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## Another year...

Hello all,

'Tis the hectic holiday season! Over the years I have learned that slowing down can be more gratifying than running a million miles an hour. Ah! The joy of favorite holiday cookies and watching (actually, chasing) my grandson. Even as we bask in the glow of our relationships, it is a time for reflecting on and beginning our intention for the coming year.

This past year has taken on a toll on many of us with the divisiveness of the U.S. election. Many of us have experienced a sense of disconnection from those who think differently than us. A good friend recently wrote, "*Too many of us have consciously or unconsciously created echo chambers where we tend to follow ...sources that we already agree with. This reinforces what we think we know and believe.*"

So much of our work at IHC is based on listening: truly listening to understand. Yet, in order to connect--especially with those who may think differently than we or have life experiences unlike ours--listening can be difficult. We have witnessed--and perhaps taken part in--too much "talking at" each other. It is impossible to connect and find common ground and agree on next steps if we don't pause to listen. Life is indeed complex and my hope for this holiday season and beyond is that we can begin to see and acknowledge what we have in common versus what divides us. I'd like to strive to look beyond any labels or biases that I cast so that I connect as humans on a search for relevant, fair and practical ways to make our lives better.

While I have so much for which to be thankful as we come to the end of 2016, our work continues to challenge us to be even better and open to learning from one another. I'm honored that IHC's newest course, "***The Empathy Effect: Working with Vulnerable Populations***," seeks to do this in the healthcare arena. You can read about it in this issue and call or e-mail us if you want more information.

I wish all of you meaningful, joyous and happy holidays. One thing I can say for sure, I will be eating my favorite holiday cookies and being thankful for my family, friends and for all of you in our IHC community.

Ever thankful,

Kathleen



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# New Curriculum Update

## The Empathy Effect

*Pilot testing for IHC's newest half-day curriculum has begun in California!* Before the pilot workshops were launched, the planning team received valuable contributions and feedback from both our User Insight Group and an Expert Advisory Committee. **We extend our thanks to the dedicated members of these external groups!** Additional modifications and enhancements will be made incorporating feedback from learners in the pilot workshops.

The program, designed to speak to all providers and staff members working in healthcare settings, is grounded in the most current research and elicits **self-reflection and introspection** from learners. The workshop seeks to ensure a safe learning environment in which learners practice evidence-based empathy-conveyance techniques.

The workshop articulates a skills model and engages participants in guided exercises. It is our goal and expectation that learners will leave with **practical skills for conveying empathy, as well as specific strategies for countering judgment and bias.**



## News & Views

### Welcome, new Board members!

Robert (Bob) Levine, MD, Chair of the IHC Board of Directors, has formally welcomed three new members:

**Ronald K. Cott, DVM** retired as associate dean for student and alumni affairs and executive director of advancement at the College of Veterinary Medicine, University of Missouri, Columbia, Mo. He brings extensive experience and leadership bringing non-technical skills into the veterinary profession.

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**Anthony L. Suchman, MD, MA, FACP, FAACH** is a primary care physician, consultant and Clinical Professor of Medicine at the University of Rochester, Rochester, N.Y. As Senior Consultant and founder of Relationship Centered Health Care he focuses on organizational change through system transformation.

**Stephanie Wojtowicz, MD, FAAP, AAPL** is a board-certified pediatrician who has been with Springfield Clinic, Springfield, Ill. She is active in service improvement and communication skills training.

The full Board roster includes Robert L. (Bob) Engle, DBA; Robert (Rob) Kloppenburg; Bernard A. Marlow, MD CCFP FCFP; Sherri Rigby, DVM, PhD; W. Wayne Weston MD, CCFP, FCFP; and Kathleen Bonvicini, MPH, EdD.

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## IHC in the Literature

IHC's work has been cited in several new articles cutting across dental, veterinary and medical care. If you have read—or written—articles that cite our work, let us know. We would be happy to help spread the word.

### ***DIMENSIONS OF DENTAL HYGIENE, Sept. 2016***

Mariam Wyant, Deborah L. Cartee and Jacquelyn Fried, co-authors of "Communicating About Sensitive Topics," highlight the important role dental hygienists can play educating patients about health concerns and lifestyle choices that impact oral health. The article presents an array of strategies and communication skills for addressing sensitive topics such as tobacco use, sexually transmitted infections, and obesity. Visit [link](#)



