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Dear Colleagues and Friends,

As we reflect upon 2019, we are thankful for the sustained partnerships with our client organizations throughout North America—some of which have continued since the early 1990's! We have also had the fortune to expand our reach during 2019 to the Middle East in the peaceful country of Oman. This gave us a rich opportunity to customize IHC's foundational communication training to meet Omani healthcare learning needs while being sensitive and respectful of customs, values and beliefs. Truly, one size does not fit all and we look ahead to future partnerships which await us in early 2020 with scheduled IHC training in China and United Arab Emirates.

During this holiday season, on behalf of IHC, I want to express my gratitude to everyone who supports IHC's mission to improve the healthcare experience for all patients and families, all caregivers and all professional healthcare teams. It is our interdependence and relationship-centeredness which makes us even stronger together.

Happy Holidays to you and yours!

A blue ink handwritten signature, appearing to be "Kathleen", written in a cursive style.

Kathleen



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## NEWS & VIEWS



### In Memorium – John R. Tongue, MD

Faculty and staff members of the Institute for Healthcare Communication mourn the death of a stellar champion for patient safety and effective surgeon-patient communication. John Tongue, former president of the American Academy of Orthopaedic Surgeons and clinical associate professor of orthopaedics and rehabilitation at the Oregon Health & Science University (OHSU) School of Medicine, died August 25, 2019.

Under his leadership, the AAOS “Communication Skills Mentoring Program,” in collaboration with the Institute for Healthcare Communication, trained more than 50 AAOS Fellows to facilitate the “*Clinician-Patient Communication*” workshop. These communication skills “mentors” have facilitated more than 500 workshops for orthopaedic residency programs, specialty societies, and private practice groups.

John leaves a legacy of caring, achievement and advocacy for public safety. One of his favorite sayings was:

*“Nobody cares how much you know, until they know how much you care.”*

attributed to Theodore Roosevelt

We share our condolences with John’s family and the wide circle of his students and colleagues. See the [OHSU obituary](#) for him.

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## FAQ: How can I share my ideas to make the IHC workshop I teach *Even Better Yet*?

Just send your ideas to the course manager or the IHC office ([info@healthcarecomm.org](mailto:info@healthcarecomm.org)).

We warmly welcome suggestions for strengthening our curricula, including articles that advance the literature, public domain videos that support the training, websites or other resources that learners may appreciate. Your idea isn’t on this list? No worries! Send it along!

IHC faculty members sometimes face challenges conducting the workshops exactly according to the published formats. They may want to break up a workshop into several shorter segments, or create an expanded version for added skills practice. Each Faculty Workshop Guide includes approved alternative workshop agendas. If none of those meet your needs, sketch out what you have in mind, and share it with the course manager. If approved, it may become part of the Guide for future faculty members! If you submit a proposed alternative agenda, please be sure to highlight which sections vary from the established agenda.

We welcome your questions, comments and responses; please contact Barbara Andrews, [bandrews@healthcarecomm.org](mailto:bandrews@healthcarecomm.org).

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## Strong rollout for *The Empathy Effect*



The Blue Shield of California Foundation grants that supported the development and initial rollout of *The Empathy Effect: Countering Bias to Improve Health Outcomes (EE)* have drawn to a close.

**We extend our deep gratitude to Blue Shield of California Foundation for making possible this unique and valuable communication skills training curriculum.**

*EE* course co-managers **Elizabeth Morrison, LCSW, MAC** and **Michele Nanchoff, PhD, RPsych, MN**, with extensive input from external advisory groups representing academia and front-line clinical practice, created an extensive [bibliography](#), exercises for discerning and countering judgment and practicing specific empathy conveyance skills, syllabi and all related materials for the the *EE* workshop and train-the-trainer (TTT) faculty course, and an array of training and trigger videos. Active early members of the *EE* faculty have also provided feedback, suggestions and innovations for the program.

**To all, we say “**THANK YOU!**”**

Since the inaugural class of *EE* faculty were trained in November, 2017, grant-related activity has included **103 workshops**, with **1,160 learners**. Learner evaluation scores have been consistently stellar, a tribute to the quality and dedication of the *EE* faculty members and the design of the workshop curriculum. On a scale of 0 - 4.0, we are pleased to report:

**Average learner evaluation: 3.86** (Low: 3.65, High: 4.00)

For information about bringing [The Empathy Effect](#) to your organization, please contact Mary Barrett, [mbarrett@healthcarecomm.org](mailto:mbarrett@healthcarecomm.org), tel. (800) 800-5907.

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***“Years ago I was trained by the Bayer Institute!!”***



IHC CEO Kathleen Bonvicini, left, shared this happy moment of reconnection with retired orthopaedic surgeon, Vicki Kalen. Vicki, now a volunteer docent at Tohono Chul Park, Tucson, Ariz., was one of the early communication skills mentors trained by IHC through a longstanding relationship with the American Academy of Orthopaedic Surgeons.

