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# *Relationship Based Care Course Catalog*

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## Relationship Based Care Course Catalog

In January 2011, Joint Commission surveyors began evaluating compliance with its patient-centered communications standards. It is expected that, in January 2012, these standards will be included in the accreditation process.

The Relationship Based Care Catalog provides training that addresses these standards, teaches awareness of communication barriers and provides methods for improving patient-provider communication. Relationship-based communication improves quality of care by promoting safety and improving patient comfort. A beneficial side-effect may be reduced malpractice liability.

These lessons are based on the Joint Commission Resources Publications Healing Words: The Power of Apology in Medicine, and In A Blink: Awareness, Assessment, and Adapting to Patient Communication Needs, as well as Civil Leadership by Dr. Michael Woods and Cultural Sensitivity by Dr. Geri-Ann Galanti.

### Target Audience

Physicians, Nursing Staff, Patient Care Providers

## Content Suites

### Cultural Competence in Healthcare

(11 lessons)

### Healing Words

(3 lessons)

### In a Blink

(4 lessons)

### Civil Leadership

(4 lessons)

### Management in Healthcare

(6 lessons)



## Cultural Competence in Healthcare Suite

The lessons developed for the Cultural Competence in Healthcare Suite are based on one of Joint Commission Resources' best-selling publications: Cultural Sensitivity by Dr. Geri-Ann Galanti.

Content is presented through a series of case studies, through which your staff will learn to interpret cultural patterns and behaviors that, when incorrectly interpreted, can lead to misunderstanding in the healthcare environment. Expert advice and resources are available to help learners develop cultural competence and take important steps toward providing better patient care.

The two overview lessons, Diversity and Cultural Competency I & II, identify ways to make staff members and patient interactions more effective and demonstrate how to manage a patient encounter involving an interpreter.

The nine culture-specific lessons cover competencies for each culture: African American, Anglo American, Asian, East Indian, Hispanic, Middle Eastern, Native American, Russian and Southeast Asian.

### Target Audience

Physicians, Nursing Staff, Patient Care Providers

### Lesson List (11 lessons):

- Diversity and Cultural Competency 1
- Diversity and Cultural Competency 2
- Cultural Competence in Healthcare for African American Cultures
- Cultural Competence in Healthcare for Anglo American Cultures
- Cultural Competence in Healthcare for Asian Cultures
- Cultural Competence in Healthcare for Hispanic Cultures
- Cultural Competence in Healthcare for Middle Eastern Cultures
- Cultural Competence in Healthcare for Native American Cultures
- Cultural Competence in Healthcare for Russian Cultures
- Cultural Competence in Healthcare for Southeast Asian Cultures
- Cultural Competence in Healthcare for South Asian Cultures

### After completing this course, the learner will be able to:

- Cite several questions to ask to elicit cultural information
- Explain strategies for providing culturally appropriate medical and nursing care
- Describe several tools for increasing patient trust and compliance
- Recognize the difference between a stereotype and a generalization and know how to apply generalizations without stereotyping
- Explain cultural variations in patient beliefs and practices
- Ask questions to elicit information about the patient's beliefs and practices
- Explain the impact of racism and prejudice on medical care and a patient's experience in medical contexts
- Explain the effects of cultural values and beliefs (world view) on behavior
- Recognize the difference between traditional treatments and abuse
- Explain strategies for dealing with difficult family members
- Recognize items of religious or spiritual significance and treat them with respect



## Healing Words Suite

The lessons in the Healing Words Suite are based on one of Joint Commission Resources' best-selling publications: Healing Words: The Power of Apology in Medicine by Dr. Michael Woods.

Effective communication creates a strong provider-patient relationship that increases the quality of patient care. A strong patient-provider relationship can help reduce the risk of malpractice claims when unexpected outcomes occur. There is near-universal agreement among risk managers in the United States, Canada, The United Kingdom and Europe that up to 80% of malpractice claims result from failures in communication and/or lack of interpersonal skills, usually on the part of the physician. The Joint Commission also noted that "physicians are most often sued, not for bad care, but for inept communication" (2005).

The Healing Words Suite gives health care providers a way to directly and immediately correct the problem, by focusing on relationships with patients, families, and coworkers and promoting effective, respectful and transparent communication.

### Target Audience

Physicians, Nursing Staff, Patient Care Providers

### Lesson List( 3 lessons):

- Healing Words: Effective Apology and Truth-telling (Disclosure)
- Healing Words: Fostering Authentic Relationships with Patients
- Healing Words: Building a Culture of Civility

### After completing this course, the learner will be able to:

- Recognize roadblocks to apology in the healthcare setting and offer mitigating strategies
- Describe several indicators that signal the need for an apology by a healthcare provider
- Create an effective apology given a scenario of unexpected outcomes in medicine
- Identify verbal and non-verbal communication factors and how use them effectively in building patient confidence
- Explain the key components of authentic listening as it relates to the healthcare setting
- Explain the relationship between civility and quality in patient care
- Cite three social and personal benefits of civility in the healthcare setting, and articulate a business rationale for each



## *In a Blink Suite*

Communication is one of the most effective tools for health care providers. An important facet of effective provider-patient communication is awareness of a patient's ethnicity, socioeconomics, literacy, gender, personality and time management. Being aware of this information allows providers to ensure that patients understand what, why and how care is being provided. Better communication results in quality care and an increased focus on patient safety. The In a Blink Suite will train patient care staff to become aware of potential communication obstacles and provide ways to increase patient understanding.

