



Coming in Warm: Qualitative Study and Concept Map to Cultivate Patient-Centered Empathy in Emergency Care

The Editor's Pick for the April 2019 issue of *Academic Emergency Medicine Education and Training* is an article by Dr. Katie Pettit, et al. entitled [Coming in Warm: Qualitative Study and Concept Map to Cultivate Patient-Centered Empathy in Emergency Care](#). As a past program director, I feel confident that residents who train in an ACGME-approved residency program graduate with the knowledge to succeed as an emergency physician. The curriculum is well delineated for our specialty and the in-training exams and specialty board exams help to assure that doctors meet a defined standard. What I'm not so sure about is how well we teach and assess our residents in the softer skills, like empathy.

For those of you who are reading this who graduated from an emergency medicine residency program and then went out into the "real world" only to learn that patient satisfaction scores and your interactions with consultants were significantly more important than getting the highest score on an exam... The authors of this study held focus groups with patients, caretakers, and patient advocates to identify characteristics of empathetic communication skills demonstrated by emergency physicians. Fifteen themes became apparent from the focus groups. Five stood out and were included in the concept map they developed. I encourage you to read the article and decide whether or not, when you enter the room, you warm it up with your presence. I look forward to seeing further studies on how to best teach and assess these skills in our learners.

Respectfully,

Susan B. Promes, MD
Editor
Academic Emergency Medicine Education and Training