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Spring passes and one remembers one's innocence.

Summer passes and one remembers one's exuberance.

Autumn passes and one remembers one's reverence.

Winter passes and one remembers one's perseverance.

Yoko Ono

Dear friends,

Personally for many of us—and organizationally for all of us—we have been through an intense period of transitions. With the close of 2014, IHC parted ways with the College of Family Physicians of Canada, bringing our Canadian operations into the direct sphere of our New Haven, Connecticut office. Sandy Reifsteck, our long-time Director of Development and Quality Outcomes in Human Healthcare, retired at the end of the first quarter of 2014. Birth, death, engagement, graduation: all have visited us during this time, lending both sweetness and sadness in generous measure.

In the U.S., the momentum toward patient-centered medical care and value-based payment continues, stimulating growing awareness of the central importance of effective communication in healthcare. In both the U.S. and Canada, healthcare provider organizations face mounting pressures to figure out how to thrive--and, for some, survive--in this strange new landscape. We are profoundly grateful to our partner organizations with enduring and growing commitment to sustained support for communication training.

With warm wishes,

Kathleen

IHC in the news

Advancing Communication Excellence (ACE)

Patient Engagement Webinars, hosted by the Center for Care Innovation and with support from Blue Shield of California Foundation, provide real-world, in-depth discussion of the triumphs and challenges of safety net primary care clinics involved in the Advancing Communication Excellence (ACE) program. IHC training is a cornerstone of the broad service enhancements undertaken by a number of California clinics. [Link](#)



Faculty News

CONGRATULATIONS, SANDY!

Sandra W. Reifsteck RN, MS Ed, FACMPE, recently retired IHC Director of Development and Quality Outcomes in Human Healthcare, was awarded Life Membership in the Medical Group Management Association (MGMA) at the association's October, 2014 Annual Meeting. This is in recognition of her contributions as a past Board Chair at MGMA. Sandy was also honored with the Harry J. Harwick Award for displaying a lifetime of outstanding contributions to the field of health care delivery, administration, and education with particular attention to medical group practice.



MGMA is the leading professional association for healthcare administration management and medical practice managers. There are more than 22,000 members of MGMA across the U.S.



DR. BROOME CONTRIBUTES TO MEDICAL EDUCATION NATIONWIDE

IHC Master Trainer and Director of the Communication Skills Program at the University of Miami Miller School of Medicine, Monica Broome, FACP, FAACH, MD, has accepted an invitation from the National Board of Medical Examiners (NBME) to write exam questions for Steps 2 and 3 of the U.S. Medical Licensing Examination.

Dr. Broome's two-year appointment is part of NBME's commitment to strengthen new physicians' communication skills.

Congratulations & welcome, new faculty

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

September 22-25, 2014, Nanaimo, British Columbia



Left to right: Tanya Kuc, Jackie Demmy, Carol Tinga, Cathy Edwards, Darin Abbey, Michele Nanchoff, Kelly van Blanken, Nichola Mason, Carol Goguen. Missing: Heather Coburn



Treating Patients with C.A.R.E.

October 14-16, 2014, Los Angeles, California



Back row, left to right: Jeanne Marie Foster, Chinnham Hathuc, Nick Taylor, Cassandra Evans, Arash Nafisi, Rick Tennant, Jake Hutchinson, Velia Macias, Hilary Rose Prime, Daniel Gonzalez-Baltazar, Elizabeth Morrison. Front, row left to right: Michele Nanchoff, Susan Thorn, Meagan Mulligan, Gina Marie Brown, Melissa McGerver, Emerald Avila, Rita Sanchez, Jackie Wald, Claudia Garcia, Karissa Bartholme. Missing: Jade Marvan, Katheryne Stewart

Treating Patients with C.A.R.E.
November 3-5, 2014, Oakland, California



Front row, left to right: Vanessa Cresci, Laura Norona, Esmeralda Gutierrez, Michele Nanchoff, Felecia Cordova. Second row: Sarah Trowbridge, Dorothy Nguyen, Katheryne Stewart, Irina Bagshaw. Third row: Rhonda Polzin, Anita Vega, Kristin Burnett, Trisha Cooke. Back row: Katy Hicks, Jeanne Marie, Foster, Jeffrey Kirk, Lynne Becker, Armando Vallin, Lesley Manson



Strangers in Crisis: Emergency and Hospital-Based Clinicians
December 2-4, 2014, Glastonbury, Connecticut



Left to right: Patty Holaday, Jeff Hopkins, Michael Tang, Michael Marks, Peter Jensen, Michele Nanchoff, Robert Marra

Clinician-Patient Communication to Enhance Health Outcomes
March 16-19, 2015, Atlanta, Georgia



Left to right: Patrick Thurman, Earl Thurmond, Negah Rassouli, Ranger Hamilton, Maury Smith. Missing: Michele Nanchoff



Treating Patients with C.A.R.E
March 25-27, 2015, Edmonton, Alberta



Front row, left to right: Marie-Claude (MC) Côté, Amber Zavisha, Michele Nanchoff, John Gelinas, David Arndt
Back row, left to right: Mark Kirby, Heather Coburn, Ian Mclean, Glen Bryden, Darren Krywiak, Ben Penner, Kevin Vos

**Treating Patients with C.A.R.E.
April 28-30, 2015, Petaluma, California**



Left to right: Joseph (Joe) Arteaga, Stacey Martin, Carol Camarda, Susana (Susie) Ramirez, Barbara Arango, Rose Brennan, Michele Nanchoff, Steven Fairbairn, Steven Gonzalez. Missing: Katheryne Stewart

News & views

The impressive reach of IHC!

