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Dear IHC friends,

Hello from the Triangle in North Carolina! I recently relocated to this beautiful area of our country and am surrounded by Carolina Pines and the love of my family who also recently resettled to these parts. As we all traverse through the pandemic, IHC has experienced some deep learning curves in adapting to a virtual learning world. As you will read in this issue, we will be offering a menu of both synchronous and asynchronous CME/CE activities. Some of these will be adaptations of IHC curriculum with which you may be familiar, and others will be covering new topics to meet the ever changing needs of our community. We also invite you to reach out if you are interested in partnering with us to create new online learning activities.



My hope is that we remain your go-to organization for collaboration, partnership and professional development.

Stay safe and resilient,

Kathleen

NEWS & VIEWS

IHC workshop forms go paperless!

To expedite CE/CME processing (and save trees), workshop participant and evaluation forms are now available electronically. IHC is moving toward the day when paper forms are the rare exception.

BEST PRACTICE:

When you schedule your workshop, please notify the IHC office so we can send you a link to the electronic participant and assessment forms, customized to your workshop, and you can distribute the link to your learners. Learners will enter their information and submit their forms online so that we can process their certificates of attendance and the workshop assessment summary report, and you will no longer need to send us the paper forms.

A handy form is available on the IHC website to [Request Workshop Participant and Assessment Forms](#).

Following the workshop we ask that you submit a workshop cover sheet, available for download from our [website](#).

Telemedicine (Virtual Video Visits – VVV): Is the Genie out of the bottle?



Michael R. Marks, MD, MBA, longtime IHC faculty member and planner, has published an article in the June 13, 2020 issue of the [Journal of Orthopaedic Experience & Innovation](#). He shares his distilled insights from conversations with pioneering surgeons across the U.S. with varying virtual video visit experience.

Dr. Marks shares observations about the benefits of VVV including a lower threshold for asking questions, enhanced access for individuals with mobility impairments, high levels of patient satisfaction, no apparent higher malpractice risk, no erosion of the personal bond with patients.

As clinicians and patients gain experience with VVV, stay tuned for a proliferation of models for promoting safe and accessible care for all. IHC is proud to participate in the extension of effective clinician-patient communication skills to VVV.



IHC Print Licenses Encompass Virtual Workshops

Inquiring minds are asking: **May IHC faculty conduct workshops virtually? YES!** Experienced IHC faculty, who have successfully completed a train-the-trainer (TTT) faculty course and who wish to conduct workshops via video conferencing, may do so, since in-person training remains so fraught with risk and uncertainty.

Please be aware that we consider “virtual workshops” as trainings where facilitators and learners are each at their own computer. When you lead an IHC workshop virtually, you may use any of the **approved agendas**, and learners need to have access to the **workshop syllabus**, which may be shared as hard copy or digital document.

Much more information about leading virtual workshops is in IHC’s new *Faculty Guide to Pivoting from In-Person to Virtual Workshops*. Available, free, on IHC’s website, [Faculty](#) tab.

Empathy in the time of COVID-19

How can we nurture healthcare team members' empathic communication skills during pandemic and in virtual visits?

While we had all hoped that the close of summer would find more areas of the U.S. with good control over coronavirus transmission, unfortunately, COVID-19 is proving itself well-entrenched. The pressures on healthcare team members remain intense, and the need for empathic communication endures.

IHC Senior Trainers **Michele Nanchoff, PhD, RPsych, MN** and **Elizabeth Morrison, LCSW, MAC** are available to facilitate **1-hour webinars** via Zoom. Learners throughout the healthcare workforce will review the premises and skills model for IHC's curriculum, [*The Empathy Effect: Countering Bias to Improve Health Outcomes*](#), with a focus on strategies for connecting with patients remotely. For scheduling and pricing, contact info@healthcarecomm.org.

In Production: Clinician-Patient Communication to Enhance Health Outcomes (CPC) for Virtual Video Visits

IHC's newest communication skills training program will offer a four-module asynchronous online course to help clinicians interact more effectively with patients during remote visits.



