



## HAPPY GARDENING !

An update for you from the IHC-C office and the Canadian Operating Committee... as always, we invite you to provide any feedback / suggestions that you may have to contribute to this newsletter.

FACULTY



DEVELOPMENT

Congratulations to the **Cross Cancer Institute** in Edmonton, AB, for hosting a **Coaching for Impressive C.A.R.E.** faculty development session for 4 of their staff members, in March, 2007, and congratulations to these new IHC-C faculty members!



### UPCOMING CANADIAN COURSES

- **Disclosing Unanticipated Medical Errors**  
Health Quality Council of Alberta  
Dates: April 16-18, 2007  
Calgary, AB
- **Treating Patients with C.A.R.E.**  
Calgary Health Region – Home Care Dept.  
Dates: May 14,16-17, 2007  
Calgary, AB



*The following Faculty Development courses have been planned in the USA In 2007. If you are interested in attending, please contact K. Stewart for more information.*

- **Clinician-Patient Communication**  
June 3-8, 2007  
New Haven, Connecticut
- **Choices and Changes**  
July 17-20, 2007  
Milwaukee, Wisconsin
- **Choices and Changes**  
Oct 22-26, 2007  
New Haven, Connecticut
- **Clinician-Patient Communication**  
November 4-9, 2007  
New Haven, Connecticut



ihcc.ca – web site  
"Under Construction"

The IT folks at the College of Family Physicians of Canada have been very generous with their time and support in the development of a web site (ihcc.ca) for the IHC-C. This site is not "live" yet, awaiting some final documents and further esthetic refinements; however efforts will be made to have this accessible to all within the next couple of weeks. Click on the link below to check it out and let me know what your thoughts are on this.

<http://www.ihcc.ca/index.asp>

### PROFESSIONAL MEETINGS OF INTEREST

#### Canadian Association of Continuing Health Education (CACHE)

*CACHE 2007 – "Evolving Education to impact performance"*  
October 13-15, 2007

Quebec Convention Center, Quebec

CACHE was born out of a need to share, promote and support Canadian continuing health education (CHE) initiatives. The purpose of CACHE is to identify and develop CHE innovation, research and the exchange of best educational practices. The annual CACHE conference is open to all those in Canada and elsewhere who are engaged or interested in CHE.

For details, please visit: <http://www.cache2007.ca>

#### International Conference on Communication in Healthcare

October 9-12, 2007  
Charleston, SC, USA

This international conference is the largest gathering of researchers, educators and administrators from around the globe to focus on improving communication in healthcare. The multi-disciplinary nature of the conference delegates and encourages the integration of perspectives, theory, practice and innovation.

For more information about the conference, visit [www.aachonline.org/programs/internationalconference/](http://www.aachonline.org/programs/internationalconference/)

## ARTICLES OF NOTE



### ***Assessment of a matched-pair instrument to examine doctor – patient communication skills in practising doctors.***

**Authors:** Craig Campbell, Jocelyn Lockyer, Toni Laidlaw, Heather MacLeod

**Source:** [Medical Education](#), Vol 41, # 2, Feb 2007, pg. 123-129(7)

**OBJECTIVES:** To develop and psychometrically assess the feasibility, reliability and validity of an assessment tool in which both doctor and patient perceptions of the communication that occurred in a single office visit are captured.

**METHODS:** Two 19-item (5-point scale) questionnaires, with parallel content, were developed for doctor and patient completion following a visit. Both process and content were queried. Family doctors and specialists across Canada were recruited to provide data from 25 visits. We assessed feasibility by examining recruitment and percentages of people 'unable to assess' each item. Evidence for validity was examined through exploratory factor analysis, the correlations between doctor and patient data and linear regression. Reliability was assessed through internal consistency reliability and generalisability coefficient analyses.

**RESULTS:** Data from 1845 doctor –patient dyads (91 doctors) showed similarly high ratings (>4/5) for both doctors and patients, with few unable-to-assess items. There were low correlations between items and questionnaires. The principle components analysis indicated 2 factors, process and content, accounting for 52% and 7% of the doctor variance and 60% and 6% of the patient variance, respectively. The linear regression showed that only gender accounted for any of the variance in ratings. Cronbach's alphas for both doctor and patient questionnaires were  $\geq 0.96$ . The G analysis provided a  $G=0.98$  and  $0.40$  (standard errors of  $0.003$  and  $0.02$ ) for doctors and patients, respectively.

