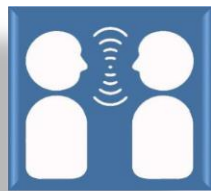


# IHC 2019 PROGRAMMING SCHEDULE (IHC-directed programming only)



The following is a list of the faculty development (Train The Trainer/TTT) programs and continuing education (CE) workshops that the IHC is directly managing.

This list does NOT include the many workshops that are scheduled in healthcare organizations internally across North America.

For information on these activities, as well as other internal workshops, please contact [info@healthcarecomm.org](mailto:info@healthcarecomm.org).

| 2019 Dates       | Type of program | Course  | Location                                   | Host Organization                      |
|------------------|-----------------|---|--|--|
| January 16       | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| January 17 a.m.  | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| January 17 p.m.  | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| January 18       | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| January 22       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| January 23       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| January 24-26    | TTT             | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| January 28       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| January 29       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| January 30       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| January 31       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| February 1       | CE              | <i>Treating Patients with C.A.R.E.</i>                            | Los Angeles, California                    | Queens Care Health Centers             |
| February 12      | CE              | <i>Coaching for Impressive Care for Managers and Supervisors</i>  | Davis, California                          | CommuniCare Health Centers             |
| February 13      | CE              | <i>Coaching for Impressive Care for Managers and Supervisors</i>  | Davis, California                          | CommuniCare Health Centers             |
| February 20      | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| February 21 a.m. | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| February 21 p.m. | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| February 22      | CE              | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Tulsa, Oklahoma                            | Saint Francis Hospital                 |
| February 22-24   | CE              | <i>Intensive Communication Skills</i>                             | Brown University, Providence, Rhode Island | Institute for Healthcare Communication |
| February 24-26   | TTT             | <i>Clinician-Patient Communication to Enhance Health Outcomes</i> | Muscat, Oman                               | Royal Hospital                         |
| February 27      | CE              | <i>Disclosing Unanticipated Medical Outcomes</i>                  | Muscat, Oman                               | Royal Hospital                         |

|               |     |  |                        |   |
|---------------|-----|--|------------------------|---|
| March 20      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| March 21 a.m. | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| March 21 p.m. | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| March 22      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| April 9-11    | TTT | <b><i>Strangers in Crisis: Emergency and Hospital-Based Clinicians</i></b> | Indianapolis, Indiana  | Indiana University                      |
| April 17      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| April 18 a.m. | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| April 18 p.m. | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| April 19      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| April 30      | CE  | <b><i>C.A.R.E. Repair</i></b>  | Tampa, Florida         | University Medical Services Association |
| May 1-3       | TTT | <b><i>Treating Patients with C.A.R.E.</i></b>                              | Tampa, Florida         | University Medical Services Association |
| May 11        | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Catonsville, Maryland  | Centers for Advanced Orthopaedics       |
| May 15        | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| May 16 a.m.   | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| May 16 p.m.   | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| May 17        | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| June 6        | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | West Islip, New York   | Good Samaritan Hospital                 |
| June 13       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | West Islip, New York   | Good Samaritan Hospital                 |
| June 19       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| June 20 a.m.  | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| June 20 p.m.  | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| June 21       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Laureate Psychiatric Clinic & Hospital  |
| June 24-28    | TTT | <b><i>IHC Veterinary Communication Project</i></b>                         | New Haven, Connecticut | Institute for Healthcare Communication  |
| July 17       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| July 18       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| July 19       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| July 20       | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>          | Tulsa, Oklahoma        | Saint Francis Hospital                  |
| July 22-24    | TTT | <b><i>Treating Patients with C.A.R.E.</i></b>                              | Santa Cruz, California | Santa Cruz Community Health Centers     |

|                |     |   |                        |  |
|----------------|-----|---|------------------------|--|
| August 21      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| August 22      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| August 23      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| August 24      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| September 9-11 | TTT | <i>Treating Patients with C.A.R.E.</i>                                | Ontario                | Self-Management Programs                           |
| September 18   | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| September 19   | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| September 19   | CE  | <i>Strangers in Crisis: Emergency and Hospital-Based Clinicians</i>   | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| September 20   | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| September 21   | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| October 7      | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tampa, Florida         | University Medical Services Association/USF Health |
| October 16     | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| October 17     | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| October 18     | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| October 19     | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| October 21-24  | TTT | <i>Choices and Changes: Motivating Healthy Behaviors</i>              | Ontario                | Self-Management Programs                           |
| October 25-28  | TTT | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | New Haven, Connecticut | Institute for Healthcare Communication             |
| October 28-30  | TTT | <i>Treating Patients with C.A.R.E.</i>                                | Auburn, California     | Chapa De Indian Health                             |
| November 18-21 | TTT | <i>The Empathy Effect: Countering Bias to Improve Health Outcomes</i> | Ontario                | Self-Management Programs                           |
| December 18    | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| December 19    | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| December 20    | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |
| December 21    | CE  | <i>Clinician-Patient Communication to Enhance Health Outcomes</i>     | Tulsa, Oklahoma        | Saint Francis Hospital                             |