



City of  
Hope®

**AUGUST 2-4, 2023**  
**SAN DIEGO,**  
**CALIFORNIA**



**Summer 2023**  
**ICC COURSE**

**Communication Training in Oncology**

**NATIONAL**  
**CANCER**  
**INSTITUTE**



# Interprofessional Communication Curriculum

## Communication Training in Oncology

Thank you for your interest in attending the Interprofessional Communication Curriculum (ICC) Course. We are grateful to the National Cancer Institute (NCI) for funding this project and for promoting communication skills training and education in oncology settings. The purpose of this train-the-trainer course is to provide interprofessional communication training to nurses, social workers, and chaplains working in adult oncology settings and to help prepare them to provide communication skills training at their home institutions.

### This NCI sponsored education project provides funding for the following:

- Course attendance: registration, course materials, breakfast, lunch, and snacks for the three days
- 14.5 CEs for attendance at all three days of the course
- Three nights of lodging that will be paid directly by ICC to the hotel (*The Westin San Diego Gaslamp Quarter*)
- 1-year access to ICC Online Learning Modules via *Relias Learning Academy* (provided after course completion)

*NOTE: Travel expenses (airfare, mileage, transportation, hotel parking) will **NOT** be covered and will be the responsibility of the applicant and/or their workplace.*

### Qualifications to apply include:

- Nurses, social workers, and chaplains working in adult oncology only
- Clinicians are to **apply and attend in teams of two** with a partner of a different discipline (ex. nurse & chaplain)
- Only one team per unit/department per institution
  - *Exceptions to the above three qualifications will be made on a case-by-case basis. Please contact the ICC team if you have any questions at [ICC@coh.org](mailto:ICC@coh.org)*
- Since this is grant funded by the NCI, we are unable to accept any international applicants. All participants must work at an institution in the United States.
- The content level of the course material is beginner to intermediate.

### Participant Commitments:

- Attend all 3 days of the course. No late arrivals or early departures. No partial CEs will be given.
- Agree to attend one, one-hour webinar monthly for 12-months post-course
- This project requires mandatory follow-up evaluations at six- and twelve-months post-course

### Course Objectives:

After attending the course, participants will be able to:

- Identify the 8 domains of quality palliative care applicable across all stages of cancer.
- Demonstrate skills in key clinical areas of communication through lab sessions.
- Develop goals for implementing the skills training in practice through process improvement, staff education, and clinical care.
- Please visit the ICC website ([www.cityofhope.org/ICC](http://www.cityofhope.org/ICC)) for objectives of each domain.

### CE and Course Completion Requirements:

- ICC will provide 14.5\* Continuing Education credit to licensed participants (nurses and social workers only). Unlicensed participants will receive a Certificate of Attendance.
- To earn CE credit, participants must attend the entire course, sign-in daily (**and sign-in out if you are a social worker**) and complete a daily course evaluation. Certificates will be emailed within 10 days of the course.  
\*You must be present all 3 days to receive CEs – no exceptions. Plan travel accordingly.

### Questions, Comments or Concerns?

- Please contact the ICC team [ICC@coh.org](mailto:ICC@coh.org) or visit our website at [www.cityofhope.org/ICC](http://www.cityofhope.org/ICC)



