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Dear Colleagues,

I have been in this role nearly a year. The Institute has been hard at work to evaluate our own processes and harness a surge in creativity. The Board of Directors has generated a new strategic plan. Part of this plan execution has resulted in change that we are excited about.

New opportunities now exist. We are in the process of creating new content offerings in multiple areas. We are also creating micro skill offerings for participants who have already been exposed to our work and have specific needs. There are now membership options for our partners. Soon we will be having a forum for our current partners and faculty development program for those trainers who wish to delve deeper into this communication world. Keep an eye out for more announcements regarding these new opportunities.

I speak with providers and leaders frequently. I know that many of you have had your own changes over this time. Changes of policy, staffing, even changes in standard of care related to shifting resources as we all adjust to the new normal. The process of change is usually stressful and the strain seeps through in these conversations. We believe that learning together and connecting have powerful positive impacts on people feeling the stress of change. We are here for you and ready.

Best,
Jim Bell, CEO

In Loving Dedication



Michael Herbert
1944-2022

This newsletter is dedicated to the memory of Mickey Herbert, a great man, leader, and past IHC Board Member. Thank you for your contributions to this organization.

IHC's New Membership Program

BECOME A
MEMBER



IHC is launching a new membership to better support our faculty and affiliated organizations. When you become a member with IHC, you join a global community of healthcare professionals driven to transform client-centered care and improve health. You also get access to benefits and resources designed to help you accomplish your organization's mission.

Standard Membership



Consultation services for the organization's program including:

- Planning sessions
- Coaching for trainers as needed
- Updates on new content
- Trainer certification (up to 1 per year)

The level of support expected averages out to 1-2 hours of consultation time per month. Additional content requirements from the member organization are available a la carte.

Membership Price: **\$1,800.00 USD per year**

[Register HERE!](#)

Comprehensive Membership



Member organization chooses desired courses for their workforce and IHC delivers up to 12 workshops in that content in a year including supporting material.

Expected number of participants for these workshops is 8-10.

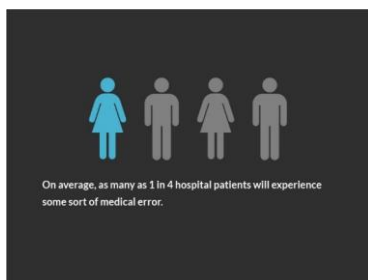
Membership Price: **\$24,000.00 USD per year**

[Register HERE!](#)

Disclosing Unanticipated Medical Outcomes 3.25-Hour Workshop



When adverse events and outcomes in a patient's care occur, providers' responses have a powerful effect on the ability of everyone involved to communicate about and resolve the situation satisfactorily. Effective communication that leads to a satisfactory resolution in these painful situations encompasses the ethics involved, the need for psychological healing, understanding of legal requirements and the tort system, and recognition of the business/economic consequences. The ***Disclosing Unanticipated Medical Outcomes*** workshop provides practicing clinicians, risk managers, administrators, and others who will be involved in helping to communicate about—and ultimately resolve these situations with patients and families—the skills needed to accomplish this.



Thursday, June 23, 2022
9:00 a.m.-1:00 p.m. ET
(Virtual)

DEADLINE FOR REGISTRATION IS MONDAY, JUNE 20!

*Participants will receive **3.25 AMA PRA Category 1 Credits™**.
Nurses will receive 3.25 NCPD credits from the American Nurses Credentialing Center.*

Tuition is \$500.00 USD per person.

