



Institute for Healthcare Communication

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Greetings honored readers!

I was fortunate to fulfill my dream of visiting Afrika AND combining it with my love of service through volunteering. I recently spent three weeks in Karanja Village in the Kilimanjaro region in the country of Tanzania, immersed in this incredible culture. I volunteered daily at a local school teaching English and I immediately fell in love with the 50 "young scholars," ages 3-7, at Step-Up Centre. It was pure heaven to be with these joyful and loving children, where most lack the comforts we take for granted here in North America.

I befriended many Tanzanian men and women whom I now consider my Tanzanian family. Their kindness helped me feel at home despite my limited Swahili greetings of "Jambo" (hello) and "Asante-sana" (thanks so much). The experience was a testament to the power of nonverbal connection! Mostly, we connected through warm smiles, hugs, sharing foods such as ugali (a kind of porridge) and beans, and just being together. I learned about living "Pole pole" (slowly slowly) -- a philosophy of living for many Tanzanians. In other words, seeking joy wherever you are and acknowledging that nothing merits the need for rushing. Coming from the Northeast where "rushing rushing" tends to be our way, this was exactly the medicine I needed. Even after many years of mindfulness practice, I found "Pole pole" reminders everywhere: in conversations that moved very slowly, the sounds of full and deep belly laughing, dancing like nobody's business, singing while working, and so many other examples of "slowing down and enjoying the moment."

Now that I am back home, I continue to make room for "Pole pole" in my daily life yet miss those reminders around me. It's easy to go back to our default of rushing. I now wear a bracelet from Tanzania that prompts me to slow down and embrace life. I'm always curious what others do to remind themselves to look for joy in the moment. Feel free to share and have a wonderful autumn and holiday season!

With gratitude,

Kathleen

NEWS & VIEWS

NEW CURRICULUM, THE EMPATHY EFFECT, READY TO ROLL!



IHC's newest train-the-trainer faculty course, [The Empathy Effect: Countering Bias to Improve Health Outcomes](#), will be pilot-tested in mid-November for seven California safety net organizations. Thanks to the generous support of [Blue Shield of California Foundation](#), each of these organizations will have in-house EMPATHY EFFECT workshop facilitators, ongoing support to promote sustained communication skills enhancements, and a two-year print license for training staff members.

IHC is now accepting bookings for THE EMPATHY EFFECT workshops and train-the-trainer faculty courses in 2018. For information, contact Katheryne Stewart, kstewart@healthcarecomm.org or toll-free tel. (844) 825-4226.



Communication skills training—at sea!

IHC Master Trainer Monica Broome, MD, FACP, FAACH (center), with support from Shakaib (Shak) Rehman, MD, FACP, FAACH (left) and Sandra Reifsteck, RN, MS, FACMPE, IHC Master Trainer Emerita (right), presented "Topics in Primary Care and Healthcare Communication" as part of the University at Sea Conferences for Healthcare Professionals. The IHC faculty team focused on strategies for effective communication with patients and their families, as well as collaborative communication among professional team members. The program, hosted by Royal Caribbean Cruise line, is eligible for up to 14 hours of ACCME and ANCC credits.

Monica, Shak, and Sandy stressed the importance of professional team collaborative communication between physicians and nurses, an approach encouraged by the University at Sea. You can catch this program as part of a 7-night cruise of Alaska, departing from Seattle, Wash. July 6, 2018. The cruise vessel, Explorer of the Seas, with over 4,000 passengers, offers a wealth of activities for family members accompanying learners. Educational sessions are scheduled to avoid conflicts with ports of call or evening entertainment. For information about future educational cruises visit www.continuingeducation.net.

Approaching 1,000 learners!

Tulsa, Okla.'s Saint Francis Hospital has implemented a far-reaching communication skills training initiative with IHC's [Clinician-Patient Communication To Enhance Health Outcomes \(CPC\)](#). Within the first year of the program, more than 1,000 staff members will receive IHC's experiential skills development training.



The program has been well-received, with positive evaluation scores for meeting the learning objectives, and consistently high agreement among learners that the workshop will help them improve their clinical interactions.