### ***2016 AAHA/IAAHPC END-OF-LIFE CARE GUIDELINES***

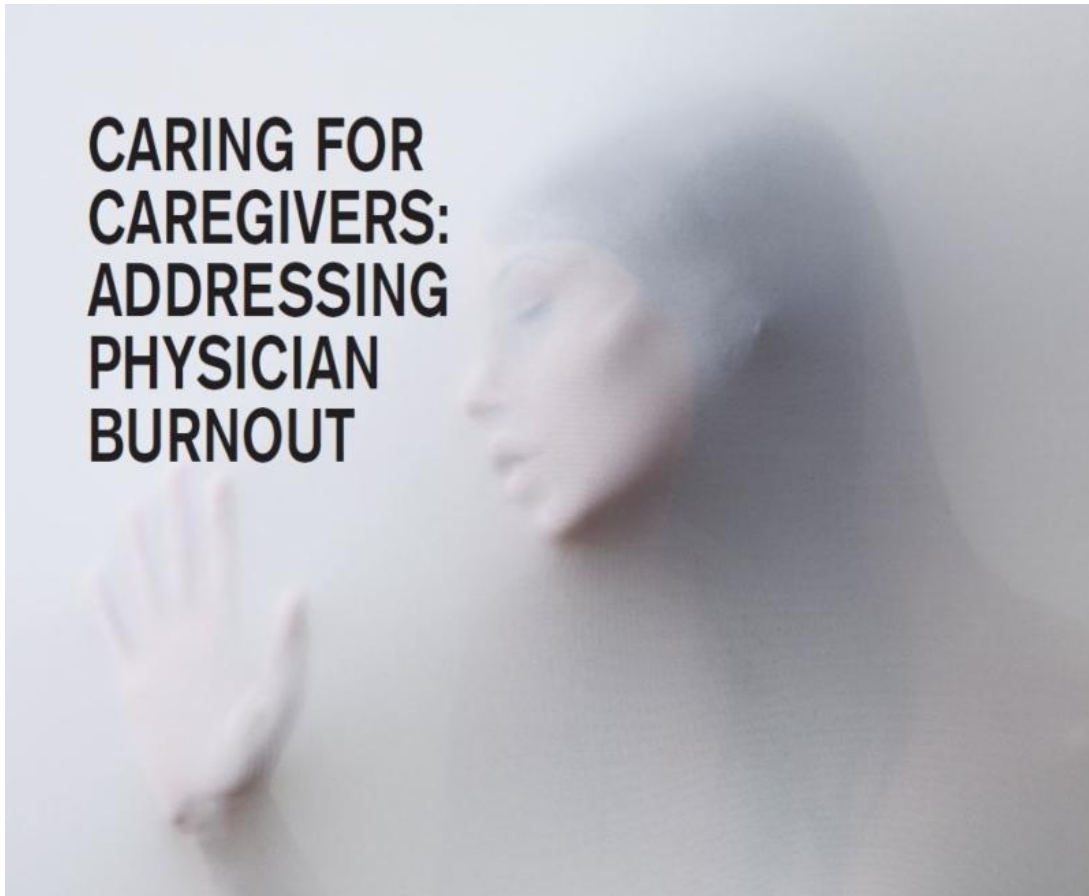


Gail Bishop and co-authors prepared detailed, evidence-supported guidelines to meet the medical, emotional and ethical challenges around end-of-life decision-making in veterinary medicine.

They call for timely, empathetic and nonjudgmental communication throughout the decision-making process, and ongoing support for bereaved pet owners. The document is available online from the [American Animal Hospital Association](#).

### ***TRANSFORMATIONAL LEADERSHIP IN PRIMARY CARE: CLINICIANS' PATTERNED APPROACHES TO CARE PREDICT PATIENT SATISFACTION AND HEALTH EXPECTATIONS.***

Ho Phi Hyunh and colleagues examined clinicians' patient care styles and impacts on patient satisfaction and health expectations. The article, published in the Aug. 2016 issue of the [Journal of Health Psychology](#), used data in audiotaped clinician-patient interviews initially generated by IHC.



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IHC's Barbara Andrews and Kathleen Bonvicini co-authored an article published in the August 2016 issue of *MGMA Connection*. They outline strategies that individuals and organizations can adopt to combat clinician burnout, and draw on the experience of IHC client organizations that have invested in training to enhance clinicians' communication skills. The article is available on IHC's [website](#) and through [MGMA](#).

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## BOUNDLESS THANKS FOR GENEROUS SUPPORT!



**California-based philanthropist and retired attorney Maja Kristin has continued her multi-year tradition of donating to IHC.**

**We are deeply grateful for her steadfast commitment and generosity to IHC.**

## **Nominations sought for the Pearl Hurwitz Humanism in Healthcare Award.**

The annual award from the Arnold P. Gold Foundation recognizes "a woman who exemplifies humanism and has advanced, through her scholarship, advocacy, leadership or work, the well-being of vulnerable or underserved populations in the healthcare arena. Nominees do not have to be healthcare professionals - they can work in any field, but must be advocates for health issues." Deadline for nominations is December 15, 2016.

