

Title: <b>Communication in Healthcare Education Mandatory Requirement</b>	*Applicable to: <b>Beaumont Health</b>	Effective Date: <b>05/29/2018</b>
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Policy Owner: <b>President</b>	Document Type: <b>Policy</b>	Functional Area: <b>Administration</b>

**\*For This Document, Beaumont Health Includes:**  
Beaumont Hospital, Troy

## I. POLICY STATEMENT

Beaumont, Troy is committed to providing communication skills needed to be successful. This policy outlines a required communication classroom education for all Beaumont, Troy Workforce Members.

## II. DEFINITIONS

- A. Workforce Member – Includes Beaumont, Troy employees, as well as Beaumont employees classified as “Corporate” that report to the Troy campus, or one of the associated Troy hospital outpatient departments a majority of their assigned hours. Additionally, includes private and employed Medical Staff and Advance Practice Providers (APPs) who provide services at Beaumont, Troy or one of the associated Troy hospital outpatient departments.
- B. Communication in Healthcare (CIH) - The name of the education referenced in this policy. The class is four hours long, offered at the Troy campus and teaches the following foundational skills: presence, reflective listening, information gathering and agenda setting, relationship building and demonstrating appreciation.

## III. PROCEDURE

- A. Workforce members are required to complete the CIH education at least once at any Beaumont Health campus.
- B. Employees should complete CIH education no later than March 1, 2019. New employees are advised to complete CIH no sooner than 3 months after starting at Beaumont, Troy, but must attend within the first 12 months of employment.
- C. Registration is completed through the online Beaumont educational software. For Medical Staff and APPs, registration is completed by contacting Hospital Administration.

### **CORPORATE AUTHORITY:**

Beaumont Health (“BH”) as the corporate parent to William Beaumont Hospital, Botsford General Hospital, and Oakwood Healthcare Inc., (“Subsidiary Hospitals”) establishes the standards for all policies related to the clinical, administrative and financial operations of the Subsidiary Hospitals. The Subsidiary Hospitals, which hold all health facility and agency licenses according to Michigan law, are the covered entities and the providers of health care services under the corporate direction of BH. The Subsidiary Hospitals’ workforces are collectively designated as BH workforce throughout BH policies.