Across North America—and beyond!—IHC has trained tens of thousands of individuals in our evidence-based, experiential communication training programs.

	# Faculty Trained	# Workshops	# Workshop Learners
USA +	1,625	12,500	200,000
Canada	975	3,600	45,000
TOTAL	2,600	16,100	245,000

New for Canadian faculty

The workshop reporting process has changed!

PRIOR TO A WORKSHOP

When you schedule a workshop, you can register the event with the IHC online at the following link:
<http://healthcarecomm.org/faculty/> ... It's that easy! The form to request workbooks is also available at this link.



FOLLOWING A WORKSHOP

The presenting faculty member (or his/her designate) should submit the following materials to the IHC:

-
1. Workshop Cover Form (also online at: <http://healthcarecomm.org/faculty/>)
 2. Workshop evaluations and participant information forms (from workbook).

As soon as possible after each workshop, please mail, fax or e-mail materials to:

Mary Barrett
Institute for Healthcare Communication
171 Orange Street, 2R
New Haven, CT 06510-3111, USA
Fax: (203) 772-1066 E-mail: mbarrett@healthcarecomm.org

You can expect the following from Mary Barrett after she receives your materials:

- a) A summary of the evaluations,
- b) Certificates of attendance e-mailed to your learners, and
- c) Follow-up survey request e-mailed to your learners.

COST-EFFECTIVE ALTERNATIVE FOR WORKSHOP MATERIALS

You now have an option to request an ANNUAL PRINT AGREEMENT from the IHC to allow for local printing of your workbooks, as an alternative to purchasing workbooks and paying for shipping. For many organizations this results in significant cost savings! Request your Print Agreement from Laurie Mansfield (lmansfield@healthcarecomm.org).

NEW CONTACT COORDINATES

Katheryne Stewart welcomes your messages at her new email address (kstewart@healthcarecomm.org) and telephone number (toll-free: 1-844-825-4226).

What's the big deal about accreditation?

Accreditation, a kind of "seal of approval" for educational programming, signals to interested organizations and prospective learners that IHC designs and conducts its educational activities in accordance with the highest standards for quality and ethics. IHC, along with medical schools, professional associations, provider organizations and systems, medical malpractice carriers and more, must regularly demonstrate its adherence to standards that are updated periodically. Accrediting bodies seek assurance that the people who plan and carry out educational programming are not biased by any connections to financial interests. Toward that end, every IHC curriculum planner and master trainer and faculty member must disclose any and all potentially relevant financial interests in order to participate in any aspect of IHC training.

Accrediting bodies grant accreditation for varying periods of time, depending on the level of adherence to published standards. IHC is proud to be accredited by the Accreditation Council for Continuing Medical Education (ACCME) at the highest possible level: "with commendation." IHC also awards Prescribed Credit under the terms of its accreditation from the American Academy of Family Physicians (AAFP), and has a joint providership arrangement with the University of Pittsburgh School of Nursing, accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's (ANCC) commission on accreditation. In Canada, IHC programming is accredited by the College of Family Physicians of Canada.

IHC is currently engaged in an exhaustive "self study" process for reaccreditation by ACCME, due in July 2015.

What about continuing education credits for professionals other than physicians and nurses? While IHC regrets it is not possible for us to pursue accreditation for every possible profession that participates in our training programs, fortunately there is a time-honored mechanism for seeking continuing education (CE) credits. Diabetes educators,

podiatrists, pharmacists, paramedics and many other providers apply for CE credits individually to their respective professional licensing bodies, submitting the certificate of attendance provided by IHC upon completion of an IHC program, along with any other documentation that may be required. IHC is happy to help learners navigate this individual process.

New coaching course yields immediate benefits!

While initially I thought the ... session would not be relevant for me, I ended up taking away some wonderful new techniques for working with people I speak to ... I even used the concept of open-ended questions on my flight home - I was seated next to a Delta pilot who was flying to N.Y. where he would then pilot a plane. I asked him what were his funniest experiences as a pilot and got some great responses!

-Grace Goldstein, Chief Operating Officer, The Carcinoid Cancer Foundation, Inc.

IHC Master Trainer Nancy Corkle, MEd, MCC and Director of Grants and Projects Barbara Andrews, MPPM, MPH created a communication and coaching skills workshop for patient advocates who work with people diagnosed with neuroendocrine tumors. Ipsen, a biopharmaceuticals company with U.S. headquarters in Basking Ridge, N.J., engaged IHC to develop and pilot a brief, non-CE/CME workshop. The pilot, held in Miami, Fla. in April, proved a rich learning experience for all involved.

IHC Team



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