Kathleen was delighted to learn from Vicki about Arizona succulents and horticulture, geology, history, economics and culture.

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## Shared communication skill set is handy at home, as it is in the workplace

Malini Hall, OT Reg. (ONT) and Stephen Hall, BSc, MSc, PT, BSc may be unique among IHC faculty: Both are experienced workshop facilitators for [Choices and Changes: Motivating Healthy Behaviors](#) (C&C) and they are married! Recently, Stephen completed an IHC train-the-trainer faculty course for [Treating Patients With C.A.R.E.](#) (CARE). During that program, he shared his observations about the usefulness of IHC-taught communication skills in marriage. The couple agreed to share some of their thoughts with us.

Both Malini and Stephen love facilitating workshops, as part of efforts of their Local Health Integration Network to address patient behaviors that affect health. Malini particularly appreciates the value of C&C for front-line caregivers, providing just enough theory and an array of user-friendly and practical skills development exercises.

Early in his career, Stephen watched and studied mentors who had great outcomes with patients. Initially, he believed that experience and mastery of technical skills accounted for their successes; eventually, he came to understand that the mentors' relationships with patients were key. C&C articulates what he had witnessed in clinical practice, and rallies the evidence for effective communication skills to build strong relationships.

Stephen and Malini find that their enhanced communication skills are helpful in solving problems and resolving the inevitable conflicts that arise. Malini notes that IHC workshops are helpful reminders to be present and engage in active listening, and such skills are applicable to any setting.

So far, this couple has not had an opportunity to co-facilitate a C&C workshop, although they would both welcome the opportunity to do so.

If you have a unique IHC training story you would like to share, please contact Barbara Andrews, [bandrews@healthcarecomm.org](mailto:bandrews@healthcarecomm.org).

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## CONGRATULATIONS NEW FACULTY

*Treating Patients with C.A.R.E.*  
September 9-11, 2019, Kingston, Ontario



From left to right: Stephen Hall, Marilyn VanDerKooi, Susan Beaudoin, Wendy Vuyk, Debbie McTaggart, Nicole Carnochan, Kelly-Jo Gillis, Michele Nanchoff.



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***Choices and Changes: Motivating Healthy Behaviors***  
**October 21-24, 2019, Oakville, Ontario**



From left to right: Michele Nanchoff, Susan Steels, Fiona Pearce, Debbie Rickeard, Rebekah Bruni, Sydniece Cutler.

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***Clinician-Patient Communication to Enhance Health Outcomes***  
**October 25-28, 2019, New Haven, Connecticut**



Left to right: Scott Preston, Hosam Alraqiq, Lisa Dalton, Kathleen Bonvicini (IHC), Scott Abramson, Shiva Kalidindi

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***The Empathy Effect: Countering Bias to Improve Health Outcomes***  
**November 18-21, 2019, Hamilton, Ontario**



Standing, left to right: Laurie Wells, Heather Coburn (IHC), Michele Nanchoff (IHC), Nikki Sharma, Donna Mills, Susan Morgante, Sundeep Hans, Rose Raizman, Jehanara Chagani, Nafessa Jalal.  
Seated: Alana Dening and Jacob

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## **Upcoming COURSES**

### ***Clinician-Patient Communication to Enhance Health Outcomes (CPC)*** **January 27-30, 2020 (snow date: March 9-12, 2020)** **Rockford, Illinois**

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 Teresa Durbin at [tdurbin@healthcarecomm.org](mailto:tdurbin@healthcarecomm.org).



## ***Treating Patients with C.A.R.E.*** ***Rescheduled: February 25-27, 2020*** ***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.

And if your organization is newly launching patient satisfaction improvement measures, this is an ideal opportunity to adopt IHC's proven skills development program.

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

## ***Coaching Clinicians for Enhanced Performance*** ***March 24-26, 2020*** ***Rockford, Illinois***

Skills reinforcement makes all the difference!

Healthcare professionals who wish to take their communication training skills to the next level can do so through IHC's unique clinician coach development program. [Coaching Clinicians for Enhanced Performance](https://www.healthcarecomm.org) (CCEP) is designed for individuals with training and experience leading one or more IHC curricula (or equivalent). Through this intensive 20-hour course, learners gain insights into the theory and practice of coaching, with extensive opportunities to practice techniques for assessing learners, articulating behavioral goals, coaching and sharing feedback.

CCEP skills practice uses extensive small group formats; space is limited. Application is available [online](https://www.healthcarecomm.org). For further information please contact Teresa Durbin at [tdurbin@healthcarecomm.org](mailto:tdurbin@healthcarecomm.org).



### **IHC Team**



Kathleen Bonvicini, MPH, EdD  
Chief Executive Officer



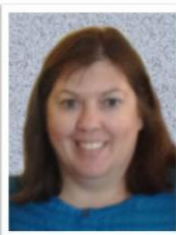
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Laurie Mansfield  
Program Coordinator



Mary Barrett  
IHC Administrator and  
Project Coordinator



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