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Greetings honored readers!

As we approach the middle of the year, we are pleased to give you a glimpse into our activities and accomplishments. We are delighted to welcome new faculty members, who are so committed to elevating the experience of patients, families and other staff members in their organizations.

*When words are both true and kind they can change the world.*

*--Buddha*

Thank you all for your work changing the world, one interaction at a time.

With gratitude,

Kathleen

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## NEWS & VIEWS

### Judgments: We all have them!

While the consequences of judgment are often minor, in situations where communication is essential, such as healthcare, the consequences can be serious and damaging. The patient who feels judged may not follow up on important recommendations; the patient who feels marginalized may not ask critical questions to clarify treatment; the patient who senses bias may never return for that follow-up visit.



EVERYONE who encounters patients in healthcare settings shares a responsibility to ensure the possible best care and outcomes for ALL patients. **Through the application of communication techniques and practice, we can learn to mitigate these judgments, and ultimately work toward the best patient experience and care possible.**

IHC's newest workshop, *The Empathy Effect: Countering Bias to Improve Health Outcomes (EE)* is available to groups up to 30 learners and targeted toward all members of the healthcare team. Drawing from wide-ranging literature and best practices, the EE curriculum is based on three premises:

1. Empathy is healing and judgment is harmful,
2. Vulnerable populations experience greater harm by judgment and lack of empathy, and
3. We all have judgments, and we can learn to mitigate them.

*“Everybody working as a healthcare professional should take this training”*  
–EE Learner, Jan. 2017

**Learners come away from this half-day experiential workshop with greater understanding and strengthened skills for conveying empathy to all.** For further information see online [EE Course Description](#).

The EE train-the-trainer faculty course is in development.

For information about booking an EE workshop in your organization, contact Katheryne Stewart, [kstewart@healthcarecomm.org](mailto:kstewart@healthcarecomm.org) or toll-free tel. (844) 825-4226.

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### Picker Gold Challenge Grants for Residency Training – DEADLINE MAY 26, 2017



Faculty from any U.S. or Canadian accredited graduate medical education program may apply for funding. Grants are designed to support "the research and development of successful patient-centered care initiatives and best practices in the education of our country's future physicians." Detailed information and application are [online](#).

## Practice Change Leaders for Aging and Health – **DEADLINE: AUG. 6, 2017**



The ATLANTIC  
Philanthropies

The Atlantic Philanthropies and the John A. Hartford Foundation seek applications for their Practice Change Leaders program.

This is a 12-month program, starting Jan. 1, 2018, to strengthen leadership skills and content expertise to positively influence care for older adults. It is open to applicants in leadership roles in US healthcare organizations that serve the elderly. Learn more about the program at [www.changeleaders.org](http://www.changeleaders.org).

### Not just for the holidays!

Amazon Smile is a way to donate to IHC any time!

Setting up an account is quick and painless. Then, whenever you make Amazon purchases through Amazon Smile, a small donation comes to IHC.

We thank you for your support!

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### FACULTY NEWS

Nearly 2,800 individuals have been trained to lead one or more IHC workshops. This illustrious group of professionals in the U.S. and Canada carries forward IHC's mission:

*to advance the quality of healthcare by optimizing the experience and process of healthcare communication.*

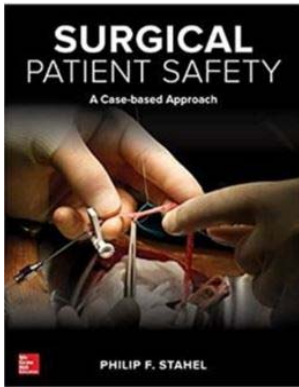


professionals trained to lead IHC workshops



Participants in IHC workshops

***Thank you all for your dedication!***



## IHC and AAOS contribute to upcoming book

Dwight W. Burney, III, MD (American Academy of Orthopaedic Surgeons) and IHC's CEO Kathleen Bonvicini, MPH, EdD, have co-authored a chapter in *Surgical Patient Safety: A Case-based Approach*, by Philip Stahel. They focus on the communication considerations for ensuring patient safety around surgical procedures.

The book will be available summer, 2017 through Amazon.

## CONGRATULATIONS, NEW FACULTY!

*Treating Patients with C.A.R.E.*  
January 16-18, 2017, Eureka, California



Front row (from left): Trisha Cooke, Holly Hughes, Rebecca Corcovelos, Michele Nanchoff (IHC), Tawnya Carr. Back row: Kathyne Stewart (IHC), Sasha Esmailian, Mitali Weiglein, Barb Taylor, Shannon McIntyre, Sarah Ross.

