

# Course Catalog

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## **Abuse, Neglect, Mistreatment and Exploitation**

**(#183) 22 minutes**

*0.3 contact hours*

**Terri Maxwell, PhD, APRN**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on the requirements by hospice organizations to provide information to staff on potential hazards encountered in the workplace.

## **ADRs: Additional Development Requests**

**(#665) 36 minutes**

*0.6 contact hours / CEs*

**Joy Barry, RN, M.Ed., CLNC**

This course provides basic information on the Additional Development Request ("ADR") process and helps the viewer understand the role of the Regional Home Health and Hospice Intermediary ("RHHI") in terms of medical review, claim denials, and the appeal process. This course also touches on the Local Coverage Determination ("LCD") guidelines published by the RHHIs, and provides helpful suggestions for responding to ADRs in an appropriate and timely fashion.

## **Advanced Symptom Management**

**(#1198) 66 minutes**

*1.1 contact hours / Continuing Nursing Education*

**Janet Bull, MD**

Advanced symptom management is necessary to provide the best in end of life care. In this presentation Dr. Bull discusses the role cytokines and the different symptom clusters that have been identified. Treatment options of both clusters and individual symptoms based on the evidence in the literature are discussed. A framework of addressing treating symptoms based on their etiology is explored,

as opposed to a shotgun approach. Symptoms including fatigue, anorexia, nausea and vomiting, constipation, dyspnea, delirium, and terminal restlessness are covered. Bowel obstruction and spinal cord compression are also discussed.

## **Advancing Illness: Channeling Chaos Towards Continuity with Palliative Care**

**(#1677) 69 minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Rosemary Crawford, RN, MSN**

Advancing illness carries with it potential for chaos in coordination of care. Health care providers work within time-compressed environments and encounter great risk of fragmented assessment and data exchange. Emphasizing a comprehensive functional assessment is imperative in order to settle chaos based in uncertainty. Channeling of collaboration and purposeful analysis, inquiry, active listening and information exchange will influence continuity and help to restore patient caregiver confidence.

## **Advantages of Strength Based Assessments with Hospice Patients**

**(#1095) 35 minutes**

*0.5 contact hours / Nursing & Counseling clock hours*

**Douglas C. Smith, M.Div., M.A., M.S.**

The dying and the grieving have had so many things taken away from them: they feel robbed of all that used to give them meaning and strength. When our first form of communication with these clients is a problem-based assessment we reinforce their feelings of powerlessness. This program shows how we can revitalize and empower our clients through strength-based assessments. Examples of strength-based assessments are given with several case examples.

## **After They Forget - The Thriving Spirit of Alzheimers**

**(#836) 73 Minutes**

*1.2 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling clock hours*

**Kathleen J. Rusnak B.A., M.Div, STM, PhD**

A frequent sentiment of many professional and family caregivers is that persons with advanced Alzheimers disease have lost the essence of who they are. This presentation takes a deep look into the concept of personhood that supports this view and gives examples of its moral, ethical and social consequences in history.



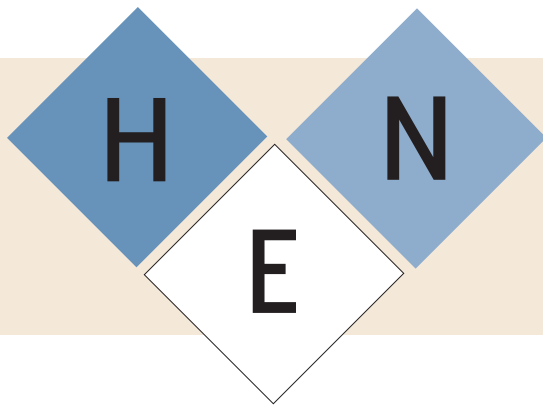
## **Appearances: Paranormal Experiences at the End of Life and in Bereavement**

**(#650) 61 Minutes**

*1 contact hour / social work clock hour / Counseling Clock Hours*

**Kathleen J. Rusnak B.A., M.Div, STM, PhD**

It is not reasonable or scientifically provable; yet, the very last experiences of the dying are that of deceased loved ones returning, or angels emerging, to accompany him or her safely into death and into life after. The newly departed then often



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reappear to the bereaved to give them assurance, strength, and purpose to go on. What is this phenomenon, this spiritual terrain our loved ones enter into at the end of life? Drawing on her work with the dying and bereaved in hospice, and on her theological and spiritual reflections and insights, Dr. Rusnak explores these questions and more.

## **Because You've Never Died Before: Exploring the Spiritual Mind and Worldview of the Dying**

**(#571) Total Viewing Time: 3 hr 36 min**  
*3.9 contact hours / social work clock hours / Counseling Clock Hours*

**Kathleen J. Rusnak B.A., M.Div., STM., PhD**

Once individuals receive a terminal prognosis, they embark upon an unexpected new journey. Their worldview is forever changed. An amazing journey into a previously unimaginable spiritual terrain is automatically set into motion, and discoveries into the meaning of life and the essence of the self, the other, and God emerge. What the dying learn about living at the end of life is their gift to us in the midst of life.

## **Being Wounded Healers: Helping Ourselves and Others Find Meaning in Suffering**

**(#1096) 78 minutes**

*1.3 contact hours/Continuing Nursing Education/Social Work Clock Hours/Counseling Clock Hours*

**Douglas C. Smith, M.Div., M.A., M.S.**

This presentation defines a Palliative Model of Care that can complement the Medical Model of Care. The Medical Model wants to help people eliminate pain; the Palliative Model wants to help people find meaning and value in the midst of pain. The presentation shows how our own woundedness and the woundedness of our patients can provide

us with opportunities for growth: providing an alternative perspective to our culture's emphasis on hiding from pain, avoiding suffering, and ignoring death. Much of the presentation is spent in outlining how caregivers can manifest the important qualities of congruence, empathy, and unconditional positive regard.

## **Billing/Coding: Best Practices for Hospice & Palliative Care (part 1) and Navigating the Maze of Physician Billing (part 2)**

**(#1231) 99 minutes (total viewing time)**  
*1.6 contact hours / Continuing Nursing Education*

**Christopher Acevedo, CPC, CHC**

### **Part 1 - Best Practices:**

It's clear that the Medicare program is paying more attention to services billed by hospice and palliative care providers. And, as all government budgets tighten, it should not be surprising that the Medicare program will continue to look for potential overpayments through the audit process. This session provides a discussion of compliance concerns and best practices.

### **Part 2 - Navigating the Maze:**

Billing for physician patient care services can be very complex. An incomplete understanding of billing can lead to not only loss of revenue for your hospice but pose a significant compliance risk. Properly documenting a patient's visit using the three key components and knowing when and how to document using time continues to be a challenge for physicians and nurse practitioners. This session will cover the basics in-depth to help ensure third-party payers are not successful in retrospective recoupment & that your hospice or palliative care program is able to optimize the revenue potential of physician services.

## **Breaking Bad News**

**(#1035) 33 Minutes**

*0.6 contact hours / Continuing Nursing Education*

**Patrick L. Clary, MD**

A presentation based on the evidence and on 20 years of experience with hospice and palliative medicine helps to integrate all of the interpersonal and clinical knowledge available to help deal with this task, all too common in all medical specialties.

## **Breaking the Code: Assure Payment for Physician and ARNP Services**

**(#1273) 71 Minutes**

*1.1 contact hours / Continuing Nursing Education*

**Patrick L. Clary, MD**

There are many barriers to insurance payment for these services. Some barriers are based on provider roles, some are built into the process, some are intrinsic to the dynamics of care. This presentation helps turn the barriers into gates so that patients can access care.

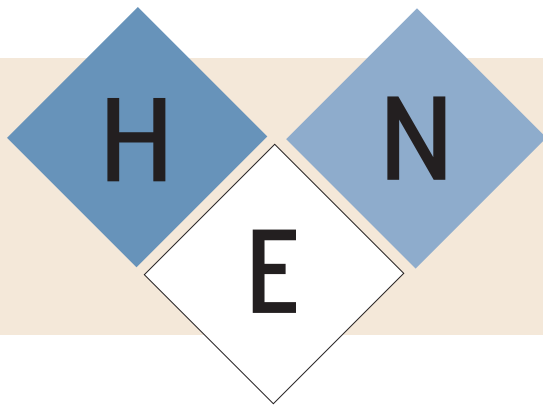
## **Caring for Atypical Parkinson's Patients and Their Families**

**(#1574) 76 Minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Janet Edmunson, M.Ed.**

This presentation allows participants to better understand the end-of-life needs of Atypical Parkinson's patients and their families. The presenter describes the symptoms that differentiate these diseases among themselves and from Parkinson's and Alzheimer's. Affirmations, personal stories and brainstorm solutions to difficult issues facing these patients and the staff who care for them are used.



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## **\*Certification Prep Course for Hospice Aides**

**(#561)** *Approximately 4.0 Hours*

*3.9 contact hours*

*\*This program is specially priced*

**Cathy Schutt, APRN-BC, CHPN, RN-BC**

As significant members of the interdisciplinary team, the purpose of this nine module training course is to provide hospice aides with the attitude and knowledge to expand their expertise and competence in end-of-life care delivery. It also prepares them for possible certification as a Hospice and Palliative Care Aide. This course, with a view time of close to 4 hours, is also appropriate for inclusion in new staff orientation programs or to meet annual in-service requirements.

### **About the Certification Prep Course**

#### **Module 1: Introduction**

*0.4 contact hours*

To understand the history, philosophy, goals, and objectives of end-of-life care, hospice aides will recognize personal and professional developmental issues related to the care of dying patients.

