



In This Issue

Communication News

Congratulations & welcome, new faculty!

News & views

Dear Friends and Colleagues,

As the seasons continue their march toward winter and the New Year, we take this opportunity to thank you for your commitment to the practice of effective communication in healthcare. We are so very grateful to experience the vibrancy of our relationships with people and organizations dedicated to excellence in healthcare. We are constantly learning from our learners!



Advances in research on communication and relationship building continues to inform our work at IHC and with our partner organizations. We are pleased, if not surprised, to see growing knowledge and awareness of the practical benefits of empathic communication. Behavioral neuroscientists continue to push the boundaries of our conceptualizations of empathy in healthcare practice, and educators are exploring new ways of demonstrating the impact of team communication on healthcare. We expect to see a great deal of new research in the months and years ahead that further illuminates the connection between brain function and behavior, and their implications for effective healthcare. In the meantime, we continue our mission to foster excellence in healthcare through strong communication skills.

With warm wishes,

A handwritten signature in black ink, appearing to be 'Kathleen'.

Kathleen

Tidings from Research



Hand surgeons examined a variety of factors that contribute to patient satisfaction.

In addition to measuring patients' perceptions of physicians' empathy, they gathered data on health literacy, socioeconomic factors, specific outcomes of care (pain, function and depression), waiting time, visit time and the time between booking and appointment. The strongest driver of patient satisfaction was found to be physician empathy. (See Menendez et al., [Physician Empathy as a Driver of Hand Surgery Patient Satisfaction](#), *J Hand Surg Am*, Sept. 2015.) The authors call for "targeted educational programs to enhance empathic communication skills in hand surgeons." IHC is pleased to offer such education, as part of our continuing collaborative relationship with the American Academy of Orthopaedic Surgeons through its [Communication Skills Mentoring Program](#).

The theoretical underpinnings and practical implications for clinicians and patients of cognitive, emotional, and behavioral empathy are examined in the January 2014 issue of *Frontiers in Behavioral Neuroscience* (Decety and Fotopoulou, [Why empathy has a beneficial impact on others in medicine: unifying theories](#)). Their conclusions point to an exciting and growing area of research that helps us to understand the brain-based rationale for certain behaviors.

"The beneficial impact of empathy on others can be explained by neurocognitive theories that emphasize the importance of social interactions, support, relations, and cognitions in health, as well as by neurocomputational theories which conceptualize the brain as an inferential, self-organizing machine which constantly makes predictions about the world and then optimizes them based on what it senses. Further empirical work at both behavioral and neurobiological levels is needed in order to test these theories in the context of clinical practice. However, their theoretical advantage lies in the fact that they suggest specific neurobiological mechanisms by which psychosocial variables such as interpersonal therapy can influence individual bodily perceptions and health outcomes."

Research on the effects of disruptive behaviors supports the notion that exposure to rudeness consumes vital working memory, rendering people less capable of performing optimally, recognizing their mistakes and fixing them. We thank IHC Advisory Council Member Susan Cohen, PhD for bringing to our attention the work of Arie Riskin and his colleagues ("[The Impact of Rudeness on Medical Team Performance: A Randomized Trial](#)" *Pediatrics*, Aug. 2015). An experimental training simulation for 24 neonatal intensive care unit (NICU) teams was conducted as follows:

"Teams were randomly assigned to either exposure to rudeness (in which the expert's comments included mildly rude statements completely unrelated to the teams' performance) or control (neutral comments). The videotaped simulation sessions were evaluated by 3 independent judges (blinded to team exposure) who used structured questionnaires to assess team performance, information-sharing, and help-seeking."

The results were dramatic: The members of teams exposed to rudeness scored lower in both diagnostic and procedural performance than those not exposed to rudeness. Rudeness is hypothesized to dampen information-sharing and help-seeking, which contributed to impaired individual and team functioning.

Collaborative Pilot Workshop Completed



IHC and the REACH Institute, New York, N.Y., collaborated on the development of a new communication skills curriculum to help primary care clinicians address behavioral health concerns. The pilot workshop for Communication Skills for Child Health Care Professionals was held Nov. 7, 2015 in Buffalo, N.Y. Thanks to the generous support of the [Peter and Elizabeth C. Tower Foundation](#), the full-day program highlighted the perspectives of parents of children with behavioral health issues. Primary care clinicians described the evolution of their understanding of the importance of strong communication skills, and IHC CEO Kathleen Bonvicini presented an overview of IHC's E4 model for effective communication. The full afternoon was devoted to small group experiential learning.

Participants, including nurse practitioners, physicians, and social work professionals, practiced skills and techniques to help them more effectively engage with children and their families.



