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time to do the work  
that makes such  
a difference.



Hospice  
Education Network  
Course Catalog  
2008

 hospice education  
network, inc.

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Leaving you more time to do the work that makes such a difference.



"The HEN programs are really easy for me to understand and learn from. The best part about it is that I can have access to them when it is convenient for me (and my patients). I don't have to coordinate my schedule to be at a specific place at a specific time."

# HEN Course Catalog

## **Abuse, Neglect and Exploitation (183)**

**28 minutes**

**0.5 contact hours**

**Presented by Debra Wood, RN, CRNH, Suncoast Solutions, Inc.**

Elder abuse is on the rise in the US and elder neglect and exploitation is also becoming more prevalent as well. All hospice team members have the moral and ethical responsibility to recognize and respond to elder abuse, neglect or exploitation. This program will identify the physical, emotional or sexual forms of potential abuse; how to address/report abuse, and ways to support prevention of abuse.

## **Adverse Events / Incident Reporting (218)**

**20 minutes**

**0.3 contact hours**

**Presented by Lynn Stange, RN, BSN, MAOM, Weatherbee Resources, Inc.**

Handling adverse events is never easy and most hospices want to avoid them at all costs. Yet they impact how hospice care is provided. This program is an opportunity to learn more about adverse events, tools your program can use to minimize them and assist in the documentation and training needed to grow from them.

## **Adverse Medical Device Events (192)**

**11 minutes**

**0.2 contact hours**

**Presented by June Berlinger, Big Bend Hospice**

Adverse Medical Device Events involve incidents where a patient or employee experience a serious injury or death that involved a medical device. In this program you will learn about the origin and the key points of the Safe Medical Device Act; the definition and types of medical devices; reporting requirements; and, when and what to report.

## **Children of Adult Hospice Patients (194)**

**37 minutes**

**0.6 contact hours for continuing nursing education (CNE)\***

**Presented by Paul Thayer, M.Div., D.Min, Wheelock College**

This session prepares members of the hospice interdisciplinary team to help children or grandchildren of hospice patients. This session outlines children's cognitive and emotional responses to death, and ways that hospice staff can assist families who have younger children and teens.

\*CNE credits provided by the Home Care Association of Louisiana, an approved provider by the Louisiana State Nurses Association, an accredited provider by the American Nurses Credentialing Center's Commission on Accreditation.

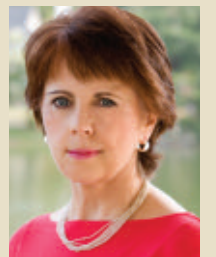
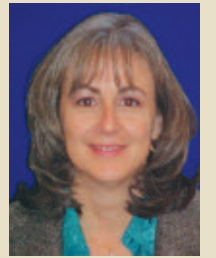
## **Clinical Ethics at the Bedside (217)**

**38 minutes**

**0.6 contact hours**

**Presented by Kathy Davis, Ph.D. LICSW, Hospice and Palliative Care of Cape Cod**

This program offers an overview of clinical ethics in healthcare settings. Particular to hospice is how we "do ethics" for the terminally ill patient. It is important to be able to take theoretical concepts and apply them at the bedside. You will learn the role of the law in forming ethics and role of real cases in forming law. Dr. Davis explores important questions such as: What is practical? What are the goals of care? What can be done vs. what ought to be done? What is my responsibility in delivering ethically sound care?





## **Communicating With Alzheimer's Patients (223)**

**74 minutes**

**1.2 contact hours**

**Presented by Nancy Ledoux, M.Div., Chaplain Hospice Care, Inc.**

Providing basic information on the physiology of dementia and its behavioral manifestations, this workshop help you to enter into the experience of the Alzheimer's patient, understanding what function has been lost and how the person's world has been forever altered. The viewer also discovers what capacities remain intact and how to maximize them. This basic knowledge provides a pathway into the strange yet accessible reality of the Alzheimer's patient. Finding common ground helps you to communicate in effective, mutually satisfying ways with persons who are cognitively impaired.



## **Cultural Competence: Diverse Populations (191)**

**45 minutes**

**0.8 contact hours**

**Presented by Julian Sollohub, BS, MA, MSW, LCSW, Big Bend Hospice**

While we are more alike than we are different, differences between people can have profound effects on how we provide end-of-life care to patients and families. In this presentation we will focus on becoming sensitive to these differences and their implications for effective practice in a Hospice setting. Culture will be defined and investigated as a multidimensional reality. There will be a discussion of the role of our own experiences in how we perceive and interact with others. Finally, we will outline the characteristics of a care provider who is competent in recognizing and dealing with this diversity.



