Effective communication is one of the six “core competencies” that physicians are meant to master in residency training. Yet the hidden curriculum of time pressures, procedure-based billing, and overwork leaves little time for teaching this crucial skill. No wonder that patients report feeling dehumanized and devalued when their providers interrupt them, rush them to make critical decisions, fail to explain diagnoses and procedures, and misunderstand or ignore the real reason they have sought medical attention.

Join us on November 16 for a CME-approved workshop on building a covenant between patient and provider based on deep, respectful communication. Participants will be able to choose to hone their skills in agenda setting, reflective listening, or negotiating a plan of care.

In addition, all participants will participate in a dinnertime session of practice inquiry, a technique for exploring cases where the communication has become difficult and is interfering with the provision of care, in order to find a way forward.

**Take these skills back to your practice and connect with your patients anew!**

**ABOUT THE FACILITATOR**

Jonathan Weinkle, MD, FAAP, is a general internist and pediatrician at the Squirrel Hill Health Center, a Clinical Assistant Professor in the Departments of Pediatrics and Family Medicine at the University of Pittsburgh School of Medicine, Medical Director of the Masters of Physician Assistant Studies program at Chatham University, and a long-time consultant with the Jewish Healthcare Foundation. His first book, entitled Healing People, not Patients: Creating Sacred Relationships in Modern Healthcare will be published in December 2017.

**DATE:** November 16, 2017

**TIME:** 5:30-8:30 PM (dinner served)

**PLACE:**

QI’T Center
Center City Tower, Suite 2600
650 Smithfield Street
Pittsburgh, PA 15222

**COST:** $30

(need-based scholarships available; check payable to the Jewish Healthcare Foundation)

**TO REGISTER:**

Contact Ben Johnston at: bjohnston@prhi.org

**CNE Accreditation Statement:** This activity has been submitted to the Pittsburgh Regional Health Initiative, Center for Perfecting Patient Care℠ for approval to award contact hours. Pittsburgh Regional Health Initiative, Center for Perfecting Patient Care℠ is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

**CME Accreditation and Designation Statement:** This activity has been approved for AMA PRA Category 1 Credit™.