Seated (left to right): Dawn Hezel, Buffalo, NY; Christie Koedel, Orchard Park, NY; Amy Stauffer, Tulsa, OK; Michele Nanchoff, Calgary, AB, IHC; Elizabeth McLean-Plunkett, Buffalo, NY; Joan Besant, Calgary, AB. Standing: Lisa Hunter Romanelli, New York, NY, REACH; Nancy Parker, New York, NY, REACH; Marjorie Murphy, Derby, NY; Beth Weiss, Orchard Park, NY; Marjorie Melnick Heymann, New York, NY, REACH; Priscilla Shorter, New York, NY, REACH; Christine Larson, Kirkland, WA; Diane Bloomfield, Bronx, NY, REACH; Michael Terranova, Perrysburg, NY; Kathleen Bonvicini, IHC; Jim Rodriguez, New York, NY, REACH; Patti Merritt, Buffalo, NY; Moira Kennedy, New York, NY, REACH; Mollie Scharf, Lima, NY, REACH. Missing: Barbara Andrews, IHC.

The REACH/IHC planning group is actively reviewing the results of the pilot workshop and considering next steps for the development of a permanent continuing education offering.

IHC Bibliographies Updated!

IHC course managers keep abreast of advances reported in the literature and periodically update the annotated bibliographies linked with IHC curricula. In addition to abstracts from key articles, annotated bibliographies include lists of and links to helpful online resources.

Updated bibliographies are available free of charge for three IHC curricula:



[Strangers in Crisis: Communication for Emergency Department and Hospital-based Clinicians](#)

[Choices and Changes: Motivating Healthy Behaviors](#)



[Treating Patients with C.A.R.E](#)

Congratulations & Welcome, New Faculty

2015 Bayer Veterinary Communication
June 15-19, 2015, New Haven, Connecticut



Front (seated): Kaori Sakamoto, UGA. Front row (left to right): Katie Kling, UI; Leslie McNeil, UI; Sarina Manifold, UT; Amy Snyder, NCSU; Mary Pereira, Ross U; Karen Cornell, IHC Trainer (UGA), Liddy Alvarez, UW, Sandra Diaz Vergara, OSU; Suzanne Pereau, UF; Alisa Hutchison, UMO; Anusha Balakrishnan, OSU.
Second row: Kristin Chaney, TX A&M; Page Yaxley, OSU; Heather Fairbarn, UM; Katherine Robinson, Western College, U Saskatchewan; Shane Lyon, OK St U; Cindy Adams, IHC Trainer (U Calgary); David Gosche, Bayer; Alexa Bersenas, UGuelph; Glenn Pelletier, College of Vet of Ontario.
Third row: Kris Cooke, UFL; Bobbi Conner, UFL; Brad Bennett, TX A&M; Julia Ann Wuerz, UF; Kathleen Bonvicini, IHC Course Director; Alison Meindl, UGA; Kelly Farnsworth, IHC Trainer (WSU); Ann Weil, Purdue; Darcy Shaw, IHC Trainer (PEI); Jason Coe, IHC Trainer (U Guelph).

Coaching Clinicians for Enhanced Performance
June 2-4, 2015, Columbus Ohio



Left to right: James Schmidt, Riverside Methodist Hospital; Julie Adams, OhioHealth; Jeri O'Donnell, OhioHealth; Steve Ferguson, OhioHealth; Craig Travis, OhioHealth; Kathleen Bonvicini, IHC Course Director; Adam Ueberroth, OhioHealth; Nancy Corkle, IHC Master Trainer; Kathy Hendricks, OhioHealth.

Choices & Changes: Motivating Healthy Behaviors
October 5-8, 2015, Champaign, Illinois



Left to right: Angela Neale, Health Alliance Medical Plans; Tim Haworth, My Health Care Connection; Sue Price, Valence Health; Haley Miller, Health Alliance Medical Plans; Nancy O'Boyle Health Alliance Medical Plans; Megan Nance, Valence Health; Pamela Talbot, Health Alliance Medical Plans; Sandy Reifsteck, IHC Course Director.

Clinician-Patient Communication to Enhance Health Outcomes
October 20-23, 2015, Columbus, Ohio



Front row (left to right): Jennifer Keller, Berger Health System; Julie Adams, IHC Master Trainer; Michele Nanchoff, IHC Master Trainer; Kathleen Bonvicini, IHC Course Director; Mrunal Shah, OhioHealth. Second row: "Vinnie"; Krisanna Deppen, OhioHealth; Scott Lindley, Intermountain Health Group; Kristy Blum, Berger Health System; Courtney Kresge, OhioHealth; Jill Barno, Berger Health System; Gretchen Crabtree, OhioHealth; Craig Travis, OhioHealth; Jeri O'Donnell, OhioHealth; Anne Pendo, Intermountain Health Group; Laurie Hommema, OhioHealth; Michelle Kincaid, OhioHealth; Matthew Kunar, OhioHealth.

