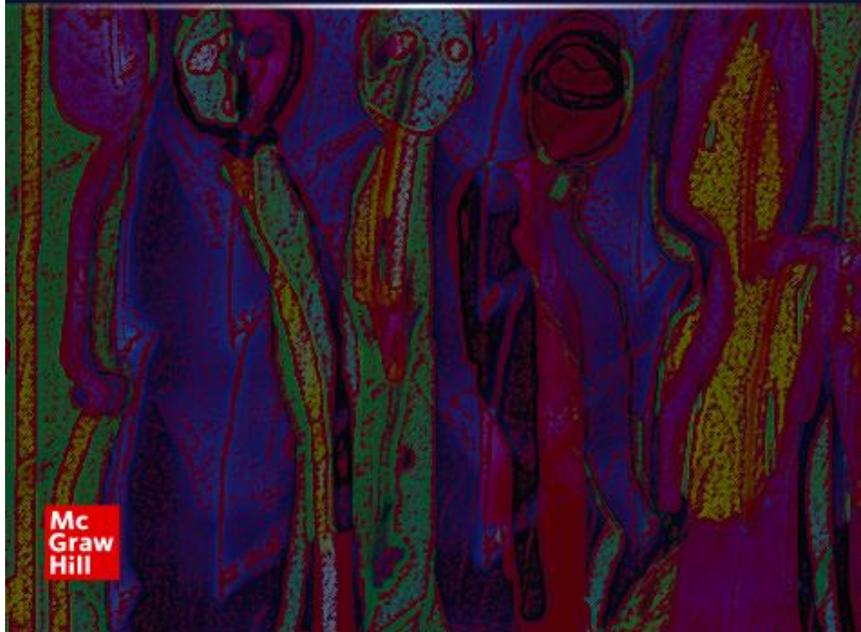


# Emotion in the Clinical Encounter

RACHEL SCHWARTZ • JUDITH A. HALL • LARS G. OSTERBERG

*Foreword by Abraham Verghese, MD*



## **Editors:**

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## **Book Overview**

- This book provides tools for trainees and practicing clinicians in navigating their own and their patients' emotion, delivering medical education innovations to support clinician wellness and enhance patient care.
- Clinicians' responses to patients' affective cues are linked to care outcomes, and this book provides concrete training tools to enhance clinicians' ability to perceive, and respond to, emotional cues.
- This book delivers background on the evolutionary and social function of emotion, the role of emotion in illness, gender and cultural considerations regarding emotion, strategies for emotion regulation in self and others, the culture of medicine and its current and historical relationship to emotional management.

- Focuses on emotion processing for improved patient care and clinician wellness, and delivers medical education innovations that support emotional wellness in trainees.
- Translates research evidence for the importance of identifying and addressing emotion in patients and clinicians into actionable clinical behavior.
- Synthesizes evidence-based practice to support clinical emotional intelligence.

### About the Book

- Emotions are ever-present in the context of illness and in the process of medical care, and have an enormous impact on the well-being of patients and healthcare providers alike. However, patients' emotions as well as those of their clinicians are acknowledged in an inconsistent manner in medical education, and the research that should inform clinical management of emotion is scattered.
- **The book brings together theory, research, and clinical experience on the broad topic of emotions in medical care.** Drawing on their expertise in research, medical care, and medical education, the authors provide both basic understanding and practical insights for healthcare providers on one of their most vital yet challenging aspects of patient care: recognizing, expressing, acknowledging, and responding to patients' emotions as well as their own.
- The goal of this book is to **promote the welfare of both patients and clinicians (in all healthcare professions) through a better understanding of the role of emotions in health and medical care.**
- This book will also advance healthcare providers' knowledge of **the science of emotion, providing evidence-based guidance on emotion training and its application in the medical setting.** This book provides new guidance for medical trainees, practicing clinicians, and medical educators, delivering new tools for navigating the extraordinary emotional demands of practicing medicine.

The book is organized in three sections: *Emotion's Functions*, *Clinical Emotional Intelligence*, and *Emotions in the Culture of Medicine*.

- Chapters in the *Emotion's Functions* section provide transdisciplinary background on the evolutionary, neurobiological, and social function of emotion, the role of emotion in illness, and emotional dialogue in the medical encounter.
- The *Clinical Emotional Intelligence* section covers the importance of identifying patients' emotional cues and provides evidence on the role this plays in the clinician–patient relationship and in clinical outcomes. This section contains chapters on nonverbal cues of emotion, emotion regulation techniques, the intersectional relationship between patient and provider background (including gender, nationality, and race/ethnicity), strategies for emotion recognition, the role of emotion in clinical decision making, and available training tools for honing these practices. Three chapters are devoted to specific patient populations: pediatric patient encounters, patient populations with impaired affect, and patients with a history of trauma.