## **Cycle of Care: Part 1- An Introduction and Overview (184)**

**37 minutes**

**0.6 contact hours**

**Presented by Sally Okun, RN, MHHS, HEN and Caretography**

The Centers for Medicare and Medicaid Services (CMS) is promoting what it describes as the "cycle of care" to illustrate a patient/family focused, outcome oriented approach to hospice care. CMS includes the Cycle of Care in proposed regulations for Quality Assurance and Performance Improvement for Medicare Certified Hospice programs. This program presents an introduction and overview for hospice staff utilizing the cycle of care model to illustrate how hospice interdisciplinary practice is driven by the patient/family cycle of care over time.

## **Cycle of Care: Part 2 - Comprehensive Assessment (200)**

**69 minutes**

**1.2 contact hours**

**Presented by Sally Okun, RN, MHHS, HEN and Caretography**

This second program on the cycle of care provides an overview of the four processes depicted in the "Cycle of Care" illustration. This program focuses on the relationship between assessment and problem identification within the cycle of care; describe the SOAP framework used to gather and document assessment data; and guides the viewer through the process of developing a problem list specific to patient and family needs as identified through interdisciplinary assessments.

## **Cycle of Care: Part 3 - Individualized Plan of Care (241)**

**47 minutes**

**1.2 contact hours**

**Presented by Sally Okun, RN, MHHS HEN and Caretography**

The third program on the cycle of care focuses on the individualized plan of care that is required for all hospice patients and their families. This presentation provides essential information on key components of the hospice plan of care with an emphasis on regulatory compliance and quality of care. Using a case example the speaker guides the viewer through the process of developing patient specific interventions with realistic and measurable goals. In this last program of the series the speaker makes the connection between the cycle of care and the Quality Assessment and Performance Improvement process (QAPI).

## **Decision Making and Advance Directives (195)**

**37 minutes**

**0.6 contact hours**

**Presented by Rita Wells, RN, MSN, Seasons Hospice**

This program provides information regarding advance care planning that may lessen the ethical dilemmas that patients and families often face. The quality of patient care may be enhanced by gaining insight into the responsibility of making difficult decisions during difficult times and alleviate feelings of isolation by understanding the ethical context of practice.

## **Restoration Ministries Depression in the Dying (227)**

**63 minutes**

**1.1 contact hours for continuing nursing education (CNE)\***

**Presented by N. Joel Fry, MSW, LISW**

This program is designed to assist the learner in understanding the differences between sadness and depression. The speaker discusses the demographics of depression among distinct populations providing hospice staff and volunteers identifiable risk factors for depression in patients at the end of life. Symptoms and treatments for depression are also examined.

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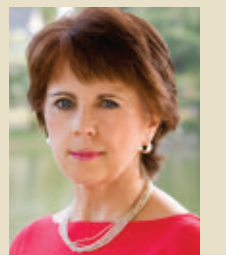
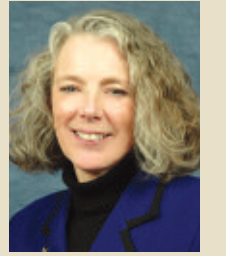
## **Effective Communication (193)**

**55 minutes**

**0.9 contact hours**

**Presented by June Berlinger, Big Bend Hospice**

Learn how to make a positive first impression, improve your communication skills with your patients, families and colleagues. In this program you will learn about factors that influence communication; the impact of first impressions; non-verbal vs. verbal communication; and, active and reflective listening when encountering an angry person.





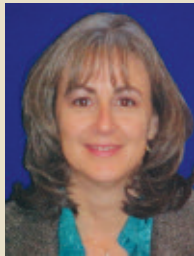
## **Explaining Hospice to Patients and Families (206)**

**30 minutes**

**0.5 contact hours**

**Presented by Tani Bahti, RN, CT, CHPN, Pathways: Education and Consultation in End of Life Care**

In our initial approach to the patients and families who are considering hospice, it is critical that we model our work and reflect compassion, knowledge, awareness and sensitivity. In this presentation, we will explore ways to initiate the discussion of hospice, manage fears and barriers, enhance communication and paint a picture of hospice as a source of help and support.