#### **Module 2: Pain and Symptom Management**

*0.9 contact hours*

To better prepare hospice aides for recognizing pain and other unwanted symptoms.

#### **Module 3: Communication**

*0.4 contact hours*

To improve the hospice aide's ability to observe and communicate timely information about end-of-life care issues to patients, families, professional care givers, and other members of the interdisciplinary team.

#### **Module 4: Caring for Dying Patients and Their Families**

*0.6 contact hours*

To help the hospice aide participate more

supportively in the care of dying patients & their families.

#### **Module 5: Cultural Considerations**

*0.4 contact hours*

To assist the hospice aide in recognizing how cultural differences affect the care of dying patients and their families.

#### **Module 6: Grief**

*0.4 contact hours*

To help the hospice aide understand the feelings of grief and bereavement in themselves and in the patients and families for whom they care.

#### **Module 7: Ethics**

*0.5 contact hours*

To explore and provide the hospice aide with an understanding of ethical considerations he or she may face in the treatment and care of end-of-life patients.

#### **Module 8: Personal and Professional Development**

*0.3 contact hours*

To teach the hospice aide to recognize personal and professional developmental issues related to the care for dying patients.

#### **Module 9: Program Review**

*0 contact hours*

*Overview of the 8 modules with post test.*

#### **Children of Adult Hospice Patients**

**(#194)** *47 minutes*

*0.7 contact hours / Continuing Nursing Education*

**Paul Thayer, M.Div., D.Min**

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.

#### **Choosing Hope at the End of Life**

**(#835)** *83 Minutes*

*1.3 contact hours / Social Work Clock Hours*

**Kathleen J. Rusnak B.A., M.Div., STM., PhD**

At the end of life, many patients express hope for the impossible. They hope to escape death. Hospice caregivers also struggle with the notion of hope in the face of their own certain death and seek clarity for their own lives and for their patients. Using various disciplines, reflection, and story, this presentation explores what hope is, how it functions, the natural context in which it is born and nourished, its allies and its enemies. Hospice caregivers can learn to educate and empower their patients to choose hope.

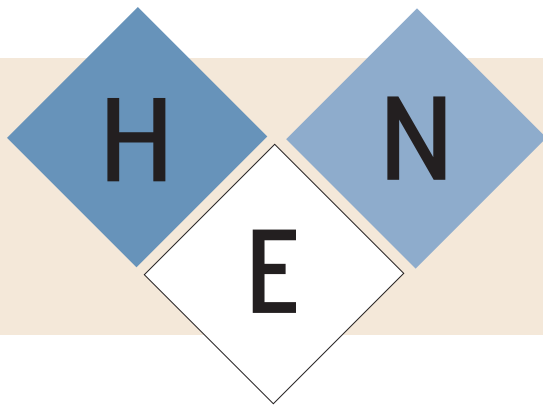
#### **Client-Centered Care Plans with Minimal Paperwork**

**(#1097)** *36 Minutes*

*0.6 contact hours / Continuing Nursing Education*

**Douglas C. Smith, M.Div., M.A., M.S.**

There has been increasing amounts of paperwork in health care with less and less available time for client interaction, which means less and less income (no reimbursement for paperwork): a client's care suffers and our bottom lines suffer. This program shows how to reverse that trend, showing how we can have care plans with minimal paperwork and maximum client-centeredness, as we simultaneously produce many measurable outcomes and address the needs and concerns of Medicare and JCAHO, giving us more client contact and therefore more billable hours.



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## **Compassion Fatigue: The Professional Caregiver's Dilemma**

**(#837) 72 Minutes**

*1.2 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Kathleen J. Rusnak B.A., M.Div., STM., PhD**

Compassion fatigue can be a normal outcome of caring for families over a long period of time. As one client experience begins to resemble all others, it can become difficult for the professional caregiver to recognize the unique experience of each client. This program discusses how compassion fatigue can be transformed into compassion-energized care. Mindfulness, attitude and hospitality are discussed and illustrated as life giving practices that possess transformative powers.

## **Confessions of an ex-Lone Ranger: Pearls, Gems and Silver Bullets**

**(#1590) 69 Minutes**

*1.1 contact hours / Continuing Nursing Education*

**Patrick L. Clary, MD**

The fundamentals of palliative care are presented using the team approach. The course presents assessment tools for pain, respiratory distress, and delirium with strategies and dosing guidelines and recommendations.

## **Creative Healing: Sensory Stimulation & Creative Resolution in End of Life Care**

**(#1588) 67 Minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Virginia "Ginny" Fry, MA**

This presentation recommends a variety of creative techniques to enhance emotional and spiritual healing for all ages. Through the use of sculpturing clay thumbstones, poetry, music, hand-mapping, and other media, help your pa-

tients and their families get ready to experience the death of a loved one and to begin the healing process.

## **A Cry for Help: Responding to Requests for Physician-Assisted Suicide**

**(#1036) 41 Minutes**

*0.6 contact hours / Continuing Nursing Education*

**Patrick L. Clary, MD**

A presentation based on the evidence and on 20 years of experience with hospice and palliative medicine helps to integrate the interpersonal and clinical knowledge available to help deal with this unanswerable question.

## **Cultural Considerations at the End of Life**

**(#829) 62 minutes**

*1 contact hour / Continuing Nursing Education / Social Work Clock Hour / Counseling Clock Hours*

**Lev Ba'esh, Rabbi, JD, MHL**

This course explains how different cultures affect the needs and reactions of patients and their families. It encourages the viewer to take an inventory of their own beliefs so they are able to step outside those and better assist their clients.

## **Decision Making & Advance Directives**

**(#195) 47 minutes**

*0.7 contact hours / Continuing Nursing Education*

**Rita Wells, RN, MSN, CLNC**

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.

## **Depression in the Dying**

**(#227) 73 minutes**

*1.2 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**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.

## **Describing Functional Status: Beyond KPS/PPS and Adult Failure to Thrive Syndrome**

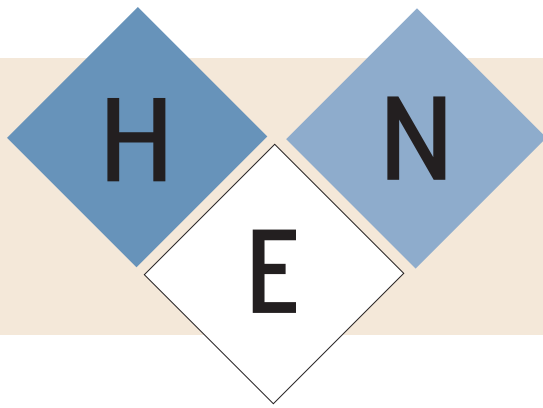
**(#1075) 67 Minutes**

*1.1 contact hours / Continuing Nursing Education*

**Rhonda Perrin Oakes, RN, CHPN**

*VIDEO 1: Beyond KPS and PPS with Qualitative and Quantitative Documentation*

Many hospices use the Karnofsky Performance Scale (KPS) and the Palliative Performance Scale (PPS) to describe the functional status of their hospice patients. While both the KPS and PPS address "function," these scales alone are insufficient to fully meet the requirements of the new hospice CoPs. The new CoPs require a comprehensive assessment that includes functional status, but also identifies the patient need for physical, psychosocial, emotional and spiritual care. The goal of this presentation is to introduce you to the International Classification of Functioning Disability and Health (ICF) and provide an example of how to apply it at the bedside.



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## *VIDEO: Example of Qualitative/Quantitative Documentation for AFTT*

An overview of the clinical components associated with AFTT—namely unexplained weight loss, malnutrition, and disability. The literature on AFTT confirms that the vast majority of conditions leading to the AFTT syndrome are reversible, however, for those conditions that are not reversible, establishment of a core set of ICF categories help clinicians collect the information necessary to support its decisions to admit, recertify, or discharge patients with AFTT. It also focuses on elements needed to capture qualitative and quantitative documentation relevant to AFTT. This portion of the course takes the clinician through the clinical components, common underlying conditions, validating reversible conditions and noting patient refusal when appropriate. The ICF is utilized as the point of reference, providing a case scenario and clinical documentation example for the ICF category of appetite.

## **Determining Terminal Status: Dementia due to Alzheimer's Disease and Related Disorders**

**(#666) 46 minutes**

*0.7 contact hours / Continuing Nursing Education*

**Joy Barry, RN, M.Ed, CLNC**

This presentation provides basic information on the Local Coverage Determination ("LCD") guidelines, and provides a detailed explanation of the criteria required for hospice admission and recertification of patients with a dementia diagnosis.

## **Effective Communication**

**(#193) 64 minutes**

*1.0 contact hour/ Continuing Nursing Education /social work clock hour/ Counseling Clock Hours*

**June Berlinger**

Learn how to make a positive first impression and 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.

## **ELNEC Core Curriculum:**

### **Introduction of Palliative Care Nursing**

**(#822) 54 Minutes**

*0.9 Contact Hours / Continuing Nursing Education*

**Polly Mazanec, RN, MS, APRN, BC, AOCN**

This presentation is an overview of the need to improve palliative care and the role of the nurse as a member of an interdisciplinary team in providing quality care. Basic principles of palliative care are presented within a quality of life framework.

## **ELNEC Core Curriculum:**

### **Communication in Palliative Care**

**(#677) 52 minutes**

*0.8 contact hours / Continuing Nursing Education/ Counseling Clock Hours*

**Pam Malloy, RN, MN, OCN**

Communication is the foundation of excellent palliative care. Good pain and symptom assessment/management are dependent on excellent communication. It is vital that all members of the interdisciplinary team communicate well with each other, as well as with the patient and his/her family. Communication includes verbal and non-verbal messages. Listening and "bearing witness" are important aspects of communication.

