



In This Issue

NEWS & VIEWS

CONGRATULATIONS NEW FACULTY!

Greetings to all,

These hiking boots have been on quite a climb and have many stories to tell. I'll share only the "cliff notes" (no pun intended).



First, I want to share my utmost gratitude to everyone for the support, encouragement and generous donations for my recent Mount Kilimanjaro climb, which benefited two projects that are near and dear to me: 1) IHC's Train-the-Trainer Course Scholarship Fund, and 2) Step Up Center in Moshi Tanzania, a non-governmental school in great need of expansion, where I have volunteered.

I am happy to report that I stood tall in those very boots at the summit of Mount Kilimanjaro, aka "the Roof of Africa" at 19,341 feet (5,895 meters) as the sun was rising on September 26th. I spent seven nights camping on the mountain without WiFi (what a freeing experience!) and surrounded by the beauty of nature (5 eco-zones!), and reaping many gifts from my mountain family. Fellow hikers are aware of the many "life lessons" gained through hiking. After eight days on this incredible Tanzanian mountain, please allow me to share five lessons:

1) Be intentional. Keep your goal in mind and plant your feet in that direction, especially if it requires you to stretch. One of my favorite mantras in life and in our work at IHC is, "Learning happens only when you stretch out of your comfort zone."

2) Pole-Pole ("pol-ee - pol-ee"). This is Swahili for "slowly, slowly," the key to staying safe and fit while appreciating the rewards and pleasures along the journey. When the climb gets really hard, pause, reflect and keep going. Remember to give yourself some down time and be sure to get back up and hike. The effort is worth it.

3) Know when to be a good follower. You are not a boss on every mountain. Recognize and trust those on your team with expertise and experience. Sometimes we think we need to know everything and be in charge. Yet, even the best leaders know when to take a step back and let others lead. This can be a matter of life or death on the mountain!

4) Make sure someone has your back. We all need to accept help at times and we need to tell the truth about where we are at. On the mountain, our guides checked our oxygen levels daily and asked if we had signs of altitude sickness such as headache or nausea. If we were not truthful, our team could not help us. It takes courage to admit we need help.

5) Hold on to what brings you joy and lightness. When the climb gets especially tough and the air gets thin, it takes lots of stick-to-itiveness to keep going. Staying the course with an eye on your goal, knowing you have a team around you, can ease the emotional tension and preserve your sense of humor.

"Anything I've ever done that ultimately was worthwhile initially scared me to death." - Unknown

Be well and enjoy our Fall 2018 newsletter!

With gratitude,

Kathleen



NEWS & VIEWS



IHC FACULTY: PLEASE DISCLOSE!!

We pledge complete independence from any commercial influence in the design, conduct and marketing of IHC programs. It's the right thing to do, and our accrediting bodies require it. We document this in all our curricular materials, and **all faculty must share their disclosure statements at every IHC program.**

Please be sure to show your disclosure slide(s) early in each slide deck. We encourage you to also state that you have no financial connections to disclose.

IHC's disclosure process is quick and easy, and we encourage all faculty members to update their disclosures annually on the IHC website: [Faculty CE/CME Disclosure](#). Questions? Ask Mary Barrett, email: mbarrett@healthcarecomm.org, or call (203) 772-8286.

IHC Bids "Farewell" to Director



Katheryne Stewart, BSc, IHC's director of outreach and quality outcomes in human medicine, has left IHC after 13 years of highly successful work promoting communication skills training throughout North America. Her new role as science career and relationship manager at McMaster University brings new challenges in a setting familiar to her.

IHC's clients, staff, and leadership have benefitted from Katheryne's dedication, skills and creativity, first as the director of IHC-Canada, and most recently as director of outreach and quality outcomes. We will all miss her tremendous contributions and good humor. We wish her all the best!

Please direct inquiries to Barbara Andrews, Director of Grants and Projects

(bandrews@healthcarecomm.org) or call (800) 800-5907.

FAQ: "Can our organization still schedule certification visits for new faculty, even though certifications are now optional?"

Yes! Certification of new faculty, whereby an IHC senior trainer coaches, supports and observes new faculty as they lead an IHC workshop, is a valuable tool to help new faculty to gain confidence as they embark on their work as IHC workshop leaders. It remains an optional service, at additional charge beyond TTT tuition (as before). Individuals who do not have significant group facilitation skills experience appreciate the on-the-spot feedback and coaching, the opportunity to deepen their understanding of the IHC workshop content, and the chance to have their questions answered.

Over the decades, IHC has had varying approaches to new faculty support, with and without the certification requirement. We believe our course structure is sufficient to maintain the integrity and strength of workshop leadership. IHC faculty courses, by strictly keeping small groups small, provide personalized, individual attention to each learner. IHC offers in-depth guidance on the selection of TTT attendees, and all applicants to TTT faculty courses are required to submit detailed applications. After the

faculty course, as faculty conduct workshops, we review the learner evaluations, and follow up with faculty whose scores fall below 3.5 on a 4-point scale, to learn what factors may be influencing performance, and require coaching and supportive help if indicated.

We recognize that organizations considering engaging IHC for communication skills training face intense cost pressures. By making the certification process optional, we anticipate lowering the financial barrier to enhanced communication skills training capacity.

We welcome feedback about this decision. Also, if you would like us to address a question in a future IHC Newsletter, contact Barbara Andrews, bandrews@healthcarecomm.org.