## **Fire Safety (184)**

**13 minutes**

**0.2 contact hours**

**Presented by Debra Wood, RN, CRNH, Suncoast Solutions, Inc.**

Fire safety is everyone's responsibility. Whether staff and volunteers are working in an office or the home setting there are specific precautions that everyone should take to prevent and deal with potential fires. This program will identify fire safety risks and prevention steps. Staff and volunteers will be taught how to participate in fire drills as well as how to safely respond to an actual fire emergency.



## **Understanding Fraud and Abuse Issues and Corporate Compliance: A Primer for Hospices (215)**

**42 minutes**

**0.7 contact hours for continuing nursing education (CNE)\***

**Presented by Mary Michal, JD, Reinhart, Boerner, Van Deuren, pc**

This program provides a review of the Federal False Claims Act and the Anti-Kickback statute and how fraud investigations occur in hospice programs. An overview of key hospice risk areas identified by the Office of the Inspector General is followed by a discussion of the required components of effective corporate compliance programs. The program concludes suggestions for how to develop and implement a corporate compliance program.

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## **Grief and Loss: Caring for the Bereaved (182)**

**68 minutes**

**1.3 contact hours for continuing nursing education (CNE)\***

**Presented by Carol Wogrin, PsyD, RN, FT, National Center for Death Education**

Grieving is complex process of making new meaning in a world that is drastically changed after a loss. This workshop examines the grief process, including current research and theory, specific challenges to the bereaved, and differences between grief and depression. The support needs of the bereaved and ways that we can work to meet those needs will be discussed, along with the unique challenges that working with grief pose for the professional caregiver.

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## **HIPAA Privacy Training – Administrative Staff (213)**

**27 minutes**

**0.5 contact hours**

This is a video streamed version of a previously recorded instructional video reviewing the fundamental requirements of the HIPAA Privacy Rule. It focuses on issues that would typically be encountered by office staff and administrators. This program does not include handouts.

## **HIPAA Privacy Training – Clinical Staff (266)**

**29 minutes**

**0.5 contact hours**

This is a video streamed version of a previously recorded instructional video reviewing the fundamental requirements of the HIPAA Privacy Rule. It focuses on issues that would typically be encountered by clinicians and other staff that are dealing directly with patients. This program does not include handouts.

## **HIPAA Security: Parts 1 – 4 (214)**

**2.4 contact hours**

**Presented by Tom Williams, Stony Hill Management and the Home Care Information Network**

**Part 1 – 40 minutes**

This is the first module of a four-part seminar that reviews the requirements of the HIPAA Security Rule from the perspective of home care, hospice and other community-based providers. This module provides information on the importance of securing patient data and high level review of the regulation.

**Part 2 – 35 minutes**

In this second HIPAA security module, Tom Williams discusses specific activities providers will need to undertake to initiate their compliance efforts. The risk analysis process is reviewed in depth to make certain viewers understand its importance in complying with Security Rule requirements.

**Part 3 – 30 minutes**

The third HIPAA security module focuses on administrative safeguards that were not addressed in the earlier (part two) implementation discussion.

**Part 4 – 38 minutes**

This final seminar module reviews physical and technical security safeguard requirements. It also addresses other miscellaneous requirements.

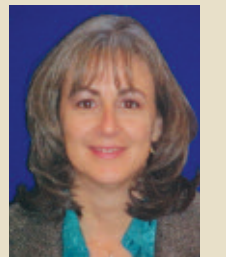
## **Home Visit Safety (185)**

**23 minutes**

**0.4 contact hours**

**Presented by Debra Wood, RN, CRNH, Suncoast Solutions, Inc.**

Providing care to patients and their families in the home setting often presents with specific safety challenges. This program explores the unique risks and challenges of traveling to and caring for patients in their homes. It gives examples of practices staff can employ to enhance their safety and the safety of those for whom they care.





## **Hospice 101: An introduction to Hospice Services (180)**

**29 minutes**

**0.5 contact hours**

**Presented by Carla Braveman, CEO/ED, Big Bend Hospice**

Hospice 101 is an introduction to hospice care designed for those who are new to the concept of hospice care. The program reviews the history of hospice, the Medicare hospice benefit, the focus of hospice care, and services generally provided by hospice programs. It also reviews the differences between hospice and palliative care.



## **Hospice and the Letter People (203)**

**31 minutes**

**0.5 contact hours**

**Presented by Susan Balfour RN, Multiview, Inc.**

Acronyms are everywhere. Examples include CMS, CoPs, RHHI, FIs, OIG. Have you ever wondered what they all mean? This program not only spells them out the speaker helps you understand what they mean to you and your hospice program.

