

PROFESSIONAL DEVELOPMENT FOR COMMUNITY HEALTHCARE PROVIDERS

Community Hospice of Northeast Florida offers a variety of in-services on end-of-life care to Northeast Florida healthcare providers. Community Hospice credentialed staff and clinical educators write and present all programs, which are available in the setting most convenient to you—at your facility or at Community Hospice.

Continuing education credit may be available for various programs. See program descriptions below to determine if credit is available for your discipline. Community Hospice is a licensed CE provider through **CE Broker, No. 50-420**.

Programs are listed in alphabetical order by title, with a separate listing for programs appropriate for long term care staff. For a list of approved presenters, see Page 5.

GENERAL HOSPICE/END OF LIFE

Death and Dying

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program offers an overview of the dying process, including stages of grief for patients and caregivers; decisions that patients with life-limiting illnesses must make; methods of coping for patients and caregivers; methods of caring for the caregiver; and signs and symptoms common to the dying process.

Hospice Overview

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour

This program highlights major milestones in history of hospice in the United States; key hospice philosophies, including palliative care; key differences among the four types of hospice care; primary care venues and hospice services available through each; benefits of hospice care to physicians, with reimbursement procedures; general hospice-appropriate illnesses and clinical end-stage indicators that justify admission to the program; and other services available to hospice patients.

Managing End-of-life Issues

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program examines the physical and psychosocial issues relevant to end-of-life care, including a discussion about end-of-life ethical concerns. Attendees also will recognize factors that distinguish curative care from palliative care and hospice care.

***NEW* Risk for Aspiration**

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour

This program describes the process of aspiration, gives risk factors for older adults, and shows how those fed by others may be at greater risk of harm. It also offers methods of prevention, leading indicators and safety measures to take when you suspect someone is aspirating.

***NEW* Nutrition and Fluids for the Dying Patient**

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program begins with a review of how nutrition and fluids are accepted differently in a dying person. It also provides benefits and drawbacks to the use of artificial nutrition and hydration for someone who is dying.

PAIN MANAGEMENT

Offering Non-Drug Options for Pain And Comfort Management

Nursing Staff: 1.0 Contact Hour

This program reviews potential benefits of non-drug therapies, as well their indications and contraindications. It also examines strategies to minimize pain and discomfort, through physical, psychological, complementary and alternative therapies.

***NEW* Assessing Pain Behaviors**

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 administrative CEU (exp. 3/11)

This program examines behavioral indicators and conditions where patients may experience pain and suffering but are unable to report it due to verbal impairment. It also provides participants with strategies to monitor and document indicators of pain and discomfort.

* This presentation replaces **Pain Assessment When Verbal Communication is Impaired**.

***NEW* Choosing and Using Pain Behavior Rating Scales**

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour

This program will help attendees identify individuals with impaired verbal communication who may be experiencing pain. It will also define pain behaviors and other indicators of pain and discomfort. Attendees will learn strategies for monitoring and documenting these indicators, with a review of several different pain scale options.

To schedule an in-service, call 904.407.5106. At least two weeks' notice is required.

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Introduction to Chronic Pain Management

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour

This program identifies the reasons for managing pain, taking into account JCAHO pain management standards and patient concerns. Also explored are patient rights regarding pain; factors affected by pain and that contribute to pain; barriers to adequate pain management; components of pain assessment; and principles of pain management.

* This presentation replaces **Pain Management 101**.

Advanced Chronic Pain Management for Nurses

Nursing Staff: 1.0 Contact Hour

As the follow-up to Introduction To Chronic Pain Management, this program identifies medications used for pain management according to pain type; describes side effects of NSAIDs, adjuvants and opioids; identifies principles used to determine opioid doses; offers alternative routes for pain medication administration; explains the sedation scale and how it is used; discusses abstinence syndrome and principles for management; and reveals non-pharmacologic methods for pain management.

* This presentation replaces **Pain Management 102**.

HOSPICE ADMISSION CRITERIA

Referral to A Hospice Program When An Individual Has Cancer Or HIV Disease

Nursing Staff: 1.0 Contact Hour

This program reviews the clinical criteria used to determine appropriateness of a referral to a hospice program for patients with advanced cancer or HIV/AIDS. It also illustrates how criteria for these diagnoses can be interpreted by the clinician.

Referral to A Hospice Program When An Individual Has A Neurological Disease Or ALS

Nursing Staff: 1.0 Contact Hour

This program reviews the clinical criteria used to determine appropriateness of a referral to a hospice program for patients with Alzheimer's Disease and Related Dementias or Amyotrophic Lateral Sclerosis. It also illustrates how criteria for these diagnoses can be interpreted by the clinician.

