



IHC's Patient-Centered Communication Series: INTENSIVE COMMUNICATION SKILLS

WHAT

IHC's Intensive Communication Skills Program is designed for practicing clinicians who seek to reconsider their approach to patient communication in the clinical setting. Potential participants might be aware of limitations in their communication skill set and interested in self-improvement. Clinicians may also seek out this program as they become aware of low patient satisfaction scores, patient complaints or malpractice litigation. Others may be referred by their organization as part of an overall quality improvement effort

CALL TO ACTION

Hospitals, medical practices and other organizations typically do not have the capacity to conduct intensive communication skills training for their clinicians. Organizations invest in their clinicians in a variety of ways, and want clinicians to succeed.

As difficult as it may be to initiate intensive communication skills training, it is far more difficult—and expensive—to replace professional staff.

Administrators also recognize the potential liability risk and risk to reputation posed by clinicians with poor communication skills.

INTENDED OUTCOMES

1. Improved patient care and satisfaction
2. Increased patient adherence and self-management
3. Increased healthcare team satisfaction
4. Reduction in medical error and liability risk

WHO WE ARE

The Institute for Healthcare Communication (IHC) is a nonprofit organization that has provided evidence-based communication training to over 245,000 members of healthcare teams throughout the United States, Canada and abroad since 1989. IHC is an accredited continuing education provider (CME, CE and CNE).



***“Building Relationships...
...Improving Outcomes”***



INSTITUTE FOR HEALTHCARE COMMUNICATION

Telephone (800) 800-5907
171 Orange Street 2R, New Haven, CT 06510
Web: www.healthcarecomm.org
E-mail: info@healthcarecomm.org

“This course was excellent and life changing for me. What I discovered is far beyond the scope of my expectations. Based on what I’ve learned during this course I am feeling hopeful about staying in medicine, about taking care of patients.”

“This course was very helpful. Having the simulated patients role-play with us was wonderful. This was particularly helpful in working on our hot buttons.”

“This highlighted my avoidance of emotional patients and gave me steps to improve.”

- Past learner comments

IHC EDUCATIONAL PROGRAMS AND SERVICES

- Skill-building communication workshops
- Train-the-trainer programs (faculty training)
- Clinician coaching and feedback (to assess and improve communication performance)

SELECTION OF IHC WORKSHOPS

- Team & Patient-Centered Communication for the Patient Medical Home
- Clinician-Patient Communication to Enhance Health Outcomes
- “Difficult” Clinician-Patient Relationships
- Choices & Changes: Motivating Healthy Behaviors
- Disclosing Unanticipated Medical Outcomes
- Candid Conversations: Talking with Female Patients about Sexuality Health
- Coaching Clinicians for Enhanced Performance
- Care not Cure / Conversations at the End-of-Life
- Strangers in Crisis: Communication for Emergency Department & Hospital-Based Clinicians
- Connected: Communication and EMR
- Treating Patients with C.A.R.E. (non-clinical staff)
- Coaching for Impressive Care (supervisors)

WHAT DOES IT INVOLVE?

This program is predicated on best practices in clinician-patient communication and emphasizes standard large and small group learning formats to provide peer observation, feedback and coaching. It is built on participant engagement in four distinct areas:

- theories about communication;
- the value and ethical considerations of communication;
- the development of specific skills and techniques; and
- the impact of personal history on the clinician’s responses to different clinician-patient relationships.

The program fosters a productive learning environment free of embarrassment, threat or shame. Regardless of skill level, learning new ways of communicating requires risk-taking.

This highly-rated educational program is of sufficient duration to allow extensive practice, coaching and self-reflection. Learners are provided with preparatory materials and exercises, an intensive 2.0-day residential workshop, as well as guidance on arranging follow-up coaching and feedback*.

LEARNING OBJECTIVES

At the conclusion of this program, each clinician will be able to:

1. Step into the patient role and describe patient expectations, experience and perspectives in challenging interactions;
2. Develop insight into how one’s own prior life experiences can influence communication behavior with patients;
3. Recognize “hot button” situations that can negatively affect one’s own communication behaviors;
4. Demonstrate appropriate and effective communication strategies in interactions with patients who push these “hot buttons”;
5. Develop a core belief statement about what constitutes effective clinician-patient communication;
6. Demonstrate enhanced performance of fundamental skills when communicating with patients; and
7. Define the elements of effective feedback and apply these techniques to a coaching exercise.

WHEN and WHERE and COSTS

When Friday, June 16 to Sunday, June 18, 2017

Where: Brown University, Providence, Rhode Island

Tuition: \$2,800 ^ (includes breakfast and lunch each day)

(^ minimum 5 learners required for this rate)

The program is intended expressly for professionals who provide direct patient care. Submit your application to Laurie Mansfield at lmansfield@healthcarecomm.org.

* The cost for follow-up individualized coaching and feedback is not included in the workshop fee.