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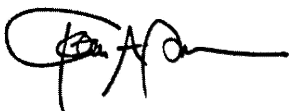
Dear Colleagues and Friends,

You may have heard the news that I will be retiring from my position as IHC CEO in April 2019. While the timing and decision is right for me to venture on, I do feel a mixture of emotions as I anticipate and plan ahead. Getting to know and work so very closely with many of you has been the highlight of my 20-year tenure of affiliation with IHC, with the past 10 years serving as IHC's CEO.

***Building connections and sustaining relationships*** has been the mantra which has lit the way for IHC to thrive for over 30 years, even through the ever-changing landscape of healthcare in the United States and beyond! I'm proud to say that we have continued to develop workshops and training which are current, evidence- and skill-based, transferable to diverse clinical settings, and have had a positive impact on thousands of clinicians and healthcare teams in human and veterinary medicine.

I'm looking forward to the next steps as we transition through a change in leadership for IHC and for you, as integral members of our vast community of faculty and friends. Just as we are now basking in the sun and beauty of the summer season here in New England, I feel so grateful for the gifts of friendship and partnership we have shared together. I also feel a sense of excitement and hope about the changes which await us in exploring new and innovative pathways for *building connections and sustaining relationships* as IHC enters a new season.

With gratitude,



Kathleen

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## NEWS & VIEWS

### FUNDRAISER ASPIRES TO NEW HEIGHTS!

This fall, Kathleen Bonvicini will ascend Mt. Kilimanjaro, the highest peak in Africa at 19,342 ft. She is making this a charity climb to benefit:

— **Step Up Centre, a nonprofit school in Moshi, Tanzania**, in dire need of expansion (where she volunteers), and

— **Creation of an IHC scholarship fund** in veterinary and human medicine to promote dissemination of IHC training.

In preparation for this arduous, high-altitude adventure, Kathleen is working with a personal trainer at The Edge, a local fitness center. She is also enrolled in a training and research effort at Quinnipiac University's Center for Medicine, Nursing and Health Sciences. QU clinicians will help Kathleen with her physical conditioning and collect data on the physiological effects of the high-altitude climb.



There are three pathways to **contribute to this exciting fundraising event**:

1. [Facebook fundraiser](#) page
2. Visit Kathleen's [GoFundMe page](#)
3. If you feel more comfortable making a donation via check or credit card, you can contact IHC directly at (800) 800-5907 for details.

*Thank you!*

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### PXEs now available for popular IHC Workshop-PLUS course

IHC is pleased to announce that learners can earn 6.25 Patient Experience Continuing Education credits (PXEs) through the Patient Experience Institute (PXI) for the **"Difficult" Clinician-Patient Relationships Workshop-PLUS course, Thursday October 11, 2018, in San Francisco, California.** Visit us [online](#) for further details and an application.

PXI is an independent nonprofit committed to the improvement of patient experience through evidence-based research, continuing education and professional certification. PXEs can be applied towards Certified Patient Experience Professional (CPXP) applications and/or to maintain certification designation.



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## IHC Curriculum Updates



### UPDATED! Clinician-Patient Communication To Enhance Health Outcomes

The syllabus and PowerPoint slide deck for IHC's flagship communication skills curriculum, [Clinician-Patient Communication To Enhance Health Outcomes](#), has been updated. We have shared the new materials with active faculty members. If you need these updates or have any questions, please contact Mary Barrett ([mbarrett@healthcarecomm.org](mailto:mbarrett@healthcarecomm.org)) or call (800) 800-5907.

### IN PROCESS! Treating Patients with C.A.R.E.

Feedback is so important: for every member of the healthcare team and for us. We continue to learn from formal and informal feedback from the hundreds of workshops conducted every year, and we are updating the curriculum to reflect faculty members' and learners' input. By the end of 2018, the updated materials for [Treating Patients With C.A.R.E.](#) will be available. Questions? Comments? Please contact Mary Barrett ([mbarrett@healthcarecomm.org](mailto:mbarrett@healthcarecomm.org)) or call (800) 800-5907.