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| <b>Day 1</b>   |
| <i>Registration &amp; Breakfast at 7:30 am   Course begins at 8:00am   Dismissal at 4:30pm</i> |
| Welcome and Overview of Course; Domain 1: Structure & Processes of Care                        |
| Domain 2: Physical Aspects of Care   |
| Lab Session: Communication Skills for Domain 2   |
| Domain 3: Psychological and Psychiatric Aspects of Care  |
| Lab Session: Communication Skills for Domain 3   |
| Domain 4: Social Aspects of Care   |
| Lab Session: Communication Skills for Domain 4   |
| <b>Day 2</b>   |
| <i>Sign In &amp; Breakfast at 7:30 am   Course begins at 8:00am   Dismissal at 4:30pm</i>      |
| Domain 5: Spiritual, Religious and Existential Aspects of Care                                 |
| Domain 6: Cultural Aspects of Care   |
| Lab Session: Communication Skills for Domain 5 & 6   |
| Domain 7: Care of the Patient Nearing the End of Life  |
| Lab Session: Communication Skills for Domain 7   |
| Domain 8: Ethical and Legal Aspects of Care  |
| Responsible Conduct of Research  |
| Quality Improvement Strategies & Measuring Outcomes for Improved Communication                 |
| <b>Day 3</b>   |
| <i>Sign In &amp; Breakfast at 7:30 am   Course begins at 8:00am   Dismissal at 12:00 pm</i>    |
| Implementation of Communication Skills into Practice   |
| Lab Session: Implementation of Communication Skills into Practice                              |
| Goals Workshop   |
| Presentation of Team Goals   |
| Graduation: Where Do we Go from Here • Departing Thoughts • Closing                            |

*\*Agenda subject to change – more detailed agenda provided prior to course*

**RN CE's:** Provider approved by the California Board of Registered Nursing, BRN Provider #: CEP 13380 for 14.50 contact hours\* (CE Provider: City of Hope National Medical Center/Beckman Research Institute). No partial CEs given. You must attend entire program to receive CEs.

**SW CE's:** Social Workers: We have applied for 14.5 general credits through ASWB ACE."



# Application Instructions

Please read the instructions below carefully and address all required information. Use the checklist provided to make sure that all required information is included in your application. **Only one application per team.** Some sections of the application are to be completed together as a team and other sections are designated for each individual partner to complete. Please coordinate with your partner to ensure all sections are completed. Incomplete applications will not be considered

The application has been formatted electronically using REDCap. You can save your application and complete it at another time. You will be given a return code with the option of having it emailed to you. Please do not start multiple applications – use your return code to continue working on your original application.

## **Application Deadline: Early bird applications are due by Friday March 24, 2023!**

When you apply by the March 24<sup>th</sup> deadline, we will review your application early. Based on our evaluation criteria, you will either be accepted or have your application returned for revisions. Applying early will allow you to plan your time off and travel arrangements in advance. **All applications are due Friday May 12<sup>th</sup>, 2023.**

**Acceptance notices will be sent out weekly as applications are reviewed.** All additional information about this project is available in this brochure. Once accepted, participants will receive further information. For all questions regarding assistance in completing the application or the overall project, please contact [ICC@coh.org](mailto:ICC@coh.org)

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### **Application Checklist**

- General Applicant Information (One per person)
- One Letter of Support from a Supervisor/Administrator on company letterhead (One per person) \*
- Institutional Information (Complete as a team)
- Statement of Interest (Complete as a team)
- Three Goals (Complete as a team)

*\*Letters must explicitly state support for course commitments outlined above*

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**Travel Scholarships Available:** We have additional funding allotted to support travel for underrepresented minorities (URMs). URMs, as designated by the NCI, includes Black or African, American Indian, Alaska Native, Native Hawaiian or other Pacific Islander, and Hispanic/Latino. URMs must meet the basic criteria to apply for the 3-day ICC course. Funding is limited and is not guaranteed. Applicants that meet the criteria can designate their interest on the application. Travel scholarship recipients will be notified following acceptance notifications.

**COVID-19 POLICY:** It is our responsibility to hold a safe course and to follow local, national, and City of Hope policies and guidelines. With that being said, we will be enforcing a COVID-19 policy at the course. At this time, accepted participants will be required to verify proof of vaccination. In addition, masking and social distancing will be enforced. Once accepted, further information and FAQ regarding this requirement will be provided. Policies are subject to change.



## Apply Here

### **Application Link:**

<https://redcap.coh.org/surveys/?s=ANXADJATT84KF4MK>



# Course Location & Accommodations

“We are excited to host our next ICC Course in the beautiful and vibrant coastal city of San Diego, California. Located in the heart of San Diego in the downtown Gaslamp Quarter, the Westin San Diego is a short walk to over 150 restaurants, bars, cafes, and shops, a 10-minute drive to world-renowned San Diego beaches and near many museums, gardens, trails, and the world-famous San Diego Zoo. On behalf of the ICC faculty and staff, we look forward to meeting you all there in August 2023!”

