

**University of Iowa
Hospitals and Clinics**
Department of Nursing
Nursing Clinical Education Center
4 West, General Hospital
319-356-1238 Tel

**October 2020 – November
2021**

Dates/Location:

These offerings are held multiple times each month in various locations across the hospital as need arises conference room space becomes available.

Intended Audience:

Nurses employed at UI Hospitals & Clinics

Fees & Credits:

There is no registration fee for staff to attend this course or to receive optional CEU credits.

3.5 contact hours will be granted by UIHC Department of Nursing (IBN Approved Provider #34). Participants must attend the entire program to receive full credit.

Pre-registration is required. Contact Josh Paxton at joshua-paxton@uiowa.edu or phone 319-467-7750 to register.

Compassionate Connected Care Sessions – C³

Sponsored by Office of the Patient Experience

Purpose/Description:

C³ training describes compassionate connected care and what it means to the patient. Healthcare centric communication skills that are shared and practiced to elevate patients' perception of empathy, teamwork, and clarity of information shared.

Objectives:

1. Discuss the correlation between anxiety and suffering and how compassionate care transcends diagnosis and how empathy can alleviate suffering
2. Describe specific behaviors on how to acknowledge suffering and identify different ways to lower a patient anxiety
3. Recognize how body language ties into the overall communication process
4. Identify different ways to work with the patient regarding autonomy/control – what choices we allow the patient to have
5. Explore ways in which the team can coordinate care across the entire care team

Schedule:

0730/1100/1900 – Anxiety is Suffering / Caring Transcends Diagnosis
0830/1200/2000 – Acknowledge Suffering*
0930/1300/2100– Body Language Matters*
1030/1400/2200 – Autonomy Reduces Suffering / Coordinated Care
1130/1500/2300 - Adjourn

UIHC Office of Patient Experience Speakers:

Tera Kringle, MS, Patient Experience Coach
Josh Paxton, BA, Patient Experience Coach
Kip Pedersen, BA, Patient Experience Coach

Individuals with disabilities are encouraged to attend all University of Iowa-sponsored events. If you are a person with a disability who requires an accommodation in order to participate in this program, please contact the Department of Nursing in advance at (319) 356-1238.

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