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Drive clinical outcomes,  
meaningfully partner with your  
patients, and transform your care.



The Institute for Healthcare Communication, Inc. (IHC) is excited to partner with the [6th Annual National Forum on Patient Experience](#), Canada's first and longest-running event dedicated to improving Patient Experience. In **Toronto September 24-25, 2018**, the forum brings you opportunities to revolutionize patient-centered care and actionable strategies to tackle your greatest challenges.

#PXForum18 is packed with insights and strategies to build your toolkit and address important issues in patient-and-family-centred-care, with 20+ speakers, 10+ patient partners and caregiver speakers, 8 case studies and 10+ hours of networking and discussion.

*Do more with less, face change with confidence, and  
continue to be a champion of the patient voice.*

To learn more, download the forum [Agenda](#) or [Register](#) now for the 2018 Summit!

Use a special VIP Code: **IHC20 to get 20% off** regular registrations.

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## Nifty Ideas from the Field

CommuniCare Health Centers, a nonprofit Federally Qualified Health Center based in Davis, California, and an active IHC communication skills training partner, has kindly shared some of its strategies for promoting and sustaining communication skills development among employees.



**Treating Patients with C.A.R.E. workshop for all new employees:** Near the beginning of each person's employment, a C.A.R.E. workshop introduces concepts and gives practice opportunities. The training packet for new employees and volunteers includes a summary of C.A.R.E. principles.

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**Reusable name tents for high-volume training:** Dry-erase table tents are sturdy, stackable, economical and environmentally friendly. It's easy to honor learners' wishes about how they like to be addressed: learners write their names (or nicknames) themselves. Available in stationery supply stores and online.

**Tools for acknowledging impressive care:** "CARE Cards" elicit employees' acknowledgement of co-workers' impressive service, and "I'm Impressed Cards" are for patients and clients to let CommuniCare know when the experience has been impressive. "Spirit of CommuniCare" annual awards are based on co-workers' nominations, and a variety of staff activities, planned by representatives from all departments, include C.A.R.E. skills practice.

**Annual employee performance evaluations:** Employees are rated on their performance on C.A.R.E. components.

If you would like to share your innovations in a future IHC Newsletter, contact Barbara Andrews, [bandrews@healthcarecomm.org](mailto:bandrews@healthcarecomm.org).

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**FAQ: *"I am an active, certified IHC faculty member and I recently took a new job at a different organization. Can I still lead IHC workshops?"***

**IHC:** Congratulations on your new position, and thank you for your inquiry; every year we get several such questions. You can certainly continue to lead IHC workshops at your new place of employment: Your certification is personal and non-transferable, representing your individual achievement.

In order to lead IHC workshops in accordance with our accreditation standards, you must use the most up-to-date versions of the required syllabus materials for the course(s) you are certified to lead. Your new employer will need to obtain those materials from IHC. Many IHC client organizations enjoy the convenience, cost savings and smaller carbon footprint of an annual print license and local printing. Alternatively, workshop materials may be purchased from IHC.

IHC staff are happy to facilitate syllabus purchase or print licenses and answer your questions. Call (800) 800-5907 or email: [info@healthcarecomm.org](mailto:info@healthcarecomm.org).

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## **IHC Achieves 2018 GuideStar Gold Seal of Transparency**



GuideStar is a trusted source of comprehensive information about U.S.-based nonprofits. In an effort to help potential funders and stakeholders understand important organizational and financial factors, GuideStar has created a four-tiered program of transparency.

IHC is proud to have achieved three of the four badges, and is working toward its platinum seal of transparency.

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## **EMPATHY EFFECT Poster will be at Planetree International Conference on Person-Centered Care, Boston, Oct 7-10, 2018**

IHC is proud to be selected to present a poster about the foundational premises, skills development focus and early findings of California safety net organizations that have launched **The Empathy Effect** throughout their workforces. We look forward to seeing you at this premier conference of professionals dedicated to advancing patient-centered care. Conference tracks are aligned with the National Academy of Medicine's Guiding Framework for Patient and Family Engaged Care, an evidence-based model that depicts specific changes that work together to achieve the Quadruple Aim of better health, better care, and better culture at a lower cost. Information and registration are available [online](#).

