

Institute for Healthcare Communication

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UPCOMING COURSES

Dear Readers,



I had the honor and pleasure of returning to lead a training at the most recent multi-day meeting of the **Leadership Academy of the Association of American Veterinary Medical Colleges (AAAVMC)** for the second consecutive year. Three times a year, these emerging academic leaders gather to hone their skills and build relationships for future collaboration.

Our topic, **Conflict and Feedback**, focused on essential conflict management and feedback skills useful to practitioners in all specialties and all settings. This audience was passionate, engaged and ready to dive in deep!

We were fortunate to hold this training at **Texas A&M University Veterinary and Biomedical Sciences** facility in College Station, Texas. Among its many resources, TAMU is equipped with

Communication Suites, which provided the

opportunity for coaching and feedback practice using simulation in small groups. Each member of the Academy was given a specific conflict scenario, contextually relevant to the university setting and portrayed by an actor, to practice the "how to's" of making a connection and sharing balanced feedback. **Small group learning, an essential part of many IHC courses, provides a deep level of learning and practice that participants frequently cite as the most beneficial aspect of their IHC experience.**

Small groups typically have no more than four or five members and are led by senior facilitators.



I continue to feel deep satisfaction and joy when teaching and facilitating customized programs like these. I've always been inspired by this Rumi quote:

*"Everyone has been made for some particular work,
and the desire for that work has been put in every heart."*

With gratitude,

Kathleen

NEWS & VIEWS

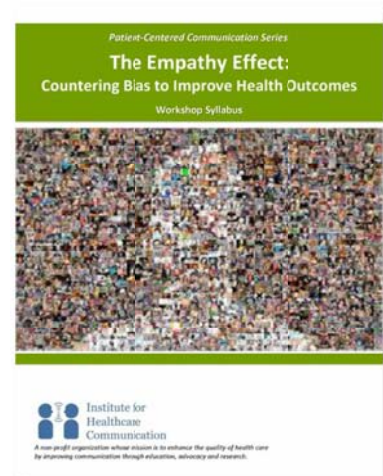
PILOT TESTING COMPLETE FOR NEW CURRICULUM: THE EMPATHY EFFECT

IHC's newest train-the-trainer faculty course, [The Empathy Effect: Countering Bias to Improve Health Outcomes](#), has been successfully pilot-tested with representatives from seven California safety net organizations. [Blue Shield of California Foundation](#) support ensures program roll out through September 2019 and evaluation of the impact of the training on employees and patients.

IHC is now accepting bookings for THE EMPATHY EFFECT workshops and train-the-trainer faculty courses. **New in 2018**, we are pleased to offer:

- **Discounted train-the-trainer enrollment** within 6 months of hosting an introductory half-day workshop, and
- **Assistance with local grant-seeking** to support IHC training.

Contact Katheryne Stewart, kstewart@healthcarecomm.org or toll-free tel. (844) 825-4226.



Dr. Broome named Director, Global Listening Centre



Miami, Florida-based Monica Broome, MD, FACP, FAACH, was recently honored as a new entrant to the Global Listening Centre, an international organization whose mission is:

- To promote the practice of effective listening globally
- To foster projects addressing important issues in education, health, and other important areas of social challenge
- To provide advanced listening solutions around the world and utilize the power of technical research, strategy, professional-development training, and material development in ways that successfully collaborate with public and private partners

Visit the Centre at: <http://www.globallisteningcentre.org/>

Dr. Broome is a master trainer with IHC and director communication skills program and assistant professor of medicine at the University of Miami Miller School of Medicine. She also currently serves as the deputy national representative, International Association for Communication in Health Care

Innovation from the field: E4 Tip of the Month

OhioHealth, Columbus, Ohio, uses IHC's **E4 Clinician-Communication model** as its fundamental communication platform for all physicians and advanced practice providers. The model **defines what every patient should experience** when s/he interacts with his/her provider. The E4 Tip of the Month helps to keep these essential techniques at top-of-mind, and advances OhioHealth's goal for 100% of providers to be trained and proficient in E4 skills.

The graphic is titled "E4 Clinician – Patient Communication" and is divided into four quadrants: Engage, Empathize, Educate, and Enlist. The central focus is "Web-Informed Patients".