## **ELNEC Core Curriculum:**

### **Cultural Considerations in Palliative Care**

**(#820) 62 Minutes**

*1.0 Contact Hours / Continuing Nursing Education/ Social Work Clock Hours*

**Betty Ferrell, PhD, RN, FAAN**

This course reviews dimensions of culture, which influence care in advanced disease. Assessment of culture is emphasized as essential to adequate communication & in providing culturally competent care.



## **ELNEC Core Curriculum:**

### **Ethical Issues in Palliative Care**

**(#821) 62 Minutes**

*1.0 Contact Hours / Continuing Nursing Education / Social Work Clock Hours*

**Betty Ferrell, PhD, RN, FAAN**

This presentation discusses some of the key ethical issues and legal concerns in end-of-life/palliative care and resources to address these in practice.

## **ELNEC Core Curriculum:**

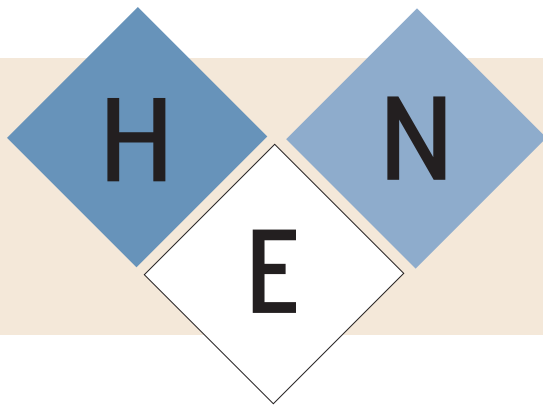
### **Final Hours of Life**

**(#676) 55 minutes**

*0.9 contact hour / Continuing Nursing Education / Counseling Clock Hours*

**Judith Paice, PhD, RN, FAAN**

The actual time of death creates unique issues beyond those encountered during the course of illness. Care at this time demands attention to physical, psychological, social and spiritual needs of patients across life's span and the special needs of their families. Assessment by professionals of their own experiences caring for patients at the time of death is helpful to strengthen professional effectiveness.



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**ELNEC Core Curriculum:  
Loss, Grief and Bereavement  
(#823) 56 minutes**

*0.9 Contact Hours / Continuing Nursing Education / Counseling Clock Hours*  
**Polly Mazanec, RN, MS, APRN, BC, AOCN**  
This presentation addresses the challenging aspects of grief, loss and bereavement of patients and families as well as the loss experiences of health care professionals.

**ELNEC Core Curriculum:  
Pain Management in Palliative Care  
(#819) 68 Minutes**

*1.1 Contact Hours / Continuing Nursing Education / Social Work Clock Hours*  
**Judith Paice, RN, MN, OCN**  
This presentation reviews basic principles of pain assessment and management with a focus on pain at the end of life. Comprehensive pain assessment is essential to adequate pain relief. Yet there are many barriers that impede pain assessment and treatment. It is vital that nurses work collaboratively with the patient, family and the interdisciplinary team toward optimum use of drug and non-drug interventions. Treatment of pain at the end of life includes attention to suffering.

**ELNEC Core Curriculum:  
Symptom Management in Palliative Care  
(#818) 51 minutes**

*0.8 Contact Hours / Continuing Nursing Education*  
**Patrick Coyne, MSN, APRN, CHPN, FAAN, FPCN**  
This presentation addresses common symptoms in advanced disease and the role of the nurse in managing these symptoms.

**ELNEC - For Veterans**

*This curriculum (and individual modules) comes with an Introductory Message by Pam Malloy, RN, MN, OCN, FPCN, National ELNEC Project; Scott Shreve, DO, Department of Veterans Affairs (VA); and a family member who experienced the benefits of palliative care in a VA facility. (13 minutes)*



**ELNEC - For Veterans:  
Introduction to Palliative Care Nursing  
(#1532) 72 minutes**

*1.2 contact hours / Continuing Nursing Education / Counseling Clock Hours*  
**Betty Ferrell, PhD, RN, FAAN, FPCN**  
This module creates the foundation for the ELNEC - For Veterans curriculum. It is an overview of the need to improve palliative care throughout the Department of Veterans Affairs (VA). Defining the role of the nurse as a member of an interdisciplinary team in providing quality care to Veterans in a variety of clinical settings is essential. Basic definitions and principles of hospice and palliative care are presented within a quality of life (QOL) framework.

**ELNEC - For Veterans:  
Pain Management  
(#1533) 67 minutes**

*1.1 contact hours / Continuing Nursing Education / Counseling Clock Hours*  
**Judith Paice, PhD, RN, FAAN**  
This module reviews basic principles of pain assessment and management with a focus on pain at the end of life.

**ELNEC - For Veterans:  
Symptom Management  
(#1534) 76 minutes**

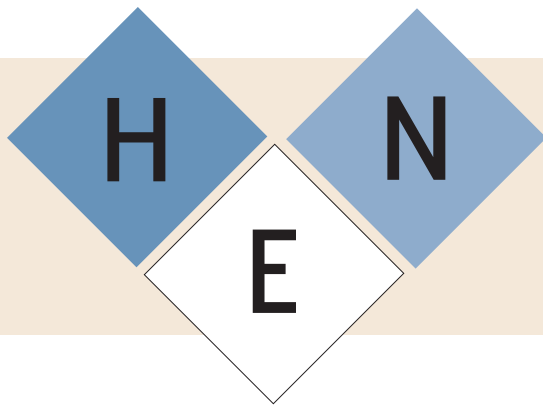
*1.2 contact hours / Continuing Nursing Education / Counseling Clock Hours*  
**Patrick Coyne, MSN, APRN, ACHPN, FAAN, FPCN**  
The purpose of this presentation is to identify common symptoms associated with end-of-life processes for Veterans and to identify not only potential causes, but also describe assessment and interventions that can prevent or diminish symptoms at the end of life.

**ELNEC - For Veterans:  
Cultural Considerations  
(#1535) 88 minutes**

*1.4 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*  
**Carma Erickson-Hurt, APRN, ACHPN**  
Culturally competent care includes recognition of multiple factors, i.e. ethnicity, gender, sexual orientation, and social class. Cultural factors significantly influence communication with Veterans and families at the end of life. Culturally competent care is best provided through an interdisciplinary approach.

**ELNEC - For Veterans:  
Communication  
(#1536) 76 minutes**

*1.2 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*  
**Michelle Gabriel, RN, MS, ACHPN**  
Communication is critical in all health care situations but is of special significance at the end of life. Strong collaboration and communication between professionals is a prerequisite to communication with Veterans and families. Palliative nursing care requires skill in verbal and non-verbal communication, listening and presence.



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**ELNEC - For Veterans:  
Loss, Grief and Bereavement  
(#1537) 69 minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Deborah Grassman, MSN, ARNP**

Even with the provision of excellent palliative care, the loss of one's own life, or that of a loved one, creates intense grief. Palliative care can facilitate adaptation to loss & greatly relieve distress and suffering. Nurses also require support for their own grief in caring for the terminally ill.

**ELNEC - For Veterans:  
Final Hours  
(#1538) 57 minutes**

*0.9 contact hours / Continuing Nursing Education / Counseling Clock Hours*

**Judith Paice, PhD, RN, FAAN**

The actual time of death creates unique issues beyond those encountered during the course of illness. Care at this time demands attention to physical, psychological, social and spiritual needs of Veterans across life's span and the special needs of their families. Assessment by professionals of their own experiences caring for patients at the time of death is helpful to strengthen professional effectiveness.

**ELNEC Geriatric Palliative Care:  
Communication at the End of Life  
(#1337) 62 minutes**

*1.0 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Barbara Head, PhD, RN, MSSW, ACHPN**

This module emphasizes the importance of good communication in end-of-life care. The complexities of communicating with older adult patients and families at this critical time are described along with suggestions for care.

**ELNEC Geriatric Palliative Care:  
Cultural & Spiritual Considerations  
(#1336) 44 minutes**

*0.7 contact hours / Continuing Nursing Education*

**Betty Ferrell, PhD, RN, FAAN**

This module reviews dimensions of culture, which influence care of the older adult. Assessment of culture is emphasized as essential to adequate communication and in providing culturally competent care.

**ELNEC Geriatric Palliative Care:  
Ensuring Quality Care  
(#1339) 31 minutes**

*0.5 contact hours / Continuing Nursing Education*

**Mary Ersek, PhD, RN, FAAN**

This module focuses on the role of the nurse in achieving quality end-of-life care by reviewing limitations in existing systems and creating change.

**ELNEC Geriatric Palliative Care:  
Goals of Care & Ethical Issues  
(#1335) 100 minutes**

*1.6 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Mary Ersek, PhD, RN, FAAN**

This module discusses some of the key ethical issues and legal concerns in end-of-life/palliative care and resources to address these in practice.

**ELNEC Geriatric Palliative Care:  
Loss, Grief, and Bereavement  
(#1338) 46 minutes**

*0.7 contact hours / Continuing Nursing Education*

**Barbara Head, PhD, RN, MSSW, ACHPN**

This module addresses the challenging aspects of grief, loss and bereavement of older adult patients and families as well as the loss experiences of health care professionals.

**ELNEC Geriatric Palliative Care:  
Non-Pain Symptoms  
(#1334) 85 minutes**

*1.4 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Patricia Berry, PhD, APRN, ACHPN, FAAN**

This module builds on Module 2: Pain Management, by addressing other symptoms common in the older adult and the role of the nurse in managing these symptoms.

