



# Addressing Empathy Fatigue, Managing Grief for Health Care Professionals

COURSE SYLLABUS (AEFG)

2026

**Course Educator:**

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**Course Format:** eLearning and weekly videoconference sessions

**Contact Information and Technical Support:** [support@desouzainstitute.com](mailto:support@desouzainstitute.com)

**Registration:** Required

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## A. COURSE DESCRIPTION

This course focuses on teaching health care professionals how to recognize and assess the impact of grief and loss on their practice and apply effective communication and coping mechanisms to reduce the risk of empathy fatigue.

The main mechanisms to facilitate learning in this course will entail eLearning and six 1.5 hour weekly real time videoconference sessions. Lectures and case-based interactive learning will let participants explore a variety of key themes.

## B. de Souza DESIGNATION CREDITS

**Domain of Practice** Developing Professional Practice and Leadership

**Learning Hours** 13.0 hours

**de Souza Credit** 0.25 credits

## C. COURSE OBJECTIVES

By the end of this course, you will be able to:

- Describe the types of grief experiences and their specific impacts on health care professionals;
- Apply tools for self-assessment to recognize indicators signaling difficulties in coping and managing grief and loss;
- Plan communication strategies to facilitate coping and build support systems to facilitate work life balance.

## D. MODE OF LEARNING

eLearning, offered through the de Souza eLearning center, will cover the following activities: the application of knowledge, self-directed reading assignments, and discussion forum participation. The eLearning environment fosters a self-directed approach for participants to progress through the modules at a convenient time each week, either at home or work. The course timetable on page 5 of the course syllabus outlines weekly expectations for participants.

- **Readings** are provided each week, intended for participants to prepare for the weekly videoconference sessions around the key content areas.
- **Discussion forum(s)** via the eLearning platform is intended to engage all participants enrolled in the course. This is a form of learning that really depends on the active participation of the group. Online discussions regarding module content, readings or activities will enhance

knowledge acquisition, understanding, and sharing. It is encouraged that you share experiences, ideas or resources from clinical practice with others in the course.

- **Videoconference Sessions:** This course includes weekly 1.5-hour videoconference sessions, during which there will be lectures as well as case-based interactive learning through the live videoconferencing system. The videoconference sessions will typically occur between 5:00pm to 6:30pm EST.

## E. MODES OF EVALUATION

As part of the evaluation process and to receive a certificate of completion you are required to complete the following:

### **Before the start of the course, you need to complete:**

- **A baseline evaluation:** this survey assesses your knowledge, attitude, confidence, and learning methods before you begin the course.
- **A case study** of a clinical scenario on the discussion forum with the following content – "describe a case where the death of a patient (remove any patient identifying info) had significant impact on you". This description is to be posted to the eLearning centre during the first two weeks of the course.

### **Videoconference session requirements:**

- You will be required to attend and actively participate in 4 out of 6 videoconferences.
- Weekly required readings and discussion forum postings: It is expected that you will participate in a meaningful way to demonstrate learning through the weekly collaborative forum discussions. There will be a total of 5 discussion forums.

### **After the last videoconference session (session six), you need to complete:**

- Assignment: submit an assignment at the end of the course on three strategies to promote self-care and a supportive environment and how these strategies might be helpful when applied to your case study submitted at the beginning of the course.
- Post evaluation: At the end of the course, you will be required to complete a post course evaluation. This will be facilitated electronically through eLearning.

When you have successfully met all the above requirements, you will receive 13 learning hours as well as 0.25 credit towards obtaining your de Souza designation. An email will be sent to you containing instructions on how to download your certificate of completion via your "My account".

## F. EXPECTATIONS FOR PARTICIPANTS

To be successful in completing this course, you are encouraged to set aside 2 to 3 hours each week to participate in live sessions and complete weekly readings and discussion form postings. The total learning hours for this course is **13 hours**.

**Attendance policy** - Participants are expected to engage in **four out of six** sessions in order to receive a certificate of completion.

Pre-reading and slides will be provided in advance of each session so that participants may adequately plan their study pace during this course. It is strongly recommended for participants not to plan a vacation during the course offering period. Emergency notice for absence will be handled on a case-by-case basis. Faculty members can be contacted by email anytime. For more information, please see the [Cancellations, Incomplete and No Show Policy](#).

## G. SUGGESTED COURSE TIMELINE

The following sections/modules are to be completed in sequential order.

| Section/ Module          | Topic   | Date to complete session activities           |
|--------------------------|---|---|
| <b>Orientation</b>       | eLearning Center Orientation, baseline survey   | Completion by the end of 1 <sup>st</sup> week |
| <b>1</b>                 | Introduction to Empathy Fatigue   | Completion by the end of 1 <sup>st</sup> week |
| <b>2</b>                 | Personal Strategies for Health Care Providers<br>Deadline to post your case study       | Completion by the end of 2 <sup>nd</sup> week |
| <b>3</b>                 | Models of Grief and Reflective Practice   | Completion by the end of 3 <sup>rd</sup> week |
| <b>4</b>                 | Attachment Theory, Communication and Interpersonal Strategies                           | Completion by the end of 4 <sup>th</sup> week |
| <b>5</b>                 | Team and Organization Strategies  | Completion by the end of 5 <sup>th</sup> week |
| <b>6</b>                 | Integrating Knowledge into Practice   | Completion by the end of 6 <sup>th</sup> week |
| <b>Post course tasks</b> | Online submission of three self-care strategies<br>Completion of post course evaluation | By course closing date, two weeks post course |

## H. COURSE EDUCATOR

[Jocelyn Brown, RN, BA, BScN, MN](#)

## I. EDUCATOR AVAILABILITY

The facilitator for this course will be responsible for answering questions related to the course content, guiding online discussion, leading video conferencing sessions, and be available for questions from participants throughout the course. If you have questions about the course or are having difficulty with the course content, you can email [support@desouzainstitute.com](mailto:support@desouzainstitute.com) and include the course name "Course Name" in the subject line. The response time for an enquiry is within 24 hours during the week and 48 hours on the weekend.

## J. VIRTUAL LIBRARY

de Souza Institute has a virtual library that you can access 24 hours a day using your de Souza Institute login and password. There are 1500 e-Journals, 200 e-books and 8 on-line databases (e.g., CINAHL, Ovid-Medline) you can access to get the additional reading materials for your course.

The direct link is <https://library.desouzainstitute.com/login>.

## K. TECHNICAL SUPPORT

### eLearning Centre Orientation

The eLearning Centre Orientation Course: eLearning Centre Orientation (ELRN01AUG24) | eLearning Centre tells you what you need to know about eLearning and how to navigate through the de Souza Institute eLearning centre and courses. It is strongly recommended that you complete this very short free course.

### de Souza Institute Support

If you need assistance accessing or navigating the eLearning Centre, please refer to the eLearning Orientation course. If you experience any general technical difficulties please contact [support@desouzainstitute.com](mailto:support@desouzainstitute.com).

## L. POLICIES AND PROCEDURES

Click the links below to review de Souza's Policies.

[Academic Honesty and Copyright Policy](#)

[Cancellations, Incomplete and No Show Policy](#)

[Request for Accommodation Policy](#)