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***Treating Patients with C.A.R.E.***  
**March 14-16, 2017, Columbus, Ohio**



Front row (left to right): Jasmine Brown, Kuleni Beyene. Second row: Maureen Marsico, Kathyne Stewart (IHC), Michele Nanchoff (IHC), Terri West, René Sherman, Patricia (Trisha) Laws, Deborah (Debbie) Graves, Melissa Rapp, Colleen Roberts. Back row: Adam Ueberroth, Shellie Pizzoferrato, Heather Coburn (IHC), Diane Manche, Sara Parker, Amy Minser, Crystal Ratcliff, Madonna Maynard.

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***Treating Patients with C.A.R.E.***  
**March 29-31, 2017, San Diego, California**



Left to right: Eleanor Alcones, Michele Nanchoff (IHC), Cheryl McMahan, Katie McMahan, Jill Webber, Anya Sage, Kim Rojas, Kathleen Cordingley.

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***Choices and Changes: Motivating Healthy Behaviors***  
**April 25-28, 2017, San Francisco, California**



Front row (left to right): Kathleen Bonvicini (IHC), Alexa Gomez, Jennifer Mangacat, Octavio Nevarez, John Hunsaker. Back row: Michele Nanchoff (IHC), Maribel Lopez, Beth Midanik-Blum, Merrill Buice, Cynthia Musto.

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***Disclosing Unanticipated Medical Outcomes***  
**April 26-28, 2017, St. Anthony, Newfoundland**



(Not pictured) Deanna Burns, Kathy Gillett, Amira Imdadullah, Sarada Paladugu, Alicia White, Katrina Williams.

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***Treating Patients with C.A.R.E.***  
**May 1-3, 2017, Tampa, Florida**



Left to right: Belinda Burns, Kim Clifford, Joe Kirkner, Angela Jackson, Michele Nanchoff (IHC), Marangely (Margie) Rodriguez.

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## **UPCOMONG COURSES**

Learning Community Session,  
Maine Quality Counts *presents*

### **Clinician-Patient Communication to Enhance Health Outcomes – webinar**

Presented by Michael Marks, MD, MBA

**Thursday, May 25, 8:00 - 9:00 AM EDT**

[Advance registration](#) required.



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## 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.

**June 5-8, 2017**  
**Rockford, Illinois**

*"Excellent faculty. Feel enthusiastic about the material and its importance for patient and physician satisfaction, as well as outcomes."  
--CPC TTT learner, Dec. 2015*

A small number of spaces are available.

For further information and an application packet, please contact Teresa Durbin, [tdurbin@healthcarecomm.org](mailto:tdurbin@healthcarecomm.org) or call toll-free (800) 800-5907.

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## Veterinary Communication Project

The 2017 communication skills course for veterinary medicine faculty marks its 15th year! Learners hone their communication training and facilitation skills, enhance their own clinical communication skills and have extensive opportunities to practice, with structured feedback.

**June 26-30, 2017**  
**The Graduate Club, New Haven, Connecticut**

A small number of spaces are available for this program. For further information and an application packet, please contact Laurie Mansfield at (800) 800-5907 or [lmansfield@healthcarecomm.org](mailto:lmansfield@healthcarecomm.org).

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## Treating Patients with C.A.R.E.

**What do medical, dental and physical therapy practices have in common?** All can benefit from enhanced communication skills training for employees who interact with patients and families.



You can join the hundreds of organizations that have implemented enhanced communication skills by sending trainers to an upcoming faculty (train-the-trainer) course.

**October 2-4, 2017**  
**Vista, California**

Additional C.A.R.E. faculty courses are scheduled throughout the U.S. and Canada. Please contact us about scheduling and availability. Further information is available on the [IHC website](#). To book a faculty course in your organization, please contact Katheryne Stewart, toll-free (844) 825-4226 or [kstewart@healthcarecomm.org](mailto:kstewart@healthcarecomm.org).

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## 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.

**October 20-22, 2017**

**Providence, Rhode Island**

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 e-mail [info@healthcarecomm.org](mailto:info@healthcarecomm.org).

### IHC Team



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Chief Executive Officer



**Barbara Andrews, MPPM, MPH**  
Director of Grants and Projects



**Mary Beth Dennehy**  
Business Operations Manager



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