



Stanford
MEDICINE

Physician Partnership Program

ACES 1.0 is a foundational course designed to help clinicians advance their communication skills with patients, families, and colleagues. Each clinician is encouraged to attend ACES 1.0 within the first six months of starting at Stanford Health Care. We need your partnership to build this relationship-centered culture at Stanford!

Building a relationship-centered journey

CONTACT US:

To learn more about our program, email us at: physiciancoach@stanfordhealthcare.org



ACES 1.0: Advancing Communication Excellence at Stanford Through Virtual Learning

Developed in partnership with the Academy of Communication in Healthcare (ACH), ACES is a relationship-centered communication course facilitated by ACH-Stanford certified faculty/staff. This course focuses on developing effective, empathic communication skills, and promises significant payoff in your patients' experience and your professional satisfaction. Ultimately, this course will yield increased joy in your practice, decreased burnout, and enhanced relationships with patients, families and colleagues.

Course Details

We know your time is precious. This immersive, skill-building course is conducted in a virtual blended-learning format consisting of 2 parts. Completion of both parts is mandatory for credit.

Part I: Online self-learning

- Course conducted via Canvas Learning Management System
- Self-paced; approximately 2 hours of curriculum
- Required for Part II

Part II: Group skills session

- Part I is a prerequisite
- Live via Zoom
- 2-hours
- 1:4 ratio of facilitators to participants

CME Credit: 3.5 hours

Completion of both parts is mandatory for credit

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Learning Journey

ACES 1.0 focuses on developing 3 critical skill sets:

Beginning the Encounter

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

Relationship-Centered Encounters

- Open the conversation
- Explore perspectives and name emotions
- Respond to emotional cues

Ending the Encounter

- Share information
- Address understanding
- Summarize and clarify

REGISTRATION

Go to: <https://catalog.learnmed.stanford.edu/browse/dm/stanford/physician-partnership-program/courses/aces-workshop>



Participant Feedback

“Self-learning was nice because it could be done at learner’s pace. Demonstration videos were very helpful as examples and models of the concepts”

“A great framework to keep in mind for communication, even outside of clinical settings”

“It is helpful, even if one has been doing this for a while, to re-address these skills, as over the years, it is easy to lose sight of some of what they address”

“Wonderful and helpful approach to establishing the necessary respectful and trusting relationship we all need with our patients”

“Very easy to follow with clear examples to illustrate the skill sets”