Referral to A Hospice Program When An Individual Has Cardiac Or Pulmonary Disease

Nursing Staff: 1.0 Contact Hour

This program reviews the clinical criteria used to determine appropriateness of a referral to a hospice program for patients with heart disease or pulmonary disease. It also illustrates how criteria for these diagnoses can be interpreted by the clinician.

Referral to A Hospice Program When An Individual Has Renal Failure Or Liver Disease

Nursing Staff: 1.0 Contact Hour

This program reviews the clinical criteria used to determine appropriateness of a referral to a hospice program for patients with liver disease or end-stage renal disease. It also illustrates how criteria for these diagnoses can be interpreted by the clinician.

Referral to A Hospice Program When An Individual Has Stroke Or Coma

Nursing Staff: 1.0 Contact Hour

This program reviews the clinical criteria used to determine appropriateness of a referral to a hospice program for patients with stroke or coma. It also illustrates how criteria for these diagnoses can be interpreted by the clinician.

PSYCHOSOCIAL ISSUES

Adapting To Loss: Journey to Healing

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program starts by outlining the differences between *grief*, *bereavement* and *mourning*. Attendees also will learn the varieties and characteristics of normal and complicated grief for adults; appropriate coping strategies, the therapist's role, new insights in grief theory, and bereavement services provided by a hospice organization.

* This presentation replaces **Grief, Loss And Bereavement**.

Adapting To Loss: Helping Others Find Hope During The Holidays

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program is offered prior to the holiday season by Community Hospice bereavement specialists. It defines and differentiates *grief*, *bereavement* and *mourning*; reviews the characteristics of normal and complicated grief for adults; and provides a toolkit of strategies and activities for coping with holiday grief.

* This presentation replaces **Hope For The Holidays**.

NEW Recognizing and Managing Depression in the Long Term Care Resident

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program begins by exploring the signs and symptoms of major depression, including the most effective diagnostic

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criteria for identifying its occurrences within long term care residents. It also identifies risk factors in developing depression in these residents, along with effects and appropriate treatment options.

NEW Effective Grieving in the Long Term Care

Setting

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program defines grief—its stages, signs/symptoms and tasks—and contrasts it with mourning. It also examines ways of identifying and managing grief reactions experienced by long term care facility staff and residents.

SPIRITUALITY

Spirituality and the Care Of The Older Adult

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program provides an in-depth look at how we conceptualize the terms *spirituality*, *religion* and the *older adult*. It reviews the elements of a spiritual assessment and what life issues figure prominently in the aging process. Spiritual themes and tasks related to aging will be highlighted, along with specific ways to address spiritual issues in the older adult. The program will close with a look at the roles of a Community Hospice spiritual counselor.

Spiritual Issues at the End of Life

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program opens with a look at the terms *spirituality* and *religion* and how they compare and contrast through use of examples. It also reviews several models for conducting a spiritual assessment (SPIRIT, FICA, FAITH, etc.). Common spiritual issues at the end of life will be revealed, along with signs of spiritual distress and appropriate interventions for resolving them.

END-OF-LIFE COMMUNICATION

Advance Directives

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program offers a definition of advance directives; distinguishes between AD and the do-not-resuscitate order; describes the *Five Wishes* living will and its use; reviews myths

and FAQs about AD; identifies factors that may influence one's willingness to participate in AD planning; and describes Community Hospice's advance care planning programs.

Bad News Is a Bear: Having the Discussion

Nursing Staff: 1.0 Contact Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program stresses the importance of communicating news of a terminal diagnosis in an appropriate manner. It identifies the components in the six-step process of delivering bad news; offers appropriate measures to complete each of the six steps; and ways to apply this protocol to communicate any news.

* This presentation replaces **Communicating The Bad News**.

Diversity Awareness in End-of-life Care

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program examines our diverse American culture and how it can influence caregivers, patients and families, relationships among team members, patients and families, clinical care and decision making at the end of life.

NEW Communication with Impaired Patients

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program examines communication barriers for patients with visual or hearing impairments or a diagnosis of dementia or aphasia. It also offers practical tips to caregivers on how to improve communication with these patients.

ETHICS

Ethics of End-of-life Care

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program defines *ethics* and *ethical dilemmas*; distinguishes between ethics, morals, and values; defines the basic principles of ethics; identifies ethical issues common at the end of life; relates the American Nurses' Association and the National Association of Social Workers' positions on end-of-life issues to the principles of ethics; and discusses advance directives as a reflection of the ethical principle of autonomy.