**ELNEC Geriatric Palliative Care:  
Pain Assessment & Management  
(#1333) 73 minutes**

*1.2 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Carol Long, PhD, RN, FPCN**

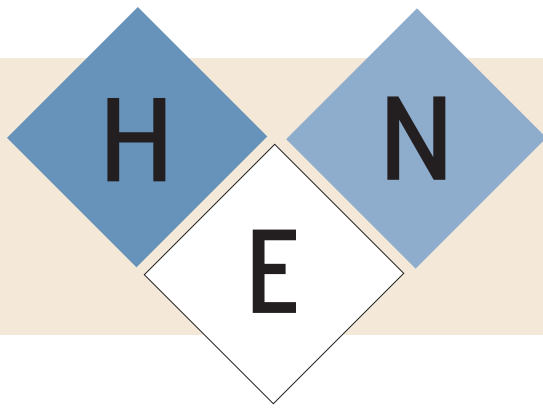
This module reviews basic principles of pain assessment & management in an older adult focusing on pain at the end of life.

**ELNEC Geriatric Palliative Care:  
Preparation for & Care at Time of Death  
(#1340) 70 minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Patricia Berry, PhD, APRN, ACHPN, FAAN**

This module focuses on care at the actual time of death, emphasizing the preparation necessary to insure the best care at this critical event in the trajectory of illness.



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## **ELNEC Geriatric Palliative Care: Principles of Palliative Care** (#1332) 53 minutes

*0.8 contact hours / Continuing Nursing Education*

**Betty Ferrell, PhD, RN, FAAN**

The purpose of this presentation is to describe the role of the nurse in providing quality geriatric palliative care. A description of the philosophy and principles of hospice and palliative care is reviewed so this care can be integrated across all settings to effect quality care at the end of life.

## **ELNEC Pediatric Palliative Care: Care at the Time of Death** (#1310) 69 minutes

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Joetta Wallace, RN, MSN, FNPC**

This presentation focuses on care at the actual time of a child's death, emphasizing the preparation necessary to ensure the best care at this critical event in the trajectory of illness.

## **ELNEC Pediatric Palliative Care: Communication** (#1305) 41 minutes

*.6 contact hours / Continuing Nursing Education*

**Jennifer Murray, RN, CNS, CPNP**

This module emphasizes the importance of good communication in pediatric palliative care. The complexities of communicating with children and families at this critical time are described along with suggestions for care.

## **ELNEC Pediatric Palliative Care: Cultural Considerations** (#1307) 68 minutes

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Betty Davies, RN, PhD, CT, FAAN**

The purpose of this presentation is to

identify dimensions of culture and the influence of culture on palliative care for patients across the life span. In addition, a review of various beliefs regarding death and dying in a multitude of different cultures is discussed.

## **ELNEC Pediatric Palliative Care: Ethical and Legal Issues** (#1306) 43 minutes



*0.7 contact hours / Continuing Nursing Education*

**Jennifer Murray, RN, CNS, CPNP**

This module discusses some of the key ethical issues and legal concerns in palliative care for children and provides resources to address these in practice.

## **ELNEC Pediatric Palliative Care: Introduction** (#1303) 60 minutes

*1.0 contact hour / Continuing Nursing Education / Social Work Clock Hour*

**Betty Ferrell, RN, PhD, FAAN, FPCN**

This presentation creates the foundation for the ELNEC Pediatric Palliative Care (ELNEC PPC) curriculum. It is an overview of the need to improve care & the role of nurses as members of an interdisciplinary team in providing quality care. Basic principles of pediatric palliative care are presented within a quality-of-life framework.

## **ELNEC Pediatric Palliative Care: Loss, Grief and Bereavement** (#1311) 74 minutes

*1.2 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Betty Davies, RN, PhD, CT, FAAN**

This presentation addresses the challenging aspects of loss, grief and bereavement of children and families as well as the loss experience of health care professionals.

## **ELNEC Pediatric Palliative Care: Perinatal and Neonatal Care** (#1304) 110 minutes

*1.8 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Anita Catlin, RN, MSN, FNP, DNSc, FAAN**

This module is an overview of the unique aspects of perinatal and neonatal palliative care and offers suggestions for care.

## **ELNEC Pediatric Palliative Care: Pain Management** (#1308) 90 minutes

*1.5 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Joetta Wallace, RN, MSN, FNPC**

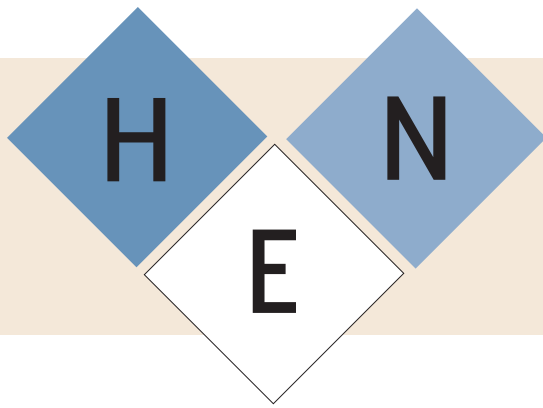
This module reviews basic principles of pain assessment and management in infants, children, and adolescents with a focus on pain in palliative care.

## **ELNEC Pediatric Palliative Care: Symptom Management** (#1309) 85 minutes

*1.4 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Melody Brown Hellsten, MS, PNP-BC**

This module builds on Pain Management in Pediatric Palliative Care by addressing other symptoms common in children with life-threatening illnesses.



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## **Emergency/Disaster Management**

**(#655) 41 minutes**

*0.6 contact hours*

**Joy Berger, FT, DMA, BCC, MT-BC**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on preparedness by hospice staff and patients and their families in time of crisis - particularly natural disasters.

## **Ethical Foundations of the Conditions of Participation (CoPs)**

**(#1342) 63 minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Marion Keenan, MA, MBA**

This course explores the ethical underpinnings of certain core Hospice Conditions of Participation. Seen from the perspective of our ethical ideals, our rationale for regulatory compliance is not so much a submissive response to "because we said so" as it is living in accord with many of our cherished values.

## **Explaining Hospice to Patients and Families**

**(#206) 40 minutes**

*0.6 contact hours / Continuing Nursing Education*

**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 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 & support.

## **Exploring your Own Legacy: a look at Ethical Wills**

**(#841) 60 minutes**

*1 contact hours / Social Work Clock Hour*

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

**Restoration Ministries**

This experiential course is designed to create a greater understanding of ethical will-making and its uses as an end of life tool to assist patients and families on their journey. Participants learn from a hands-on experience in which they work through the beginning processes of creating their own ethical will. A deeper understanding of the meaning behind such a tool offers insight into the validity and value of leaving a legacy for those who come after us.

## **Face-To-Face Encounter**

**(#1609) 57 minutes**

*0.9 Continuing Nursing Education*

**Gail Gazelle, MD, FACP, FAAHPM.**

The CMS requirements for conducting a face-to-face (F2F) encounter has left many hospice programs wrestling with how to implement the regulation. Within the context of the regulations of F2F, Dr. Gazelle uses case examples to discuss best practices, effective documentation, and the challenges and opportunities presented by these new requirements.

## **Final Rights Part 1: Promoting A Patient's Right To Be In Control**

**(#1313) 60 minutes**

*1 contact hour / Social Work Clock Hour*

**Douglas C. Smith, M.Div, M.A., M.S.**

This presentation provides several ways, tools and techniques whereby we can

offer the terminally ill opportunities and choices in determining the course of their treatment and the course of their lives, showing how we can take simple, traditional caregiving forms and tasks and transform them in such ways as to offer our patients a sense of choice and control.

## **Final Rights Part 2: Promoting A Patient's Right To Be Cry, Be Angry, Be In Denial, and To Laugh**

**(#1314) 59 minutes**

*1 contact hour / Social Work Clock Hour*

**Douglas C. Smith, M.Div, M.A., M.S.**

This presentation shows caregivers how they can respectfully respond to patients when patients put them in what are often described as emotionally awkward situations: how to accept patients when they are on an emotional rollercoaster.

## **Final Rights Part 3: Promoting A Patient's Right To Touch and Be Touched**

**(#1315) 61 minutes**

*1 contact hour / Social Work Clock Hour*

**Douglas C. Smith, M.Div, M.A., M.S.**

This presentation examines how we can assess clients for their need and desire for touch. It then provides numerous safe and constructive ways of providing that touch to those who want or need it.

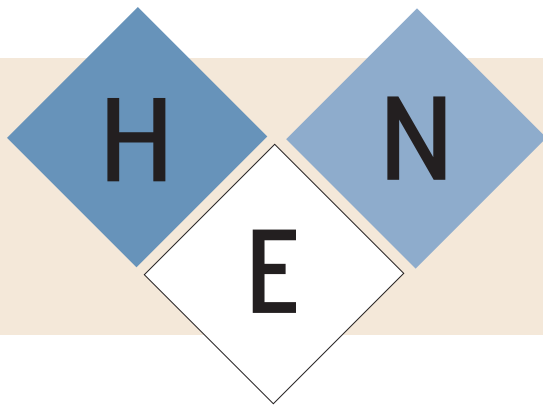
## **Final Rights Part 4: Promoting A Patient's Right To Have a Sense of Purpose**

**(#1316) 59 minutes**

*1 contact hour / Social Work Clock Hour*

**Douglas C. Smith, M.Div, M.A., M.S.**

This presentation includes inspiring stories about how terminally ill people found a sense of purpose in their final days and reveals to caregivers how they can create similar situations with their patients, helping patients find purpose in their past and purpose in their present. Several very practical suggestions are outlined.