- The *Emotions in the Culture of Medicine* section addresses the professional challenges of honoring emotion in a medical culture that praises stoicism and analytical reasoning. One chapter provides strategies for teaching about emotions in healthcare, another describes interventions that can promote emotional wellness in undergraduate and graduate medical trainees, and the concluding chapter focuses on the relationship between emotion and clinician wellness.

## **Table of Contents**

**Foreword:** Abraham Verghese

### **I. EMOTION'S FUNCTIONS**

- 1. Emotions in 21<sup>st</sup> Century Humanistic Medicine**  
Rachel Schwartz, Judith A. Hall, Lars G. Osterberg
- 2. The Functions of Emotion: Evolutionary and Social Perspectives**  
Michelle N. Shiota, Erika B. Pages, Paula H. Bednarek
- 3. Emotion and Illness**  
Anne-Josée Guimond, Laura D. Kubzansky, Lewina O. Lee
- 4. Emotion Dialogue in the Medical Encounter: When and How Often Does It Happen?** Mollie A. Ruben, Morgan D. Stosic, Debra L. Roter

### **II. CLINICAL EMOTIONAL INTELLIGENCE**

- 5. Perception of Emotion in the Medical Visit**  
Morgan D. Stosic, Mollie A. Ruben, Danielle Blanch-Hartigan
- 6. Emotion Cues as Clinical Opportunities**  
Lidia del Piccolo, Arnstein Finset
- 7. Emotion Regulation in Patients, Providers, and the Clinical Relationship**  
Brett Marroquín, Vera Vine
- 8. Managing Emotion in Medical Encounters with Children**  
Benjamin A. Krauss, Piet L. Leroy, Baruch S. Krauss
- 9. Interacting Effectively with Individuals with Reduced Facial Expressivity**  
Amanda R. Hemmesch, Sarah D. Gunnery, Linda Tickle-Degnen
- 10. A Trauma-informed Approach to Emotion Communication in the Clinical Encounter**  
Ben Kaplan, Greeshma Somashekar, Missy Brown, Bria Adimora Godley, Asif Khan, Enioluwafe Ojo, Amy Weil
- 11. Emotion and Gender**  
Valerie Carrard, Anely Bekbergenova, Marianne Schmid Mast
- 12. Culture and Emotions in the Medical Encounter**  
Karolien Aelbrecht, Mary Catherine Beach
- 13. Emotion and Decision Making in the Clinical Encounter**  
Amber E. Barnato

### **III. EMOTIONS IN THE CULTURE OF MEDICINE**

#### 14. Teaching about Emotions in Healthcare

Caitlin Holt Siropaides, Martha Howell, Calvin Chou

#### 15. Changing Medical Education to Support Emotional Wellness

Stuart Slavin

#### 16. Striving and Thriving: Challenges and Opportunities for Clinician Emotional Wellness

Julie W. Childers, Robert M. Arnold, Elise C. Carey

##### CLINICAL PRACTICE

*"This is a unique contribution that deeply explores the role of emotions in clinical medicine, drawing on a wide range of disciplines and presenting both scholarly paradigms and practical applications. It should be essential reading for medical educators, clinicians and patient advocates who all aim to better navigate today's frustrating healthcare system."*

Jerome Groopman MD, Recanati Professor Harvard Medical School, and author of *How Doctors Think*

*"How did we manage for this long in healthcare without this textbook? This is an essential guide to help both trainees and established clinicians sharpen their skills. Our patients will only benefit when we bring our full set of skills to the bedside."*

Danielle Ofri, MD, PhD, Clinical Professor of Medicine, New York University, Editor-in-Chief of *Bellevue Literary Review*, and author of *What Doctors Feel: How Emotions Affect the Practice of Medicine*

*"Emotion in the Clinical Encounter is a must-read book for clinicians. The book is evidence-based and detailed enough to be perhaps the definitive guide to emotions for the clinician."*

William Branch, MD, MACP, FACH, The Carter Smith, Sr Professor of Medicine, Emory University

## The Foundational Knowledge and Practical Actions You Need to Effectively Address Your Patients' Emotions and Manage Your Own

Emotions are ever-present in the context of illness and medical care and can have an enormous impact on the well-being of patients and healthcare providers alike. Despite this impact, emotions are often devalued in a medical culture that praises stoicism and analytical reasoning. Featuring the latest theories and research on emotion in healthcare, this much-needed resource will help you build the necessary skills to navigate the extraordinary emotional demands of practicing medicine.

### **EMOTION IN THE CLINICAL ENCOUNTER WILL HELP YOU:**

- Learn the science of emotion, as it relates to clinical care
- Understand the role of emotion in illness
- Recognize the connection between clinical response to patient emotions and care outcomes
- Develop effective strategies for emotion recognition
- Build strong emotional dialogue skills for medical encounters
- Understand emotion regulation in patients, providers, and in the clinical relationship
- Address challenges and opportunities for clinician emotional wellness
- Identify a new path forward for delivering emotion-based medical school curricula