Choices & Changes: Motivating Healthy Behaviors
November 10-13, 2015, Toronto, Ontario



Front row (left to right): Danika Martin, Living Healthy Champlain; Erin Krusky, Regent; Park Community Health Centre; Kathy Cohen, Toronto Western Hospital; Malini Hall; Leigh Caplan, IHC facilitator.
Middle row: Annie Hoang, IHC facilitator; Samira Zarghami, Maximize your Health; Christine Hettrick; Ann Cotton, McMaster University School of Nursing; Diane Morin-Leblanc, Health Sciences North; Jennifer McMaster, Georgian Bay Family Health Team; Michele Nanchoff, IHC course leader; Alyssa Hurtubise, Bruyère Continuing Care.
Back row: Wayne Weston, IHC facilitator; Cheryl Lenover, Halton Healthcare Services; Sandra Mills, Lyndhurst Centre; Heather Coburn, IHC facilitator; Barby Butts, East Wellington Family Health Team; Rose-Marie Fraser; Aira Darzins-Chapman; Sherry Price, Health Sciences North; Katie Nanson, Welcome Centre Shelter for Women; Bev Jones, St. Clair College Windsor; Mike McBride, North West Community Care Access Centre.

Strangers in Crisis: Communication for Emergency Department and Hospital-Based Clinicians

November 23-25, 2015, Edmonton, Alberta



Front row (left to right): Michele Nanchoff, IHC course leader; Laurel Morgan, Alberta Health Services; Angela Martial, Misericordia Community Hospital; Aimee Hunter, Alberta Health Services-Royal Alexandra Hospital; Stacey Brewster, Grey Nuns Hospital; Susan Hughes, Alberta Health Services; Katherine (Katie) Ferguson, Alberta Health Services; Amy Neumann, Alberta Health Services. Back row: Richard Drew, Covenant Health - Misericordia Community Hospital; Domhnall O'dochartaigh, Alberta Health Services; Nick Beil, Alberta Health Services; Angela Corry, Alberta Health Services. Missing: Heather Coburn, IHC facilitator.

Treating Patients with C.A.R.E.
December 1-3, 2015, Auburn, California



From left to right: Tina Everhart, Chapa-De Indian Health Program; Michelle Espiritu, Northeast Valley Health Corporation; Aimee Sagan, Chapa-De Indian Health Program; Cathy Woodcock, Petaluma Health Center; Kamile Silveira, Petaluma Health Center; Shelby Cary, Chapa De Indian Health Program. Missing: Michele Nanchoff, IHC course leader.

Clinician-Patient Communication to Enhance Health Outcomes
December 3-6, 2015, Rosemont, IL



Seated (left to right): Marie Mauclair, AAOS; Kathleen Bonvicini, IHC course leader. Standing: Dwight Burney, AAOS and IHC CPC Master Trainer; Monica Kogan, Midwest Orthopaedics at Rush; Todd Kim, Peninsula Medical Clinic/UCSF; Joe Wilkinson, West Texas Medical Associates; Katheryn Schabel, Oregon Health and Sciences University; David Richardson, University of Tennessee-Campbell Clinic; Gregory Sirounian, Winthrop University Hospital; Naomi Shields, Advanced Orthopaedic Associates.

News & Views

With Sadness

Earlier this year, IHC lost a long-time friend, supporter and advisor with the passing of Dr. Jack Laidlaw. A recent article in the University of Toronto Faculty of Medicine publication, Living History, described Jack as "one of the most talented and accomplished members of [his] class" with "a superior intelligence and a strong sense of purpose." An unfailingly kind and gentle human being, Jack was a vital and steadfast member of the IHC family. At the time of his death at the age of 94, he served on our IHC Board of Directors (which he had done since 2000) and was a long-time member of our Advisory Council. As a result of his dedication and commitment to our work in clinician-patient communication, our Canadian office of IHC was resettled in 2005 and sustained for the



past ten years. He was a tireless advocate for patient-centered care, as evidenced in the multitude of initiatives and projects to which he was dedicated. We deeply appreciated Jack's wisdom, energy, continued curiosity and genuine love of lifelong learning.

Jack was a true inspiration as a scholar, clinician, and most importantly, as a gentleman who always demonstrated caring for others. As noted in his [obituary](#), "Jack led with his heart."

With Gratitude

IHC is pleased and honored to have received a generous donation from Ms. Maja Kristin, a California-based philanthropist and retired attorney. Ms. Kristin has donated to IHC in 2013 and 2014. We are very grateful for her steadfast commitment to IHC and her continued generosity.

IHC Team



Kathleen Bonvicini, MPH, EdD
Chief Executive Officer



Barbara Andrews, MPPM, MPH
Director of Grants and Projects



Mary Beth Dennehy
Business Operations Manager



Katheryne Stewart, BSc
Director, Outreach and Quality Outcomes



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