



Addressing Empathy Fatigue, Managing Grief for Health Care Professionals

COURSE SYLLABUS (AEFG)

2027

Course Educator:

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Course Format: eLearning and weekly videoconference sessions

Contact Information and Technical Support: support@desouzainstitute.com

Registration: Required

Table of Contents

A. COURSE DESCRIPTION..... 3

B. de Souza DESIGNATION CREDITS..... 3

C. COURSE OBJECTIVES 3

D. MODE OF LEARNING 3

E. MODES OF EVALUATION 4

F. EXPECTATIONS FOR PARTICIPANTS 4

G. SUGGESTED COURSE TIMELINE 5

H. COURSE EDUCATOR 5

I. EDUCATOR AVAILABILITY 5

J. VIRTUAL LIBRARY 6

K. TECHNICAL SUPPORT 6

L. POLICIES AND PROCEDURES..... 6

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
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Learning Hours	13.0 hours
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de Souza Credit	0.25 credits
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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 video conference 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 are **13 hours**.

Attendance policy - Participants are expected to engage in **four out of six** sessions 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
Orientation	eLearning Center Orientation, baseline survey	Completion by the end of 1 st week
1	Introduction to Empathy Fatigue	Completion by the end of 1 st week
2	Personal Strategies for Health Care Providers Deadline to post your case study	Completion by the end of 2 nd week
3	Models of Grief and Reflective Practice	Completion by the end of 3 rd week
4	Attachment Theory, Communication and Interpersonal Strategies	Completion by the end of 4 th week
5	Team and Organization Strategies	Completion by the end of 5 th week
6	Integrating Knowledge into Practice	Completion by the end of 6 th week
Post course tasks	Online submission of three self-care strategies 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 educator 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 and include the course name “AEFG”

in the subject line. You can expect the Educator to respond to your questions within 24 hours during the week and within 48 hours (about 2 days) 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 [de Souza Institute eLearning Centre Orientation Course](#) is a free, and brief module designed to help you navigate your online courses successfully. If this is your first time accessing the platform, completing this orientation will teach you how the learning management system works and how to track your progress.

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.

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](#)