

Institute for Healthcare Communication 2011 Calendar of Events

JANUARY

17-20Choices & Changes
Ajax, Ontario (Community Care Access Centers)
[M. Nanchoff-Glatt/K. Stewart/L. Mansfield]

FEBRUARY

MARCH

7-9Treating Patients with C.A.R.E.
Calgary, Alberta (Health Quality Council of Alberta)
[M. Nanchoff-Glatt/K. Stewart/M. Barrett]

16-18Disclosing Unanticipated Medical Outcomes
Calgary, Alberta (Alberta Health Services)
[D. O'Connell/K. Stewart/M. Barrett]

23-25Choices and Changes
San Mateo, California (Safety Net Institute)
[M. Nanchoff-Glatt/D. Clarke/L. Mansfield]

28-31Choices and Changes
Toronto, Ontario (Ontario Assoc. of Community Care
Access Centers)
[M. Nanchoff-Glatt/L. Mansfield]

APRIL

18-21Choices and Changes
Toronto, Ontario (Central Health Integration Network)
[M. Nanchoff-Glatt/K. Stewart/L. Mansfield]

MAY

2-4“Difficult” Clinician-Patient Relationships
Merced, California (Golden Valley Health Systems)
[M. Nanchoff-Glatt/M. Barrett]

16-18Choices and Changes
Oakland, California (Safety Net Institute)
[M. Nanchoff-Glatt/D. Clarke/L. Mansfield]

JUNE

13-15Disclosing Unanticipated Outcomes and Medical Errors
Glastonbury, Connecticut (Conn. Medical Ins.
Co./Open-Enrollment)
[S. Reifsteck/M. Barrett]

JULY

11-15..... Bayer Communication Project
New Haven, Connecticut
[K. Bonvicini/L. Mansfield]

AUGUST

SEPTEMBER

13-16..... Clinician-Patient Communication
Germantown, Wisconsin (Aurora Advanced
Healthcare/Open-Enrollment)
[D. Clarke/S. Reifsteck/M. Barrett]

TBD Treating Patients with C.A.R.E.
San Fernando, California (NE Valley Health Corp.)
[M. Nanchoff-Glatt/M. Barrett]

TBD Disclosing Unanticipated Medical Outcomes
Urbana, Illinois (Carle Foundation Hospital)
[D. O'Connell/S. Reifsteck/M. Barrett]

OCTOBER

10-12..... Strangers in Crisis
Salt Lake City, Utah (Univ. of Utah)
[M. Nanchoff-Glatt/L. Mansfield]

18-21..... Patient-Centered Medical Home
New Haven, Connecticut
[K. Bonvicini/M. Barrett]

NOVEMBER

14-17..... Veterinary Tech Faculty Program
Kansas City, Missouri
[K. Bonvicini/L. Mansfield]

DECEMBER

1-2 Patient-Centered Medical Home 1.75-Day (for current
CPC-trained faculty)
Denver, Colorado
[K. Bonvicini/M. Barrett]