**CONCLUSIONS:** The data suggest this is a feasible tool with which to assess communication skills and that there is evidence for its validity and reliability.

### ***Much variety and little evidence: a description of guidelines for doctor-patient communication***

**Authors:** Veldhuijzen, W; Ram, PM; van derWeijden, T; Wassink, MR; van derVleuten, Cpm

**Source:** [Medical Education](#), Volume 41, Number 2, February 2007, pp. 138-145(8)

**AIM:** To explore the quality of the content of communication skills training programmes, we analysed and assessed guidelines for doctor-patient communication used in communication programmes for general practitioner (GP) trainees.

**METHOD:** Guidelines for doctor-patient communication were extracted from educational materials supplied by the 8 Dutch university centres for vocational training in general practice. Four themes guided the analysis of the guidelines: content, type of contact, format and structure and status. The quality of the guidelines was assessed with the Appraisal of Guidelines Research and Evaluation (AGREE) instrument, a validated measurement instrument for guideline quality.

**RESULTS:** We identified 18 guidelines. Guideline content covered 64-100% of the GP qualification requirements. General consultations and specific situations were the subject of 9 guidelines each. Format and structure differed between guidelines. Guideline use seemed not to be obligatory. AGREE scores were low.

**CONCLUSIONS:** Guidelines for doctor-patient communication are difficult to identify in materials of GP training courses. Guideline quality is low; guidelines are little evidence-based and little attention has been paid to applicability and involvement of users. GP qualification requirements are only partly covered. Guidelines differed substantially without clarity about the reasons behind different choices. Guideline status was low.

**RECOMMENDATIONS:** When studying the factors that influence training effect, the quality of training content should be considered as well as teaching methods. Communication skills training programmes should be based on evidence-based guidelines that have been developed according to similar standards as for medical technical guidelines.



Follow the link below to access this piece from the National Review of Medicine...

## Health literacy spells T-R-O-U-B-L-E

**Many seniors don't get what you're saying. MD leadership "limited"**

National Review of Medicine APRIL 15, 2007 – Vol. 4, No. 7

[http://www.nationalreviewofmedicine.com/issue/2007/04\\_15/4\\_patients\\_practice07\\_7.html](http://www.nationalreviewofmedicine.com/issue/2007/04_15/4_patients_practice07_7.html)



Check out the text and audio from the CBC Radio program, **"The Current"** with Anna Maria Tremonti – March 28<sup>th</sup> episode "How Doctors Think".

<http://www.cbc.ca/thecurrent/2007/200703/20070328.html>

Please let your colleagues know...

**Full Day CPC Workshop  
Toronto - June 18<sup>th</sup>, 2007**

If you know anyone who may be interested in attending, please contact [ks@cfpc.ca](mailto:ks@cfpc.ca).

CanMEDS "Communicator" Role – what could this mean for IHC-C Faculty?

The **CanMEDS** initiative is a collaborative effort which aims to enhance physician competence, professional practice, and ultimately patient care. The Royal College Of Physicians and Surgeons Of Canada (RCPC) is developing a Train the Trainer series to promote local champions at each medical school for each of the CanMEDS competencies and the first of these workshops, ("Communicator" role) was held at the RCPC in Ottawa on April 4-5. Local implementation of training to meet criteria for each CanMEDS role will become part of the requirements for post graduate education in medical schools, and this may present many IHC-C Faculty with opportunities to provide training and expertise to meet this requirement.



The Canadian IHC Policy & Procedure Manual is in the final stages of completion and will soon be available to download from the IHC-C website. One aspect of policy which may help you in your workshop planning is described below.

### PRIOR TO A WORKSHOP:

For **INTERNAL** workshops

(i.e. workshops that are given within an institution as part of academic contribution and are planned and organized, for the most part, by local faculty):

**As soon as a date is set, please submit the Workshop Scheduling / Material Request FORM to the IHC-C office, even if you are not ordering materials.**

For **EXTERNAL** workshops

(i.e. workshops that are given outside an institution and for which there will be additional costs, considerations and complications involved):

**Please inform the IHC-C office right away if you are negotiating a presentation of this sort, so that that we can work with you to develop budgets and any necessary materials that are within the IHC-C guidelines.**

### IHC-C Office Contact...

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## IHC-C WORKSHOPS

*Below are listed some of the workshops that have been led / planned by IHC-C Faculty and their associated institutions... Contact the IHC-C office today to have **your** workshop added to the next newsletter!*

