

# **Caring with Empathy: Starting from the Cultivation of Core Competencies in Long-term Care Personnel: An Example of OSCE Curriculum Design for Communication Skills and Empathy**

Pi-Lan Tsai

Associate Professor, Department of Gerontology and Health Care Management Chang Gung University of Science and Technology

Chia-Hui Hou

Associate Professor, Department of Gerontology and Health Care Management Chang Gung University of Science and Technology

Shu-Hung Chang

Professor and Chair, Department of Gerontology and Health Care/ Management, Geriatric and Long-Term Care Research Center, Chang Gung University of Science and Technology/ Department of Gastroenterology and Hepatology, Chang Gung Medical Foundation, Linkou Chang Gung Memorial Hospital

## **Abstract**

This study uses the literature analysis method to explore the definition and connotation of the core competencies of long-term care talents related to long-term care education institutions and industrial practices. It continues with the “Elderly Care and Communication” course and incorporates the objective structured clinical

examination (OSCE) course plan of “Communication Skills and Empathy”. Introduce teaching experiments, from the four stages of curriculum design, implementation, evaluation, and review, to examine the feedback and impact process of students in “communication skills and empathy”. The course uses teaching methods such as situational simulation, problem orientation, and practical discussion, as well as the OSCE review and evaluation mechanism, to enhance students’ empathy and communication skills in long-term care situational interactions. Finally, suggestions for long-term care-related education fields, practice fields and future research, hoping to further build the core competencies of long-term care.

**Keywords: Long-Term Care Workforce, Core Competencies, Objective Structured Clinical Examination, Communication Skills and Empathy**