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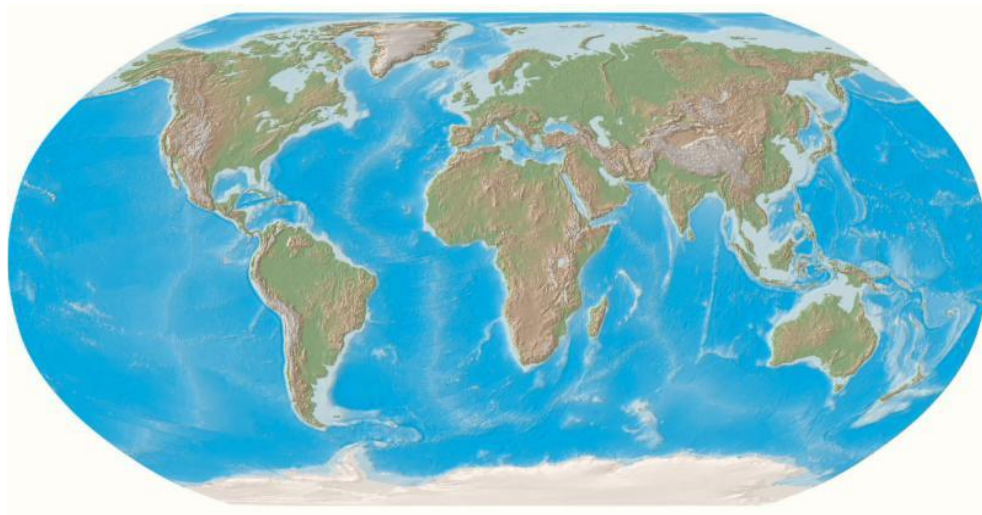
## Medical physicists embrace CPC curriculum

UC San Diego Medical Physicist Todd F. Atwood, PhD, is preparing medical physicists to establish independent professional relationships with radiation oncology patients. The goal is to address the confusion and anxiety that many cancer patients experience as they grapple with complex imaging modalities and difficult treatment options.

In this novel initiative, a medical physicist addresses all of the patient's technical questions and concerns, while providing a personalized overview of the treatment planning and delivery process. However, unlike radiation oncologists, medical physicists currently receive no formal training in patient communication during their graduate school or residency education. To rectify this, Dr. Atwood and his team have created a comprehensive patient communication training program, based around **IHC's "Clinician-Patient Communication to Enhance Health Outcomes"** curriculum. This new patient-facing role will allow medical physicists to provide even more value to patients and the field of radiation oncology as a whole.

Dr. Atwood's program is described in an article titled [\*Establishing a New Clinical Role for Medical Physicists: A Prospective Phase II Trial\*](#) that will be published in an upcoming issue of *International Journal of Radiation Oncology \* Biology \* Physics*.

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What do these countries have in common?

Australia	Brazil
Canada	Chile
England	Hungary
Ireland	Japan
Pakistan	Singapore
Switzerland	United States
West Indies	Oman

IHC activity!

With faculty, workshops, Workshop-PLUS programs and train-the-trainer faculty courses in human and veterinary medicine, IHC is spanning the globe!



## Donations always welcome!

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](https://smile.amazon.com), a small donation comes to IHC.

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**We thank you for your support!**

## CONGRATULATIONS NEW FACULTY

*Clinician-Patient Communication to Enhance Health Outcomes*  
May 1-4, 2018, Danville, Pennsylvania



Front row: Kathleen Bonvicini (IHC), Megan King, Ron Byerly. Middle row: Gretchen Ramsey, Aaron Kepner, Alison Mowery, Charlotte Collins, Michele Nanchoff (IHC), Randy Hutchinson. Back row: Christine Appleman, Shubhra Kumar-Bradley, John Schmeling, Thomas Bitterly, Ion Dan Bucaloiu.

