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Dear friends,

I'd love to say that it's great to finally be enjoying the warm springtime weather and extended daylight. While the latter is true and for that, I am grateful, as I write this, we in New England are still experiencing some nippy temperatures.

Thanks to all who responded to our recent survey about IHC's newest course offering, **Workshop-PLUS**. It combines the best of two IHC teaching modalities: Workshop and Simulation Skills Practice (with actors). We are excited about launching this format at various locations throughout North America, for several different IHC curricula.

We look forward to reconnecting with many of you.

Happy springtime!



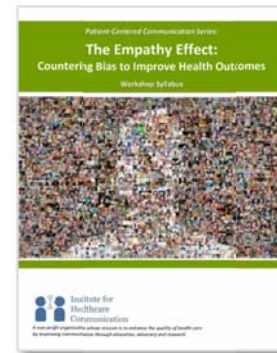
Kathleen

NEWS & VIEWS

WEBINAR & VIDEO INTRODUCTION TO THE EMPATHY EFFECT

IHC recently hosted a well-attended webinar introducing our newest train-the-trainer faculty course, [The Empathy Effect: Countering Bias to Improve Health Outcomes](#) (EE). From the IHC [website](#) you can:

- **view a brief video** about the EE program (3 mini hYg)
- access a recording of the Feb. 27, 2018 **introductory webinar** (1 hour)
- view a **Q&A document** about EE
- download the EE introductory **webinar slides**



IHC is now accepting bookings for THE EMPATHY EFFECT workshops and train-the-trainer faculty courses. We are pleased to offer:

- **Discounted train-the-trainer enrollment** within 6 months of hosting an introductory 1/2-day workshop, and
- **Assistance with local grant-seeking** to support IHC training.

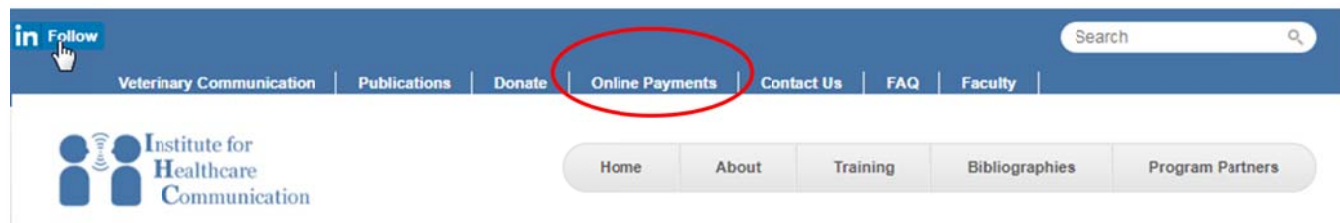
For further information or to book a program, contact Katheryne Stewart, kstewart@healthcarecomm.org or toll-free tel. (844) 825-4226.

Video honors Barbara M. Korsch, MD: Portrait of a Pioneer



An early member of the IHC leadership, the late Dr. Barbara M. Korsch left an indelible imprint on the field of patient-clinician communication. The essence of Dr. Korsch's message was that the root of provider-patient difficulties lay with the relationship, not with any attributes or shortcomings of patients.

Dr. Korsch died in March, 2017. View an excerpt of the [video, Portrait of a Pioneer](#), and read her obituary in the [Los Angeles Times](#).



IHC Now Accepts Online Payments

You can now pay your IHC invoices directly on IHC's [website](#). Click the Online Payments button in the header to make secure payments.

It's never too late (or too early) to donate to IHC!

Ordering through Amazon Smile is a painless way to donate. 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.

We thank you for your support!



FACULTY PROFILE

Laura M. Wagner, PhD, RN, GNP, FAAN
and IHC *DUMO* faculty member



There has never been a time when Dr. Laura Wagner was not engaged with long-term care. As a young child, she frequently accompanied her grandmother on visits to family members and friends in nursing homes. As a nursing student she worked as a Certified Nursing Assistant, and as Associate Professor and Director of the Adult Gerontology Primary Care Nurse Practitioner Program at University of California San Francisco, she conducts research on strategies to promote resident safety, while preparing the next generation of nurse practitioners.

Laura was part of the early efforts in the 1990s to end the routine use of restraints and side rails in nursing homes, a change with significant ramifications for resident safety, implemented through federal and state regulations. She saw the powerful impact of research on policy, and the potential for meaningful improvement in the lives of nursing home residents.