**-Betty Ferrell (ICC Principal Investigator) and Haley Buller (ICC Project Director)**

## Course Location: The Westin San Diego Gaslamp Quarter

910 Broadway Circle  
San Diego, CA, 92101  
619-239-2200

Check In: 3:00 PM  
Check Out: 12:00 PM

### Hotel Accommodations arranged by City of Hope

Accepted participants will receive three (3) night's stays at this hotel for the dates below. The ICC staff will make your hotel reservations and you will check in with your name. Per hotel policy, all guests must present a credit card upon check in for incidentals and a photo ID.

### 3 nights reserved for:

Tuesday, August 1, 2023

Wednesday, August 2, 2023

Thursday, August 3, 2023



Participants needing additional nights, other than the 3 listed above, will be responsible for payment. Rates for rooms are \$229.00 per night, which comes to \$287 with tax and fees (based on availability). ICC staff will connect with accepted participants and make your reservations. Please do not contact the hotel unless directed.

### Transportation & Parking

This section is for your information. **As a reminder, cost of travel is your/your institution's responsibility.** When making travel arrangements, keep in mind that you will not receive CEs if you do not attend the whole course.

### Transportation from Airport & estimated minimum charges:

Ride sharing companies, like Lyft, are usually a cheaper option than a taxi. [Download](#) your preferred app on your phone and setup an account prior to the course.

**San Diego International Airport**- 2 miles from the hotel

Rideshare - \$10-15

Taxi - \$20

### Parking for Overnight Guests:

- Daily fee: \$50



# ICC Course Faculty and Staff

## ICC Course Faculty



**Betty Ferrell, PhD, RN, MA, CHPN, FPCN, FAAN**  
ICC & ELNEC Principal Investigator  
Professor, Director of Nursing Research & Education  
City of Hope  
Duarte, CA



**Haley Buller, MSHSC**  
ICC Project Director  
Administrative Program Manager  
City of Hope  
Duarte, CA



**Myra Glajchen, DSW, MSW, BSW, ACSW, APHSW-C**  
Director of Education and Training  
Associate Program Director, Fellowship Training Program, MJHS Institute for Innovation in Palliative Care  
New York, NY



**Trace Haythorn, PhD**  
Executive Director and CEO  
Association of Clinical Pastoral Education (ACPE)  
Atlanta, GA



**Judith Paice, PhD, RN, FAAN**  
Director of the Cancer Pain Program,  
Research Professor of Medicine,  
Northwestern University  
Feinberg School of Medicine  
Chicago, IL

## ICC Staff



**Lilian Correa**  
Coordinator  
City of Hope  
Duarte, CA



**Ryan Tejada, BS**  
Senior Coordinator  
City of Hope  
Duarte, CA



**Andrea Garcia-Ortiz, MBA**  
Supervisor  
City of Hope  
Duarte, CA



**Maribel Tejada, BS**  
Senior Coordinator  
City of Hope  
Duarte, CA



# Frequently Asked Questions

*We are required to include these statements by the City of Hope Institutional Review Board (IRB).*