IHC CEO Kathleen Bonvicini was among the IHC faculty leading Tulsa workshops:



Nominations open for remarkable women:



-- *DEADLINE DECEMBER 4, 2017*

Each year the Arnold P. Gold Foundation names the **Pearl Birnbaum Hurwitz Humanitarianism in Healthcare Award** to "a woman who has demonstrated the values of humanism, empathy and compassion in her work with underserved or marginalized populations in the healthcare arena."

Learn more about this award and how to nominate someone [online](#).

Innovation from the field: C.A.R.E. RECOGNITION PROGRAM



Open Door Community Health Centers, Arcata, Calif., has created a C.A.R.E. recognition program, whereby employees can nominate co-workers who "demonstrate C.A.R.E. skills especially well." A brief nomination form captures a description of what the nominee did to demonstrate C.A.R.E., and the reverse side of the form is a brief reminder of the C.A.R.E. skills. Nominees are eligible for recognition as "Employee of the Month."

Share your strategy for sustaining and reinforcing enhanced communication skills! Contact us by email at

info@healthcarecomm.org or fax: (203) 772-1066.

BOOK NOW to lock in 2017 prices

For the first time in several years, IHC is raising prices for some training programs and materials in human and veterinary health curricula. The aggregated price increase is under 5%.

IHC will extend 2017 prices for agreements signed by Dec. 22, 2017 covering IHC training scheduled for completion within six months.

The annual print license renewal fee for curricula in human medicine will rise from \$2,800 to \$2,900. It will apply to licensing agreements signed after Jan. 1, 2018.

To book your IHC human health communication skills training program, contact Kathy Stewart, email: kstewart@healthcarecomm.org or Toll Free: (844) 825-4226.

For information about 2018 print license fees please contact Laurie Mansfield, email: lmansfield@healthcarecomm.org or Tel: (800) 800-5907 toll-free or (203) 772-8282 direct.

An easy way to show appreciation!

What could be easier than ordering from Amazon?

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Simply set up a free account, then, whenever you make Amazon purchases through [Amazon Smile](https://www.amazon.com/smile), a small donation comes to IHC.

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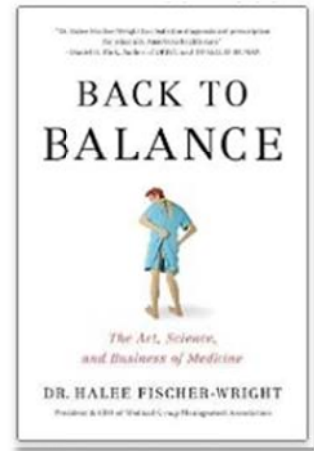
amazonsmile

FACULTY NEWS

Sandy's reading recommendation

Sandra Reifsteck, RN, MS, FACMPE, IHC Master Trainer Emerita, has praise for *Back To Balance: The Art, Science, and Business of Medicine*. Physician and CEO of the Medical Group Management Association (MGMA), author Dr. Halee Fischer-Wright brings her perspective on the business and science of medicine, which interconnect with the art of medicine in so many facets.

Sandy loved Dr. Fischer-Wright's examples and suggestions, and knows that you will, too!



IHC publication: LGBT health disparities



IHC CEO Kathleen Bonvicini, MPH, EdD, has published an updated review of the literature on the progress toward mitigating healthcare disparities for LGBT individuals. The article, published online in [June 2017](#) in *Patient Education and Counseling*, examines the current status of medical and nursing education and training related to clinical competence caring for LGBT patients.

CONGRATULATIONS, NEW FACULTY!

2017 IHC Veterinary Communication Faculty June 26-30, 2017, New Haven, Connecticut



Front (left to right): Tiffany Durzi, U Guelph; Teresa Buchheit, Purdue U; Beth Galles, U Nebraska; Renee McFee, U Nebraska; Dana Kneese, TAMU; Kara Carmody, U of MN; Amy Holford, U Tenn; Carly Patterson, TAMU; Julie Walker, U Wisc. Second row: Bruce Wobeser, U Sask; Darcy Shaw, IHC Trainer (UPEI); Thomas Gibson, U Guelph; Martha Mallicote, UFL; Bridget Garner, UGA; Christine Savidge, UPEI; Annette Bouwer, Midwestern U; Reed, Holyoak, OK State U. Back row: Kathleen Bonvicini, IHC; Karen Cornell, IHC Trainer (TAMU); Peter Foley, UPEI; Fernando Garcia-Pereira, UFL; Jason Coe, IHC Trainer (U Guelph).

