



STANFORD HEALTH CARE COMMUNICATION PROGRAM

# Advancing Communication Excellence at Stanford (ACES)

A Clinician Communication Leadership Workshop



**Stanford**  
**HEALTH CARE**

STANFORD MEDICINE

## What is ACES?

The Stanford Health Care Communication Program invites you to participate in ACES, a workshop designed to help clinicians advance their communication skills with patients, families, and colleagues. Developed in partnership with the Academy on Communication in Healthcare (ACH). ACES is a one-day course facilitated by our own ACH-certified Stanford faculty/staff. This workshop focuses on developing effective, empathic communication skills, and promises significant payoff in your patients' experience and your professional satisfaction.

Ultimately, this relationship-centered workshop will yield increased joy in your practice, decreased burnout, and enhanced relationships with patient, families and colleagues.

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## Evidence

This ACH-inspired communication model has been adopted by leading healthcare organizations around the country. Many have reported a number of improvements in patient experience and provider wellness metrics.

### Cleveland Clinic

- Patients reported: significant gains in CGCAHPS scores, & HCAHPS Respect scores
- Providers reported: increased empathy on the Jefferson scale, & decreased burnout on the Maslach Burnout Inventory

### University of Maryland, Baltimore

- CGCAHPS scores moved from the 18th percentile to the 60th percentile in one year
- CGCAHPS scores were nearly 30% higher for clinicians who attended the workshops

### Mayo Clinic, Phoenix.

- Patient complaints decreased by 18%
- Experienced a significant improvement in surveyed perceptions of service excellence

## How to Register

Email: [physiciancoach@stanfordhealthcare.org](mailto:physiciancoach@stanfordhealthcare.org)

## ACES Workshop Details

We know your time is precious. Thus, ACES has taken what was once a 10-week course, and condensed it into an immersive, skill-building workshop, using only evidence-based content specific to clinicians.

- 8-hour workshop at no cost to participants
- Participants receive 7.25 CME Credit Hours
- 1:6 ratio of facilitators to participants
- Open to Physicians, Nurse Practitioners, and Physician Assistants
- Workshops located at or near the Stanford University campus

## ACES Content Overview

ACES Workshops focus on developing 3 critical skillsets:

- **Skill Set 1: Beginning the Encounter**
  - Create rapport quickly
  - Elicit the list of all concerns
  - Negotiate the agenda
- **Skill Set 2: Relationship-Centered Encounters**
  - Open the conversation
  - Explore perspectives and name emotions
  - Respond to emotional cues
- **Skill Set 3: Ending the Encounter**
  - Share information
  - Address understanding
  - Summarize and clarify

## Meet Our Facilitators



Barbette Weimer-Elder,  
PhD, RN



Darla Watanabe,  
BSN, RN, PHN



Dr. Deepa Thakor



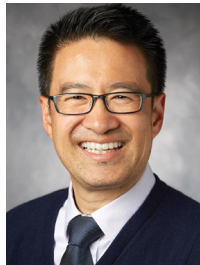
Dr. Joshua Fronk



Dr. Kate Luenprakansit



Dr. Lars Osterberg



Dr. Lawrence Kwan



Dr. Natalya Hasan Hill



Judy Passaglia,  
CNS, RN



Dr. Rachel Seaman



Dr. Stephanie Harman



Dr. Teri Longacre



Dr. Torrey Simons



Dr. Tyler Johnson

## Registration

Email [physiciancoach@stanfordhealthcare.org](mailto:physiciancoach@stanfordhealthcare.org)  
to get the registration link.



To reserve your spot in ACES, email  
**[physiciancoach@stanfordhealthcare.org](mailto:physiciancoach@stanfordhealthcare.org)**

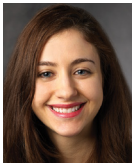
## Stanford Health Care Communication Program Leaders



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Accreditation Statement: In support of improving patient care, this activity has been planned and implemented by University of Arkansas for Medical Sciences and American Academy on Communication in Healthcare. University of Arkansas for Medical Sciences is jointly accredited by the American 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. Designation Statement: The University of Arkansas for Medical Sciences designates this live activity for a maximum of 7.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.