



Institute for Healthcare Communication

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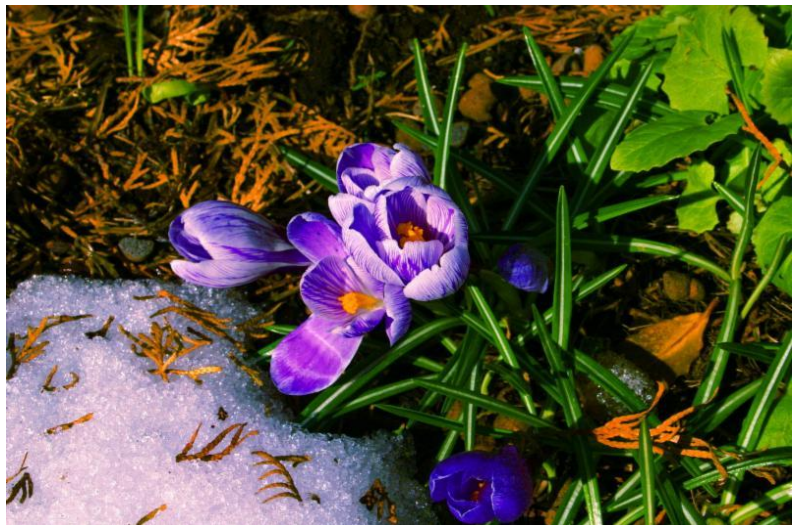
CONGRATULATIONS NEW FACULTY!

UPCOMING COURSES

Greetings friends and colleagues,

We are now a few days out from a snowstorm here in the Northeast, yet now that daylight saving time has arrived, we have hope for spring in the air. I love this time of year where we see and interact more with our neighbors, people walking their dogs, cycling, hiking and clearing out for spring planting.

You may recall that my impending retirement had a target date of spring 2019 and yet, here I am. I agreed to stay on a bit longer at the request of the IHC Board as IHC embarks on this time of transition. One of those transitions is a physical move for IHC whereupon we say good-bye to our downtown New Haven offices, our home for 10 years. While the thought of moving is daunting for many reasons, it is also an opportunity to cleanse and pare down to what is truly needed and appreciated. Just as Marie Kondō, the popular author and inspiration for the Netflix series *Tidying Up* suggests, our goal is to cherish and hold on to what is most important to the identity and history of IHC, and to shed those things that have outlived their purpose. For instance, as much as I love how my old file cabinets are organized by topic with alphabetized articles (yes, I'm old school in many ways), I am slowly coming to grips with purging the excess and relying upon digitalized files. Our timeline for IHC's move is May, 2019.



Throughout this period of transition, we continue our work, ever improving our array of offerings and expanding to new areas of the world. I invite you to read the profile, below, of our recent work at Royal Hospital, Muscat, Oman.

Enjoy the newsletter!

With gratitude,

Kathleen

NEWS & VIEWS

SKILLS CARDS ARE GREAT TOOLS!

Round out your teaching toolkit with IHC course-specific skills cards. These concise laminated pages remind learners to engage key skills in their everyday interactions with patients, families and one another.

Skills cards may be ordered using the [WORKSHOP SYLLABUS AND MATERIAL ORDER FORM](#), available on the Faculty tab of the IHC website. Questions? Contact Mary Barrett at mbarrett@healthcarecomm.org or (800) 800-5907.

Calling all C.A.R.E. Faculty!

A detailed **Facilitator's Guide to C.A.R.E. Revisions** was shared with C.A.R.E. faculty in late February. Also available are updated PPT slides, revised agendas and a revised bibliography. Active C.A.R.E. faculty can access the materials through a Dropbox location or via any other method they choose.

Course Manager Michele Nanchoff, PhD, RPsych, MN, has collected and responded to a host of suggestions for making this essential communication skills course **Even Better Yet**.

If you did not receive the Guide or if you have any questions or concerns, please contact Mary Barrett at mbarrett@healthcarecomm.org or (800) 800-5907.



FAQ: "What CME changes are in store for Canadian learners?"

With changes recently implemented by the College of Family Physicians of Canada (CFPC), there are, in fact, few changes for IHC learners. CFPC no longer offers standing accreditation, which was the mechanism through which IHC offered CME to Canadian learners. Now, CFPC members can still claim direct CME credits for the IHC courses that are accredited by its U.S. affiliate, AAFP. (CFPC has some limits on the number of reciprocal credits

a learner may earn during any given cycle.) **All IHC courses are ACCME accredited**, which means IHC maintains the highest standards for curriculum quality and independence from commercial interest. **Other accrediting bodies recognize the high bar that IHC has cleared with its continuous ACCME accreditation, and learners may apply individually to their own accrediting body for CE/CME credits.**

A little background: As of the end of 2018, CFPC ended its category for "standing accreditation," and now requires CME providers who wish to offer direct CME credits to eligible clinicians to meet additional requirements, significantly, the inclusion of three CFPC members on the oversight committee for each course. All IHC courses have diverse expert oversight; none, however, have three CFPC members.