Choices and Changes: Motivating Healthy Behaviors
September 26-19, 2017, Toronto, Ontario



Seated (left to right): Bernice Drury, Rebeka Sandor, Mary Lynn Dingwell, Leslie Simpson, Katie Gallaway; standing: Nancy Murphy, Donna Mills, Alicia Rowe, Susan Morgante, Nicole Pacheco, Pamala Lemke, Nicole Carnochan, Karla Trewin. Not shown: Wayne Weston, Michele Nanchoff and Heather Coburn (IHC).

Treating Patients with C.A.R.E.
October 2-4, 2017, Vista, California



Left to right: Jeanne Marie Foster, MHA, IHC Master Trainer; Jason Roschevitz, MS; Penny Lask, CPMA, CFPCS; Laura Avila, BA; Arturo Barrales, MEd; Young Hyo Almonte; Beatriz Lezameta-Medina, MAOM; Richard Cao, BS; not shown: Michele M. Nanchoff, PhD, RPsych, C.A.R.E. Course Manager/IHC Master Trainer

UPCOMONG COURSES

Clinician-Patient Communication to Enhance Health Outcomes



IHC's flagship communication skills faculty course is a 3.5-day intensive, experiential learning opportunity. Learners enhance their clinical communication skills and practice coaching, feedback and facilitation skills under the guidance of expert IHC Master Trainers and peers.

*"Great class and I can put ideas to use right away."
--CPC TTT learner, Illinois, May 2017*

Dec. 12-15, 2017
Columbus, Ohio

A small number of spaces are available. For [further information](#) and an application packet, please contact Teresa Durbin, tdurbin@healthcarecomm.org or call toll-free (800) 800-5907.

Intensive Communication Skills Program

IHC's accelerated skills course helps clinicians enhance their communication skills for improved patient satisfaction scores and greater career satisfaction. Learners may be self-referred or referred by their employer or malpractice carrier.



This program is scheduled partially over a weekend to minimize work disruption. IHC offers flexibility and customization, convening a group program or conducting individualized, on-site coaching and training.

March 9-11, 2018 -- or by individual arrangement
Providence, R.I. (or on site)

For further information and an application please see the [Intensive Course Description](#). An [application](#) is available online. Questions? Call us toll-free at (800) 800-5907 or tel. (203) 772-8280 or email info@healthcarecomm.org.

Veterinary Communication Project



IHC is now accepting applications for the 2018 communication skills course for veterinary medicine faculty. Faculty at all of the veterinary schools in North America rely on IHC's animal health communication skills training modules to enhance their own communication skills, strengthen teaching and facilitation, and learn and practice essential coaching and feedback models. IHC has welcomed faculty from Australia, Portugal, Japan and several countries in South America to this unique, intensive faculty development course.

July 9-13, 2018
New Haven, Connecticut

Application deadline is **Monday, February 5, 2018**. Space is limited.

For further information and an application packet, please contact Laurie Mansfield, Call toll-free (800) 800-5907 or (203) 772-8282 or email lmansfield@healthcarecomm.org.

IHC Team



Kathleen Bonvicini, MPH, EdD
Chief Executive Officer



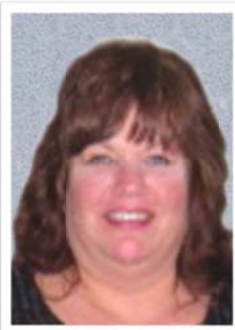
Barbara Andrews, MPPM, MPH
Director of Grants and Projects



Mary Beth Dennehy
Business Operations Manager



Katherine Stewart, BSc
Director, Outreach and Quality Outcomes



Laurie Mansfield
Program Coordinator



Mary Barrett
Project Coordinator &
Administrator



Wendy Petruff
CE Associate



Teresa Durbin
Project Coordinator
Office of Outreach and Quality Outcomes

Institute for Healthcare Communication
info@healthcarecomm.org | <http://healthcarecomm.org>
171 Orange Street, 2R, New Haven, CT 06510
(800) 800-5907

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