

About Us

The Healthcare Communication Project is a 501 (c) (3) nonprofit organization that seeks to help patients and their families learn how to get, give, and discuss information so that they can make healthcare decisions that are as informed as possible. We also seek to help doctors other health & human services professionals learn how to talk with patients, clients and their families. These goals are pursued through our:

- Free, semi-annual publication, the *Healthcare Communication Review*;
- Free talks to community groups;
- Professional in-services; and
- Website, on which back issues of the *Review* and links to resources (for information and support) are posted.

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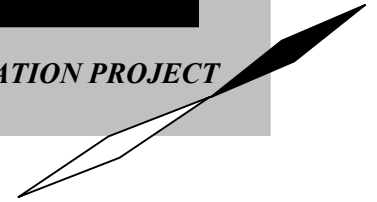
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*An Educational Resource for Helping Patients
Manage Their Conditions as Partners in Care*

HEALTHCARE COMMUNICATION PROJECT



How to Build Trusting Relationships and Empower Your Patients and Clients

**Professional Inservices for
Health and Human Services
Professionals**

**Developed and Conducted by the
Healthcare Communication Project, Inc.**

Inservice Topics

Health Literacy: Helping Patients & Clients Understand Health Information and Instructions

One challenge faced by today's healthcare professionals is that of helping the more than 90 million patients with poor literacy skills understand health instructions and information. Topics covered in this program include: ways to assess patients' and clients' literacy skills; the use of plain language; how to talk in ways that encourage patients to ask questions when they don't understand; how to assess their understandings of instructions; and resources for both patients and professionals.

Empowering Patients and Clients to Take Charge of Their Care as Partners in Care

This program will look at ways to not only encourage patients to take charge of their care, but also to help them do so. Topics covered will include:

- How to build Therapeutic relationships,
- How to educate patients/clients and their families, and
- How to share in decisionmaking.

Clinical Ethics: Applying Theory to Practice When Working With Patients or Clients

This program will briefly examine the underlying ethical principles that guide today's interactions with patients and clients and look at how they may be applied by health and human services professionals when working with patients/clients and their families. Particular attention will be given to how to build cooperation when faced with resistance to recommended treatments or care plans.

Building Cultural Competency

This program will seek to help health and human service professionals prepare themselves to communicate with culturally diverse patients and clients by:

- Helping participants identify assumptions that influence their interactions with patients/clients;
- Identifying barriers to cultural competency;
- Identifying useful tools for when there are no interpreters;
- Identifying techniques for communicating through interpreters;
- Addressing issues of communication, in general; and
- Reviewing resources for building cultural competency.

Program Information

Programs up to 1½ hours in length will consist of lecture with limited audience participation. 3-hour Programs will entail lecture along with experiential activities.

For More Information

To schedule a program or see our fee schedule
Call: 845-691-8023, email: info@healthcp.org, or visit our
website at www.healthcp.org. Click on 'Professional.'