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## **Final Rights Part 5: Promoting A Patient's Right To Have Personal Beliefs and Values Respected**

**(#1317) 60 minutes**

*1 contact hour / Social Work Clock Hour*

**Douglas C. Smith, M.Div, M.A., M.S.**

This presentation provides easy to follow tools and techniques designed to assess the spiritual language of patients, and respect that language. You will learn how to pray with someone of a different faith than your own. You will learn some universally applicable tools for patients of every and any faith, possessing any set of beliefs and values.

## **Finding Meaning from Loss**

**(#1573) 61 Minutes**

*1.0 contact hours / Social Work Clock Hours / Continuing Education Clock hrs*

**Janet Edmunson, M.Ed.**

Research in positive psychology encourages people to find a balance of three positives to every negative. This balance can be turned upside down after having suffered the loss of a loved one. This presentation explores ways counselors can help families find meaning, and thereby the positives, in this most difficult life experience, while still acknowledging the pain and suffering. Affirmations and personal stories to punctuate points is used.

## **Fire Safety**

**(#1240) 43 minutes**

*0.7 contact hours*

**Joy Berger, FT, DMA, BCC, MT-BC**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on preparing staff, patients, and caregivers to respond in the event of a fire in the workplace or the home.

## **Grief and Loss: Caring for the Bereaved**

**(#182) 88 minutes**

*1.4 contact hours/ Continuing Nursing Education/Social Work Clock Hours / Counseling Clock Hours*

**Carol Wogrin, PsyD, RN, FT**

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 are discussed, along with the unique challenges that working with grief pose for the professional caregiver.

## **Guide to Conducting Family Meetings: Communication - An Act of Love**

**(#839) 40 minutes**

*0.6 contact hours / Continuing Nursing Education*

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

This course explores the practitioner's role in assisting with patient and family communication. One potential tool for effective communication are family meetings. Key to family meetings is bringing all parties together to discuss the patient and family current situation in an environment that allows for all to share openly. In today's global society, family meetings may not be convenient, but high quality patient care does not allow for such excuses. Learning how to best conduct these meetings in a global society is crucial to the effectiveness of the meeting outcomes. As a social worker, it is critical to understand how to best conduct meetings that allow for very sacred moments to take place between the dying and those who will live on.

## **Hazard Communications**

**(#1861) 17 minutes**

*0.2 contact hours*

**Terri Maxwell, PhD, APRN**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on the requirements by hospice organizations to provide information to staff on potential hazards encountered in the workplace.

## **HFA: Living with Grief: After Sudden Loss**

**(#415) 62 minutes**

*1.0 contact hour\**

This program addresses the intensity and lack of preparation for sudden death as we deal with losses such as 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.

## **HFA: Living with Grief: Alzheimer's**

**(#414) 69 minutes**

*1.0 contact hour\**

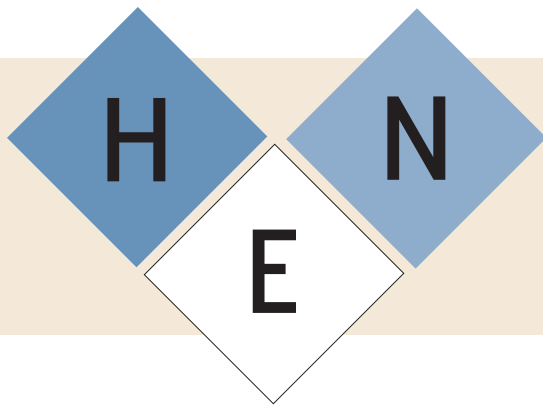
An expert panel discusses what is known medically about the diagnosis, progression, and treatment of Alzheimer's disease. The panel also focuses on particular grief issues that patients and families face during the course of this illness and examines the challenges facing policy advocates.

## **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



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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.

### **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.

### **HFA: Living with Grief: Before & 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.

### **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.

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

*67 minutes*

*1.0 contact hour\**

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

### **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.



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

**(#411) 60 minutes**

*1.0 contact hour\**

Factors such as culture, spirituality, gender and age influence the ways we experience grief and express loss. This course 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.

### **HFA: 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.

### **HFA: Pain Mgmt 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.*

### **HIPAA Training for Hospice Staff and Volunteers**

**(#213) 51 minutes**

*0.8 contact hours*

**Heather P. Wilson, PhD**

This new HIPAA video includes information on the Transactions Rule, Privacy Rule, and Security Rule and would meet annual training requirements for all hospice staff and volunteers.

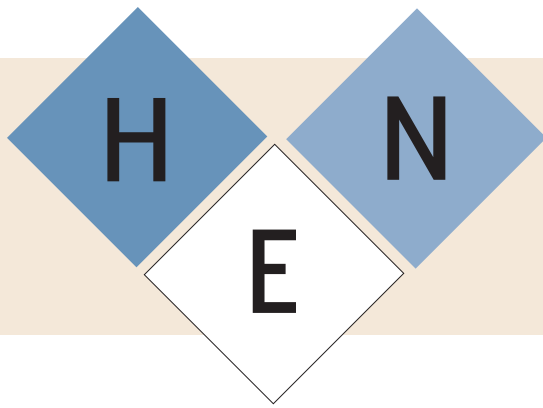
### **Hospice 101: An introduction to Hospice Services**

**(#180) 39 minutes**

*0.6 contact hours / Continuing Nursing Education*

**Carla Braveman**

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.



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## Hospice and the Traveling Patient

**(#204)** 23 minutes

0.4 contacts / Continuing Nursing

Education

**Susan Balfour, RN**

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 in the Nursing Home: Contracting, Quality, & Regulatory Considerations

**(#779)** 70 minutes

1.1 contact hours / Continuing Nursing

Education

**Mary Michal, JD**

This course covers the opportunities for partnership and tips for selecting a good partner, reviews different contractual arrangements in light of the new CoPs, provides a summary of new requirements under the CoPs, and offers guidance on anti-kickback and other fraud and abuse considerations and how to avoid common pitfalls. Examples of common regulatory pitfalls are provided.

## How to be a Great Hospice Social Worker

**(#937)** 63 Minutes

1.0 contact hours / Social Work Clock

Hours

**Gary Gardia, M.Ed., LCSW, CT**

In order to be a "Great Hospice Social Worker" it is important to have an understanding of the core components that make up our role. This course is designed to provide an overview of the components required to move beyond "standard practice" to exceptional end-of-life care Social Work.

## Infection Control

**(#219)** 137 total minutes (6 modules)

2.2 contact hours

**Terri Maxwell, PhD, APRN**

This course is part of HEN's "What You Need To Know and What You Need To Do" series of information that should be presented to hospice staff and volunteers annually. The focus is on OSHA requirements with regard to establishing policies and procedures and educating all staff on Hand Hygiene, Bloodborne Pathogens, Standard and Transmission-Based Precautions, PPE, Hepatitis B Vaccine, and Exposure Control Plan and Exposure Incidents. Each part of the Infection Control module has a post-test covering the material presented.

## Initial and Comprehensive Assessment

**(#800)** 136 minutes

2.2 contact hours / Continuing Nursing

Education

**Joy Barry, RN, M.Ed., CLNC**

These two sessions from Weatherbee's Hospice Regulatory Boot Camp in Denver, Colorado focus on perhaps the most challenging new condition of participation: Initial and Comprehensive Assessment of the Patient.

*Part 1* - Presents the CoP and its five standards with a review of time frames and strategies for implementation.

*Part 2* - Reviews tools and processes, common disease trajectories and types of IDG assessment documentation that support hospice eligibility.

## IDG, Care Planning and Coordination of Services

**(#826)** 84 minutes

1.4 contact hours / Continuing Nursing Education

**Joy Barry, RN, M.Ed., CLNC**

This two-part presentation from Weatherbee's Hospice Regulatory Boot Camp in

Denver, CO. focuses on challenges and implementation strategies for the new IDG, Care Planning and Coordination of Services CoP.

*Part 1* - Introduces and reviews the CoP and its standards.

*Part 2* - Discusses implementation of the CoP and its standards, with an emphasis on the team, the tools, and the techniques needed to meet the requirements.



## Interdisciplinary Team: An Introduction for Hospice Staff

**(#202)** 42 minutes

0.7 contact hours / Continuing Nursing

Education

**Sally Okun, RN, MHHS**

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.

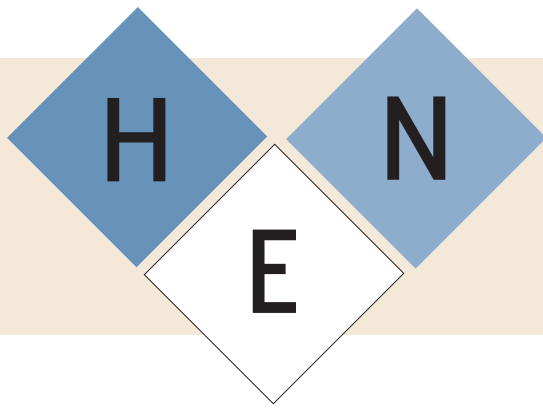
## Intrathecal Port Intricacies

**(#1570)** 56 Minutes

0.9 contact hours / Continuing Nursing Education

**Brianne Lienkamp, RN, BA, BSN, MSN, ANP-BC**

Individuals receiving intrathecal pain medication have been shown to have increased quality of life through increased mobility and alertness, decreased fatigue



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and improved pain scores. This presentation addresses the complexities of managing the intrathecal port site from routine care to accessing, preventing infection, identifying and rectifying infusion-related complications along with site care in emergent situations. The primary focus is on the home hospice patient.