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***Treating Patients with C.A.R.E.***  
**May 7-9, 2018, Tampa, Florida**



From left to right: Sharon Nelson, Evany Dera, Theresa (Terrie) Messier, Sandra Nelson, Cimarron Horton, Connie Smailes, Erica Rabeau.

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***Treating Patients with C.A.R.E.***  
**May 29-31, 2018, Davis, California**



From left to right: Yvette Bonneau, Sara Stradley, Genevieve Hansen.



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**Veterinary Communication Faculty Course**  
**July 9-13, 2018, New Haven, Connecticut**



Front row: Bianca Zenor, Purdue U; Amanda Lee Charman, Bungendore, Australia; Jennifer Koziol, Purdue; Karen Machin, U Saskatchewan; Michelle Oblak, U Guelph; Christina Frank, U Wisconsin; Stephanie Williams, NC State Univ; Simon Swift, U Florida. Second row: Patrick Carney, Cornell; Marina McConkey, U Florida; Sheila Carrera-Justiz, U FL; Heather Gunn-McQuillan, U PEI; Melinda Camus, U Georgia; Susan Fielder, Ok State U; Terri O'Sullivan, U Guelph; Caleb Coursey, TX A&M; Kathleen Bonvicini, IHC; Cindy Adams, IHC trainer (U Calgary); Shawn McKenna, UPEI. Third row: Darcy Shaw, IHC Trainer (PEI); Gwendolyn Joan Levine, TX A&M ; Johanna Heseltine, TX A&M; Amy McMinn, Bayer; Ilana Halperin U CA Davis; Cullen A. Domaracki, LA State U; Karen Cornell, IHC Trainer (A&M). Fourth row: Jenifer Owens, OSU; Jason Coe, IHC Trainer (U Guelph); Matthew Johnson, UFL; Jason Pieper, U IL.

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## **UPCOMING COURSES**

**It's all about the practice**



**THREE PROGRAMS FROM WHICH TO CHOOSE!**  
**Workshop-PLUS (Practice Learning Using Simulation) programs**





We all know that the best way to change behavior is through intentional **skills practice with expert feedback**. Workshop-PLUS programs offer **unparalleled communication skills practice**: Cases are drawn from learners' own experience and interests, simulated patients help to provide balanced feedback, and small group learning accelerates new skills acquisition and reinforcement. For further information and program applications, please visit the [IHC website](#).

#### Upcoming Workshop-PLUS events:

##### **The Empathy Effect: Countering Bias to Improve Health Outcomes**

Toronto, Ontario, Friday, September 28, 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

*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 course. 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.

For further information or to book a Workshop-PLUS program at your organization, contact Katheryne Stewart, [kstewart@healthcarecomm.org](mailto:kstewart@healthcarecomm.org) or call toll-free, telephone (844) 825-4226.

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#### **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](mailto:info@healthcarecomm.org).

## IHC Team



**Kathleen Bonvicini, MPH, EdD**  
Chief Executive Officer



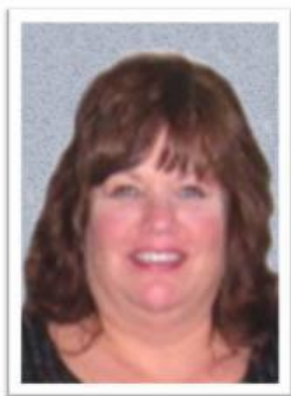
**Barbara Andrews, MPPM, MPH**  
Director of Grants and Projects



**Mary Beth Dennehy**  
Business Operations Manager



**Katheryne Stewart, BSc**  
Director, Outreach and Quality Outcomes



**Laurie Mansfield**  
Program Coordinator



**Mary Barrett**  
Project Coordinator &  
Administrator



**Wendy Petruff**  
CE Associate



**Teresa Durbin**  
Project Coordinator  
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