



# Difficult Conversations in Healthcare: Teaching and Practice in an Interprofessional World



1 –day course offered  
twice in 2017:

### 2017 Dates

Saturday, May 13

Saturday, June 17

### Location

Boston, MA, USA

### Course Time

9:00 AM – 5:00 PM

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### Course Webpage

[https://is.gd/Course\\_Page](https://is.gd/Course_Page)

### To Register

<https://is.gd/Conversations>



**Course Description:** *Difficult Conversations in Healthcare: Teaching and Practice in an Interprofessional World* is a 1-day interprofessional faculty development course that offers the opportunity to learn about a variety of innovative methods and strategies for teaching and enhancing relational capacities, communication skills, attention to values and ‘everyday ethics’, professionalism, and interprofessional collaboration and practice.

**Learning:** Course participants will have the opportunity to learn about and experience an innovative relational learning model, known as the *Program to Enhance Relational and Communication Skills (PERCS)*, developed by the Institute for Professionalism & Ethical Practice (IPEP) at Boston Children’s Hospital, Harvard Medical School. Participants will also learn about the *International Charter for Human Values in Healthcare*, that was created by an interprofessional global collaborative to enhance attention to values and skilled communication in healthcare.

We will create a safe environment for relational learning, experience a variety of teaching methods, and integrate patient / family and interprofessional perspectives in innovative ways.

The course provides a rich opportunity for participants to observe and experience a variety of teaching methods and strategies including:

- Realistic enactments with professional actors, collaborative teamwork, and reflection and feedback
- Use of narratives for learning and reflection
- Appreciative inquiry
- Videotape and discussion
- Interprofessional collaboration and teamwork
- Values and everyday ethics
- Small group team-based learning
- Large group discussion
- Facilitated reflections

**Who should attend:** The course is designed for physicians in all specialties; multidisciplinary healthcare professionals; medical, healthcare, and interprofessional education leaders; residency and clerkship directors; clinicians/practitioners (nurses, social workers, psychologists, pharmacists, chaplains, and others) who work with patients *of any age across the lifespan*; patient safety and quality staff; and others involved in teaching and/or interested in the course topics.

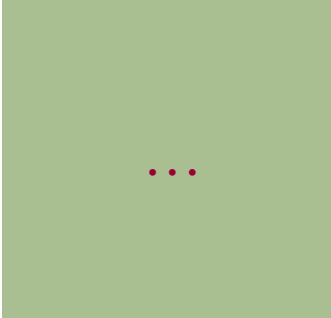
*“It was absolutely fantastic, actors were excellent.”*

- Past Participant

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*This was wonderful and such a unique learning experience!”*

- Past Participant



**Learning Objectives:** Upon completion of this course, participants will be able to:

- Identify and discuss educational strategies and facilitation skills in order to teach and learn about communication skills, professionalism, ‘everyday ethics’, interprofessional collaboration and teamwork, and relationship-centered healthcare
- Discuss the philosophy and components of relational learning as practiced in the Institute for Professionalism and Ethical Practice’s (IPEP) Program to Enhance Relational and Communication Skills (PERCS)
- Develop and explore strategies to promote and implement relationship-centered teaching and learning within one’s home institution

The small course size – 20 to 30 participants – allows for a rich, learner-centered experience.

**Course Faculty**

Elizabeth Rider, MSW, MD (Course Director) • David Browning, MSW, LICSW • Meg Comeau, MHA • Robert Truog, MD • Pamela Varrin, PhD • Erin Ward, MSED, CAS\*

**Accreditation** – earn up to

**Physicians:**

- 7.5 AMA PRA Category 1 Credits™
- 7.5 Risk Management Credits in End-of-Life care
- 7.5 MOC Points from the
  - American Board of Pediatrics
  - American Board of Internal Medicine
  - American Board of Anesthesiology (MOCA 2.0®)
- Commensurate credits with The Royal College of Physicians and Surgeons of Canada and the European Union of Medical Specialists

**Nursing:** 7.5 Nursing Continuing Education credits

**Social Work:** 7.5 Social Work Continuing Education Credits

**Psychology:** 7.5 Psychology Continuing Education Credits

**Pharmacy:** 7.5 Pharmacy Continuing Education Credits

For additional information on continuing education credits: [https://is.gd/Conversations\\_CME](https://is.gd/Conversations_CME)

**Elizabeth A. Rider, MSW, MD, Course Director**

Director of Academic Programs, Institute for Professionalism and Ethical Practice,  
Director, Faculty Education Fellowship in Medical Humanism and Professionalism  
Director, Faculty Fellowship for Leaders in Collaborative and Humanistic Interprofessional Education  
Boston Children’s Hospital / Harvard Medical School  
Chair, Medicine Academy, and Carlton Horbelt Senior Fellow, National Academies of Practice  
Associate Editor, *Patient Education and Counseling*  
Senior Author, *A Practical Guide to Teaching and Assessing the ACGME Core Competencies*  
Founding Member, International Research Centre for Communication in Healthcare (IRCCH)

\*Course teaching team. Several faculty teach at each presentation of the course.

**More Information**

For more information about the course or to register online, please visit:

[https://is.gd/Conversations\\_Info](https://is.gd/Conversations_Info)

**Questions?**

Please contact Megan Lamberto, Workshop and Rounds Coordinator by:

Email: [Megan.lamberto@childrens.harvard.edu](mailto:Megan.lamberto@childrens.harvard.edu)

Phone: 617.355.5021



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