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

**(#216) 23 minutes**

*0.4 contact hours*

**Melanie Merriman, MBA, Ph.D.**

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.

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

**(#207) 15 minutes**

*0.3 contact hours*

**Tani Bahti, RN, CT, CHPN**

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 helps the clinician with assessment skills and provides a compassionate approach to teaching patients and caregivers about changing needs as the patient's illness progresses.

## **Keeping Their Stories Alive**

**(#643) 55 minutes**

*0.9 contact hours*

**Dawn Jelley, RN, CHPN**

We have all been moved by the lives we have witnessed in hospice. Processing that experience can be difficult. This program

shows how using the creative medium of your choice can help the individual process and learn from experiences. This program also reviews how to use creative mediums to start difficult conversations.

## **Later Stage Alzheimer's Disease: Optimal Care and Comfort at the End of Life**

**(#1341) 67 minutes**

*1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Arlene Lowney, RN, MBA**

The stages of Alzheimer's Disease all bring their various levels of assessment, but none are more important than at the late stage of the disease. Learn how to recognize and document the stages, and how to overcome major barriers to care. Staff, family and caregivers can all learn how to provide the best quality care at the Alzheimer's patient's end of life.

## **Legal Series: Pre-Hospice Care**

**(#375) 68 minutes**

*1.1 contact hours / Continuing Nursing Education*

**Mary Michal, JD**

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.

## **Levels of Care: An Overview for Hospice Staff**

**(#277) 63 minutes**

*1.0 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Sally Okun, RN, MHHS**

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.

## **Loss, Grief & Faith: A Guide for Professionals**

**(#1122) 87 Minutes**

*1.4 contact hours / Continuing Nursing Education / Social Work Clock Hours*

**Kathleen J. Rusnak B.A., M.Div., S.T.M., Ph.D.**

The bereaved, who believe in God, often deny themselves the natural response to loss and grief. For others, the death of a loved one can prompt a deep crisis in faith. This presentation helps the professional caregiver when faced with bereaved clients whose loss raises grief dilemmas. Professional caregivers who have a religious faith must suspend their own belief/faith assumptions to be of help, while those without a faith tradition must remain confident that they can be of help.

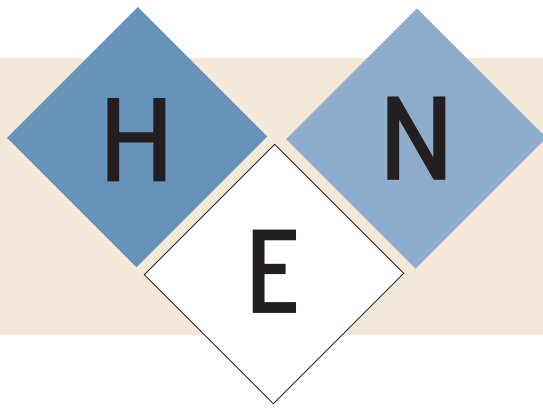
## **Management of Cardiac Devices in Hospice & Palliative Care Patients**

**(#1572) 52 Minutes**

*0.8 contact hours / Continuing Nursing Education*

**Jatin Dave, MD, MPH**

Management of implantable cardiac devices (pacemakers and defibrillators) in patients with limited life expectancy is becoming increasingly common. Current guidelines do not include the management of these devices in patients with non-sudden death. This presentation reviews recent literature and presents a case-based review on ethical, technical and regulatory aspects of managing cardiac devices including deactivation in hospice and palliative care patients.



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## **Managing Stress, Boundaries and Burnout**

**(#196)** 63 minutes

*1.0 contact hours/ Continuing Nursing Education/Social Work Clock Hour/ Counseling Clock Hours*

**Rita Wells, RN, MSN, CLNC**

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.

## **Medical Director Contracting: Hospice Physicians and the New CoPs**

**(#780)** 60 minutes

*1.0 contact hours / Continuing Nursing Education*

**Mary Michal, JD**

This course provides a summary of Medicare requirements for employed and contracted physicians, fraud and abuse considerations, state law issues and key physician contracting issues. This course provides needed guidance to hospices regarding how to ensure their hospice is in compliance with federal regulations and is aware of the risk areas in terms of anti-kickback, inherent in these relationships. The anti-kickback safe harbor is also explored.

## **Medical Directors: It Takes a Village: Engendering Community Physician Support For End-Of-Life Care**

**(#611)** 58 minutes

*0.9 contact hour / Continuing Nursing Education*

**Daniel Maison, MC, FAAHPM**

Hospice is dependent on referrals from physicians. Physician buy-in is essential

for the survival of your hospice. This course explores how to generate and sustain buy-in from the physicians served by your hospice. Real life examples and practical applications of the concepts taught are presented. Common challenges as well as ways to overcome those challenges are also explored. Further, this presentation discusses how to assess the effectiveness of your current efforts as well as gauge the success of future efforts.

## **Medical Directors: A Physician's Role in Organizational Culture Change during Open Access**

**(#610)** 55 minutes

*0.9 contact hour / Continuing Nursing Education*

**Daniel Maison, MC, FAAHPM**

Hospices greatly expanding the scope of services provided. Many are embracing Open Access. Effective coordination with the physician staff before, during, and after the roll out of open access is essential to the success of the endeavor. This session explores how to approach the implementation of open access with a special focus on the physician's role in this process. Likely challenges as well as potential solutions are presented. Real life examples are used to illustrate and reinforce the concepts taught.

## **Medical Directors: Plumbing The Depths: Local Physician Recruitment For Your Hospice Program**

**(#612)** 47 minutes

*0.8 contact hour / Continuing Nursing Education*

**Daniel Maison, MC, FAAHPM**

Hospices are now further integrating physicians into their clinical practice. With new opportunities come new challenges. Physician recruitment is one of the main road blocks to establishing an effective Medical Services Department. Often

times, the physicians you need are in your own backyard. This program explores strategies to effectively recruit physicians to work for your program. Challenges and strategies to overcome these challenges are also presented. Real world examples are shared to illustrate and reinforce concepts taught.

## **Medical Directors: Staff Empowerment Through Extemporaneous Educational Opportunities**

**(#613)** 60 minutes

*1 contact hour / Continuing Nursing Education*

**Daniel Maison, MC, FAAHPM**

Hospices are under increasing financial pressures. Often times, the first programs to be scaled back are educational resources. Whether internal classes or sending staff to conferences, hospices are often faced with tough choices with which things to fund. This program explores the likely multiple opportunities for staff education that occur daily on an informal basis. Specific examples of likely missed chances for education are presented as well as ways to take advantage of your staff's knowledge and the potential positive impact on all of your staff by best utilizing these opportunities.

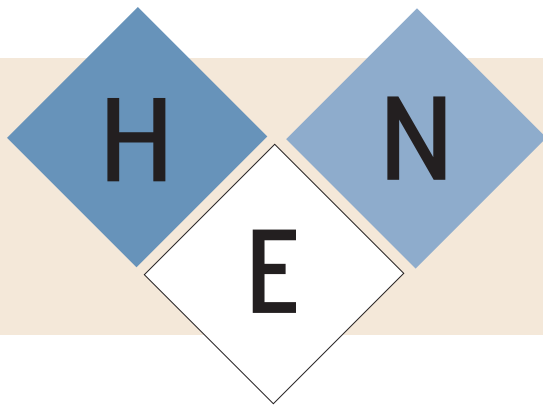
## **Medical Directors: The Medical Director's Role In Organizational Excellence**

**(#609)** 48 minutes

*0.8 contact hour / Continuing Nursing Education*

**Daniel Maison, MC, FAAHPM**

The environment in which hospice finds itself is rapidly evolving. From changes in regulation to external market factors to changes in healthcare as a whole, the challenges presented are enormous. This session will explore the potential benefits to further and more completely integrating physician presence into the day by day



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operation of your hospice. Challenges as well as strategies to overcome these challenges will be presented. Real world examples will be used to reinforce and demonstrate the concepts.

## **Medicare Hospice Benefit UPDATED!**

**(#652) 83 minutes**

*1.3 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours*

**Heather P. Wilson, Ph.D.**

This presentation provides a thorough description of aspects of the Medicare Hospice Benefit that are important for all staff to know in order to perform their jobs more effectively. A review of features of the Medicare Hospice Benefit, including eligibility, election, certification and re-certification of terminal illness and levels of care help hospice staff better understand how hospice care is provided and organized.

## **Methadone for the Treatment of Pain in Hospice and Palliative Care**

**(#1646) 72 minutes**

*1.2 Continuing Nursing Education*

**Gail Gazelle, MD, FACP, FAAHPM.**

This module reviews the pharmacological properties of methadone and walks the learner through the often complex practice of conversion from more traditional opioids. It also addresses ongoing titration to achieve maximum effectiveness.

## **Methadone for Pain in Hospice and Palliative Care: A Complex Medication**

**(#1647) 69 minutes**

*1.1 Continuing Nursing Education*

**Gail Gazelle, MD, FACP, FAAHPM.**

Developed specifically for the hospice nurse, this module guides the learner through the pharmacology, side effects and effective use of methadone. Also included is a discussion of methods to help

dispel the common myths related to the use of methadone which often impact the patient and family's willingness to try this modality.