Who?

- 70% of adults 65+ with internet access
- 80% of adults under 65
- 85% women

Why?

- 63% - specific disease
- 47% - specific procedure
- 41% - condition confirmed by a clinician
- 34% - medications
- 28% - alternative treatment

Guide patients

- ✓ Ask what they have found
- ✓ Thank them for sharing their findings
- ✓ Acknowledge the importance of consulting a medical professional when using online sources
- ✓ Share high quality, credible sources

Logos for the Institute for Healthcare Communication, OhioHealth, and Doctor Google are present at the bottom.

The tips are e-mailed monthly, along with patient experience scorecards, to OhioHealth's medical leaders, who are advised to disseminate the e-mail to their teams and post in areas frequented by frontline providers. The leaders are also encouraged to use the tips to guide patient experience discussions when addressing data or improvement efforts.

Share your strategy for sustaining and reinforcing enhanced communication skills! Contact us by e-mail at info@healthcarecomm.org or fax: (203) 772-1066.

To build E4 expertise in your organization, see IHC's [Clinician-Patient Communication to Enhance Health Outcomes train-the-trainer](#) faculty course.

Deadline Feb. 14, 2018 for Macy Faculty Scholars applications

The Macy Faculty Scholars Program, entering its eighth year, is designed to identify and nurture the careers of promising educational innovators in medicine and nursing. For further information and application, visit the [Josiah Macy, Jr. Foundation's website](#).

Donations happen all year long!

Ordering through Amazon Smile is a painless way to donate to the charity of your choice. Simply set up a free account and direct your donations toward the Institute for Healthcare Communication. Then, whenever you make Amazon purchases through [Amazon Smile](#), a small donation comes to IHC.

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We thank you for your support!

CONGRATULATIONS NEW FACULTY

INAUGURAL Empathy Effect: Countering Bias to Improve Health Outcomes
November 13-16, 2017, Sacramento, California



Front (left to right): Alicia Dueck and Chloe, Martha Quintara, Kathleen Bonvicini, Lesley Manson, Thao Truong, Michelle Coble. Second row: Michele Nanchoff, Robin George, Sharona Cheung, Jade Ryan, Mitali Weiglein, Maritza Lara Villota, Saleena Gupte, Jana Kantor. Back row: Dolores Vikki Cardona, Elizabeth Morrison, Heather Coburn.

Clinician-Patient Communication to Enhance Health Outcomes
December 2-5, 2017, Columbus, Ohio



Left to right: Kevin Stiver, Michele Nanchoff (IHC), Georgina Farren, Julie Radico.

Treating Patients with C.A.R.E.
January 8-10, 2018, Tampa, Florida



Left to right: Iraida Rios, Jennifer Farrant, Jessica Zambrana, Flor Brown, Sarah Miller, Geraldine Briceno.
Missing: Michele Nanchoff.

Upcoming COURSES

Veterinary Communication Faculty Symposium

Introducing Module 16, The Power of Feedback

Saturday, April 28, 2018



This full-day program at Texas A&M University's state-of-the-art

Communication Simulation Laboratory Suites gives IHC Veterinary Communication Faculty coaching and feedback practice opportunities. Space is limited and program is open to individuals who have completed IHC's Veterinary Faculty Development course.

Tuition: \$925, includes training, lunch, dinner, and Module 16 course materials for qualified organizations. Further [information](#) and [application](#) available online.

Questions? Call us toll-free at (800) 800-5907 or e-mail info@healthcarecomm.org.

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 e-mail info@healthcarecomm.org.

Treating Patients with C.A.R.E



Every member of the healthcare team has opportunities to make patients' and families' experiences positive. In today's face-paced, high-stress environments, it's more important than ever to give employees the tools and skills they need.

Skills-based training is an essential component of successful, patient-centered organizations.

Your organization can train key staff members to teach IHC's "Treating Patients with C.A.R.E" workshop. An upcoming open enrollment train-the-trainer program will be held:

May 29-31, 2018

Davis, California

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



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.

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 at (800) 800-5907 or e-mail 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



Katherinene 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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