

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

2020 Dates/Location:

Time: 0730 – 1130

September 17 #1 – 4999 JPP
September 17 #2 - W414
NCEC

September 22 – 4999 JPP
September 28 – 4999 JPP

Time: 1100 – 1500

September 30 – 4999 JPP

Time: 1900 – 2300

September 24 – 4999 JPP

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 – 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

*15 minute breaks given at 90 minutes and 150 minutes

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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