Accessing Compassion: The “Lived Experience” Model

Khushboo Jhala and Stephen Plume, MD
THE PATIENT EXPERIENCE

Compassion

Sympathy    Empathy

Active       Passive

The Patient Experience
GOALS

1. To better understand the impact of living through an experience:
   The questions we ask and the way we view treatment

2. To better understand compassion
You encounter a diabetic individual who looks malnourished…

Pre-Survey

Group 1

Food Challenge

Discussion

Group 2

Discussion

Post-Survey
WHAT DID WE FIND?

• Group 1 vs. Group 2

  • Difficulties and Solutions

  • Preaching vs. Understanding
I can relate to the perspective of a patient from a low socioeconomic background.

FC 3 → 2
D: 3 → 3
CONCLUSION

• This study suggests that compassion is a state that we enter rather than a quality that we have. We enter this state through experience.

• The “lived experience” model provides students with a richer understanding of patient context and impacts the types of solutions they provide.