MAINE QUALITY COUNTS OUTLINES HOW WORDS MATTER



**Words Matter: Improving the Substance Use Conversation
A Guide for Health Care Teams**

Healthcare professionals who interact with individuals with substance use concerns can benefit from a new guide to essential--and difficult--conversations, developed by Maine Quality Counts. This content-rich document is an excellent **adjunct to IHC's communication skills training** courses, especially [The Empathy Effect: Countering Bias to Improve Health Outcomes](#).

Guide is available free of charge online at [Maine Quality Counts](#).

EMPATHY EFFECT Poster will be at the IHI National Forum on Quality Improvement, Dec. 9-12, 2018, Orlando, Fla.

IHC is proud to be selected to present a poster about the foundational premises, skills development focus and early findings of California safety net organizations that have launched **The Empathy Effect** throughout their workforces.

This annual event brings together a wide array of healthcare leaders focused on using improvement science methodologies to effect meaningful change in patient safety and care. Information and registration are available [online](#).

Award honors women for humanistic care



The Arnold P. Gold Foundation is **accepting nominations for the the 2019 Pearl Birnbaum Hurwitz Humanism in Healthcare Award**, until December 7, 2018. The award is presented annually to a woman who exemplifies humanism and has advanced, through her scholarship, advocacy, leadership or work, the well-being of vulnerable or underserved populations in the healthcare arena.

Further information and a nomination form are [online](#).

CONGRATULATIONS NEW FACULTY

Disclosing Unanticipated Medical Outcomes
October 1-3, 2018, Surrey, British Columbia

Fraser Health Authority

Elizabeth Baron, Vancouver Coastal Health; Brenda Cholowski, Fraser Health; Sarika Choy, Fraser Health; Leona Falconer, Fraser Health; Jodi Hooper, Vancouver Coastal Health; Sheri Obera, Fraser Health; Keith Parris, Fraser Health; Michelle Preston, Fraser Health; Natasha Randhawa, Fraser Health; Elisabeth White, Fraser Health

The Empathy Effect: Countering Bias to Improve Health Outcomes
October 29-November 1, 2018, Sacramento, California



Front row (left to right): Jacqueline Saenz, Community Health Center Network, Alameda Health Consortium; Mary Renner, Central Valley Health Network; Kathleen Bonvicini, IHC; Bao Nhia Xiong, CPCA; Lesley Manson, IHC; Trisha Cooke, North Coast Clinics Network; Michele Nanchoff, IHC; Ashley Ignacio, Community Health Association Inland Southern Region; Lauren Richard, Community Clinic Association of Los Angeles County.

Second row: Danielle Malone, Community Health Partnership; Allison Peacock, Arizona State University; Pamela Moore, Redwood Community Health Coalition; Iris Garcia, Community Health Association Inland Southern Region; Allie Budenz, CPCA; Enedina Sepulveda Martinez, Coalition of Orange County Community Health Centers; Jesse Tarango, Community Health Partnership, San Jose; Traci Bivens, Community Clinic Association of Los Angeles County.

UPCOMING COURSES

NEW!! Online Communication Skills Training - Palliative Care

Two new online communication skills modules are now available, the result of our collaboration with the [Institute for Palliative Care](#), California State University, San Marcos. They provide foundational content, available **any time, from any place!**

EXTRA!! Use promo code **HEALTHCOMM2018** to **save 10%**.

Sharing Serious News (Earn 2 CE Hours)

This curriculum delivers proven techniques for effectively and compassionately communicating with patients and families in what could be the most difficult conversation of their lives: a life-limiting diagnosis, a treatment failure, or death. Whether you are new or experienced in palliative care, this course will increase your skills and confidence.

Communication Strategies for Shared and Informed Decision Making

(Earn 2 CE Hours)

Palliative care is person-centered care, a model that requires patients and families to understand a difficult diagnosis, articulate their wishes, and participate in informed decision-making that supports their goals of care. This online course helps clinicians enhance their communication skills to convey and elicit critical information to best support patients on their journey through serious illness.

These online courses are ideal preparation for in-depth skills practice offered through IHC's 5-module, in-person workshop, [Conversations during Serious Illness \(CSI\)](#).

To learn more, call us toll-free at (800) 800-5907 or e-mail info@healthcarecomm.org.

Intensive Communication Skills Program

Patient satisfaction scores that could be better...

Feelings of frustration, disengagement...

Malpractice or complaint risk...



These are a few of the signs of communication skill gaps that can be successfully mitigated through intensive, focused skills training. Practicing clinicians who wish to enhance their interactions with patients benefit from IHC's immersive communication skills development experience. In a safe and judgment-free zone, learners engage in structured discussion, reflection and role play with balanced feedback from expert trainers and peers.

IHC's **Intensive Communication Skills program** helps clinicians achieve improved patient satisfaction scores and greater career satisfaction. **Learners may be self-referred or referred by their employer or malpractice carrier.**

This program is scheduled partially over a weekend to minimize work disruption. IHC offers flexibility and customization, convening a group program or conducting individualized, on-site coaching and training. In addition to the scheduled program, below, **Intensive skills workshops may be scheduled by individual arrangement anywhere in North America.**

November 30-December 2, 2018

Providence, Rhode Island

For further information and an application please see the [Intensive Course Description](#). An [application](#) is available online. Questions? Call us toll-free at (800) 800-5907 or e-mail info@healthcarecomm.org.

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
IHC Administrator and
Project Coordinator



Wendy Petruff
CE Associate



Teresa Durbin
Project Coordinator
Office of Outreach and Quality
Outcomes

Institute for Healthcare Communication
info@healthcarecomm.org | <http://healthcarecomm.org>
171 Orange Street, 2R, New Haven, CT 06510
(800) 800-5907

Stay Connected

Follow us on **twitter**

View our profile on **Linked in**