**In 2007 The Joint Commission documented that communication breakdowns were the root cause of more than 65% of medical errors.**

### **Target Audience**

Physicians, Nursing Staff, Patient Care Providers

### **Lesson List (4 lessons)**

- In a Blink: Communicating Effectively in Diverse Ethnicity
- In a Blink: Communicating Effectively Across Gender Barriers
- In a Blink: Communicating Effectively at All Levels of Literacy
- In a Blink: Communicating Effectively through Time and Personality Conflicts

### **After completing this course, the learner will be able to:**

- Select the most effective reactions to ethnic diversity given several scenarios
- Describe the impact of socioeconomic levels on patient communication
- Identify indicators of communication issues due to gender in several typical scenarios
- Assess the level of patient literacy in several given scenarios
- Select the appropriate actions to assure effective communication at several levels of literacy
- List six Principles of Civility and their impact on personality conflicts



## Civil Leadership Suite

Today's healthcare industry faces a maelstrom of government regulations, customer demands and business challenges. Healthcare providers confront critical situations, complex issues and increasing demands, often with decreasing resources. Fortunately, every provider can increase cooperation, productivity and quality by embracing the principles of civility presented in these lessons.

The Civil Leadership Suite, based on Dr. Michael Woods' book, Civil Leadership, teaches effective leadership skills and how to implement civility in different situations. These strategies allow providers to practice relationship-based care, which results in higher patient satisfaction and increased quality of care.

### Target Audience

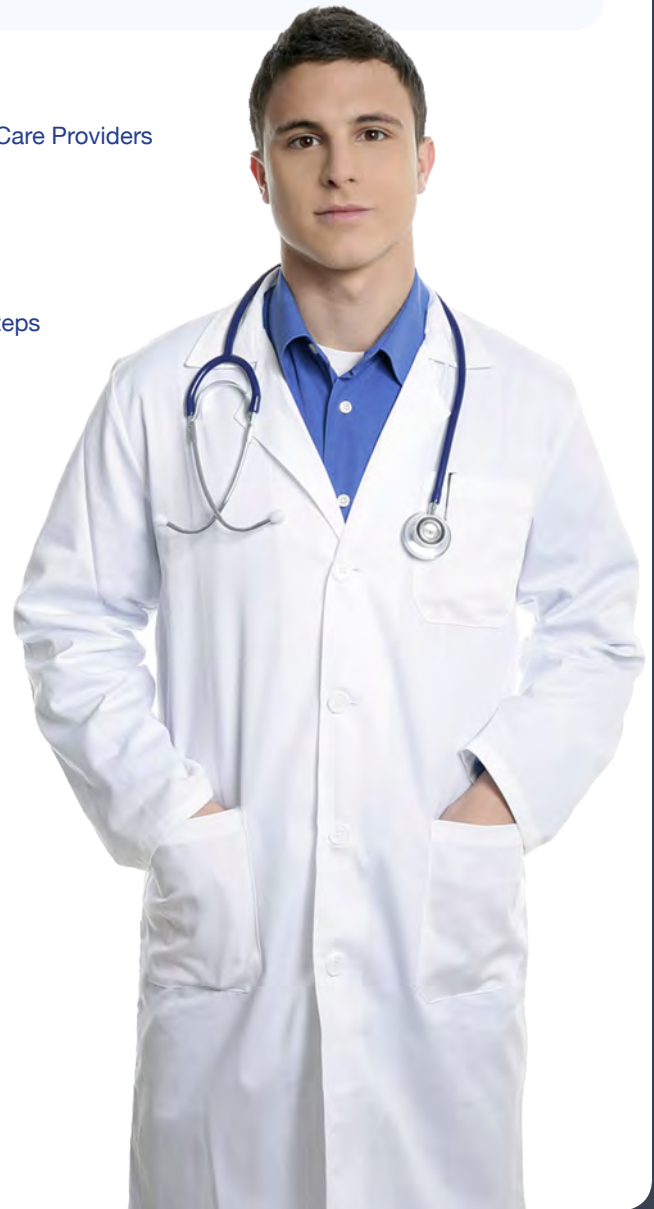
Nurse Managers, Physician Managers, Physicians, Nursing Staff, Patient Care Providers

### Lesson List (4 lessons):

- Civil Leadership in Healthcare: The Business Leader
- Civil Leadership in Healthcare: The Working Environment
- Civil Leadership in Healthcare: The Provider as Leader
- Civil Leadership in Healthcare: The Seven Common Leadership Missteps

