



IHC Patient-Centered Communication Series:

Clinician-Patient Communication to Enhance Health Outcomes (CPC) Faculty Training Course (Train-the-Trainer)

Introduction

All of IHC's *train-the-trainer programs or faculty courses* are predicated on best practices in clinician-patient communication. IHC has an accompanying faculty course for each workshop to train prospective faculty to conduct the workshop at their sponsoring organization or institution. The length of the faculty course is related to the complexity of the subject matter to be taught and the duration of the workshop. All IHC faculty courses emphasize a standard large and small group learning format to provide peer observation, feedback and coaching.

CPC Communication Faculty Course Content

The CPC Communication faculty course provides foundational training to with the goal of learners returning to their institution to teach IHC's CPC communication workshop to colleagues and staff. Course content is focused on learning specific workshop content, adult learning theory, facilitation techniques, module practice, coaching and feedback skills in a small, learning group setting (1:5 IHC Trainer/learner ratio). In addition, learners practice communication skills in contextually relevant patient simulations in small group settings.

Course learning objectives

By the end of the faculty course, learners will:

- 1) Gain background knowledge and facilitation skills required to conduct the CPC workshop at their institution.
- 2) Develop improved clinical communication skills and the ability to role model those skills through simulated patient sessions;
- 3) Identify and practice a coaching and feedback model for use with learners and colleagues.
- 4) Develop a plan for integrating IHC workshop materials and training to meet the professional development and CE needs at their institution.

Course teaching process/methodology

The 3.5 day faculty course is *intense and interactive*. To minimize distraction, IHC recommends that learners be freed from additional work-related tasks for the duration of the training. The course combines large group presentation and exercises with small group interactive learning

using an IHC trainer/learner ratio of 1:5. Each session offers principles, teaches skills, and allows learners to practice skills in a controlled environment (small group learning). Each learner will be provided with all of the educational materials and resources to teach the IHC CPC workshop for implementation in their home institution. IHC will provide each learner with a completed set of educational materials to teach the CPC Workshop: a teaching manual (with slide scripts, facilitation guides, teaching strategies and tools), training video vignettes, PowerPoint slide deck, workshop workbook with annotated bibliography, and a carrying bag. Each trainee will also be required to undergo a certification process (individualized coaching and workshop teaching observation by an IHC Master Trainer).

Expectations

It is expected that learners selected to attend the faculty course understand their commitment to teach the workshop and will be fully supported to **participate in the entire 3.5-day training course**. At the completion of the 3.5-day training, participants are expected to become “certified IHC faculty” by presenting the workshop alone or with another IHC trained faculty in their home facility while being observed by an IHC Master Trainer. IHC’s Master Trainer will provide coaching to the new faculty member prior to and immediately after the workshop. Based on the observer’s evaluation, the new faculty member will receive “certification” to deliver the CPC workshop, or will be provided with feedback regarding a plan to improve workshop delivery performance to meet the Institute standards for certification in the future. The dual purposes of the certification process are to provide the newly trained faculty member with additional coaching and support while maintaining quality control of IHC’s CME/CE workshops. Costs for certification visits are borne by the sponsoring health organization.

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