## **Hospice and the Traveling Patient (204)**

**23 minutes**

**0.4 contact hours**

**Presented by Susan Balfour RN, Multiview, Inc.**

It is not uncommon for hospice patients and their families to travel, taking them out of a hospice's service area for a temporary period of time. It is important that both the HOME hospice and the TRAVEL hospice understand their respective responsibilities to assure a safe and well coordinated trip. This program provides valuable information for all involved in the process: both hospices, the patient and their families.



## **Hospice: Past, Present and Future (201)**

**35 minutes**

**0.75 contact hours for continuing nursing education (CNE)\***

**Presented by Sally Okun, RN, MHHS, HEN and Caretopography**

This program provides an overview of the evolution of hospice from its origins to the present and offers a look into the future. The profile of the hospice patient has changed in recent years from predominately cancer to patients who often present with a complex constellation of non-curable illnesses that have a less predictable trajectory toward death.

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## **Levels of Care: An Overview for Hospice Staff (277)**

**54 minutes**

**0.9 contact hours**

Hospice offers four levels of care to meet the changing needs of patients and their families. These include Routine Home Care, Continuous Home Care, Inpatient Respite Care and General Inpatient Care. This program offers an overview of each level of care along with case based scenarios to illustrate appropriate utilization and transition from one level of care to another.

## **Infection Control and You (219)**

**28 minutes**

**0.5 contact hours**

**Lynn Stange, RN, Weatherbee Resources, Inc.**

The intent of the program is to help hospice staff and volunteers recognize common infections and take steps to prevent or at least minimize them. Tips for success and resources are also provided so that hospice programs can manage infections and train staff more effectively.

## **Interdisciplinary Team 101 (190)**

**17 minutes**

**0.3 contact hours**

**Presented by Jeanne Redman, RN, BSNN, CHPN**

This program provides a brief review of team structure and function and introduces each member of the Interdisciplinary Team (IDT). A detailed review of each member's role, responsibility and function within the team is provided.

## **Interdisciplinary Team: An Introduction for Hospice Staff (202)**

**31 minutes**

**0.5 contact hours**

**Presented by Sally Okun, RN, MHHS, HEN and Caretopography**

This program provides a comprehensive overview of the hospice interdisciplinary team (IDT) for all hospice staff and volunteers. Highlights include a review of the Conditions of Participation related to the composition of the IDT, its function and purpose; a full discussion of the IDT Meeting; and examples of the IDT in action regarding the review and update of the individualized patient plan of care.

## **Introduction to Quality Assessment and Performance Improvement (QAPI) (216)**

**23 minutes**

**0.4 contact hours for continuing nursing education (CNE)\***

**Presented by Melanie Merriman, MBA, Ph.D. Touchstone Consulting**

A basic introduction to quality assessment and performance improvement (QAPI) in hospices – why it is important; the processes of data collection, analysis and reporting; and understanding the staff role in QAPI.

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## **Just One More Bite: Understanding Changes in Eating and Drinking (207)**

**15 minutes**

**0.3 contact hours**

**Presented by Tani Bahti, RN, CT, CHPN, Pathways: Education and Consultation in End of Life Care**

Changes in a patient's ability to ingest fluid and nutrition near the end of life requires a thorough assessment, followed by appropriate education and support of both patient and caregivers. An emotionally charged topic that is riddled with misconceptions, this program will help the clinician with assessment skills and provide a compassionate approach to teaching patients and caregivers about changing needs as the patient's illness progresses.



## **Managing Stress, Boundaries and Burnout (196)**

**53 minutes**

**0.9 contact hours**

**Presented by Rita Wells, RN, MSN, Seasons Hospice**

Caring for patients and their loved ones at the end of life is challenging both clinically and emotionally. This presentation provides a realistic look at potential sources of stress and burnout that may be experienced by hospice staff and volunteers. The handouts included with this presentation provide creative and useful tools for personal reflection and collaborative interdisciplinary discussion.



## **Medicare Hospice Benefit and the Conditions of Participation (CoPs) (237)**

**42 minutes**

**0.7 contact hours**

**Presented by Heather P. Wilson, Ph.D., Weatherbee Resources, Inc and the Hospice Education Network**

This presentation provides an overview of features of the Medicare Hospice Benefit including admission and eligibility requirements, election, levels of care, discharge and revocation. This is followed by a review of the Medicare conditions of participation that are most relevant to members of the hospice interdisciplinary team. The emphasis is on what hospice staff need to know in order to help their hospice program remain in compliance with regulations. Although hospices are waiting for new regulations, it is imperative that they remain in compliance with the current ones.



