



Institute for Healthcare Communication

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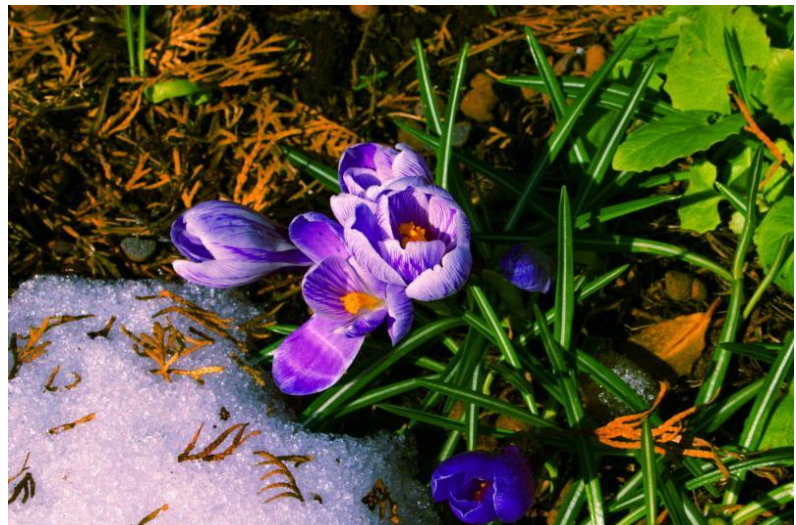
EMERGING COURSES

Dear IHC Friends,

I am happy to say that Spring has officially arrived here in New England. As many have experienced across the continent, we have weathered storms and heavy rain over these past few weeks. We are holding those who have lost lives and homes in the deadly storms in the Midwest in our thoughts.

In many ways, I look at this as a time to invest in looking inward and reflecting on what is most important in my life.

I was fortunate to be in a conducive environment to do just that. I spent a weekend at a mindfulness and meditation retreat for "the fidgety" at the Omega Institute in Rhinebeck, New York. It was a wonderful experience, which brought me close to nature (photos taken at Omega) while simultaneously being among a community of folks committed to carving out time for self-care and expressing gratitude for what life has brought us.



I continue to be thankful for my time with IHC, in many roles. It started with my acting debut as a simulated patient for IHC faculty courses, progressed when I became an IHC certified faculty member for multiple courses, and evolved into roles as Consultant and Researcher, Associate Director and CEO. What incredible learning experiences!

While I have pressed the "pause" button on my retirement, I will continue to update you on the next chapter for myself and for IHC. For now, enjoy your spring weather and our newsletter.

Be well,

Kathleen



NEWS & VIEWS

MAKING C.A.R.E. EVEN BETTER YET

If you are a C.A.R.E. faculty member and did not yet download your *Facilitator's Guide to C.A.R.E. Revisions*, you can access this valuable document, as well as the updated PPT slide deck revised agendas and revised annotated bibliography via Dropbox. Please contact Mary Barrett at mbarrett@healthcarecomm.org or (800) 800-5907.



FAQ: "Is it really beneficial to have two faculty co-facilitate IHC workshops?"

A Yes, it is! Extensive experience with hundreds of client organizations, many thousands of learners, and more than a dozen curricula provides clear lessons, which we are happy to share. We recognize that IHC faculty are perfectly capable of solo leadership, bringing their listening and facilitation skills, anecdotes and passion for the topic. We know the workshop experience can be even better yet for learners when there are two co-facilitators.

First, we must acknowledge the obvious downsides: It is more expensive to schedule two workshop co-leaders rather than just one. Also, there can be added scheduling challenges in busy healthcare organizations. The benefits are great, and accrue to learners, workshop co-facilitators and the organizations that have implemented IHC communication skills training.

LEARNERS: As learners, we each have our own learning styles and preferences, professional and personal backgrounds, and biases. Two co-facilitators can bring different teaching styles, and we encourage organizations to pair up co-facilitators with differing backgrounds. Two people bring twice the accumulated stories and experiences, and they increase the relatability quotient.

FACULTY: Leading workshops can be fun, even exhilarating, and it is also hard work. Workshop co-facilitators can share the time and challenges of being "on." While one person speaks, the other can gauge learners' responses. The co-facilitator who is not in front of the room can track the time, which helps to keep to the agenda. In a pinch, if one or the other workshop leader is not available, the show can go on with a solo facilitator.

ORGANIZATIONS that invest in workshop co-facilitators are more likely to have communication skills training programs that are sustainable over the long term. Faculty co-facilitators can support and spell one another, mitigating the risk of burnout.

