

**In This Issue**

NEWS & VIEWS

CONGRATULATIONS NEW FACULTY!

UPCOMING COURSES

We bring you this issue of IHC's newsletter as we savor the last few weeks of long summer days. We do hope you have found time for respite and rejuvenation for yourself and ample opportunity to appreciate and enjoy quality time with those you love.

Speaking of time connecting with those you love, my mother used to share a story about me when I was 9 years old (I'm the middle of five children). As the story goes, I called a family meeting that brought my siblings and my parents together to the kitchen table. I called the meeting to order (bossy much?!) and stated that I thought it was important that we hold regular family meetings and at the meetings, we would produce a "report card" which stated what and how we were contributing to the family. Now, in my 9-year old mind, contributing to the family meant keeping the family close and connected.

While I have received my share of teasing from my siblings about this, I have always cherished that story. I have no doubt that these values were felt deeply and had significant importance to me even as a young child and have colored my professional journey. This and other key life experiences validate the work of IHC that I have chosen to do for the past 20 years. While we do not issue "report cards" at IHC, we do advocate for self-reflection, accountability, and life-long learning.

I share this story because it's always been fascinating to think about what stories and influences have shaped our professional choices. Perhaps you have your own - feel free to share. We love to listen!

Kathleen



NEWS & VIEWS



Flyers, brochures, save-the-dates

When you are publicizing an upcoming IHC activity at your organization, please be sure to include the ACCME accreditation statement as follows:

"The Institute for Healthcare Communication is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians."

This applies to all CE/CME activity materials and brochures: any notice that contains specific information about the learning objectives and/or faculty.

The accreditation statement is *not* required on initial or save-the-date notices, i.e., materials that share only general or preliminary information (title, date, location).

Specific IHC courses are accredited by additional accrediting bodies. Please consult the IHC website course descriptions for specifics.

Space permitting, we appreciate inclusion of the IHC logo and a link to the IHC [website](#).

Questions? Comments? Need the updated logo file? Please contact Mary Barrett at mbarrett@healthcarecomm.org or Barbara Andrews at bandrews@healthcarecomm.org, or phone toll-free (800) 800-5907.

FAQ: How should I note my IHC faculty status on my resume?

Kudos for joining the ranks of IHC faculty! When you have successfully completed an IHC train-the-trainer (TTT) faculty course and have led IHC workshops, you can list this accomplishment on your resume or CV as follows:

Faculty for "Course Title" workshop(s), Institute for Healthcare Communication, Date(s)

We welcome your questions, comments and responses; please contact Barbara Andrews, bandrews@healthcarecomm.org.

Meeting and exceeding quality goals

As part of our commitment to maintain the highest standards for quality communication skills training, IHC tracks learner self-evaluations for every educational activity. We recently completed our 2020 bid for ACCME reaccreditation, and used this opportunity to gather and review learner assessments for the most popular IHC workshops.

Learner assessments have been consistent over time and across course titles, exceeding the target average **95%** agreement with the questions, below.

Table: Learners' assessment of workshop effectiveness, 2015-2018, selected courses

Workshops				
	EE n=104	CPC n=449	DUMO n=243	C.A.R.E. n=512
Assessment item	% Agree	% Agree	% Agree	% Agree
Workshop met learning objectives	98%	99%	100%	99%
Workshop effective	98%	99%	99%	99%
Will recommend workshop to colleagues	98%	96%	99%	98%

Note: EE: The Empathy Effect. CPC: Clinician-Patient Communication to Enhance Health Outcomes; DUMO: Disclosing Unanticipated Medical Outcomes; CARE: Treating Patients with C.A.R.E.

Congratulations to IHC faculty, who bring unparalleled commitment and skills to their communication skills training work!

We welcome your questions, comments and responses; please contact Barbara Andrews, bandrews@healthcarecomm.org.

Flexibility in *The Empathy Effect* workshop formats



As with most IHC curricula, faculty members for *The Empathy Effect* can tailor the workshop format to fit participants' schedules and training needs.

We extend our thanks to active workshop leaders who have developed innovations worth emulating. IHC has shared agendas with *Empathy Effect* faculty members as follows:

STANDARD: 4.5 hours, typically offered as a full morning (or afternoon) of active learning.

EXPANDED: 6 hours, with more extensive skills practice opportunities.

TWO SESSIONS: 2.5 hours/session, with the sessions separated by a week or two.

In addition, IHC makes available an agenda for a 1-hour Grand Rounds version. This version is not equivalent to the workshop; it offers a brief introduction to the rationale, concepts and skills that are taught in the workshop, and is suitable for promotional purposes.

If you have ideas for innovative tweaks to an IHC curriculum, please share them with us! With the review and approval of the IHC course leader(s), your innovation may join the ranks of training options.

- All *Empathy Effect* faculty have been emailed a set of program agendas. For additional copies, please contact Mary Barrett, mbarrett@healthcarecomm.org, tel. (800) 800-5907.

GOING UP! Lock in 2019 fees ahead of price rise!



IHC respects the challenges U.S. and Canadian healthcare providers face to do ever more with less, and has foregone price increases for several years. Our costs have risen and we regretfully note our need for modest price increases for selected services, effective Jan. 1, 2020.

IHC will extend 2019 prices for services rendered through 2020 with payment in full in 2019.

Contact Barbara Andrews to develop a proposal for IHC communication skills training services for your organization, email: bandrews@healthcarecomm.org or tel. (800) 800-5907.