### FEBRUARY

**Chinook Regional Hospital**, Lethbridge, AB  
Clinician-Patient Communication  
Faculty leaders: Carol Griffiths-Manns / Marlys Reynar

**Fraser Health Authority**, New Westminster, BC  
Clinician-Patient Communication  
Faculty leader: Victoria Lakusta-Lamberton / Karen Mahoney

**Juravinski Cancer Centre**, Hamilton, ON  
Difficult Clinician Patient Relationships  
Faculty leader: Pamela Piotrowski / Marcia Smoke

**Tom Baker Cancer Centre**, Calgary, AB  
Treating Patients with C.A.R.E.  
♦ Faculty leader session 1: Loring Gimbel  
♦ Faculty leader session 2: Barbara Cameron / Heather Payne

### MARCH

**Cross Cancer Institute**, Edmonton, AB  
Coaching for Impressive C.A.R.E.  
Faculty leader session 1: Sandy Reifsteck

**Chinook Regional Hospital**, Lethbridge, AB  
Clinician-Patient Communication  
Faculty leaders: Carol Griffiths-Manns / Marlys Reynar

**Palliser Health Region**, Medicine Hat, AB  
Choices and Changes  
Faculty leader: Carole Harnack / Michele Nanchoff-Glatt

**Royal Columbia Hospital** - New Westminster, BC  
Clinician-Patient Communication  
Faculty leader: Karen Mahoney / Sarb Basra

**Tom Baker Cancer Centre**, Calgary, AB  
Treating Patients with C.A.R.E.  
♦ Faculty leader session 1: Colleen Herring / Rosamund Soares  
♦ Faculty leader session 2: Barbara Cameron / Lynne Lewis  
♦ Faculty leader session 3: Colleen Herring / Brigitte Merlini

**University of Alberta - ER Department**, Edmonton, AB  
Difficult Clinician-Patient Relationships  
Faculty leaders: Garnet Cummings / Michele Nanchoff-Glatt

### APRIL

**Calgary Health Region – Chronic Disease**, Calgary, AB  
Choices and Changes  
Faculty leader: Michele Nanchoff-Glatt

**Juravinski Cancer Centre**, Hamilton, ON  
Difficult Clinician-Patient Relationships  
Faculty leader: Pamela Piotrowski / Marcia Smoke

**Tom Baker Cancer Centre**, Calgary, AB  
Treating Patients with C.A.R.E.  
♦ Faculty leader session 1: Loring Gimbel  
♦ Faculty leader session 2: Maureen Angen / Colleen Herring  
♦ Faculty leader session 3: Loring Gimbel / Rosamund Soares

### MAY

**Chinook Regional Hospital**, Taber, AB  
Clinician-Patient Communication  
Faculty leaders: Carol Griffiths-Manns / Marlys Reynar

**Langley Memorial Hospital**, Langley, BC  
Clinician-Patient Communication  
Faculty leaders: Donna Cruikshank / Gloria Woodland

**Tom Baker Cancer Centre**, Calgary, AB  
Treating Patients with C.A.R.E.  
♦ Faculty leader session 1: Rukhsana Dharshi / June Imhoff  
♦ Faculty leader session 2: Lynne Lewis / Brigitte Merlini  
♦ Faculty leader session 3: Loring Gimbel  
♦ Faculty leader session 4: Colleen Herring / Brigitte Merlini

### JUNE

**Tom Baker Cancer Centre**, Calgary, AB  
Treating Patients with C.A.R.E.  
♦ Faculty leader session 1: Barbara Cameron / June Imhoff  
♦ Faculty leader session 2: Rukhsana Dharshi / Rosamund Soares

**IHC-C / CPSO** - Toronto, ON  
Clinician-Patient Communication  
Faculty leader: Wayne Weston

**IHC-C / CFPC** - Mississauga, ON  
Clinician-Patient Communication  
Faculty leader: TBA

### OCTOBER

**Family Medicine Forum** – Winnipeg, MB  
Clinician-Patient Communication  
Faculty leader: Michele Nanchoff-Glatt

## Congratulations to newly trained IHC-C FACULTY (2006 - 2007)



Inspired by the recent release of the IHC Newsletter from the New Haven, CT, office, (which lists all new faculty trained), I have listed below all IHC-C Faculty who have undergone Faculty Development courses during this "renaissance" period of the IHC in Canada. Congratulations to all! If I have omitted anyone, please accept my apology and let me know so that I can update in the next newsletter.