In aggregate, we feel strongly that IHC **workshop co-facilitation makes for more effective skills training**, and that is what we are all about. We welcome your comments and responses; please contact Barbara Andrews, bandrews@healthcarecomm.org.



Kathleen Bonvicini receives 2019 Community Partner Award

IHC CEO Kathleen Bonvicini, MPH, EdD, was recently honored for her volunteer work at the VNA Community Healthcare & Hospice annual meeting. Hospice Volunteer Coordinator JoAnn Begley praised Kathleen's calm demeanor and helpful presence in her provision of companionship to hospice patients and respite for family members.

Begley, right, noted that Kathleen "embodies the true spirit and the intent of our hospice program, which is to help individuals make the most of the time they have left."

CONGRATULATIONS NEW FACULTY

Strangers in Crisis: Emergency and Hospital-Based Clinicians
April 9-11, 2019, Indianapolis, Indiana



Kneeling in front (left to right): Brandy Summers, Amy Schwartz; middle row: Brittni Hancock, Cheryl Kimmel, Stephanie White, Scott Isenberg, Laura Rubottom, Donna Garber, Jenny McKinney, Katey Arthur, Michele Nanchoff (IHC), Kate Anderson, Jennifer Davis; back row: Bruce Snyder, Heather Coburn (IHC), Monica Broome (IHC), Nash Bleyhl, Peter Barnett (IHC), Alex Hill, Heather Musick, Chandler Manns.

Treating Patients with C.A.R.E.
May 1-3, 2019, Tampa, Florida



From left to right: Ignacio Camacho, Christine Kilfoyl, Yvette Holmes, Tammy Scheele, Alicia Taylor, Jennifer Rios.
Missing: Michele Nanchoff (IHC).

UPCOMING COURSE

Veterinary Communication Project **June 24-28, 2019** **New Haven, Connecticut**

The 2019 Veterinary Communication Project has a limited number of seats available for veterinary medicine faculty. Each year, this premier program provides in-depth communication skills development and exposure to IHC's skill-building modules. Learners take away enhanced communication skills, stronger teaching and facilitation skills and greater confidence using essential feedback and coaching techniques.



IHC has welcomed faculty from throughout North America, Australia, Portugal, Japan and several countries in South America.

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

EMERGING COURSES

Exciting programs are hatching!

During the year, we interact with healthcare organizations throughout North America - and beyond - about scheduling train-the-trainer (TTT) faculty courses.

Many host organizations welcome learners from other organizations.

To learn about joining a scheduled TTT faculty course or bringing one to your organization, please contact Barbara Andrews, bandrews@healthcarecomm.org or call us toll-free: (800) 800-5907.



The Empathy Effect: Countering Bias to Improve Health Outcomes

IHC's newest curriculum provides a compelling evidence base and practical skills to help all members of the healthcare team communicate more empathically in every interaction.

- Hamilton, Ontario
- San Diego, California



Treating Patients with C.A.R.E.

Patient satisfaction scores reveal what every patient knows:

The way clinic support staff members treat patients makes a big difference in how welcomed patients feel, and perceptions about the overall quality of care.

Specific communication skills--all learnable and teachable--are essential for patient-centered care. Bring those skills to your staff members through IHC's highly regarded train-the-trainer faculty course, *Treating Patients with C.A.R.E.* Organizations from FQHCs to hospitals laud the benefits of *C.A.R.E.* for transforming how staff members communicate with patients.

- Houston, Texas
- Santa Rosa, California
- Kingston, Ontario
- Santa Cruz, California



Clinician-Patient Communication to Enhance Health Outcomes

IHC's flagship communication skills course has been helping clinicians since the 1980s to gain confidence, improve patient satisfaction and enjoy their work more.

Clinician-Patient Communication to Enhance Health Outcomes (CPC) is appropriate for clinicians across all professions and specialties, and at any career stage.

- Hershey, Pennsylvania
- Rockford, Illinois



Choices and Changes: Motivating Healthy Behaviors

Individual behavior is the single greatest contributing factor to chronic diseases, accounting for 70% of deaths in the U.S., more than 80% of hospital admissions, 90% of prescriptions filled, and 76% of physician visits. And individual behaviors are devilishly difficult to change.

Clinicians with Motivational Interviewing-consistent skills learn to tap into patients' intrinsic motivations to implement change. Specific communication skills are essential to building relationship of trust and learning to promote patients' change talk.

- Oakville, Ontario
- Muscat, Oman
- Sacramento, California

IHC Team



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