

**Effective Communication in Health Care**  
**Tuesday, October 13, 2015--Leighton Auditorium, Siebens Building**

7:00 a.m.	Registration & Continental Breakfast
7:50 a.m.	Introduction & Announcements <i>Darryl S. Chutka, M.D.</i>
<b>Basic Communication Skills</b>	
8:00 a.m.	Importance of Good Communication Skills <i>Darryl S. Chutka, M.D., Anthony C. Berman, Ed.D.</i>
8:30 a.m.	Communication Skills Toolbox <i>Amy Conners, M.D.</i>
9:00 a.m.	Communication with Colleagues <i>Garrett E. Schramm, Pharm.D., R.Ph.</i>
9:30 a.m.	Using the EMR and Maintaining Good Communication <i>Darryl S. Chutka, M.D.</i>
9:50 a.m.	<i>Break</i>
10:10 a.m.	Basic Interview Demonstrations <i>Faculty Members</i>
<b>Advanced Communication Skills</b>	
10:30 a.m.	Importance of Body Language in Communication <i>Darryl S. Chutka, M.D.</i>
10:45 a.m.	Giving Bad, Sad or Unexpected News <i>J. Keith Mansel, M.D.</i>
11:15 a.m.	Eliciting a Medication History <i>Laura J. Odell, Pharm.D, R.Ph.</i>
11:35 a.m.	Challenging Interview Demonstrations <i>Faculty Members</i>
11:45 a.m.	<i>Lunch</i>
<b>Navigating Challenging Situations</b>	
12:30 p.m.	First Thoughts <i>Darryl S. Chutka, M.D.</i>
12:40 p.m.	Medical Cultural Biases and Assumptions Eliciting Health and Healing Beliefs <i>Onelis Quirindogo, M.D.</i>
1:10 p.m.	Working Effectively with Healthcare Interpreters <i>Onelis Quirindogo, M.D.</i>
1:40 p.m.	Health Literacy <i>Mary J. Kasten, M.D.</i>
2:10 p.m.	<i>Break</i>
2:30 p.m.	Motivational Interviewing <i>Kristin S. Vickers Douglas, Ph.D., L.P.</i>
3:00 p.m.	Dealing with Challenging Patients <i>Darryl S. Chutka, M.D.</i>

3:10 p.m.	Challenging Patient Interview Demonstrations <i>Faculty Members</i>
4:00 p.m.	Summary <i>Darryl S. Chutka, M.D.</i>
4:15 p.m.	Adjourn