

**In This Issue**

CEO FAREWELL and WELCOME  
NEWS & VIEWS  
CONGRATULATIONS NEW FACULTY  
UPCOMING COURSES

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Dear Faculty and Friends of IHC,

As I reflect on these last days of my 12-year tenure as CEO and 23 years affiliated with IHC, I want to extend my thanks for your steadfast support and commitment to IHC's mission of honoring and preserving relationship-centered care for all. It's been a blessing to serve in this position. The road has been joyous and meaningful and, at times certainly has been bumpy, particularly through the pandemic. Yet, the resolve of our IHC team, our board of directors, senior trainers and faculty has brought us to a place of growth and viability as we transition IHC's leadership.



I am quite excited and grateful to pass the CEO baton to Jim Bell, an astute and thoughtful clinician with experience leading faculty courses and deep commitment to diversity, equity and inclusion. I am leaving with a strong sense of confidence and hope and look forward to watching how IHC will continue to grow and evolve under Jim's capable leadership.

I trust our paths will continue to cross.

Much gratitude and respect,

A handwritten signature in blue ink, appearing to be "Kathleen", written over a light blue circular background.

Kathleen

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## Welcome to our new CEO, Jim Bell!



**James Bell, MPAS, PA-C** is a clinician and educator, trained first as a physical therapist and then a physician assistant working in orthopaedics and neurosurgery. For five years he served as an assistant professor and full-time faculty member in the PA program at Daemen College and is currently a clinical educator at D'Youville College, both in Buffalo, N.Y. He has authored book chapters on remediation of communication skills of medical students and on interdisciplinary team communication in the healthcare setting.

Click [HERE](#) for full bio.

Dear Communication Community,

I am very pleased and excited to join the Institute as CEO and thankful to you and to our community for your continued support. IHC has proven to be adaptable during the trying times of the Pandemic, continuing to move forward in our mission to help healthcare outcomes and providers. As we start returning to a version of our previous lives, we can hopefully let go of the fear, but hold on to the lessons learned. I am very excited about the future of the Institute. I want to honor the success of the past and embrace the opportunity of the future. Keep your eyes open for the next initiatives!

Warmly,

Jim Bell

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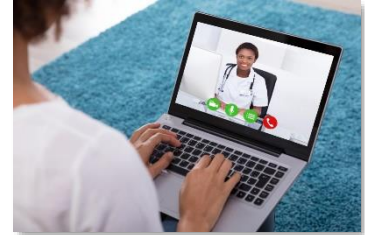
## NEWS & VIEWS

### IHC Has Gone Virtual!

IHC has converted the patient-centered continuing education workshops online. Clinicians can now take the same in-person courses at a self-paced online module.

#### E4–Communication Model for Virtual Video Visits

Virtual visits have multiple advantages including ensuring patients' and providers' safety from viral infection and offer advantages with respect to time- and cost-saving.



**Tuition is \$499 for 4 CME/CE Hours**

**Register [HERE!](#)**

***Use Code "EARLYBIRD100" for a discount***

The E4-Communication Modules are also offered individually:

1. E1 Engage Your Patients
2. E2 Empathize with Your Patients
3. E3 Educate Your Patients
4. E4 Enlist Your Patient as a Partner

**Tuition is \$149 for each module (1 CME/CE Hour each)**

**Register [HERE!](#)**

***Use Code "EARLYBIRD50" for a discount***



#### Sharing Serious News

Some of the most challenging conversations that clinicians must have with patients and families involve sharing serious news.

**Tuition is \$149 for 1 CME/CE Hour**

**Register [HERE!](#)**

***Use Code "EARLYBIRD50" for a discount***

#### Advance Care Planning

This module will provide an overview of advance care planning specific to strategies for initiating the conversation with patients about advance directives.



**Tuition is \$149 for 1 CME/CE Hour**

**Register [HERE!](#)**

***Use Code "EARLYBIRD50" for a discount***

List of Online Courses

# CONGRATULATIONS NEW FACULTY

## International Clinician-Patient Communication Train-The-Trainer in China!

IHC was excited to conduct a virtual International Clinician-Patient Communication Train-the-Trainer in China.

