

*Elizabeth A. Rider, Harvard Medical School, Boston Children's Hospital, United States*

*Suzanne Kurtz, Washington State University, United States; University of Calgary, Canada*

*Myra van Zwieten, Good Worker Academy, Netherlands*

*Engle Angela Chan, Hong Kong Polytechnic University, Hong Kong*

*William T. Branch, Emory University School of Medicine, United States*

Establishing beneficial patient relationships requires healthcare professionals to be continually aware of their own values and communication. Yet, these human dimensions of care are still not central to every healthcare encounter. We will examine the relationship between values and skilled communication and explore cross-culturally relevant ways to apply these dimensions more effectively in healthcare encounters.

**Title: Strengthening human values in healthcare: The International Charter**

Elizabeth Rider will present the ongoing development and dissemination of the International Charter for Human Values in Healthcare<sup>4</sup> and progress regarding translation of the Charter's universal values into education, research and practice.

**Title: Human dimensions of care: Strategies for enhancing their effectiveness in healthcare interactions**

Suzanne Kurtz will present the development of a conceptual framework for thinking more intentionally about the relationship between values and skilled communication and will discuss examples of communication skills needed to demonstrate values.

**Title: Moral mindfulness skills for health professionals: Knowing when and how to address your own values**

Myra van Zwieten will present a training method in moral mindfulness combining reflective and communication skills. Monitoring and addressing their professional and personal values throughout their daily practice will enhance the quality of care as well as professionals' own feelings of sense making.

**Title: Revealing humanity through narrative pedagogy in nursing education**

Engle Angela Chan will present ways nursing students construct their meanings of caring, and how they sustain caring beliefs and practices in biomedical workplaces expecting practice efficiency and effectiveness.

**Title: Strengthening commitments to humanistic values**

William Branch will describe an educational process combining reflective and experiential learning to effectively strengthen learners' engagement with and commitment to humanistic values.

References:

1. Branch WT Jr, Frankel R, Gracey CF, Haidet PM, Weissmann PF, Cantey P, Mitchell GA, Inui TS. A good clinician and a caring person: longitudinal faculty development and the enhancement of the human dimensions of care. *Academic Medicine* 2009; 84:117-25.
2. Silverman J, Kurtz S, Draper J. *Skills for Communicating with Patients* (3e). Radcliffe Publishing: London & New York, 2013.
3. Rider EA. Interpersonal and Communication Skills. In: Rider EA, Nawotniak RH. *A Practical Guide to Teaching and Assessing the ACGME Core Competencies*, 2nd edition. Marblehead, MA: HCPro, Inc., 2010, pp 1-137.
4. The International Charter for Human Values in Healthcare. 2012. Available at: <http://charterforhealthcarevalues.org> (Accessed 25 January 2013).