## **New to Bereavement? Everything You Wanted to Know in 60 Minutes or Less**

**(#1569)**

*60 minutes*

*1.0 contact hours / Continuing Nursing Education / Social Work Clock Hours / Continuing Education Clock Hours*

**Nancy Sherman, LICSW**

This presentation assists participants new to bereavement work in offering services that meet client needs and are compliant with regulations. It describes the major bereavement standards, implementation methods and best practices related to each. Review of the scope of service, CoPs related to bereavement, NHPCO bereavement guidelines, documentation, plans of care, volunteer involvement, and measurement of quality are covered.

## **Non-Pharmacological Approach to Managing the Dyspneic Patient: The Patient and Family in Times of High Anxiety**

**(#845) 65 minutes**

*1 contact hours Social Work Clock Hours*

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

This course is designed to create a greater understanding of the social worker's role in working with dyspneic patients and families. Anxiety is often a major component of the dyspneic patient and family's life and often spills over into the helpless practitioner's life. Ways in which the social worker can assist with managing such symptoms are identified and explored. Ideas and options for the family members to learn are also identified.

## **Nutrition at End-of-Life**

**(#654) 34 minutes**

*0.5 contact hours / Continuing Nursing Education*

**C. Andrew Martin, MS, RN, CHPN**

Not providing food and water at end-of-life may be difficult for care givers, whether they are family or healthcare professionals. Learn activities that may assist care givers in providing nutritional and emotional support, both prior to and during this time. Personal nutritional choices, cultural considerations, and ethical issues are also explored.

## **Pain Hurts Everyone: Managing and Understanding Pain**

**(#208) 55 minutes**

*0.9 contact hours/Continuing Nursing Education*

**Tani Bahti, RN, CT, CHPN**

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 examine the impact of unrelieved pain, common myths, and the evaluation and treatment of pain.

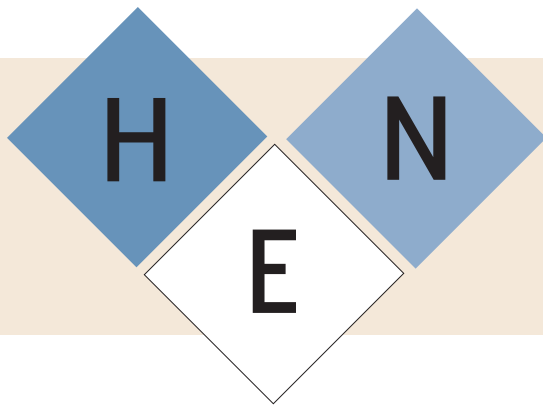
## **Pain Management in Hospice: Part 1**

**(#544) 55 minutes**

*0.9 contact hours / Continuing Nursing Education*

**Gail Gazelle, MD, FACP, FAAHPM**

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



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addiction and how it differs from physical dependence.

## **Pain Management in Hospice: Part 2 (#546)** 43 minutes

0.7 contact hour/ Continuing Nursing Education

**Gail Gazelle, MD, FACP, FAAHPM**

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)** 57 minutes

0.9 contact hour / Continuing Nursing Education

**Gail Gazelle, MD, FACP, FAAHPM**

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 for converting from one opioid to another and walks the viewer through the process of opioid conversion using hospice specific case studies.

## **Palliative Care Meetings: A Periscope View (#1571)** 71 minutes

1.1 contact hours / Continuing Nursing Education / Social Work Clock Hours / Continuing Education Clock Hours

**Rosemary Crawford, RN, MSN**

In the realm of advancing illness, patients and families face uncertainty of symptom management and decision support needs. This presentation explores how palliative care meetings provide a structured format for navigational assistance to patients, sig-

nificant others, and providers for decision support and continuity of care.

## **Part of Me Died, Too (#1589)** 61 Minutes

1.0 contact hours / Continuing Nursing Education / Social Work Clock Hours / Counseling Clock Hours

**Virginia "Ginny" Fry, MA**

This course offers ways to explain death to children and help them through the death of a parent or sibling. Through the use of art and creative techniques, children and teens can explore their feelings, learn, and cope.

## **Patient's Rights**

**(#239)** 37 minutes

0.6 contact hour

**Heather Wilson, PhD**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on the legal and ethical requirements related to promoting, protecting, and honoring the rights of hospice patients and their families/caregivers..

## **Performance Improvement Projects (PIPs)**

**(#833)** 69 minutes

1.1 Contact Hours / Continuing Nursing Education

**C. Andrew Martin MS, RN, CHPN**

Conducting Performance Improvement Projects is a regulatory standard under the Conditions of Participation (CoPs). This presentation, from a former QAPI Coordinator, who has been actively engaged on the QAPI frontlines, walks you through what you need to know and what you need to do to conduct a successful PIP. 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) are explored. By the conclusion of this presentation, you will discover the key elements for conducting PIPs, both clinically and operationally.

## **The Physician Narrative**

**(#1616)** 56 minutes

0.7 Continuing Nursing Education

**Gail Gazelle, MD, FACP, FAAHPM.**

Dr. Gazelle's experience as a hospice Medical Director and her clear and concise presentation style will help the entire IDG, and especially hospice physicians, better understand how meeting the requirements of the face-to-face encounter can strengthen documentation of patient eligibility and improve patient care.

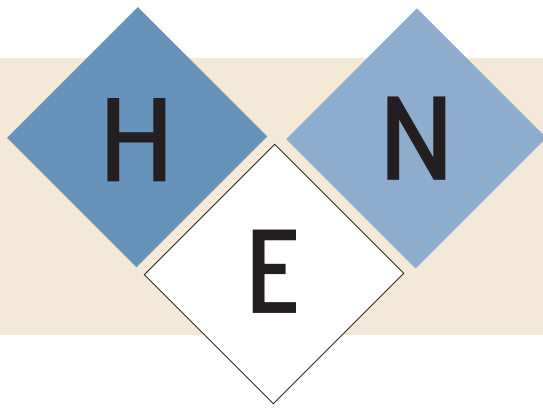
## **The Practitioner Role in End of Life Geriatric Care**

**(#846)** 85 minutes

1.4 contact hours / Continuing Nursing Education / Social Work Clock Hours

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

This course is designed to explore the practitioner's role when working with end of life geriatric patients. Geriatric patients and families at times require the practitioner to learn and utilize a different set of skills. Many practitioners fall into the trap of thinking they can care for all types and ages of patients without gaining further knowledge. Issues such as attitude, knowledge and assessment will be explored. Fears of the end of life geriatric patient will also be explored and then described in terms of what may make a better death for the patient and family. Finally, this course will challenge the practitioner to consider their current skill level in caring for the geriatric patient.



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## **Professional Boundaries in Hospice Care (#222) 43 Minutes**

*0.7 contact hours / Continuing Nursing Education*

**Paul Thayer, M.Div., D.Min**

This course 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.

## **Prognostication in End of Life**

**(#1197) 56 minutes**

*0.9 contact hours / Continuing Nursing Education*

**Janet Bull, MD**

Prognostication is both an art and a science, and learning the necessary skills to predict life expectancy is vitally important to determine hospice eligibility. In this presentation we will discuss the four different pathways leading to death, and the role of nutritional, cognitive and functional status that contribute to decline. We will examine the different prognostication tools that are available to use in decision making. The role of co-morbidities and secondary conditions will be discussed. We will take an in-depth look at the most common disease states and examine the evidence basis for prognostication compared to current LCD policies.

## **Providing Hospice to Residents of a SNF/NF or ICF/MR**

**(#824) 69 minutes**

*1.1 contact hours / Continuing Nursing Education*

**Susan Balfour, RN**

This course provides an overview on 418.112 structure, with focus on the CoP and the 6 standards, care plans, orientation of staff and pitfalls to avoid.

## **Psychological Factors at the End of Life (#228) 52 minutes**

*0.8 contact hours / Continuing Nursing Education*

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

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

## **Psychosocial Assessment, Intervention and Treatment Planning**

**(#847) 76 minutes**

*1.2 contact hours / Social Work Clock Hrs*

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

This course is designed to explore the social worker's role in assessment, intervention and treatment planning. Components of a quality psychosocial assessment will be identified as well as the relevance of the psychosocial assessment to the IDG. Social workers also need to understand their role in enhancing the psychosocial assessment so that the client and family receive the best possible psychosocial care. Participants will gain a deeper understanding of the importance the psychosocial assessment has for the entire interdisciplinary team.

## **Quality of Life Issues: Challenges and Opportunities**

**(#209) 17 Minutes**

*0.3 contact hours*

**Tani Bahti, RN, CT, CHPN**

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 bur-

den, 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.

## **QAPI: Developing and Implementing a QAPI Program**

**(#828) 86 minutes**

*1.4 contact hours / Continuing Nursing Education*

**Melanie Merriman, MBA, Ph.D.**

The viewer is introduced to the development and implementation of a QAPI Plan. Issues like structure and data elements will be discussed, as well as taking action, team member/roles, pilot studies and continued monitoring.

## **QAPI Series - Session 1: Introduction to QAPI**

**(#513) 44 minutes**

*0.8 contact hour*

**Heather P. Wilson, Ph.D.**

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.

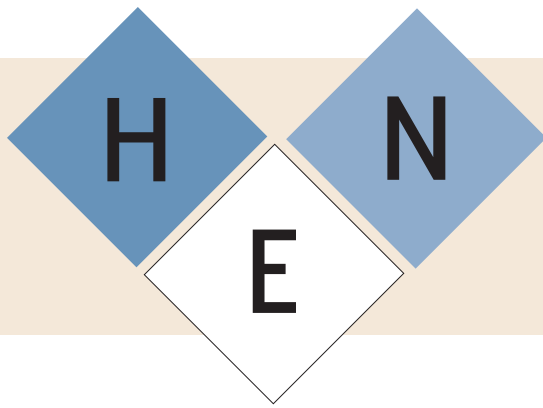
## **QAPI Series Session 2: Program Data and Performance Measures**

**(#514) 40 minutes**

*0.8 contact hour*

**Melanie Merriman, MBA, Ph.D.**

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 are provided.