*Click [HERE](#) to watch the amazing video reviews!*

### Congratulations 2021 IHC CPC Faculty Distinct Healthcare, China



**Top row (left to right):** Kathleen Bonvicini, CEO, IHC; Weili Xing, MD, Physician; Bufe Wang, MD, MSc, MRCP (UK), General Practitioner

**Middle row (left to right):** Mi Gongpu, Master of Medicine, Physician; Wenwen Zhang, Master of Clinical Medicine, Head of Patient-Relationship Centered Communication Training Project; Baoyan Huang, PhD, Head of Nursing Department

**Bottom Row:** Zheng Gao, MD, MRCPHC, Pediatrician

# The Empathy Effect: Countering Bias to Improve Health Outcomes

Our newest Institute for Healthcare Communication (IHC) faculty members for the *The Empathy Effect: Countering Bias to Improve Health Outcomes* (EE) workshop. We appreciate that you took time out of your busy schedules to attend the 3.75-day EE faculty course (aka train-the-trainer course) in order to become faculty for IHC's *The Empathy Effect: Countering Bias to Improve Health Outcomes* workshop.

We were thrilled with your enthusiasm and passion for the importance of empathy in all healthcare encounters, and thrilled with your commitment to mastering the EE workshop curricula and practicing empathy conveyance skills with each other and with the simulated patients/simulated colleagues.



## Learner Comments

*"I was apprehensive about a full day of participation and learning on Zoom let alone 4 days. However, the whole day went VERY well and in no way did I feel that my learning or experience was compromised as a result of not being in person with the facilitator and other participants. The facilitation was professional, friendly and inviting and my ability to participate and work with others was easy and enjoyable (loved the breakout sessions and I was curious about how that would work)."*

*"As with all IHC workshops, EE was filled with practical, science-based skills that are presented clearly and supported by excellent video clips. I come away with a nice blend of new information as well as reinforcement of familiar concepts."*





### Learner Comments

*"Michele is an amazing presenter/facilitator-I always learn something new from her. Her techniques, way of saying things, engagement of participants and style of presenting are all extremely skilled. Thank you for having me-it was a fun day!"*

*"I thoroughly enjoyed all the sessions, and was particularly impressed by the format employed to conduct them. They were interactive, engaging, conversational and impactful."*

*"Welcoming format, facilitator promoted good rapport between participants. Zoom format fantastic."*



### Learner Comments

*"Great information, very well presented. The information that was taught in today's training was very well presented and easy to understand. The short videos and activities throughout the training session were great. I learned so much and can't wait to gain more knowledge throughout the training program and teach Camarena staff all about customer service."*



**July 19-22, 2021, Camerena Health, Fresno, California**

*Back Row (left to right): Claudia Arellano, Nancy Gallegos, Maricruz Reyes Calderon, Sylvia Gutierrez, Ana Cardenas  
Front Row: (left to right) Chris Fasulo, Saleena Gupte (IHC), Michele Nanchoff (IHC), Mohammed Alroshaiden*

**Learner Comments**

*"The training overall has been great definitely lot of new knowledge and have learned many new ways of adding new skills to my daily work routine and I believe this will be very effective new learning tool to take back and teach others."*

*"I enjoyed the delivery of information, it was easy to follow along. I appreciate the opportunity to practice skills throughout the presentation of each skill."*



# Choices and Changes: Motivating Healthy Behaviors

Our newest IHC faculty members for the *Choices and Changes: Motivating Healthy Behaviors* (C&C) workshop. We appreciate that you took time out of your busy schedules to attend the 3.5-day C&C faculty course in order to become faculty for IHC's *Choices and Changes: Motivating Healthy Behaviors* workshop. You are joining an international network of IHC workshop facilitators and a large cadre of C&C facilitators in the Province of Ontario.



## March 9-12, 2021, Ontario Self-Management Program

Top Row (left to right): Natalie Millar, Michele Nanchoff (IHC)

Middle Row (left to right): Kristine Coronel, Sara Fung

Bottom Row: Rose Raizman

### Learner Comments

*"Amazing!!! I really enjoyed practicing with simulated patients. It allowed me to practice the skills and get real time feedback. Couldn't have been better!"*

*"Amazing course and facilitation."*



# Clinician-Patient Communication to Enhance Health Outcomes

Our newest IHC faculty members for the *Clinician-Patient Communication to Enhance Health Outcomes (CPC)* workshop. We appreciate that you took time out of your busy schedules to attend the 3.5-day CPC faculty course in order to become faculty for the IHC's *Clinician-Patient Communication to Enhance Health Outcomes* workshop.