CONGRATULATIONS NEW FACULTY

Veterinary Communication Project
June 24-28, 2019, New Haven, Connecticut



Front row: Candace Lyman, OK State U; Bonnie Gatson, U FL; Liana Everaert, Animal Medical Ctr, NYC; Katherine Gerken, Auburn U; Amelia White, Auburn U; Carmin Gade, MedVet; Elizabeth Knudsen, MedVet; Cynthia MacKenzie, AVMA PLIT.
Second row: Judith Harbour, Animal Medical Center, NYC; Jennifer Schleining, TX A&M; Nancy Welborn, LSU; Dana Willis-Henderson, Tuskegee U.
Third row: Daniel Kenney, U Guelph; Katie McCool, TX A&M; Sara Gonzalez, U GA; Allison Shull, OSU; Samuel Hocker, U Guelph; Dustin Pulliam, Lincoln Memorial.
Fourth row: Jason Coe, IHC Trainer, U Guelph; Darcy Shaw, IHC Trainer, U PEI; Kathleen Bonvicini, IHC Course Leader; Karen Cornell, IHC Trainer, TX A&M; Amandine Lejeune, U FL; Ben Stoughton, U PEI.

Treating Patients with C.A.R.E.
July 22-24, 2019, Santa Cruz, California



From left to right: Crystal Washington, Danny Contreras, Noemi Murillo, Martiza Lara, Michele Nanchoff (IHC), Doreen Quintal, Afton Hollister, Nicole Bussing.

Upcoming COURSES

Clinician-Patient Communication to Enhance Health Outcomes (CPC)

October 25-28, 2019

New Haven, Connecticut

Discover the benefits of enhanced communication skills, including improved clinician confidence and patient satisfaction. Clinicians across the spectrum of profession, specialty and years in practice appreciate the opportunity to try out new skills with balanced feedback.



As a result of participation in IHC's flagship *CPC* workshop, learners report the following:

Increased the percentage of time spent listening to patients	58.7%
Feeling more satisfied with patient interactions.....	55.0%
Patients are more satisfied with interactions	43.0%
Patients have a better understanding of their health conditions	43.0%

Note: Percentages do not sum to 100% because respondents could select multiple outcomes.

This train-the-trainer faculty course prepares individuals to lead *CPC* workshops in their home organizations.

A limited number of seats are available to individual learners. [Further information](#) and an [application packet](#) are available online. Please direct questions to Mary Barrett, mbarrett@healthcarecomm.org, tel. toll-free (800) 800-5907.



Treating Patients with C.A.R.E.

October 28-30, 2019

Auburn, California

Things change! If key staff members and IHC faculty have left your organization, you will appreciate this opportunity to replenish your *Treating Patients with C.A.R.E.* training workforce.

A small number of seats are available for individual learners in this TTT faculty course. Enrollment application is available [online](#). Questions? Contact Teresa Durbin, tdurbin@healthcarecomm.org, tel. (800) 800-5907.

Treating Patients with C.A.R.E.

September 9-11, 2019

Ontario Self-Management Programs

All members of the healthcare team have opportunities to contribute to the quality of care. Equipped with specific skills and vocabulary, staff members can create a welcoming environment for patients and families, and interact in helpful ways when there are challenges.



Sorry, this program does not have vacancies. To bring *Treating Patients with C.A.R.E.* to your organization, please contact Barbara Andrews, bandrews@healthcarecomm.org, or tel. toll-free (800) 800-5907.

Choices and Changes: Motivating Healthy Behaviors



October 21-24, 2019

Ontario Self-Management Programs

Food choices, activity level, substance use, stress management: these are among the important behaviors that play a huge role in chronic diseases. Motivational Interviewing-consistent skills are widely accepted as helpful strategies clinicians employ to understand and activate patients' motivations.

Sorry, this program does not have vacancies. To bring *Choices and Changes* to your organization, please contact Barbara Andrews, bandrews@healthcarecomm.org, or tel. toll-free (800) 800-5907.

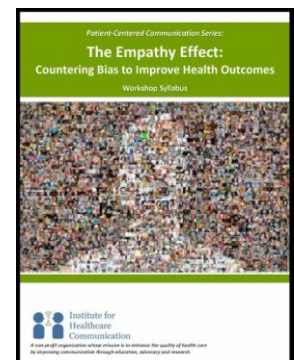
The Empathy Effect: Countering Bias to Improve Health Outcomes

November 18-21, 2019

Ontario Self-Management Programs

Sure, we all know we *should* communicate with empathy, but *how* do we do that?

IHC's *Empathy Effect* builds evidence-based skills for dialing back judgment and conveying empathy. This 3.75-day train-the-trainer faculty course helps learners further understand the importance of empathic communication, especially in interactions with vulnerable populations. It gives learners opportunities to practice communication skills with simulated patients, and to hone their workshop presentation and facilitation skills.



Sorry, this program does not have vacancies. To bring *The Empathy Effect* to your organization, please contact Barbara Andrews, bandrews@healthcarecomm.org, or tel. toll-free (800) 800-5907.

IHC Team



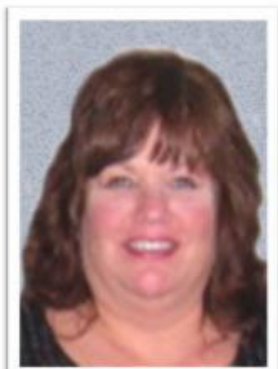
Kathleen Bonvicini, MPH, EdD
Chief Executive Officer



Barbara Andrews, MPPM, MPH
Director of Grants and Projects



Mary Beth Dennehy
Business Operations Manager



Laurie Mansfield
Program Coordinator



Mary Barrett
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