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UPCOMING COURSES

Hello!

I hope this newsletter finds you and yours safe and healthy during this most uncertain time for us all. Like many of you, our small yet mighty IHC team is working remotely and, like many nonprofit organizations, doing our best to remain solvent and resilient. Together, we will weather this storm!

I have heard so many stories, many sad and tragic, many heroic, and many filled with so much compassion and hope. I have also been inspired many times over. For instance, I had the pleasure of sitting in on a telehealth education session on COVID-19 myths and truths via video led by a most inspiring colleague with 45 (!!) of her patients with sickle cell disease. It was such an eye-opening experience to see first-hand the personal and public health impact that such a session can have on patients.

A key lesson that has emerged during these trying times is the critical importance of empathic communication in interactions with our patients/clients, our families, our communities and ourselves.

In an effort to help clinicians navigate the rapid shift to virtual visits, IHC is creating online CME/CE modules on best practices for communicating with patients via virtual video visits (VVV). We will start by launching an adaptation of our foundational *CPC* workshop and E4 model specific to conducting an effective virtual video visit. Please stay posted for our pilot of this online activity and others to come. For now, we have included a link to our [FAQ](#) about this topic.

I believe we will get through this—there is another side that we will all discover and figure out together to keep us connected and whole.

Be well and please do not lose sight of what is most important.



Kathleen



NEWS & VIEWS

IHC Human Medicine Print License Automatic Extensions

With the suspension of all face-to-face communication skills training across the globe, IHC is granting an automatic two-month extension for all print licenses, for all human medicine courses.

Together with our loyal and dedicated clients, we hope that the ban on traditional IHC communication skills training can safely be lifted soon. To discuss your organization's needs around print license renewal, please contact Laurie Mansfield, lmansfield@healthcarecomm.org.

Empathy in the time of COVID-19

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

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.

Coming Soon to a Small Screen Near You: *Clinician-Patient Communication to Enhance Health Outcomes (CPC) for Virtual Video Visits*

IHC is developing online communication skills training modules 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!



IHC will soon launch pilot testing of online workshop elements for clinicians delivering care via video. If you would like to receive an invitation to participate and share your feedback with us, please contact Barbara Andrews, bandrews@healthcarecomm.org. Thank you!

FAQ: I get confused by the many "tele" terms: What do they mean and what should I use?

Yes, the terminology can be confusing! And it is shifting rapidly. There is no universally-accepted lexicon. IHC is pivoting to address communication skills essential to effective care in settings other than traditional face-to-face office visits. We use the term **virtual video visit (VVV)** as the most descriptive term to explain the format in which clinicians are treating patients remotely. Telehealth,

the remote delivery of healthcare to a patient through technology, is sometimes used interchangeably with telemedicine. Telehealth encompasses multiple services including remote monitoring via wearable devices, educational programs, phone apps and videoconferencing among other services. Telemedicine (TM) more accurately describes the synchronous delivery of care where a virtual visit occurs, culminating in a clinical diagnosis and action plan. So, TM and VVV could be used interchangeably.

IHC's complete **FAQs for E4 Virtual Video Visits** are available, free of charge, on IHC's [website](#).

Inquiring minds are asking...

How does your organization assess the impacts of virtual visits?

...on patient satisfaction?

...on provider satisfaction?

Share your thoughts with Barbara Andrews, bandrews@healthcarecomm.org.



New research documents neural correlates of successful doctor-patient interactions

Functional magnetic resonance imaging (fMRI) was employed to measure clinicians' brain activity during test clinical encounters, and neural activity was examined in correlation to simulated patients' evaluations of clinicians' empathic communication skills. This small study, led by Karin Jensen and associates, "...gives support for compassion related processes being related to successful patient-clinician interactions...."

See: "Reward and empathy in the treating clinician: the neural correlates of successful doctor-patient interactions" was published in [Translational Psychiatry 10\(17\)](#), January 2020.

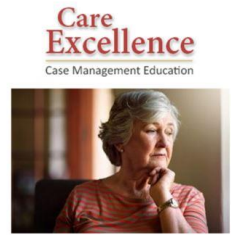
NEW! Annotated Bibliography, Conversations during Serious Illness, Module 1: Sharing Serious News



Check out recent publications to support effective clinician-patient communication during serious illness. Annotated bibliography is available free of charge on [IHC's website](#).

Timely Topics for Difficult Times

IHC partner the California State University Shiley Institute for Palliative Care is making available more than 20 high-quality palliative care and care management courses and resources at **no charge through June 30**. Topics include communication, advance care planning, self-care, and more. To access these free resources, use code: PC4COVID at CSU's [website](#).



Free Resources in This Time of Crisis

IHC Earns ACCME Accreditation



IHC is delighted to announce our achievement of full accreditation from the Accreditation Council for Continuing Medical Education (ACCME).

This four-year term of accreditation signifies IHC's compliance with wide-ranging and stringent requirements for educational integrity and independence from commercial influence.

ACCME accreditation gives learners and the healthcare organizations that employ them solid assurance that IHC's communication skills training programs—current and evolving—are rigorous and effective.

IHC Awarded GuideStar Platinum Seal of Transparency

At IHC we are proud of our work improving the quality of healthcare through enhanced communication skills, reflected in a variety of metrics of our successes and activities. We are committed to transparency and pleased to report earning GuideStar's Platinum Seal of Transparency. Fewer than 1% of nonprofits listed in GuideStar, the leading U.S. database of nonprofits in the U.S., have earned this Seal of Transparency!



Upcoming COURSES

(subject to change pending travel and meeting restrictions)

Coaching Clinicians for Enhanced Performance

August 11-13, 2020

Rockford, Illinois

Skills reinforcement makes all the difference—and one-on-one coaching is an ideal way to reinforce effective communication.



Healthcare professionals who wish to take their communication training skills to the next level can do so through IHC's unique clinician coach development program. [Coaching Clinicians for Enhanced Performance \(CCEP\)](#) is designed for individuals with training and experience leading one or more IHC curricula (or equivalent). Through this intensive 20-hour course, learners gain insights into the theory and practice of coaching, with extensive opportunities to practice techniques for assessing learners, articulating behavioral goals, coaching and sharing feedback.

CCEP skills practice uses extensive small group formats; space is limited. Application is available [online](#). For further information please contact Laurie Mansfield, lmansfield@healthcarecomm.org, tel. (800) 800-5907.



WORKSHOP!

The Empathy Effect: Countering Bias to Improve Health Outcomes

Date TBD: September, 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 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



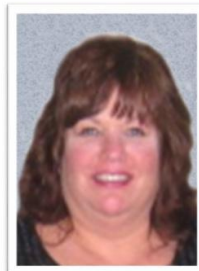
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