**March 15-18, 2021, Ontario Self-Management Program**

*Top Row (left to right): Alka Chopra, Michele Nanchoff (IHC)*

*Bottom Row: Sally Kirby*

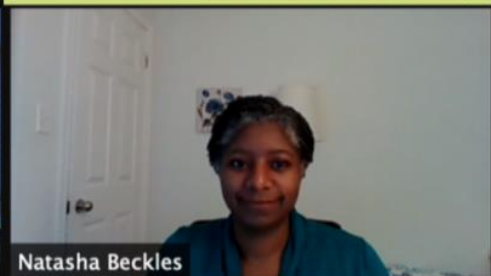
## Learner Comments

*"Excellent and well organized workshop."*

*"Thank you for a very informative and interactive workshop."*

## Treating Patients with C.A.R.E.

Our newest IHC faculty members for the *Treating Patients with C.A.R.E.* workshop. We appreciate that you took time out of your busy schedules to attend the 2.5-day C.A.R.E. faculty course in order to become faculty for the IHC's *Treating Patients with C.A.R.E.* workshop.



### March 24-26, 2021, Ontario Self-Management Program

Top Row (left to right): Carole Dove, Michele Nanchoff (IHC), Kathleen Raum  
Middle Row (left to right): Suzan McKenzie, Natasha Beckles, Jehanara Chagani  
Bottom Row: Tammy Purdy

### Learner Comments

*"It was an excellent opportunity to participate in the virtual C.A.R.E. workshop. I had previously participated in an in-person C.A.R.E. workshop and I found that the session pivoted very well to the online platform."*

# Veterinary Communication Faculty Course

## May 17-21, 2021

Our newest IHC faculty members for the *Veterinary Communication program*. We appreciate that you took time out of your busy schedules to attend the 4.5-day faculty course.

### 2021 Virtual IHC Veterinary Communication Faculty Course



#### 2021 IHC Veterinary Communication Project Faculty Course

**First row:** IHC Senior Trainer Team - Kathleen Bonvicini, IHC; Cindy Adams, U Calgary; Karen Cornell, TX A&M; Darcy Shaw, U PEI; Jordan Tayce, TX A&M

**Second row:** Brandon Brunson, Auburn U; Kira Epstein, U Georgia; Amanda Trimble, TX A&M; James Bilof, TX A&M; Thomas Favale, U Tenn

**Third row:** Jennifer Frey, AVMA Trust; Melanie Boileau, OK State U; Aimee Brooks, Purdue U; Elizabeth O'Toole, U Montreal; Kimberly Tryon, U of Saskatchewan

**Fourth row:** Susan Elrod, Auburn U; Lynn Maki, U Wisconsin; Bradley Heins, U Georgia; Renata Catriona De Rosayro, Ross U

#### Learner Comments

*"I am so interested when we do the small groups and hear how differently people view or interpret a scene... really nails down the concept that we use the Judgement facet more than we realize."*

*"This was a very useful module. I can tell that the modules are ramping up in intensity as the days pass and I appreciate this. The TEAM acronym will be easy to remember."*



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## UPCOMING LIVE COURSES

Coming soon!

Visit our website for updates.

Visit Our Website

Are you interested in running an IHC Course at your institute?

Contact Laurie Mansfield at

(800) 800-5907 x702 or [lmansfield@healthcarecomm.org](mailto:lmansfield@healthcarecomm.org).

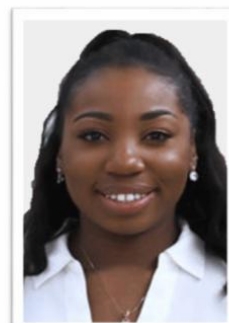
### IHC Team



Jim Bell, MPAS, PA-C  
Chief Executive Officer



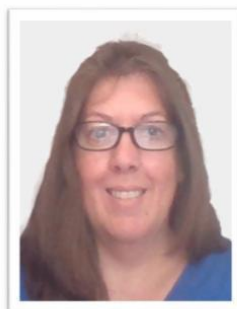
Mary Beth Dennehy  
Business Operations Manager



Cindy Kalenga, PhD, MD(c)  
Online Course Project Director



Laurie Mansfield  
Program Coordinator



Mary Barrett  
IHC Administrator and  
Project Coordinator



Wendy Petruff  
CE Associate

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