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MESSAGE FROM OUR CEO

Happy New Year from the Institute for Healthcare Communication!

As I reflect on 2021 and plan for 2022 I am struck by something that I am sure many of you share. The joy of a year of challenging times ending is dampened by the uncertainty of resolving the challenges. You have weathered unprecedented difficulties in 2021 but one thing that we know challenges bring is innovation.



I am thankful also for the triumphs of 2021 as well as the lessons learned. We continue to offer high quality communication content on multiple continents. The impact of our work together continues to grow in exciting ways and resilience realized also feels like growth.

I am personally feeling optimistic about the new year and the opportunities that it will provide. We are beginning to offer new formats for content delivery and hope to add updates to some of the current offerings. The promise of new and exciting relationships and new ways to collaborate are on the horizon.

Thank you for your continued work toward our shared mission. We at IHC wish you a happy and healthy New Year.

Best,
Jim Bell, CEO

UPCOMING LIVE COURSES

Clinician-Patient Communication to Enhance Health Outcomes



1 Day Workshop
Tue February 8, 2022
8:00-12:30 PM EST

[APPLY HERE!](#)

The Institute for Healthcare Communication designates the Clinician-Patient Communication workshop for a maximum of 4.0 AMA PRA Category 1 Credits.

Tuition is \$500 USD per person.

Train-the-Trainer Course
April 25-28, 2022
Starting at 8:00 AM EDT

[APPLY HERE!](#)

Participants will receive 25.75 AMA PRA Category 1 Credits, and all the tools to conduct the Clinician-Patient Communication workshop: workshop syllabus, training manual, faculty workshop guide, videos, slide deck, and much more!

Tuition is \$4,900 USD per person.

The Empathy Effect: Countering Bias to Improve Health Outcomes



1 Day Workshop
Tuesday March 29, 2022
8:00-12:30 PM EDT

[APPLY HERE!](#)

The Institute for Healthcare Communication designates the Empathy Effect workshop for a maximum of 4.0 AMA PRA Category 1 Credits.

Tuition is \$500 USD per person.

Train-the-Trainer Course
May 9-12, 2022
Starting at 8:00 AM EDT

[APPLY HERE!](#)

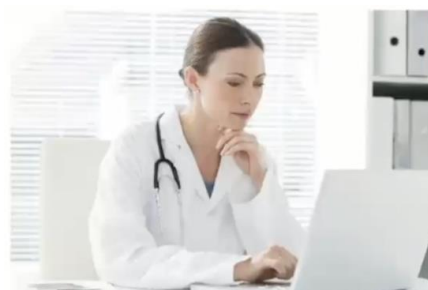
Participants will receive 28.00 AMA PRA Category 1 Credits, and all the tools to conduct the Clinician-Patient Communication workshop: workshop syllabus, training manual, faculty workshop guide, videos, slide deck, and much more!

Tuition is \$5,250 USD per person.

ONLINE TRAININGS

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. For a full list of courses, please visit our website.