## **OSHA Annual Update (187)**

**46 minutes**

**0.8 contact hours**

**Presented by Erin Murray, RN, BSN, MHA, CLNC, Medical-Legal Resources, Inc.**

This presentation offers a comprehensive overview of the most up-to-date OSHA guidelines specifically for hospice home health aides, although it is appropriate for all staff and volunteers who work directly with patients and families. Topics covered include infection control, effective hand washing, precautions, personal protective equipment and occupational exposure.

## **Pain Hurts Everyone: Managing and Understanding Pain (208)**

**45 minutes**

**0.8 contact hours**

**Presented by Tani Bahti, RN, CT, CHPN, Pathways: Education and Consultation in End of Life Care**

Pain impacts the physical, emotional, psychosocial and spiritual aspects of the lives of hospice patients, therefore effective pain management is critical when promoting quality of life. There are many barriers and misconceptions that can prevent achieving this goal. We will examine the impact of unrelieved pain, common myths, and the evaluation and treatment of pain.

## **Patients Rights and Responsibilities (239)**

**Presented by Kathy Davis, Ph.D. LICSW, Hospice and Palliative Care of Cape Cod**

*Updating Program*

This program reviews primary patient rights and responsibilities including the rights to confidentiality, privacy, respect for property and person and to participate in care planning. Particular attention is paid to what hospice staff and volunteers need to know about patient rights and how to be certain these rights are honored.

## **Principles of Pain & Symptom Management (198)**

**61 minutes**

**1.0 contact hours**

**Presented by Rita Wells, RN, MSN, Seasons Hospice**

All hospice team members and volunteers need a basic understanding of pain management principles. The program reviews the different types of pain; barriers to effective pain management; techniques for effective pain control; and the use of adjuvant therapies in managing pain at the end of life.

## **Professional Boundaries in Hospice Care (222)**

**33 minutes**

**0.6 contact hours**

**Presented by Paul Thayer, M.Div., D.Min, Wheelock College**

This program introduces the viewer to common boundary issues in hospice care and provides a framework for using ethical, professional and personal perspectives for developing a construct for care.

## **Providing Care for Hospice Patients in Facility Settings (180)**

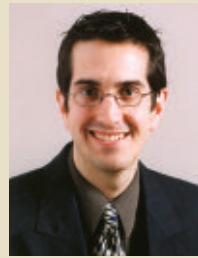
**64 minutes**

**1.1 contact hours**

**Presented by Carla Braveman, CEO/ED, Big Bend Hospice**

Patients who reside in an extended care facility (ECF) benefit from hospice care. Both the ECF and the hospice team must work to bridge each other's traditional work place to provide hospice care as a team to these patients. This presentation highlights the importance of service to the ECF population. It provides tips and suggestions for working more closely with the ECF staff in the delivery of care as well as addressing some of the barriers to providing care.





## Psychological Factors at the End of Life (228)

**42 minutes**

**0.7 contact hours**

**Presented by N. Joel Fry, MSW, LISW, Restoration Ministries**

This program addresses psychological factors at the end of life. It specifically deals with how psychological outcomes are tied to fears of the dying. Non-pharmacological interventions are explored as a way of reducing psychological concerns in the dying.



## Quality of Life Issues: Challenges and Opportunities (209)

**17 minutes**

**0.3 contact hours**

**Presented by Tani Bahti, RN, CT, CHPN, Pathways: Education and Consultation in End of Life Care**

To effectively work with those who are facing the end of life, we must first look into our own fears and values, beginning a personal exploration into how we face dying and how witnessing the dying of others may transform our perceptions. Issues such as quality of life, being a burden, losing independence, finding meaning and redefining value may be challenges experienced by patients. This presentation invites you to examine your perceptions and offers suggestions for helping transform the experience of dying to one of dignity, hope and peace.



## Safety in the Home (220)

**29 minutes**

**0.5 contact hours**

**Presented by Lynn Stange, RN, BSN, MAOM, Weatherbee Resources, Inc.**

This program covers a wide variety of safety issues that face patients and families in the home. Safety issues such as medication safety, fire prevention, oxygen safety and durable medical equipment are just a few of the areas covered in this presentation. Refresh your safety knowledge and learn some new tips for keeping your patients safe.