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## **QAPI Series - Session 3: Program Activities (#515) 57 minutes**

*1.0 contact hour*

**Melanie Merriman, MBA, Ph.D.**

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*

**Heather P. Wilson, Ph.D.**

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*

**Melanie Merriman, MBA, Ph.D.**

To provide viewers with an Understanding of 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*

**Melanie Merriman, MBA, Ph.D.**

The QAPI Condition of Participation comes with both challenges and opportu-

nities 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: What Hospices Need to Know and Do (#827) 94 minutes**

*1.5 contact hours / Continuing Nursing Education*

**Melanie Merriman, MBA, Ph.D.**

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 are provided.

## **Regulated Medical Waste Management (#1860) 23 minutes**

*0.3 contact hours*

**Terri Maxwell, PhD**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on the proper handling and disposal of sharps and contaminated items. Drug disposal in the home is also briefly covered.

## **Religious Beliefs and Traditions at the End of Life (#830) 84 minutes**

*1.4 contact hours / Continuing Nursing Education / Social Work Clock Hour / Counseling Clock Hours*

**Lev Ba'esh, Rabbi, JD, MHL**

This course provides a general overview of the death rituals for the most common religions in the U.S, explaining basic be-

liefs and traditions, how each group handles the body after death, and information on the preparation and viewing of the body.

## **Safety in the Home (#220) 46 minutes**

*0.7 contact hours*

**Joy Berger, FT, DMA, BCC, MT-BC**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on educating patients, families, and caregivers on safety issues that can be found in the home. Prevention and education are highlighted in this course.

## **Safety in the Workplace (#1859) 45 minutes**

*0.7 contact hours*

**Joy Berger, FT, DMA, BCC, MT-BC**

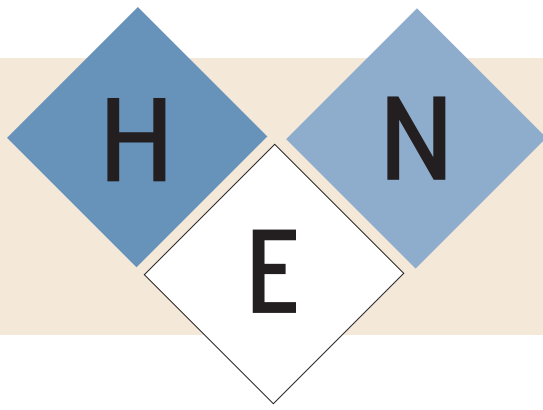
This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on prevention & creating awareness of possible accidents in the workplace. Also briefly covered is back safety and ergonomics.

## **Sexual Harassment (#186) 26 minutes**

*0.4 contact hours*

**Terri Maxwell, PhD, APRN**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on the recognizing, preventing and what to do when sexual harassment occurs in the workplace and in the patient's home.



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## **Social Work Boundaries as an Ethical Consideration**

**(#840) 72 minutes**

*1.2 contact hours / Social Work Clock Hours*

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

This course is designed to create a greater understanding of how to maintain boundaries while working in end of life care. It will provide an understanding about boundary expectations. Participants will be challenged to consider when they have been in a boundary violation and what they did to resolve the violations. A deeper understanding about the resolve/outcomes of that violation will be considered in order to assess one's best future course of action.

## **Social Work Ethics in End of Life Care**

**(#843) 126 minutes**

*2.1 contact hours / Social Work Clock Hours*

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

This course is designed to explore the responsibility of the social worker in understanding their professional ethical standards and how they relate to every day end of life care. Explanation of why ethical considerations are important will be discussed, as well as exploration of when the participant's own ethics may be blurred. Participants will be encouraged to participate in self exploration for a greater understanding of future personal growth.

## **Social Work Leadership in Hospice Care**

**(#842) 68 minutes**

*1.1 contact hours / Social Work Clock Hours*

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

This course is designed to explore the social workers' role in understanding their responsibility to LEAD in the organization. Key leadership principles will be explored along with ways in which the interdisciplinary team can be enhanced by strong effective social work leadership. Barriers that cause interdisciplinary teams from performing their best will be explored & the responsibility the social worker has to eliminating those barriers will be identified.

## **Strategies to Maintain Effectiveness - Indicators of the Need to Step Away**

**(#844) 83 minutes**

*1.3 contact hours / Social Work Clock Hours*

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

This course is designed to explore the practitioner's role in understanding compassion fatigue and how it affects peers and self. Participants will explore practices that lead to compassion fatigue and self check to gain a better understanding of one's own compassion fatigue levels. Discussion about how to avoid such practice as well as how to maintain a healthy work/personal life balance will be explored.

## **Through the Fire: A Dying Exercise**

**(#205) 18 minutes**

*0.3 contact hours*

**Tani Bahti, RN, CT, CHPN**

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.

## **Tools, Tools, and More Tools to Help the Grieving**

**(#1098) 61 minutes**

*1.0 contact hours/Continuing Nursing Education/Social Work Clock Hours/Counseling Clock Hours*

**Douglas C. Smith, M.Div., M.A., M.S.**

This program focuses on practical tools to use with people experiencing grief and anticipatory grief. The program begins with a short outline of important basic assumptions in applying the tools as well as an explanation of important information that needs to be gathered from clients to assess their suitability for certain tools.

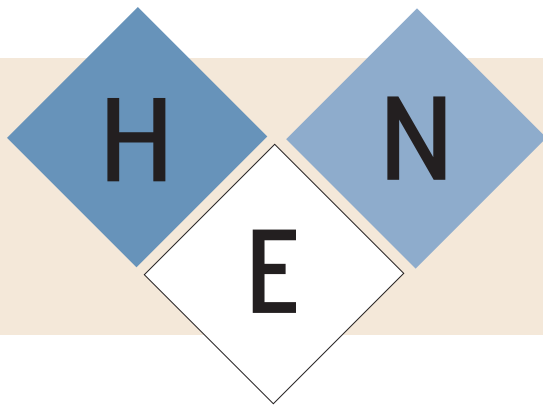
## **Trajectory of Illness, Stages of Dying**

**(#240) 58 minutes**

*0.9 contact hours / Continuing Nursing Education*

**Sally Okun, RN, MHHS**

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.



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## **Understanding Hospice Scrutiny**

**(#1540) 80 minutes**

*1.3 contact hours*

**Heather Wilson, PhD**

This presentation discusses the history and origins of scrutiny as it relates to hospice. How scrutiny is related to and the differences between payment and patient health/safety is also covered as well as the myriad of agencies responsible.

## **Virtual Dreams: Getting Clients to Open Up Quickly and In Depth**

**(#1099) 28 minutes**

*0.46 contact hours/ Counseling Clock Hours*

**Douglas C. Smith, M.Div., M.A., M.S.**

This program explores a technique being developed by Doug Smith and Bob Neimeyer on how to get hospice patients to talk about their serious thoughts and feelings very rapidly so caregivers can take full advantage of limited time. Although the technique is quite new, it has already been presented and tested by Doug and Bob in the US, Australia, England, Ireland, and New Zealand. This technique can be custom designed to address any issue being faced by the terminally ill and the grieving.

## **Visit Reporting Series CR5567: Part 1: Get Ready. Get Smart.**

**(#572) 80 minutes**

*1.3 contact hours / Continuing Nursing Education*

**Martha Tecca, MBA**

This course reviews CMS Change Request 5567, which requires hospices to report staff visits and charges on Medicare hospice claims for payment for services beginning July 1, 2008. It shares consensus interpretation of the refined requirements and approaches to addressing ongoing challenges. Emphasis will be placed on optimizing the strategic impact of CR 5567.

## **Visit Reporting Series CR5567: Part 2: Do It Now. Do It Right. The Centerpiece for a Strong Data Strategy.**

**(#573) 80 minutes 1.3 contact hours / Continuing Nursing Education**

This course complements CR 5567 – The CMS Claims Visit Reporting Series, going beyond the payment requirements to address how the specified data plays a key role in strong data-driven hospice management. A full understanding of staffing and other patient care resource utilization demands a broad set of consistently-captured and reported data. This course identifies data elements, discusses data management strategies, and demonstrates analysis that will help hospices both prove the value of their services and improve those services over time.

## **Withholding, Withdrawing Treatments**

**(#1038) 45 Minutes**

*0.7 contact hours / Continuing Nursing Education*

**Patrick L. Clary, MD**

A physician with more than 20 years of experience in hospice and palliative medicine presents his approach to the most difficult issues this specialty encounters.

## **Working with Challenging Cases: A Problem Solving Model for Social Workers**

**(#1151) 72 Minutes**

*1.2 contact hours / Social Work Clock Hours*

**Gary Gardia, M.Ed., LCSW, CT**

This course provides a guideline for effective problem solving and discusses common obstacles, scope of practice, critical thinking, informed consent, decisional capacity, boundaries, policies & procedures, and team education. Challenging case studies are provided.

## **Workplace Violence**

**(#221) 35 minutes**

*0.5 contact hours*

**Joy Berger, FT, DMA, BCC, MT-BC**

This course is part of HEN's "What You Need To Know and What You Need To Do" recommended mandatory staff and volunteer training series. The focus is on recognizing and reacting to violence in the workplace - whether that be the office or the patient's home.