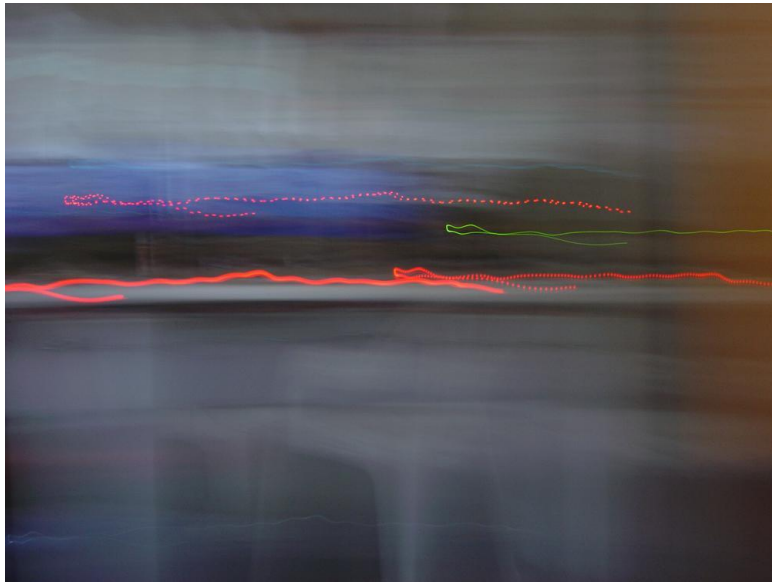
The time-honored communication skills embodied in IHC's "4E" model apply to virtual visits as well as traditional in-person visits, with some special considerations such as:

- technical connection, framing, lighting and privacy
- eye contact via camera, nonverbal signals, imperative to slow down to ensure mutual understanding ...and more!



Stay tuned for a separate announcement and registration information!

FAQ: Like many practices these days, we're using video conferencing for patient visits, trainings and staff meetings. How can we be sure we won't have those annoying screen freezes?



Kudos to you for adapting to the new reality of social distancing!

The short answer to your question is, **you cannot guarantee every video connection will be perfect.** When you get wobbly images, stuttering audio, screen freezes and similar, that is a sign of **bandwidth problems.** Opt for the highest bandwidth connection available. Even with that, you may still experience intermittent issues. You can minimize the risk of problems by **"hard lining"** the connection between your device and your internet modem, using an Ethernet cable. WiFi connections, too many simultaneous users and memory hogs like video

downloads can all contribute to bandwidth issues.

Even if you take every precaution, your meetings may be beset by bandwidth problems from anyone on the meeting. It's a good idea to have a **backup plan**, with a telephone dial-in number, so the conversation can go on.

These are a sampling of helpful suggestions accumulated in IHC's new *Faculty Guide to Pivoting from In-Person to Virtual Workshops*. Available, free, on IHC's website, [Faculty](#) tab.

NEW! Annotated Bibliography, Clinician-Patient Communication for Virtual Video Visits



CONGRATULATIONS NEW CLINICIAN COACHES!

Coaching Clinicians for Enhanced Performance
August 11-13, 2020, Rockford, Illinois



Left to right: Michele Nanchoff, Alissa Otto, Alysa Hartman, Cara Freund. Not Pictured: Jennifer Muchow.

UPCOMING COURSES

(subject to change pending travel and meeting restrictions)

WORKSHOP!



The Empathy Effect: Countering Bias to Improve Health Outcomes

**October 12, 2020
Flemington, New Jersey**

Interested in experiencing IHC's newest communication skills curriculum? A small number of seats are available to learners from organizations contemplating adopting

The Empathy Effect. This evidence-based workshop is designed for all members of the healthcare team.

Learners share their responses to *The Empathy Effect*:

"Excellent presenter, materials, presentation and exercises. It was a great experience to be part of."

"Even for those of us to whom empathy comes very naturally, this was great!"

"Everybody working as a healthcare professional should take this training."

A complete workshop description is [online](#). For further information and enrollment, please contact Laurie Mansfield at (800) 800-5907 or e-mail lmansfield@healthcarecomm.org.

RESCHEDULED!

Veterinary Communication Project

December 6-10, 2020

Texas A&M University

College Station, Texas



Faculty and staff at schools of veterinary medicine and veterinary hospitals are invited to apply for **virtual** seats in IHC's 2020 Veterinary Communication Project. Successful applicants will join a worldwide cadre of faculty trained to use IHC's unique--and uniquely valuable--16 educational modules on key communication topics.

To date, nearly 500 veterinary faculty from 54 schools and hospitals throughout North America, Australia, Portugal, Japan and several countries in South America are active users of IHC's skills development tools.

For further information and an [application packet](#), please contact Laurie Mansfield at (800) 800-5907 or e-mail lmansfield@healthcarecomm.org.

IHC Team



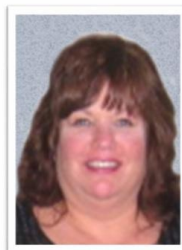
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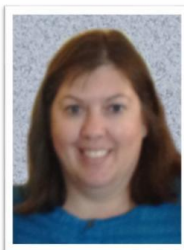
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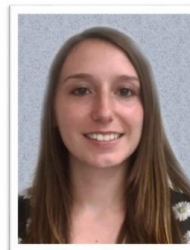
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