating in conversation, rather than acting as an audience. Active listeners show they are listening, encourage sharing, and strive to understand the speaker.

#### Show You're Listening

**Put away distractions.** Watching TV, using your phone, or doing other things while listening sends the message that the speaker's words are not important. Putting away distractions allows you to focus on the conversation and help the speaker feel heard.

**Use verbal and nonverbal communication.** Body language and short verbal cues that match the speaker's affect (e.g. responding excitedly if the speaker is excited) show interest and empathy.

**Verbal:** "mm-hmm" / "uh-huh"    "that's interesting"    "that makes sense"    "I understand"  
**Nonverbal:** nodding in agreement    reacting to emotional content (e.g. smiling)    eye contact

#### Encourage Sharing

**Ask open-ended questions.** These are questions that encourage elaboration, rather than "yes" or "no" responses. Open-ended questions tell the speaker you are listening, and you want to learn more.

"What is it like to \_\_\_\_?"    "How did you feel when \_\_\_\_?"    "Can you tell me more about \_\_\_\_?"  
"How do you \_\_\_\_?"    "What do you like about \_\_\_\_?"    "What are your thoughts about \_\_\_\_?"

**Use reflections.** In your own words, summarize the speaker's most important points. Be sure to include emotional content, even if it was only communicated through tone or body language.

**Speaker:** I've been having a hard time at work. There's way too much to do and I can't keep up. My boss is frustrated that everything isn't done, but I can't help it.  
**Listener:** It sounds like you're doing your best to keep up, but there's too much work. That sounds stressful!

#### Strive to Understand

**Be present.** Listening means paying attention to body language, tone, and verbal content. Focus your attention on listening, instead of other mental distractions, such as what you want to say next. When possible, save sensitive conversations for a quiet time with few distractions.

**Listen with an open mind.** Your job is to understand the speaker's point of view, even if you don't agree. Avoid forming opinions and making judgments until you fully understand their perspective.

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## REFERENCES