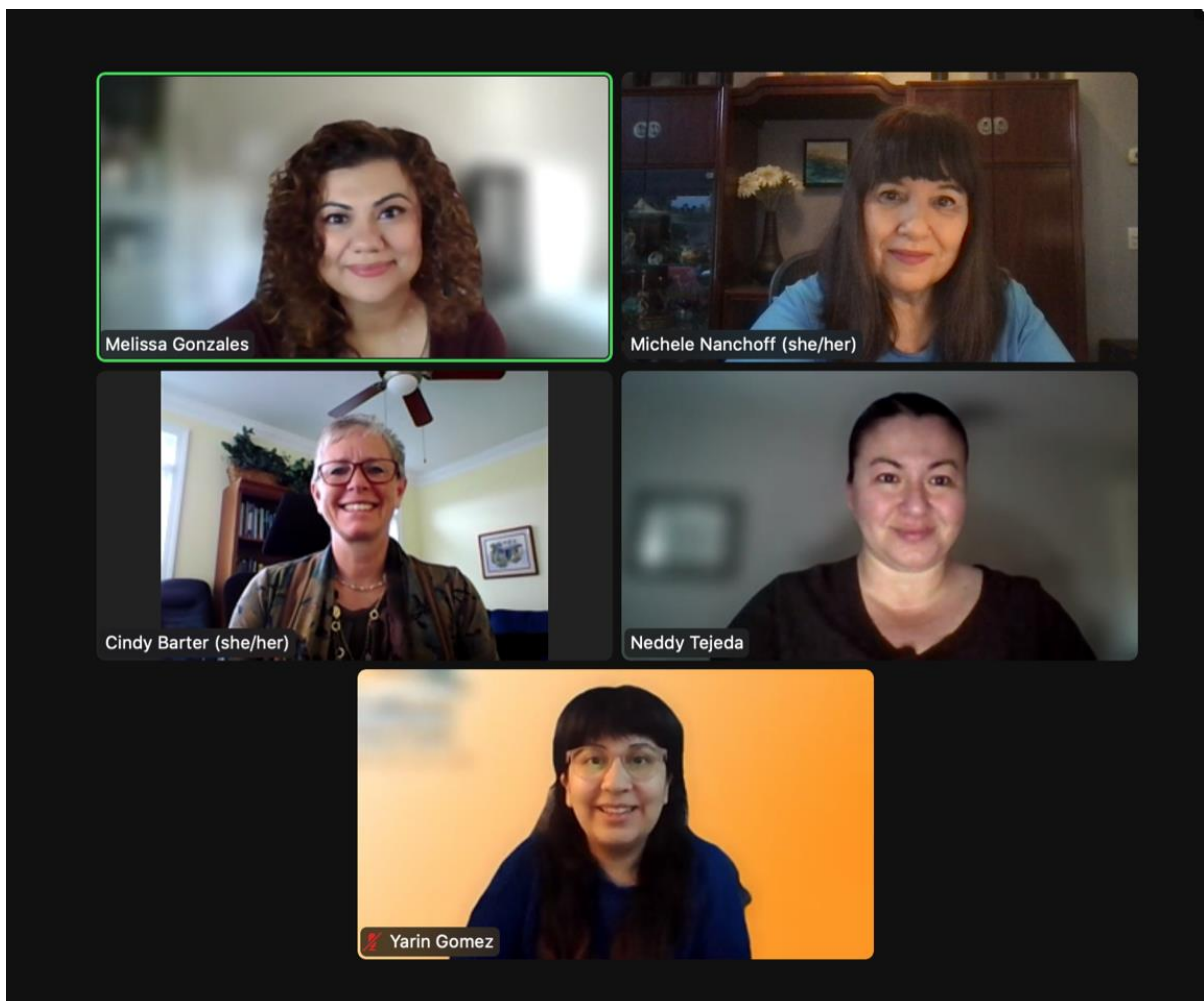
Register for Workshop

CONGRATULATIONS NEW FACULTY

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.



May 9-12, 2022

*Top Row (left to right): Melissa Gonzales, Michele Nanchoff (IHC)
Centre (left to right): Cindy Barter, Nereida (Neddya) Tejada
Bottom Row: Yarin Gomez*

Treating Patients with C.A.R.E.

