To reserve your spot in ACES, email
physiciancoach@stanfordhealthcare.org
for a registration link.

STANFORD HEALTH CARE COMMUNICATION PROGRAM LEADERS

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STANFORD HEALTHCARE PHYSICIAN PARTNERSHIP PROGRAM, PATIENT EXPERIENCE

Advancing Communication Excellence at Stanford (ACES)
A Clinician Communication Leadership Workshop
What is ACES?

The Stanford Health Care Physician Partnership Program invites you to participate in ACES, a foundational workshop designed to help clinicians advance their communication skills with patients, families, and colleagues. Developed in partnership with the Academy of Communication in Healthcare (ACH), ACES is a one-day relationship-centered communication course facilitated by ACH-Stanford certified 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 workshop will yield increased joy in your practice, decreased burnout, and enhanced relationships with patients, families and colleagues.

Evidence

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

Stanford Health Care
- Statistically significant improvement in patient experience; 16% more likely to achieve top box score

Cleveland Clinic
- Improved patient experience: significant gains in CGCAHPS scores, & HCAHPS Respect scores
- Improved clinician experience: increased empathy on the Jefferson scale, & decreased burnout on the Maslach Burnout Inventory

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

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 7.0 CME Credit Hours
- 1:6 ratio of facilitators to participants
- Open to Physicians (Attendings & Trainees), 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
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