

## IHC 2017 PROGRAMMING SCHEDULE (IHC-directed programming only)



The following is a list of the faculty development (Train The Trainer/TTT) programs and continuing education (CE) workshops that the IHC is directly managing.

This list does NOT include the many workshops that are scheduled in healthcare organizations internally across North America.

For information on these activities, as well as other internal workshops, please contact [info@healthcarecomm.org](mailto:info@healthcarecomm.org).

2017 Dates	Type of program	Course	Location	Host Organization
May 25	CE-1-hour webinar	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Manchester, ME	Maine Quality Counts
June 5-8	<b>TTT</b>	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Rockford, IL	MercyHealth
June 12	CE	<i>Treating Patients with C.A.R.E.</i>	Brampton, ON	Central West Self-Management Program
June 13	CE	<i>Treating Patients with C.A.R.E.</i>	Brampton, ON	Central West Self-Management Program
June 14	CE	<i>Treating Patients with C.A.R.E.</i>	Brampton, ON	Central West Self-Management Program
June 15	CE	<i>Treating Patients with C.A.R.E.</i>	Guelph, ON	Waterloo-Wellington Self-Management Program
June 15 a.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
June 15 p.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
June 16 a.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
June 16 p.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
June 19	CE	Coaching strategies TRAINING	San Francisco, CA	San Francisco Health Network
June 20	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i> + coaching/simulated patient practice	San Francisco, CA	San Francisco Health Network
June 21	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i> + coaching/simulated patient practice	San Francisco, CA	San Francisco Health Network
June 22	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i> + coaching/simulated patient practice	San Francisco, CA	San Francisco Health Network

July 11	CE	<b><i>“Difficult” Clinician-Patient Relationships</i></b> + coaching/simulated patient practice	San Francisco, CA	San Francisco Health Network
July 12	CE	<b><i>“Difficult” Clinician-Patient Relationships</i></b> + coaching/simulated patient practice	San Francisco, CA	San Francisco Health Network
July 13	CE	<b><i>“Difficult” Clinician-Patient Relationships</i></b> + coaching/simulated patient practice	San Francisco, CA	San Francisco Health Network
July 19	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
July 20 a.m.	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
July 20 p.m.	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
July 21	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
July 21-23	CE	<b><i>Intensive Communication Skills (closed session)</i></b>	Providence, RI	Institute for Healthcare Communication
August TBA	CE	<b><i>Strangers in Crisis: Communication for Emergency Dept. &amp; Hospital-Based Clinicians</i></b>	Tulsa, OK	St. Francis Hospital
August 16	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
August 17 a.m.	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
August 17 p.m.	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
August 18	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
September 8	CE	<b><i>Strangers in Crisis: Communication for Emergency Dept. &amp; Hospital-Based Clinicians</i></b>	Tulsa, OK	St. Francis Hospital
September 20	CE	<b><i>Treating Patients with C.A.R.E.</i></b>	Kitchener, ON	Waterloo Wellington LHIN
September 20	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
September 21 a.m.	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital
September 21 p.m.	CE	<b><i>Clinician-Patient Communication to Enhance Health Outcomes</i></b>	Tulsa, OK	St. Francis Hospital

September 22	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
September 26-29	TTT	<i>Choices &amp; Changes: Motivating Healthy Behaviors</i>	Toronto, ON	Ontario Ministry of Health
October 2-4	TTT	<i>Treating Patients with C.A.R.E.</i>	Vista, CA	Vista Community Clinic
October 13	CE	<i>Strangers in Crisis: Communication for Emergency Dept. &amp; Hospital-Based Clinicians</i>	Tulsa, OK	St. Francis Hospital
October 18	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
October 19	CE	<i>Treating Patients with C.A.R.E.</i>	Montreal, QC	Jewish General Hospital
October 19 a.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
October 19 p.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
October 20	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
October 20	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Montreal, QC	Jewish General Hospital
October 20-22	CE	<i>Intensive Communication Skills (Group)</i>	Providence, RI	Institute for Healthcare Communication <a href="#">Flyer</a> <a href="#">Apply</a>
November TBA	TTT pilot	<i>The EMPATHY EFFECT: Countering Bias to Improve Health Outcomes</i>	TBA, California	Institute for Healthcare Communication
November 15	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
November 16 a.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
November 16 p.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
November 17	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
December 20	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
December 21 a.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital

December 21 p.m.	CE	<i>Clinician-Patient Communication to Enhance Health Outcomes</i>	Tulsa, OK	St. Francis Hospital
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