

Resources from The Conversation Project and CCMC's Nov. 10, 2015 webinar

"Effective communication: Navigating delicate conversations."

1. Conversation Ready White Paper
<http://www.ihl.org/resources/Pages/IHIWhitePapers/ConversationReadyEndofLifeCare.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>>