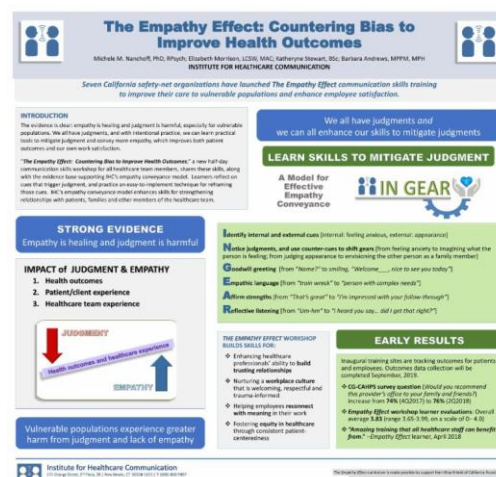
While IHC is disappointed to lose that CFPC "seal of approval," this loss is no reflection on the quality of IHC training, and we are confident that learners can continue to receive credits for their training work with IHC. Please let us know if you experience any difficulties obtaining CE/CME credits for your training with IHC! We will be pleased to provide any required information. Please contact Mary Barrett at mbarrett@healthcarecomm.org.

Empathy Effect Poster Available for Loan!

No need to reinvent the wheel! Here is an easy way to raise awareness about IHC's newest curriculum, *The Empathy Effect: Countering Bias to Improve Health Outcomes (EE)*.

IHC has presented this exciting new course in several recent national conferences. Posters with the highlights of the *EE* curriculum are available for you to borrow, in two formats:

- 45" h X 47" w, or
- 36" w X 60" w.



Contact Mary Barrett at mbarrett@healthcarecomm.org or (800) 800-5907.

Reporting Requirement Removed!



Once upon a time, IHC required all faculty to notify the IHC office about upcoming workshops. No more! The supporting forms on the IHC website, faculty tab, have been removed.

Of course, we always welcome IHC faculty members' input, questions, suggestions for nifty teaching aids and just letting us know how things are going.

Please contact Barbara Andrews, bandrews@healthcarecomm.org or Mary Barrett, mbarrett@healthcarecomm.org.



The Schwartz Center seeks [nominations](#) for its Compassionate Caregiver of the Year Award, recognizing best practices in healthcare. Individuals or teams may be nominated that show "extraordinary devotion and compassion in caring for patients and families."

Contact Mary Barrett at mbarrett@healthcarecomm.org or (800) 800-5907.

PROFILE OF A PARTNERSHIP: IHC IN OMAN

IHC CEO Kathleen Bonvicini recently returned from leading an IHC train-the-trainer (TTT) faculty course in Muscat, Oman for the Royal Hospital, a large, tertiary care government hospital. She was accompanied by two IHC senior trainers, Dr. Michele Nanchoff and Dr. Donald Denmark. This course was attended by 18 Royal Hospital physicians and nurses.

This engagement was particularly exciting because of the opportunity for IHC to customize our curricula to assure cultural sensitivity. The process for assuring complete, accurate and culturally sensitive training materials was arduous and stimulating. It was an opportunity to re-examine our work through a different lens.

Kathleen relied on three key sources for the customization of our flagship *Clinician-Patient Communication to Enhance Health Outcomes (CPC)* TTT faculty course and *Disclosing Unanticipated Medical Outcomes (DUMO)* workshop:



1. Comprehensive literature review of Middle Eastern-specific research in the area of clinician-patient communication;
2. Regular and consistent dialogue with our hosts at Royal Hospital to identify key cultural, religious and other factors; and
3. Outreach with our IHC colleague and friend, Dr. Carma Bylund, who had previously served as consultant lead of a communication program in Qatar with Hamad Medical Corporation.



Integrating these rich resources was a valuable investment as we were successful in creating a customized program that truly reflected an IHC-Royal Hospital partnership.