## **UPDATED BIBLIOGRAPHY: DISCLOSING UNANTICIPATED MEDICAL OUTCOMES ("DUMO")**

DUMO Course Manager Dan O'Connell, PhD has recently updated the bibliography for IHC's disclosure curricula. As with all IHC bibliographies, it includes abstracts of key articles from the literature and full citation information.

Even better yet, all IHC bibliographies are available to all, free of charge!

See: [Bibliographies](#)



## **HOLIDAY REMINDER: EASY WAY TO DONATE!**



The AmazonSmile Foundation will donate 0.05% of your Amazon purchases to the registered 501(c)(3) nonprofit of your choice. As a 501(c)3, the Institute of Healthcare Communication is one of hundreds of nonprofits eligible to receive donations from Amazon.

Countless purchases qualify; all you need to do is select the nonprofit of your choice at [smile.amazon.com](https://smile.amazon.com) and launch your Amazon purchases through that same portal.

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## Faculty News



### **Kathleen Bonvicini, MPH, EdD, addresses veterinary education leaders at national conference**

When the Association of American Veterinary Medical Colleges (AAVMC) convened its 2016-2017 **Leadership Academy** Dec. 1-3, 2016 at Texas A&M University, College Station, Texas, participants focused on communication challenges and skills. Audience members include key leaders from veterinary schools across the U.S.: deans, associate deans, department heads and others.

Kathleen presented *Challenging Conversations in Leadership: The Art and Practice of Feedback*. She also facilitated learners' discussion and practice as part of a session, *audience-focused communication*.

For further information about future programs, please see the [program overview](#).

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### **Dr. Broome submits prize-winning poster at Cleveland, Ohio conference, "Teaching Empathy"**



**CONGRATULATIONS** to IHC Master Trainer Monica Broome, MD, FACP, FAACH. Her poster, presented at the 7th Annual Patient Experience: Empathy + Innovation Summit in Cleveland in May, was named "best poster" of the conference.

It will be published in an upcoming issue of the *Journal of Patient Experience*.

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### **IHC's Dr. Broome participates in the First National Symposium on Academic Palliative Care Education and Research**

Hosted by the Institute for Palliative Care, California State University, San Marcos, this forum brought together more than 140 educators from across the U.S.

Dr. Broome provided a brief introduction to communication skills--and strategies for teaching those skills--with a focus broaching conversations about palliative care.



IHC and CSU's Institute for Palliative Care hope to work together to bring communication skills development to additional audiences. For further information about this exciting program see [link](#).

### **Dr. Broome named to EACH Steering Committee**

We congratulate Monica Broome, MD, FACP, FAACH and IHC Master Trainer on her elevation to Deputy National Representative for the U.S. She is one of two representatives of the U.S. The European Association for Communication in Healthcare is a global organization dedicated to promoting effective, patient-centered and evidence-based communication between patients, families and healthcare practitioners. As a network of international communication researchers and teachers, EACH sponsors training programs and conferences. Visit the [EACH website](#) for further information.

## **Congratulations & Welcome, New Faculty**

***Treating Patients with C.A.R.E.***  
**May 24-26, 2016, Asian Health Services, Oakland, California**



Left to right: Michele Nanchoff (IHC course leader), Darshan Khalsa, Kayla Torres, Sonia Chan, David Okikawa, Laurel Smith

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***Veterinary Communication Project  
Faculty Development Program***  
**June 27-July 1, 2016, New Haven, Connecticut**



Front row: Eric Schroeder, OSU; Cameon Ohmes, Bayer; Jordan Woodsworth, U Saskatchewan; Noriko Aoi, Tuskegee U; Kristie Christeon, Bayer; Cori Gross, Bayer; Kim Lambert, CVO; Laura Nafe, OK State U; Kathleen Bonvicini, IHC. Second row: Laurie Millward, OSU; Shelly Waller, UWisc; Jason Stull, OSU; Darcy Shaw, IHC Trainer (PEI); Shannon Gowland, OVC; Sam Gindville, Bayer. Third row: Elizabeth Scallan, A&M; Amanda Coleman, UGA; Karen Cornell, IHC Trainer (A&M), Linda Fineman, Ethos Vet Health; Paula Johnson, Purdue U; Fourth row: Luis Gaitero, OVC; Harold McKenzie, VA Tech; Jason Coe, IHC Trainer (OVC).