- 1. WHO WILL TAKE PART IN THIS EDUCATION PROJECT?** This study is designed to train interdisciplinary oncology teams in communication skills. About 450 clinicians will participate nationally over 5 years. Participants will be chosen competitively, based on experience and goals.
- 2. WHO IS RESPONSIBLE FOR THE PROJECT?** The person in charge of this project is Dr. Betty Ferrell, City of Hope (COH) Medical Center, Division of Nursing Research and Education. There are other people on the project team assisting at different times.
- 3. WHAT IS THE PURPOSE OF THIS PROJECT?** The goal of this Cancer Education skills development program is to apply an interprofessional communication curriculum, which has been pilot-tested to provide both an online and classroom instruction format, and to deliver, evaluate, and disseminate findings at national workshops aimed at improving communication in cancer care. The focus is on training the clinical workforce to improve communication.
- 4. WHERE IS THE PROJECT GOING TO TAKE PLACE AND HOW LONG WILL IT LAST?** The course will be held for 3 days in different regions of the country for maximum recruitment and to reduce travel costs.
- 5. WHAT WILL YOU BE ASKED TO DO DURING THE COURSE?** The train-the-trainer course is organized by the palliative care domains, as defined by the National Consensus Project (NCP) for Quality Palliative Care. Days 1 and 2 are organized by each domain. Each session will include diverse teaching strategies including lecture, discussion, video clips, case studies, and other adult-learning strategies. Day 3 is devoted to skills enhancement, building on the content of the two prior days. Day 3 is conducted in small groups with skills application. To develop a network among course participants, the ICC project team will plan 1-hour webinars, monthly, to continue the education and provide support for course participants. These webinars/conference calls will be scheduled at two different times each month, to accommodate schedules and time zones. Each session is offered at no cost to the participants. You will be contacted at 6- and 12-months post-course to complete a 30-minute electronic follow-up survey.
- 6. WHAT ARE THE POSSIBLE RISKS AND DISCOMFORTS?** To the best of our knowledge, the things you will be doing have no more risk of harm than you would experience in everyday life.
- 7. WILL YOU BENEFIT FROM TAKING PART IN THIS PROJECT?** Some people may experience improved performance, communication, and leadership skills after attending the course. You will not benefit from taking part in this project. However, your willingness to take part in this project may in the future, help society better understand this topic.
- 8. DO YOU HAVE TO TAKE PART IN THE PROJECT?** If you decide to take part in the project, it should be because you want to participate. You will not lose any benefits or rights you would normally have if you choose not to participate.
- 9. IF YOU DON'T WANT TO TAKE PART IN THE PROJECT, ARE THERE OTHER CHOICES?** If you do not want to be in the project, there are no other choices except not to take part in the project. Please contact the ICC Team at [ICC@coh.org](mailto:ICC@coh.org).
- 10. CAN YOUR PARTICIPATION IN THE PROJECT END EARLY?** If you decide to take part in the project you still have the right to decide at any time that you no longer want to participate.
- 11. WHAT WILL IT COST YOU TO PARTICIPATE?** Travel expenses are the responsibility of the participant/their organization. You will have to pay for airfare, parking, and other meals outside of the course. You will receive breakfast and lunch during the 3 days of the course. A stipend up to \$600.00 will be applied to 3 nights lodging at the course hotel. Additional nights will be at your own expense.
- 12. WILL YOU RECEIVE ANY REWARDS FOR TAKING PART IN THIS PROJECT?** You will not receive any compensation for your participation.
- 13. WHO WILL SEE THE INFORMATION THAT YOU GIVE?** We make every effort to keep confidential all records that identify you to the extent allowed by law. The completed surveys will not contain any information that could identify you. Your information will be combined with information from other people taking part in the project. When we disseminate data or write about the project, we will use combined information that we have gathered. You will not be personally identified in these written materials. We may publish the results of this project; however, we will keep your name and other identifying information private. We will make every effort to prevent anyone who is not on the team from knowing that you gave us information, or what the information is. All data will be maintained in a locked file cabinet in the locked office of the PI. The PI will have keys to the cabinet. No personal identifiers will be used in the dissemination of this project.
- 14. WHAT ELSE DO YOU NEED TO KNOW?** There is a possibility that the data collected from you may be shared with other investigators in the future. If that is the case the data will not contain information that can identify you unless you give your consent or the Institutional Review Board (IRB) approves the project. The IRB is a committee that reviews ethical issues, according to federal, state, and local regulations, to make sure the project complies with these.
- 15. WHAT IF YOU HAVE QUESTIONS, SUGGESTIONS, CONCERNS, OR COMPLAINTS?** If you have questions, suggestions, concerns, or complaints about the project, you can contact the team through email [ICC@coh.org](mailto:ICC@coh.org) or (626)218-2346.
- 16. CONSENT TO PARTICIPATE** By submitting this application, you are agreeing to participate in the project.