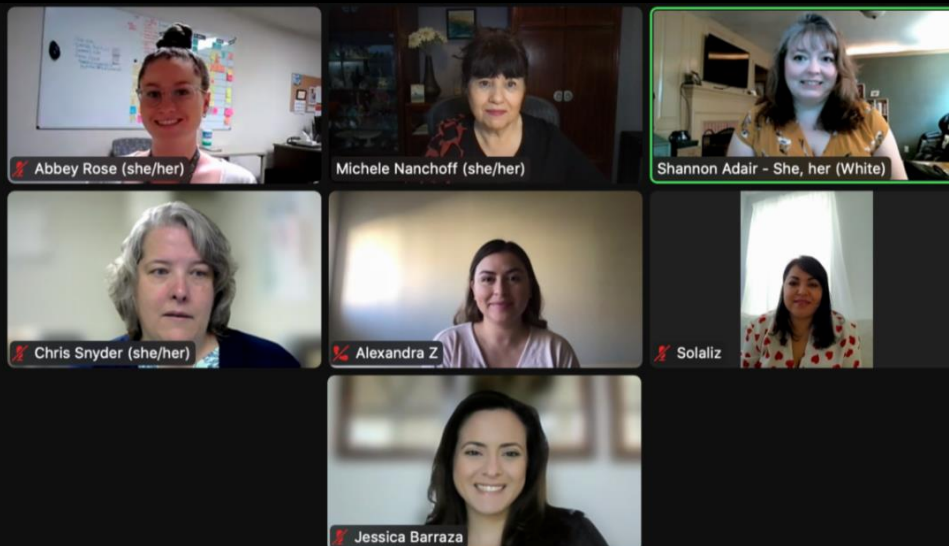
Our newest IHC faculty members for the *Treating Patients with C.A.R.E.* workshop. We appreciate that you took time out of your busy schedules to attend the 2.5-day C.A.R.E. faculty course in order to become faculty for the IHC's *Treating Patients with C.A.R.E.* workshop.



February 2-4, 2022

**University Medical Services Association,
CommuniCare Health Centers**

(Left to Right): Anna Griffiths-Downer (USMA), Darius Fernandez (USMA), Catherine Ruvelas (USMA), Amanda Barrie (USMA), Yaminah Bailey (CommuniCare), Jaspreet Kaur (CommuniCare), Michele Nanchoff (IHC)



**April 6-8, 2022, Northeast Valley Health Corporation (NEVHC),
Open Door Community Health Centers**

Top Row (left to right): Abbey Rose (NEVHC), Michele Nanchoff (IHC), Shannon Adair (Open Door CHC)
Middle Row (left to right): Chris Snyder (Open Door CHC), Alexandra Zamora (NEVHC), Solaliz Hernandez (NEVHC)
Bottom Row: Jessica Barraza (NEVHC).

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

Contact Laurie Mansfield at

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

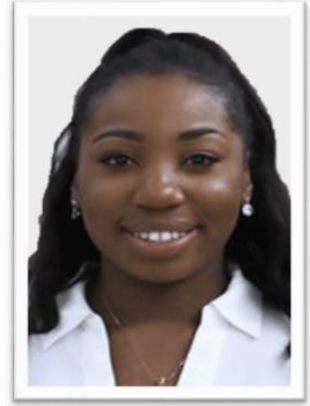
IHC Team



Jim Bell, MPAS, PA-C
Chief Executive Officer



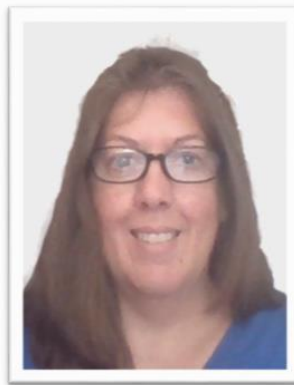
Mary Beth Dennehy
Business Operations Manager



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



Laurie Mansfield
Program Coordinator



Mary Barrett
IHC Administrator and
Project Coordinator



Amy Weinberg
CE Associate

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