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Teamwork and Communication

Virtual Learning series

The Institute for Healthcare Communication – Canada (IHC-C)

December 15: noon – 1 pm PST

Facilitated by:

Michele Nanchoff and Katheryne Stewart

The IHC-C is a non-profit organization whose mission is "To enhance the quality of healthcare by improving communication through education, advocacy and research." Learn more about IHC-C services through a brief overview, with a profile on one of the course offerings, Treating Patients with C.A.R.E. (Connect, Appreciate, Respond, and Empower). CARE was developed for staff within a health care setting who do not necessarily have clinical encounters with the patients, but through effective communication techniques can have significant impact on the patient experience and health outcomes.

[To Register click here](http://bcpsqc.webex.com/) or go to <http://bcpsqc.webex.com/>

Who Should Attend?

Any individual working within a health care setting who would like to explore effective communication skills and techniques which contribute to optimizing patient experience and health outcomes.