## Safety in the Workplace: Workplace Violence (221)

**28 minutes**

**0.5 contact hours**

This program provides an overview of workplace violence with a focus on tips for prevention, individual staff responsibility and organizational responsibility. Consideration for areas that need to be addressed when documenting these events is also discussed.

## Sexual Harassment (186)

**19 minutes**

**0.3 contact hours**

**Presented by Debra Wood, RN, CRNH, Suncoast Solutions**

Sexual harassment is illegal. All staff and volunteers have the right to a work environment that is not hostile in nature. This program will not only define and give examples of sexual harassment but also explain how to deal with such incidences quickly and effectively. Other types of harassment are also addressed with concrete action steps for hospice staff, volunteers and managers.



## Signs and Symptoms of Approaching Death (189)

**19 minutes**

**0.3 contact hours**

**Presented by Jeanne Redman, RN, BSN, CHPN**

This program explores the psychological, spiritual and physical signs of approaching death. A presentation of factors to consider when determining prognosis and an overview of fears associated with approaching death will assist the clinician in preparing the family for the death of one of its members. A brief review of pain issues at the end of life and their impact on the death experience will support the clinician in facilitating a comfortable death.

## Spirituality in End of Life Care (224)

**68 minutes**

**1.2 contact hours**

**Presented by Nancy Ledoux, M.Div., Chaplain, Hospice Care, Inc.**

The holistic philosophy of hospice recognizes spirituality as a central dimension of the dying process. Spirituality encompasses questions of meaning, relationship and transcendence. One need not consider oneself "religious" to benefit from pastoral care. This program will demonstrate how simple human connection with another person can lead to deep spiritual sharing and discovery. It will discuss how the pastoral connection can help the dying person and his/her loved ones to tap into their vast reservoirs of wisdom, love and consolation. This program will also describe spiritual signs of impending death and the role of pastoral care in treating terminal agitation.

## Through the Fire: A Dying Exercise (205)

**18 minutes**

**0.3 contact hours**

**Presented by Tani Bahti, RN, CT, CHPN, Pathways: Education and Consultation in End of Life Care**

This program provides instructions on using a very powerful exercise called "Through the Fire: A Dying Exercise" with groups such as hospice staff and volunteers. The handouts provide additional information on incorporating the exercise and personal reflection into orientation and training programs.

## Trajectory of Illness, Stages of Dying (240)

**48 minutes**

**0.8 contact hours**

**Presented by Sally Okun, RN, MHHS, HEN and Caretography**

Hospice team members can better understand the impact of terminal illness on patients and their families when they consider a patient's expected trajectory of illness and the patient/family reaction to illness and loss. The steady, somewhat predictable decline towards death often seen in cancer patients on hospice is quite different from the slow insidious trajectory associated with Alzheimer's disease which is also unlike the slow incremental decline of patients with organ failure. Following the trajectory of illness towards death often provides clues and insights into the various stages of dying and anticipated loss experienced by patients and families on hospice services.

## Worst Fear Meets Best Friend: The Hospice Alternative (210)

**36 minutes**

**0.6 contact hours**

**Presented by Tani Bahti, RN, CT, CHPN, Pathways: Education and Consultation in End of Life Care**

Even after 25 years, the Medicare hospice benefit is under-utilized due to fear, lack of information and misinformation. This presentation describes how hospice staff can conduct that first visit with patients and their caregivers and provide accurate information about the Medicare Hospice benefit, other payer sources and the services provided by hospice.





## **Contracting with SNFs (373)**

**58 minutes**

**1.2 contact hours for continuing nursing education (CNE)\***

**Presented by Mary Michal, JD, Reinhart, Boerner, Van Deuren, pc**

Of all the vendors that hospices contract with, the skilled nursing facility is probably the most important and most complex to get right. This program provides the viewer with specific regulatory requirements and risk areas associated with providing hospice care in the skilled nursing facility setting.

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## **Medical Directors (374)**

**57 minutes**

**1.2 contact hours for continuing nursing education (CNE)\***

**Presented by Mary Michal, JD, Reinhart, Boerner, Van Deuren, pc**

This program provides a comprehensive overview of the obligations and regulatory considerations associated with contract relationships between physicians and hospices. Topics covered include Medicare Conditions of Participation, Fraud and Abuse considerations, State Law considerations and key physician contracting issues.

