

**In This Issue**

NEWS & VIEWS

YEAR IN REVIEW

NEW BOARD MEMBERS

UPCOMING COURSES

Dear Friends,

I am thrilled to welcome you to our first newsletter in 2021. I know how anxiously we have been to bid adieu to 2020 given all of the uncertainty and losses we have experienced. I also know and have been reminded of the lessons learned and the good that has come out of 2020. On a personal level, my time at home has allowed me to embrace a self-care practice that has become routinized and has brought a deeper level of meaning to my life. On a professional level, like many organizations, IHC has dipped our toes into online learning during the summer of 2020 and now have taken a deeper dive by pivoting our train-the-trainer courses into a virtual format which has proved to be gratifying. We have also heard from many of you who have pitched and submitted a virtual module for consideration on a topic of interest to our community to include on IHC's menu of online modules. As my mom would say, a hundred thousand thank yous!



With gratitude and respect,



Kathleen

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

New Online Modules Coming Soon!

The following modules are currently being developed:

1. Advance Care Planning: Starting the Conversation
2. Cultivating Mindfulness in Everyday Life
3. Trauma-Informed Care

[List of Online Courses](#)

YEAR IN REVIEW

IHC 2020 Veterinary Communication Faculty Development Program

December 7-11, 2020
Texas A&M University
(Virtual)

Our Train-the-Trainer Courses Are Now Virtual!

We held our annual weeklong course December 7-11, 2020 with 16 new faculty members led by our very resilient senior trainers. It was a very positive experience which speaks to the flexibility and commitment of all. We experienced being as close to in-person as possible using the benefits of Zoom technology and the graciousness of our veterinary colleagues from across the United States and Canada and representing five time zones! The virtual format provides the same high level of engagement and customized learning using large and small group format that has been successfully used over the past eighteen years.



2020 IHC Veterinary Communication Project Faculty Course

Top row: Younes Chorfi, U of Montreal; Tekla Lee-Fowler, Auburn U; Bethany Solomon-Schilling, Texas Tech; Amy Walton, U of Nebraska-Lincoln; Cindy Adams, IHC Senior Trainer (U of Calgary)
Second row: Starr Cameron, U of Wisconsin; Diane Deresienski, North Carolina U; Sherrie Lanzo, U of Illinois; Ashley Navarratte, Texas A&M; Kathleen Bonvicini, IHC
Third row: Brigitte Brisson, U of Guelph; Stephanie Inoue, Purdue U; Britta Liese, Louisiana State U; Erik Christian-Olstad, U of California-Davis; Karen Cornell, IHC Senior Trainer (Texas A&M)
Fourth row: Diane Delmain, Auburn U; Andria Jones-Bitton, U of Guelph; Dusty Nagy, Texas A&M; Mandy Wallace, U of Georgia; Darcy Shaw, IHC Senior Trainer (U PEI)
Bottom row: Jordan Tayce, IHC Senior Trainer (Texas A&M)

Learner Comments:

"Communication training lends itself well to the online learning format. The use of Zoom and the breakout rooms for small group and role play exercises were very manageable and easy to do. I also enjoyed your use of team teaching modules in the online format throughout the week. Breaking things up to see other people and their teaching style is such an effective way to maintain audience engagement."

"Thank you for such an incredible week. I feel that I have learned and grown this week, and I'm excited to continue to practice what I've learned. It was also terrific that I felt that I connected with my group mates and developed professional relationships. I'll be honest and say that I didn't expect that to the extent it happened with an online format!."

Treating Patients with C.A.R.E. Faculty Development Program
January 27-30, 2021, One Community Health, Sacramento, California (Virtual)



Welcome our Newest Team Member!

Cindy Kalenga (MD/PhD) from the University of Calgary in Alberta, Canada has joined our team as the Online Course Project Director. She has extensive experience supporting instructors in creating and administering online modules.

If you are interested in conducting an online workshop, please reach out to Cindy for assistance (ckalenga@healthcarecomm.org).



Recent Publication



Telemedicine: Par for the E4 Course

Kathleen A. Bonvicini, MPH, EdD
Health Education and Public Health
[2020; 3\(5\): 346-350 doi: 10.31488 /heph.154](#)

NEW BOARD MEMBERS

We are pleased to welcome the following exceptional individuals to the IHC Board of Directors.