During her doctoral studies, Laura studied under medical ethicist John Banja, PhD, and became interested in issues around disclosure in nursing homes. Laura became an IHC faculty member, certified to lead [Disclosing Unanticipated Medical Outcomes](#) (DUMO) workshops. She saw the potential for positive impact of evidence-based communication skills among nursing home nurses. Her most recent publication in the Journal of Gerontological Nursing ("[Nurses' Communication of Safety Events to Nursing Home Residents and Families](#)", 44(2): 25-32) describes an application of DUMO skills to educate nursing home nurses on communicating patient safety events to residents and family members. She found that **even a very brief, modified communication skills training curriculum resulted in "significant improvements...with more nurses fully disclosing what they would say about what happened [following a patient safety event], the cause of the event, and how it would be prevented in the future."**

Although a host of factors-from residents' frailty to staffing ratios-present significant challenges to nursing home resident safety, and describe an environment ripe for enhanced communication skills development, IHC training curricula are infrequently deployed in long-term care settings. Laura notes that when nursing home staff members lack communication skills to deliver a message effectively, the nurse manager is brought in to do damage control. As everyone familiar with IHC curricula can attest, **when there is a positive and productive conversation from the outset, there are fewer risk management issues.**

The nursing home regulatory environment is harshly punitive, which creates obstacles for long-term care organizations seeking to create a positive learning environment. The long-term care sector is generally very resource-limited, and, as with all organizations grappling with the need to provide essential staff training, nursing homes struggle to provide key staff members with sufficient training time. Many nursing homes face additional challenges in their employment of new immigrants to the U.S. who have limited English proficiency and high staff turnover rates. Laura has thought deeply about **strategies for addressing communication skills gaps** among nursing home staff members. These include:

- Nursing home management commitment to **creating a positive culture**. It takes intention, skill and sustained effort to resist the forces driving a culture of fear and punishment.
- **Staff education**. Nursing homes employ the greatest numbers and proportions of non-BSN nurses. Other healthcare levels of care have largely shifted toward BSN preparation.
- Increasing the attractiveness of nursing home work. This can be accomplished through **more generous pay, reasonable work conditions, and a culture of appreciation**.
- **Systems change**. The long-term care system in the U.S. has been largely static over the past four decades. Even with bright spots of innovation throughout the country, the norm for long-term care is based on outdated and suboptimal models of care.

Looking ahead to private sector innovations that may move the dial on patient safety, Laura is involved with a start-up company that proposes to use “big data” to drive decisions.

We applaud Laura’s application of IHC principles of effective communication to nursing home care, and welcome your thoughts about strategies for enhancing communication skills development in long-term care.

UPCOMING COURSES

It’s all about the practice



NOW AVAILABLE!

Workshop-PLUS (Practice Learning Using Simulation) programs



With the encouragement and expert guidance of IHC faculty and friends (thank you, survey respondents!), we are pleased to present full-day programs that offer **enhanced skills practice opportunities**. For further information and program applications, please visit the [IHC website](#).

Upcoming Workshop-PLUS events:

Sharing Serious News

Chicago, Illinois, Friday, July 27, 2018

"Difficult" Clinician-Patient Relationships

San Francisco, California, Thursday, October 11, 2018

Clinician-Patient Communication to Enhance Health Outcomes

Tucson, Arizona, Saturday, November 10, 2018

The Empathy Effect: Countering Bias to Improve Health Outcomes

Toronto, Ontario, To Be Announced

Additional Workshop-PLUS programs are in the planning stages across North America.

Tuition: \$925 (includes workshop with IHC senior program facilitators, skills practice with trained simulated patients, lunch, and all curriculum materials). **Host organizations:** Any organization in North America may host a Workshop-PLUS session. In return for providing the meeting room(s) and required A/V, IHC will offer the host **ONE COMPLIMENTARY SEAT** at the Workshop-PLUS session.

Workshop-PLUS Agenda	
8:00 - 9:00 a.m.	Sign-in, Continental breakfast, Welcome
9:00 a.m. – 12:00 p.m.	Workshop
12:00 – 1:00 p.m.	Lunch
1:00 – 4:00 p.m.	Skills practice with Simulated Patients
4:00 – 4:30 p.m.	Debrief, Evaluation

For further information or to book a Workshop-PLUS program at your organization, contact Kathyeryne Stewart, kstewart@healthcarecomm.org or toll-free tel. (844) 825-4226.

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.

Clinician-Patient Communication to Enhance Health Outcomes



Learnable and teachable: communication skills are the foundation of trusting relationships. IHC's flagship communication skills course prepares individuals to become certified to lead workshops in their own organizations.

Through participation in the Clinician-Patient Communication to Enhance Health Outcomes (CPC) train-the-trainer faculty course, participants will:

- (1) Gain background knowledge and facilitation skills required to conduct the CPC workshop at their institution,
- (2) Develop improved clinical communication skills and the ability to role model those skills through simulated patient sessions,
- (3) Identify and practice a coaching and feedback model for use with learners and colleagues, and
- (4) Develop a plan for integrating IHC workshop materials and training to meet the professional development and CE needs at their institution.

May 1-4, 2018
Danville, Pennsylvania

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

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.

July 9-13, 2018
New Haven, Connecticut

For further information and an application packet, please contact Laurie Mansfield at (800) 800-5907 or e-mail lmansfield@healthcarecomm.org.

Intensive Communication Skills Program

Practicing clinicians who wish to enhance their interactions with patients benefit from IHC's immersive communication skills development experience. In a safe and judgment-free zone, learners engage in structured discussion, reflection and role play with balanced feedback from expert trainers and peers.



IHC's **intensive communication skills program** is designed to help clinicians achieve 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. In addition to the scheduled program, below, **Intensive skills workshops may be scheduled by individual arrangement anywhere in North America.**

August 24-26, 2018
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.

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