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## **Pre-Hospice Care (375)**

**53 minutes**

**1.0 contact hours for continuing nursing education (CNE)\***

**Presented by Mary Michal, JD, Reinhart, Boerner, Van Deuren, pc**

This program provides an overview of the obligations and regulatory considerations associated with providing pre-hospice services to persons not enrolled in the hospice program. Topics covered include Anti-kickback Statute, OIG Opinions and Analyses and State Law considerations for Medicare certified hospices developing palliative care and other non-hospice programs.

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## **HFA: Living with Grief: When Illness is prolonged (410)**

**59 minutes**

**1.0 contact hour\***

What are the specific issues of grief and bereavement during and after chronic illnesses? This program explores the particular stresses posed by different diseases such as cancer, AIDS, and Alzheimer's. In addition, it focuses on the common problems that griever may experience throughout and after the illness.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Living with Grief: Who We Are; How We Grieve (411)**

**60 minutes**

**1.0 contact hour\***

An exploration of how factors such as culture, spirituality, gender and age influence the ways we experience grief and express loss. Living With Grief®: Who We Are, How We Grieve features discussions of how culture and spirituality can either help or hinder the grieving process, as well as how patterns of coping with grief vary by gender, class, age or developmental levels.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Living with Grief: At Work, At School, At Worship (412)**

**59 minutes**

**1.0 contact hour\***

Whether at work, at school, at worship or at home, grief not only affects our moods and motivation but our ability to function and our relationships as well. This teleconference considers the ways that grief influences us in varied settings, offering humane and practical suggestions to workplaces, schools and places of worship as to how they can assist those struggling with illness and loss.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Caregiving and Loss: Family needs, Professional Responses (413)**

**60 minutes**

**1.0 contact hour\***

This conference explores the ways that professionals can better understand and respond to the needs of family caregivers. Particular attention is given to creating strategies that professionals can use to assist families in responding to the challenges and opportunities of caregiving, inform families as they make critical decisions about end-of-life care, and support families as they cope with their grief.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Living with Grief: Alzheimer's Disease (414)**

**69 minutes**

**1.0 contact hour\***

An expert panel discusses what is known medically about the diagnosis, progression, and treatment of Alzheimer's disease. The panel also focuses on particular grief issues that patients and families face during the course of this illness and examines the challenges facing policy advocates.

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## **HFA: Living with Grief: After Sudden Loss (415)**

**62 minutes**  
**1.0 contact hour\***

This program addresses the intensity and lack of preparation of sudden death as we deal with losses like those that occur from suicide, homicide, accidents, heart attack or stroke. A panel of experts in the fields of grief and bereavement discuss the complicated reactions and needs of those who are mourning a loss and the caregivers who work with them.

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## **HFA: Living with Grief: Ethical Dilemmas at the end of Life (416)**

**67 minutes**  
**1.0 contact hour\***

Intended for anyone involved in caregiving or dealing with end-of-life issues, this program offers constructive advice to those who are facing the difficult circumstances that surround caring for someone who is dying.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Pain Management at the end of Life (417)**

**75 minutes**  
**1.0 contact hour\***

An expert panel discusses how to understand the barriers to pain control, how to assess pain at the end of life, and the shared responsibility of managing pain.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Living with Grief: Before and After the Death (418)**

**64 minutes**  
**1.0 contact hour**

This program explores the theoretical perspectives on loss and grief as experienced by persons throughout a life-limiting illness and by survivors after the death.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Living with Grief: Loss in Later Life (419)**

**59 minutes**  
**1.0 contact hour\***

This program explores the theoretical perspectives on loss and grief as experienced by persons throughout a life-limiting illness and by survivors after the death.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **HFA: Living with Grief: Coping with Public Tragedy (420)**

**59 minutes**  
**1.0 contact hour\***

This conference looks at factors that define a public tragedy and offer insight and advice to organizations and professionals as they support their communities and help those coping with loss. The effects of tragedies such as 9-11, Hurricane Andrew, Oklahoma City and other significant national events are examined.

\*All HFA courses are approved for continuing education credits from numerous boards representing nursing, social work, counselors and funeral service workers. Contact HEN for more information.

## **QAPI Series - Session 1- Introduction to QAPI (513)**

**44 minutes**  
**0.8 contact hour for continuing nursing education applied for**  
**Presented by Heather P. Wilson, Ph.D., Weatherbee Resources, Inc**  
**and the Hospice Education Network**

This session is an introduction to the QAPI Condition of Participation and its standards covering topics such as assessment and care planning, patient-level and hospice-level quality assessment and the role of the governing board in QAPI.