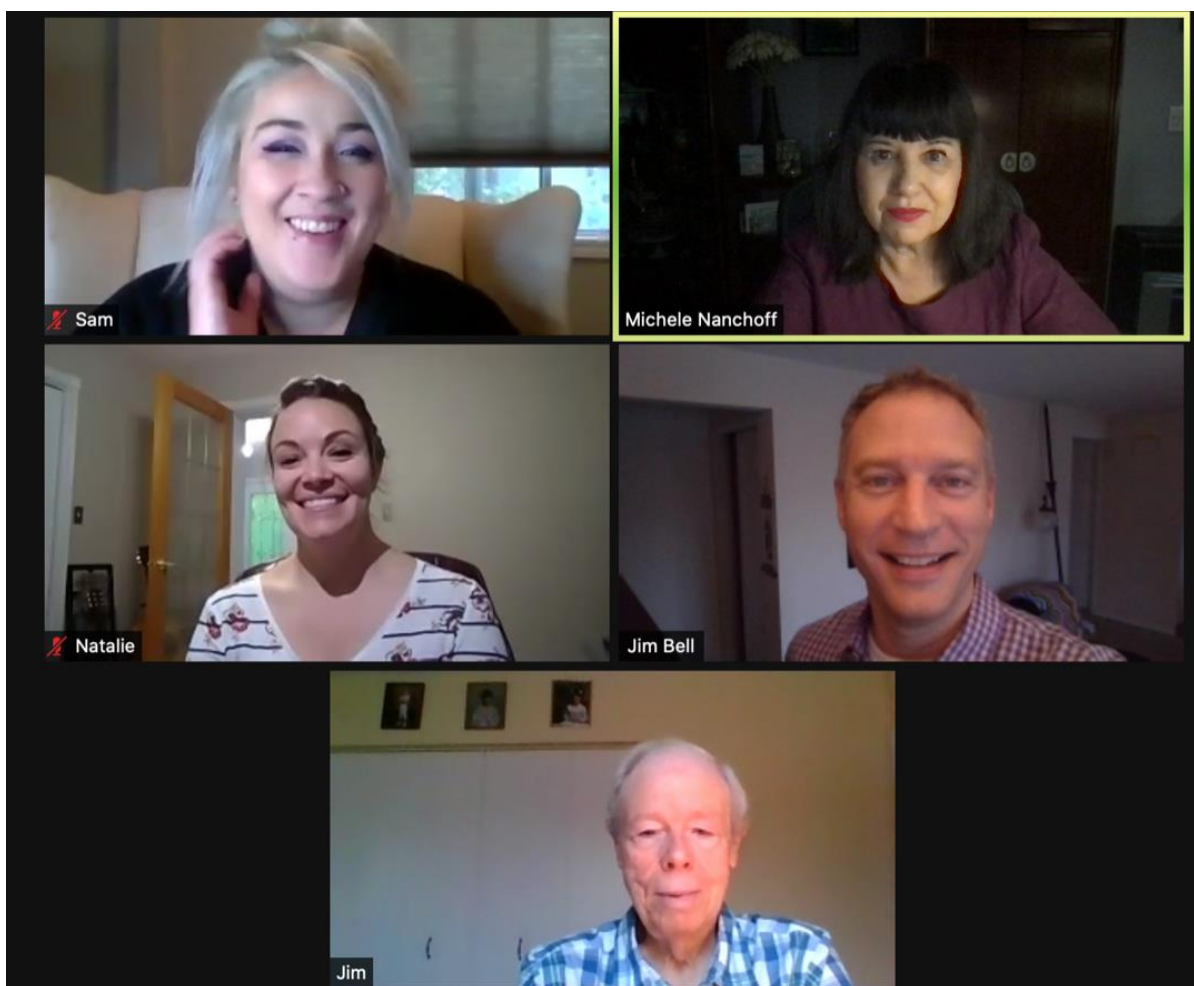
[Visit our Website](#)



CONGRATULATIONS NEW FACULTY

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. You are joining an international network of IHC workshop facilitators and a large cadre of C&C facilitators all over the world!



October 4-7, 2021, Ontario Self-Management Programs

Top Row (left to right): Samantha Holz, Michele Nanchoff (IHC)

Middle Row (left to right): Natalie McLean, Jim Bell (IHC)

Bottom Row: s

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. You are joining an international network of IHC workshop facilitators and a large cadre of CPC facilitators all over the world!



October 26-29, 2021, Ontario Self-Management Programs

Top Row (left to right): Michele Nanchoff (IHC), Susan Morgante

Bottom Row: Donna Mills, Jim Bell (IHC)

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. You have joined an international network of IHC workshop facilitators and a large cadre of C.A.R.E. facilitators all over the world!



November 2-4, 2021, Alberta Health Services Edmonton, Alberta

Left to Right: Lee-Anne Daley, Paul Cairney, Marissa Crane, Cory Christiansen, Don Daikow, Jason Joelson



November 16-18, 2021, Ontario Self-Management Programs

Top Row (left to right): Barbara Lloyd, Michele Nanchoff (IHC), Malini Hall
Middle Row (left to right): Dearbhla Lynch, Donna English, Susan Morgante
Bottom Row: Janet Chong-Lee

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.



November 22-25, 2021 Home and Community Care Support Services Ontario Self-Management Programs

Top Row (left to right): Nancy Willis, Michele Nanchoff (IHC)

Middle Row (left to right): Susan Robertson,

Bottom Row (left to right): Debra McCarthy, Alicia Rowe



Nov 29 - Dec 02, 2021, Home and Community Care Support Services Ontario Self-Management Programs

*Top Row (left to right): Judy Murray, Michele Nanchoff (IHC), Ashvinder (Ashu) Tinna
Middle Row (left to right): Lynn Woods, Dearbhla Lynch, Lisa Mackay
Bottom Row (left to right): Suzan McKenzie*

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

Contact Laurie Mansfield at

(800) 800-5907 x702 or lmansfield@healthcarecomm.org.

IHC Team



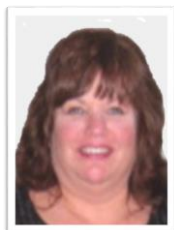
Jim Bell, MPAS, PA-C
Chief Executive Officer



Mary Beth Dennehy
Business Operations Manager



Cindy Kalenga, PhD, MD (2024)
Online Course Project Director



Laurie Mansfield
Program Coordinator



Mary Barrett
IHC Administrator and
Project Coordinator



Wendy Petruff
CE Associate

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