

Advancing Communication Excellence at Stanford (ACES)

Questions? - Contact us at physiciancoach@stanfordhealthcare.org

Our Program

The goal of our ACES program is to promote a relationship-centered culture through the strengthening of clinicians' communication skills with patients, families, and colleagues. We achieve this goal by holding ACES, a one-day course taught by faculty that are trained by the Academy of Communication in Healthcare (ACH). The evidence-based curriculum focuses on mastering effective and empathic communication skills, with the twofold goal of improving the patient and family experience, while enhancing professional satisfaction.

With 93% of participants willing to recommend the workshop to colleagues, results from our ACES workshops show statistically significant improvements in a number of areas:

- Decreased burnout and interpersonal disengagement
- Increased professional fulfillment
- Improved self-reported communication behaviors
- Increased compassionate self-improvement

ACES Workshops Focus on Developing 3 Critical Skill Sets:

Skill Set 1: Beginning the Encounter

- Create rapport quickly
- Elicit list of all concerns
- Negotiate the agenda

Skill Set 2: Relationship-Centered Encounter

- 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

Stanford Children's Health ACES Faculty

Alyssa Burgart, MD
Anesthesiology, Perioperative & Pain Medicine

Seth Hollander, MD
Pediatric Cardiology

Meghan Imrie, MD
Pediatric Orthopedic Surgery

Amit Singh, MD
Pediatric Hospital Medicine

Stanford Children's Health ACES Workshop Dates

All workshops 8:00am-4:00pm

11/13/19	4/8/20
11/14/19	4/22/20
12/9/19	5/6/20
12/12/19	5/13/20
1/22/20	6/10/20
2/12/20	6/18/20
2/26/20	7/8/20
3/11/20	7/28/20
3/26/20	8/3/20
	8/12/20

Testimonials From Past Participants:

"I really enjoyed it, especially the small groups. The role playing really helped demonstrate the effectiveness (and efficiency!) of these techniques. We had physicians (and a dentist) from a variety of fields, which helped demonstrate the wide applicability of these methods. Plus it was just fun to meet them!"

"Wonderful to see physicians participate in ACES. I feel ACES will not only improve communication between MD and patients, but also between MD and APPs."

"Overall, a very helpful and effective workshop where I was able to take away some strategies to apply to my practice."

CME Credit Designation

The Stanford University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The Stanford University School of Medicine designates this live activity for a maximum of 7 *AMA PRA Category 1 Credit*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The California Board of Registered Nursing recognizes that Continuing Medical Education (CME) is acceptable for meeting RN continuing education requirements as long as the course is certified for *AMA PRA Category 1 Credit*[™] (rn.ca.gov). Nurses will receive a Certificate of Participation following this activity that may be used for license renewal. The provider number is: 0000751.