## **QAPI Series – Session 2 - Program Data and Performance Measures (514)**

**40 minutes**  
**0.8 contact hour for continuing nursing education applied for**  
**Presented by Melanie Merriman, MBA, Ph.D., Touchstone Consulting**

The viewer is introduced to the requirements of the program data standard of the QAPI Condition of Participation. The speaker discusses data elements and how they are used to construct quality indicators and introduces the concept of a framework for selecting and organizing quality measurement information. Practical examples for use in hospices are provided.

## **QAPI Series - Session 3 - Program Activities (515)**

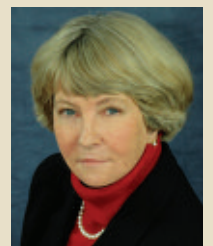
**57 minutes**  
**1.0 contact hour for continuing nursing education applied for**  
**Presented by Melanie Merriman, MBA, Ph.D., Touchstone Consulting**

This program provides the viewer an overview of the essential elements of QAPI program activities including data collection and recording practices; actionable recording; and criteria for identifying opportunities for improvement based on quality data.

## **QAPI Series - Session 4 - Performance Improvement (516)**

**32 minutes**  
**0.6 contact hour for continuing nursing education applied for**  
**Presented by Heather P. Wilson, Ph.D., Weatherbee Resources, Inc**  
**and the Hospice Education Network**

This QAPI session describes the specific requirements of the performance improvement standard of the QAPI regulation including the critical elements of performance improvement projects.





#### **QAPI Series - Session 5 - Patient-level and Hospice-level QAPI Measures (517)**

**56 minutes**

**1.0 contact hour for continuing nursing education applied for**

**Presented by Melanie Merriman, MBA, Ph.D., Touchstone Consulting**

Understanding the value of both patient-level and hospice-level quality measures is essential to an effective QAPI program. The session explains how collecting data on the experiences of an individual patient helps to improve care for that patient while aggregated data collected in both clinical and non-clinical areas helps to improve operations across the hospice program.

#### **QAPI Series - Session 6 - The QAPI Opportunity (518)**

**37 minutes**

**0.75 contact hour for continuing nursing education applied for**

**Presented by Melanie Merriman, MBA, Ph.D. Touchstone Consulting**

The QAPI Condition of Participation comes with both challenges and opportunities for hospices as they implement the various components of a QAPI program. Yet, there are many resources and national organizations prepared to support these efforts. Now is the time for hospices to lead the way by embracing the QAPI opportunity.

#### **QAPI Series - Session 7 - Implementing QAPI on the Frontline (519)**

**47 minutes**

**0.9 contact hour for continuing nursing education applied for**

**Presented by C. Andrew Martin MS, RN, CHPN, Weatherbee Resources, Inc.**

This presentation from a QAPI Coordinator actively engaged on the QAPI frontlines walks you through identifying your stakeholders who are instrumental in implementing a successful QAPI program; sharing strategies for creating an organizational “culture of quality”; discovering existing QAPI national and state-level benchmarking tools; and delineating a plan for conducting successful Performance Improvement Projects (PIPs).



#### **Pain Management in Hospice: Part 1 (544)**

**32 minutes**

**0.5 contact hour**

**Presented by Gail Gazelle, MD, FACP, FAAHPM, Assistant Clinical Professor, Harvard Medical School**

This three part series on pain management in hospice and palliative care is especially useful for physicians and advanced practice nurses. Part 1 provides an overview of the principles of pain management that includes information on the use of the WHO Pain Ladder, distinguishing between nociceptive and neuropathic pain, and the definition of addiction and how it differs from physical dependence.

#### **Pain Management in Hospice: Part 2 (546)**

**45 minutes**

**0.75 contact hour**

Part 2 of this three part series provides the viewer a comprehensive overview of the use of opioid administration and delivery routes. Dr. Gazelle presents the pharmacological differences between the various strong opioids including and discusses common opioid side effects that patients may experience and their management.

#### **Pain Management in Hospice: Part 3 Case Studies (547)**

**47 minutes**

**0.75 contact hour**

Dr. Gazelle completes her three part series with a comprehensive overview of opioid conversion including a discussion of the complexity of methadone conversion. She presents the reasons and for converting from one opioid to another and walks the viewer through the process of opioid conversion using hospice specific case studies.





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