



PATHWAY TO DISCOVERY FOR THE PROFESSIONAL CASE MANAGER

Resources from The Conversation Project and CCMC's Nov. 10, 2015 webinar "Effective communication: Navigating delicate conversations."

- Conversation Ready White Paper <u>http://www.ihi.org/resources/Pages/IHIWhitePapers/ConversationRead</u> yEndofLifeCare.aspx
- 2. How to Talk About Dying http://opinionator.blogs.nytimes.com/2015/07/01/how-to-talk-about-dying/?r=0 by Ellen Goodman (NY Times Op-Ed)
- 3. Engaging Patients and Their Loved Ones in the Ultimate Conversation http://content.healthaffairs.org/content/32/2/203.abstract by Maureen Bisognano and Ellen Goodman (*Health Affairs*)
- 4. A Soul Doctor and a Jazz Singer Video https://www.youtube.com/watch?v=Dnnu43Zt-oA>
- 5. The Conversation Project Overview Video https://www.youtube.com/watch?v=owH-os9I19I