### Coaching for Impressive C.A.R.E Cross Cancer Institute - March, 2007

- |                            |                 |
|----------------------------|-----------------|
| 1. Susan Fawcett           | 4. Arlene Pelly |
| 2. Anne-Marie Stacey       | 5. Linda Tyre   |
| 3. Michelle Nanchoff-Glatt |                 |

### Clinician-Patient Communication Fraser Health Authority – January, 2007

- |                               |                     |
|-------------------------------|---------------------|
| 1. Doris Barwich              | 9. Grace Park       |
| 2. Sarb Basra                 | 10. Reginald Peter  |
| 3. Terry Brock                | 11. Connie Ruffo    |
| 4. Donna Cruikshank           | 12. Iqbal Rod       |
| 5. Sue Grant                  | 13. Tukker Siddiqui |
| 6. Ralph Jones                | 14. Kim Warwick     |
| 7. Victoria Lakusta-Lamberton | 15. Davidicus Wong  |
| 8. Karen Mahoney              | 16. Gloria Woodland |

### Disclosing Unanticipated Medical Errors Winnipeg Regional Health Authority - January, 2007

- |                            |                        |
|----------------------------|------------------------|
| 1. Karen Babaian           | 11. Gary Harding       |
| 2. Susan Bernjak           | 12. Judy Kaprowy       |
| 3. Shauna Boitson          | 13. Marilyn Kilpatrick |
| 4. Silvia Boudreau         | 14. Kiraninder Lamba   |
| 5. Monique Constant        | 15. Sharon MacDonald   |
| 6. Sharon Erickson-Nesmith | 16. Larry Reynolds     |
| 7. Susan Fogg              | 17. Rob Robson         |
| 8. Betty Frost             | 18. Bruce Roe          |
| 9. Shirley Gobbelle        | 19. Louis Sorin        |
| 10. Dayna Hammond          | 20. Kim Stratton       |

### Treating Patients with C.A.R.E Tom Baker Cancer Centre - December, 2006

- |                     |                     |
|---------------------|---------------------|
| 1. Maureen Angen    | 7. June Imhoff      |
| 2. Barbara Cameron  | 8. Lynne Lewis      |
| 3. Rukhsana Dharshi | 9. Brigitte Merlini |
| 4. Jane Gardner     | 10. Chris Orton     |
| 5. Loring Gimbel    | 11. Heather Payne   |
| 6. Colleen Herring  | 12. Rosamund Soares |

### Choices and Changes New Haven, CT - October, 2006

- |   |
|---|
| 1. Carole Harnack ( <i>Palliser Health Region</i> ) |
|---|

### Clinician-Patient Communication New Haven, CT - November, 2006

- |  |  |
|--|--|
| 1. Marlys Reynar<br>( <i>Chinook Health Center</i> ) | 2. Carol Griffiths-Manns<br>( <i>Chinook Health Center</i> ) |
|--|--|

### Disclosing Unanticipated Medical Errors Health Quality Council of Alberta - May, 2006

- |                       |                           |
|-----------------------|---------------------------|
| 1. Madge Applin       | 11. Christine Leach       |
| 2. Janet Carstairs    | 12. Vanessa Maclean       |
| 3. Deborah Cartwright | 13. Leanne McKenzie       |
| 4. Karen Delaronde    | 14. John Pasternak        |
| 5. Dorothy Dillman    | 15. Linda Poloway         |
| 6. Carol Anne Doll    | 16. Susan Silverthorne    |
| 7. Benadé Gerhard     | 17. Linda Tessmann-Potvin |
| 8. Penny Hammer       | 18. Michael Trew          |
| 9. Owen Heisler       | 19. Cam Waddell           |
| 10. Christina Krause  | 20. Mitchell Walker       |

### Disclosing Unanticipated Medical Errors Health Quality Council of Alberta - March, 2006

- |                    |                   |
|--------------------|-------------------|
| 1. Paul Boiteau    | 7. Robert Johnson |
| 2. Valerie Congdon | 8. Holly Knight   |
| 3. Ward Flemons    | 9. Kathy LeBlanc  |
| 4. Jim Graham      | 10. Glenn McRae   |
| 5. Mark Hamilton   | 11. Brent Scott   |
| 6. Brenda Hannah   | 12. Lois Ward     |

### Treating Patients with C.A.R.E Cross Cancer Institute - March, 2006

- |                            |                      |
|----------------------------|----------------------|
| 1. Jo-Ann Borschneck       | 3. Tammy Hennessy    |
| 2. Cindy Cummings-Winfield | 4. Anne-Marie Stacey |