Cindy Adams, MSW, PhD



Dr. Adams is professor in the Department of Veterinary Clinical and Diagnostic Sciences at the University of Calgary, Veterinary Medicine, where she developed and implemented the Clinical Communication Program in Calgary's new veterinary school. There she designed and directed the first veterinary communication curriculum in North America and pioneered a research program regarding communication in veterinary medicine. She helped initiate the Institute for Healthcare Communication Veterinary Communication Project.

Charlotte Collins, PhD, MA

Dr. Collins is a clinical psychologist at Geisinger Health, who graduated with a PhD in psychology from the University of Kansas, completed an internship at the University of Illinois at Chicago, and a fellowship at Harborview Medical Center in Seattle. Dr. Collins' current position is the director of the center for professionalism and well-being for the Geisinger System. During the coronavirus pandemic, she led the development of a wide range of programs to support our healthcare teams during the added stress of COVID-19.



Barry Egener, MD



Dr. Egener practiced and taught internal medicine for 35 years in Portland, Oregon, and now works at Asante Health in southern Oregon, where he is building a wellbeing program, does communication and leadership training, and coaches medical professionals. He is a faculty member of the Academy for Communication in Healthcare and a former president of that organization. Currently, he is chair of the Organizational Professionalism Charter Project, which seeks to improve health care organizations' commitment to a healthy corporate culture, patient relationships, and the health of the community.

Anthony Suchman, MD, MA, FACP

Dr. Suchman is a primary care physician, consultant and Clinical Professor of Medicine at the University of Rochester. His work focuses on organizational change with a special emphasis on system transformation: evolving from fragmented individualistic work to the integrated interdependent work needed in healthcare delivery, health professions education and translational science. As Senior Consultant and founder of Relationship Centered Health Care, he works with leaders, staff, customers and board members of health care organizations worldwide.



Stephanie Wojtowicz, MD, FAAP

Dr. Wojtowicz was a board-certified pediatrician at the Springfield Clinic since 1999. She earned her MD degree from the University of Wisconsin School of Medicine and completed her residency at SIU School of Medicine in Springfield, Illinois. She is a Fellow of the American Academy of Pediatrics and a member of the American Academy of Physician Leaders. She served on the Service Improvement Committee for many years before becoming chair of this committee in 2015. She assisted in bringing the Clinician-Patient Communication workshop to Springfield Clinic, and it is now required for all clinicians in the organization.

UPCOMING LIVE COURSES

Visit Our Website



The Empathy Effect: Countering Bias to Improve Health Outcomes
February 22-25, 2021
March 2-5, 2021
Virtual
(Ontario Self-Management Programs)

Choices and Changes: Motivating Healthy Behaviors
March 9-12, 2021
Virtual
(Ontario Self-Management Programs)



Clinician-Patient Communication to Enhance Health Outcomes
March 15-18, 2021
Virtual
(Ontario Self-Management Programs)

Treating Patients with C.A.R.E.
March 24-26, 2021
Virtual
(Ontario Self-Management Programs)



Veterinary Communication Program
May 17-21, 2021
Virtual
(Texas A&M University)

For further information contact Laurie Mansfield at
(800) 800-5907 x702 or lmansfield@healthcarecomm.org.

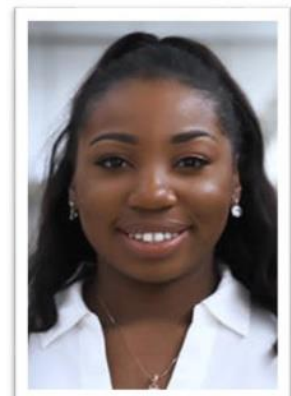
IHC Team



Kathleen Bonvicini, MPH, EdD
Chief Executive Officer



Mary Beth Dennehy
Business Operations Manager



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



Laurie Mansfield
Program Coordinator



Mary Barrett
IHC Administrator and
Project Coordinator



Wendy Petruff
CE Associate

Institute for Healthcare Communication
100 Great Plain Road
Danbury, CT 06811
(800) 800-5907
info@healthcarecomm.org
www.healthcarecomm.org

