**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 innovative concepts, methods and strategies for teaching and enhancing relational capacities, communication skills, attention to values and ‘everyday ethics’, professionalism, and interprofessional teamwork, collaboration and practice.

**Learning:** Course participants will have the opportunity to learn about and experience a variety of innovative relational teaching methods and will also learn about and apply the International Charter for Human Values in Healthcare, a teaching framework 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 (simulation) with professional actors, collaborative teamwork, and reflection and feedback (PERCS model)
- 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/interprofessional education leaders; residency and clerkship directors; clinicians/practitioners (physicians, dentists, veterinarians, nurses, social workers, psychologists, optometrists, physical therapists, occupational therapists, pharmacists, physician assistants, chaplains, and others) who work with patients of any age across the lifespan; patient safety and quality staff; and anyone interested in the course topics.
Learning Objectives: Upon completion of this course, participants will be able to:

- Identify and discuss educational strategies and facilitation skills in order to learn about and teach communication skills, professionalism, ‘everyday ethics’, interprofessional collaboration and teamwork, and relationship-centered healthcare
- Discuss the philosophy and components of relational learning including those of the 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
In support of improving patient care, Boston Children's Hospital is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

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 Ophthalmology
  - American Board of Anesthesiology (MOCA®)
  - American Board of Otolaryngology
- 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

Psychology: 7.5 Psychology Continuing Education Credits

Social Work: 6.5 Social Work Continuing Education Credits

Pharmacy: 7.5 Pharmacy Continuing Education Credits

Physician Assistants: 7.5 credits (AAPA accepts AMA category 1 credit for the PRA from organizations accredited by ACCME.)

Elizabeth A. Rider, MSW, MD, FACH, Course Director
Director of Academic Programs, Institute for Professionalism and Ethical Practice
Director, Boston Children’s Hospital / Harvard Medical School Interprofessional Leadership and Humanism & Professionalism Faculty Fellowships
Division of General Pediatrics, Department of Pediatrics, Boston Children’s Hospital and Harvard Medical School
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 Institute for Communication in Healthcare (ICH), ANU

*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/CourseInfo2

Questions?
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