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***Veterinary Communication Project  
Faculty Development Program***  
**July 11-15, 2016 University of Florida, Gainesville**



1st row (left to right): Alex Lynch, UF; Lisa Farina, UF; Aline Zoppa, AU, Brazil; Ana Paula Quilici, AU, Brazil; 2nd row: Silvia Correa, AU, Brazil; Carlos Gonzalez, ABU, Chile; Nicole Sallaberry-Pincheira, ABU, Chile; Amy Johnson, UF. 3rd row: Amanda MacCarthy, UF; Wendy Mandese, UF; Joice Gardner, UF; Ron DeMoro, UF. 4th row: Francesca Griffin, UF; Audrey Kelleman, UF; Anna Szivek, UF; Darcy Shaw, IHC Trainer (PEI). 5th row: Alex Gallagher, UF; Jennifer Sager, UF; Ashley Allen-Durrance, UF; Kelly Farnsworth, IHC Trainer (WSU); Kelly Higgs-Rick, UF. 6th row: Brad Case, UF; Jennifer Brandt, IHC trainer (OSU); Michael Dark, UF; Kathleen Bonvicini, IHC course leader. 7th row: Robert Sullivan, UF; Alison Morton, UF; Dunbar Gram, UF; Cindy Adams, IHC trainer (UCalgary); Jason Coe, IHC trainer, (OVC).



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***Choices and Changes: Motivating Healthy Behaviors***  
**September 27-30, 2016, Central East CCAC, Toronto, Ontario**



Seated (left to right): Katheryne Stewart (IHC), Carol Diening, Katie Rothwell, Alda Tee. Standing: Breanne Drury, Jackie Regich, Amanda Ottley, Annie Hoang (IHC), Leigh Caplan (IHC), Massoome Najafi, Jennifer Sansalone, David Murphy, Laurie Wells, Martha Wiggin, Kelly Dixon, Tabo Sikeneta, Esther Bae, Hayley Freeman, Alka Chopra, Michele Nanchoff (IHC). Missing: Heather Coburn (IHC).

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***Disclosing Unanticipated Medical Outcomes***  
***Faculty Development Program***  
**October 24-26, 2016, Island Health,**  
**Victoria, British Columbia**



Darin Abbey, RN, Director, Simulation, Nanaimo Regional General Hospital; Robert Awai, MA, BSW, Consultant, Risk Management, Island Health; Chrystine Green, MSW, Patient Care Quality Officer, Royal Jubille Hospital; Kate Mercier, Consultant, Quality and Patient Safety, Island Health; Susan Morrow, Director, Patient Safety and Improvement, Island Health; Carole Sundborg, Manager, PCQO; Andrea Taylor, BScN, Practice Consultant, Island Health; Ian Thompson, MD, CCFP, FCFP, Medical Director, Island Health; Michelle Weizel, BSc, MD, CCFP-EM, Medical Director Cowichan Valley, Island Health

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# Reflections

*Dismissing or minimizing patients' doubts and worries can make them feel worse.*

## **False Cancer Reassurance Hurts**

Gregory Carroll, PhD

Please don't tell me  
you know I'll be fine.  
Wishing isn't knowing.  
The journey is mine.

Words, though meant to console,  
pierce my heart, dull my mind  
while soothing the source's  
emotional bind.

I can't know for sure  
what others may feel.  
Their calm may be earnest,  
their confidence real.

My speech is halting.  
My joking feels lame.  
Emotions collide,  
camouflage the brain.

Restless, unsure  
and numbingly slow,  
my thoughts drift along  
with my old self in tow.

The healing takes time,  
a new normal I'm told.  
The new part makes sense.  
When does normal take hold?

Wishing isn't knowing.  
The journey is mine.  
Please don't tell me  
you know I'll be fine.

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## Upcoming Courses

### Q1 - 2017

#### Treating Patients with C.A.R.E. Train-the-trainer (TTT)

January 16-18, 2017  
Eureka, California

Build your organization's in-house training capacity! This 2.5-day TTT strengthens learners' communication skills and hones their workshop facilitation and feedback competencies. Learners who complete this TTT and a successful certification process become qualified to lead communication skills training workshops primary targeted toward healthcare nonclinical support staff members.

For further information visit our [website](#).



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### Q2 - 2017

#### Disclosing Unanticipated Medical Outcomes (DUMO) TTT



Edmonton, Alberta

Customized specifically for the medico-legal environment in Alberta, this 3-day program is designed for clinicians and non-clinical risk management professionals.

For further information visit our [website](#). To bring this program to your organization, please contact [Katheryne Stewart](#) or [info@healthcarecomm.org](mailto:info@healthcarecomm.org).

# 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



**Laurie Mansfield**  
Program Coordinator



**Mary Barrett**  
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Administrator



**Wendy Petruff**  
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