### After completing this course, the learner will be able to:

- Identify the three key business benefits of acting with civility
- Explain the four principles of the new business model (Pascale, Milleman, Gioja) as they apply to the healthcare industry and practitioners
- Given a healthcare scenario, identify the civility issues impacting business success
- Given a case study, prescribe the preferred course of action to increase civility
- Identify the components of relationship-based medicine
- List the six competencies defined by ACGME and the Joint Commission
- Give examples of the five business values of Civil Leadership
- Given a case study, prescribe the best course of action to demonstrate civil leadership



## Management in Healthcare Suite

Patient care managers must not only balance the same demands as managers from other disciplines, but they must also keep patient safety a top priority. This suite of lessons directly targets the specific management skills essential for healthcare professionals. The lessons cover general topics such as teambuilding, running effective meetings and creating win-win situations, but presents the material with the healthcare provider in mind. Financial management in healthcare is also addressed. Authored by Dr. Michael Woods, these lessons allow current managers to sharpen their skills while providing potential managers the chance to learn techniques in healthcare leadership.

### Target Audience

Physician Managers and Potential Managers, Nursing Managers and Potential Managers

### Lesson List: (6 Lessons)

- Basic Management: Creating Win-Win Agreements
- Basic Management: Financial Stewardship in Healthcare
- Basic Management: Process Mapping
- Basic Management: Running an Effective Meeting
- Basic Management: Sticky Issues
- Basic Management: Team Building without Time Wasting

### After completing this course, the learner will be able to:

- Explain how you can foster and direct win-win solutions
- Cite the three most important measures of financial health in a healthcare organization
- Define the three most important components of financial stewardship in healthcare organizations
- Cite the purpose of process mapping
- Describe why it is important to assign accountability for action items including due dates
- Describe the issue identification process using sticky notes
- Describe the mini-survey process and why it is important
- Explain why building accountability and follow-up into the team building process is important



## Meet the Authors



Dr. Michael Woods—leadership expert, surgeon, author of *Civil Leadership*, *In A Blink*, *Healing Words*, *The DEPO Principle*, a comprehensive *Service Excellence* series and editor of *Cultural Sensitivity for Healthcare Providers*—is known for his work related to the power of apology and truth-telling in the aftermath of health care errors. Woods is a recognized authority and frequently invited speaker on provider-patient communication and relationships, patient satisfaction, and strategies to reduce medical malpractice.

Dr. Woods is the founder of Civility Mutual® Educational Services, LLC ([www.civilitymutual.com](http://www.civilitymutual.com)), an organization dedicated to helping physicians and health care staff with relationship-based care and improving patient-provider communications, and thus raising the bar on health care quality, outcome, and patient safety. The business plan for Civility Mutual was runner-up at USC's Lloyd Greif Center for Entrepreneurial Studies, which was ranked number one in US Graduate Business Schools for Entrepreneurship by Entrepreneur Magazine in 2008.

Dr. Woods has an active speaking career; among his many clients are included the Joint Commission, Department of Defense, U.S. Army Medical Command, American Society of Cataract and Refractive Surgery, OhioHealth, Texas Children's Hospital, and the New York Northern Metropolitan Hospital Association.

Dr. Woods is the Vice President of Medical Affairs at Johnson Memorial Hospital in Stafford Springs, CT. He is a Board Certified general surgeon, holds a Masters of Medical Management from the University of Southern California, is a Fellow of the American College of Surgeons, a Member of the American College of Physician Executives, and was a member of the Communications Advisory Panel of the Joint Commission's International Patient Safety Center.



Dr. Geri-Ann Galanti is a leading expert in the field of cultural diversity, with over 25 years of experience lecturing to groups of nurses, doctors, and managers on issues of cultural diversity and competency. She received her doctorate in Anthropology from UCLA with an emphasis in medical anthropology and is on the faculty of the School of Nursing at Cal State University, Dominguez Hills, the Anthropology Department at CSU Los Angeles, and the Doctoring Program at the David Geffen School of Medicine at UCLA. She received an Outstanding Teacher Award for Clinical Faculty Teaching in the Department of Psychiatry and Biobehavioral Sciences at UCLA for her work in the Doctoring Program.

Dr. Galanti is the author of numerous articles, as well as the highly acclaimed book, *Caring for Patients from Different Cultures*, now in its 4th edition. She served for several years as Medicine and Culture section editor for *WJM* (Western Journal of Medicine). Dr. Galanti is a frequent speaker at hospitals and conferences. She was one of the major developers of the curriculum for the CSUDH's School of Nursing course on Human Diversity and has worked on a number of grant projects to train

health care providers to provide more culturally competent care. The projects have been funded by the National Cancer Institute, the Association of American Medical Colleges, The California Endowment, and the National Human Genome Research Institute. Visit her website at [www.ggalanti.org](http://www.ggalanti.org).