IHC's experience in the Middle East was nothing short of amazing. The Omani people are gracious, open and warm, and our IHC team felt consistently embraced. Our train-the-trainer experience was indeed meaningful, joyful, enlightening and always included mouthwatering Omani cuisine, teas and sweets such as Halwa. The photo of our Royal Hospital IHC Faculty is included later in this newsletter, and we are pleased to share a few other photos that reflect the energy the IHC team felt during the course (as well as a fun photo showing our random camel sighting in the rear of a pickup truck in the Royal Hospital parking lot!)



CONGRATULATIONS NEW FACULTY

Treating Patients with C.A.R.E.
December 5-7, 2018, Cambridge, Ontario



Front row (left to right): Donna Mills, Nikki Le, Tina Parmar, Stella Muia, Sundeep Hans.
Back row: Sherry Price, Cathy Paroschy-Harris, Michele Nanchoff, Robin McQuillan, Heather Coburn, Lynn Kuchard.

The Empathy Effect: Countering Bias to Improve Health Outcomes
December 17-20, 2019, Ajax, Ontario



From the top of the stairs: Sally Kirby, Joy Brown, Pam Lemke, Kori Lichtfuss, Esther Bae, Carole Dove.
Front row (left to right): Michele Nanchoff, Darren Robbins, Surkhab Peerzada, Martha Wiggins, Schuyler Schmidt, Andrea Martin, Heather Coburn, Karen Caldwell.

Treating Patients with C.A.R.E.
January 24-26, 2019, Los Angeles, California



From left to right: Michele Nanchoff, Gloria Diaz-Madera, Daisy Salinas, Jade Ryan, Melissa Forest, Maite Martin, Amanda Hamilton.

Clinician-Patient Communication to Enhance Health Outcomes
February 24-27, 2019, Muscat, Oman



Front row (left to right): Badria Al Waili, Nawal Al Mahyijari, Samah Alaraimi, Ashwaq Al Mashaikhi, Alya AlMadhani.

Middle row: Suad Al Kharusi, Sakina Al Iawati, Salwa Al Ubaidani, Kathleen Bonvicini, Noura Almakmari, Aly Alimalar Ravikumar, Badria Al Ghaithi, Sumaiya AlAamri, Manal Alkindi, Jokha Alkalbani.

Back row: Afaf AlZadjali, Michele Nanchoff, Naima Al-Bulushi, Amal Al Sabahi, Donald Denmark, Faisal Al ismaili, Ibrahim Al Waili, Nabil Al Lawati, Mohammed Alharthy, Asma Salim Al-Siyabi, Halima Al-Hashmi. Missing: Spateeka Kalkunte, Tahira Al Zadjali.

Upcoming COURSES

Strangers in Crisis: Communication for Emergency Department and Hospital-Based Clinicians

April 9-11, 2019, Indianapolis, Indiana

Essential communication skills help clinicians meet the challenges of caring for patients with whom there is no prior relationship. In ED and inpatient encounters, emotions may be running high, yet patients and families need to make difficult decisions.

This course prepares clinicians with contextually relevant skills practice opportunities to quickly build rapport and understand patients' and family members' concerns.

This course is closed to registration. For information about bringing this program to your organization, contact info@healthcarecomm.org. Pre-registration is available [online](#).



Treating Patients with C.A.R.E.

May 1-3, 2019, Tampa, Florida



Patient satisfaction scores reveal what every patient knows: The way clinic support staff members treat patients makes a big difference in how welcomed one feels, and perceptions about the overall quality of care.

Specific communication skills--all learnable and teachable--are essential for patient-centered care. Bring those skills to your staff through IHC's highly regarded train-the-trainer faculty course, *Treating Patients with C.A.R.E.* Organizations from FQHCs to hospitals laud the benefits of *C.A.R.E.* for transforming how staff members communicate with patients.

A small number of seats are available for this train-the-trainer (TTT) faculty course. Please [pre-register](#) and contact IHC for additional information info@healthcarecomm.org.

IHC Team



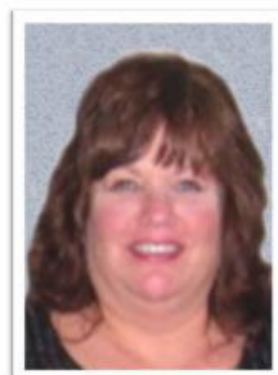
Kathleen Bonvicini, MPH, EdD
Chief Executive Officer



Barbara Andrews, MPPM, MPH
Director of Grants and Projects



Mary Beth Dennehy
Business Operations Manager



Laurie Mansfield
Program Coordinator



Mary Barrett
IHC Administrator and
Project Coordinator



Wendy Petruff
CE Associate



Teresa Durbin
Project Coordinator
Office of Outreach and Quality
Outcomes

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