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NEW **HBO'S "THE ALZHEIMER'S PROJECT"**

Community Hospice has consolidated excerpts from this critically acclaimed documentary series into five hourlong video presentations and facilitated discussions led by our clinical staff.

For each presentation in this series:

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

In the Beginning – Early-Stage AD

This program reviews behaviors tied to early-stage Alzheimer's Disease (AD), highlights concerns of caregivers and care receivers and examines issues of independence, communication, sense of self, changing roles and an unknown future.

The Caregivers

This program reveals the challenges of Alzheimer's caregivers, common losses experienced by these caregivers and their care receivers, and offer successful coping strategies for both groups.

The Long Haul – Late-Stage AD

This program will review behaviors associated with late-stage AD, highlight communication and role changes for both, and review in-depth communication, safety and behavior strategies.

The Science of Alzheimer's Disease – Part 1

This program reviews risk factors for AD, discusses the role of amyloid-beta in the disease progression, and contrasts genetic mutations between early-onset with late-onset AD.

The Science of Alzheimer's Disease – Part 2

This program compares techniques used to visualize AD pathology, outlines strategies to halt or reverse the disease effects, and reveals non-drug strategies to minimize AD-related cognitive impairment.

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PROFESSIONAL DEVELOPMENT FOR COMMUNITY HEALTHCARE PROVIDERS: LONG TERM CARE

NEW Effective Grieving in the Long Term Care

Setting

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program defines grief—its stages, signs/symptoms and tasks—and contrasts it with mourning. It also examines ways of identifying and managing grief reactions experienced by long term care facility staff and residents.

PALLIATIVE CARE EDUCATION RESOURCE TEAM*

Communication at the End of Life

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program describes the basic principles of communication at the end of life, including factors that influence communication, effective ways of addressing family and resident concerns, and dealing with conflicts. The program also explores individual communication styles and communication within the interdisciplinary team.

Cultural Dimensions In End-of-life Care

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program examines our diverse American culture and how it can influence caregivers, residents and families, relationships among team members, residents and families, clinical care and decision making at the end of life.

Ensuring Quality End-of-life Care

Continuing education credit will not be provided for this program

This program focuses on the principles of Quality Improvement, Quality Assurance and Continuous Quality Improvement. It also describes one process plan that can be used for quality improvement projects, FOCUS/PDSA. At the conclusion, attendees should be able to identify three areas for improving end-of-life care in their facility.

Ethical Issues at the End of Life

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program defines ethics, morality and ethical dilemma, as well as the ethical principles of autonomy, beneficence, nonmaleficence and justice. It discusses common ethical dilemmas that arise in end-of-life care, as well as a process for making decisions involving ethical issues and how to apply it in end-of-life dilemmas.

Goals of Care: A Focus on Licensed Staff

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program describes the reasons for timely, complete identification of resident/family goals, values and wishes. It also defines advance directives (AD) and its different types and describes the evolution and purposes of AD. Attendees will learn about the decision-making processes involved at the end of life and how to assess whether or not a resident is capable of making informed choices. *This program is designed for licensed nursing staff and social service professionals.*

Goals of Care: A Focus on the Nursing Assistant

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program explains why it is important to identify and communicate resident/family goals, values and wishes. It describes the types of decisions that are made at the end of life and how they are made, with a discussion on advance directives and the different types of AD available. *This program is designed for nursing assistants.*

Grief and Bereavement

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program asks attendees to explore their feelings and beliefs about death. It also defines loss and grief and describes symptoms of complicated grief, appropriate interventions with grieving persons, and factors that influence staff grief.

Hospice Care

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour

This program describes the continuum of care available to residents at the end of life. Attendees should be able to articulate the five benefits to the nursing facility when collaborating with hospice, as well as describe the four levels of care available to Medicare Hospice Benefit recipients.

Nondrug Symptom Management

Nursing Staff:	1.0 Contact Hour
Nursing Assistants:	1.0 Training Hour
Licensed Mental Health Professionals:	1.0 CEU (licensure exp. 3/2011)

This program describes the reasons for using different types of therapies to relieve end-of-life symptoms, including special considerations and precautions for using specific nondrug therapies. It will also demonstrate the use and teaching of several nondrug techniques.

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An Overview of Pain Management in the Long-term Care Setting

Nursing Staff: 1.0 Contact Hour

This program defines the basic principles of pain management and reviews the categories, uses and major side effects of analgesics and adjuvants used to treat pain. Attendees will learn the process of calculating equianalgesic and breakthrough dosing and discuss special considerations concerning use of analgesics in the elderly.

Pain Assessment in Older Adults and In the Cognitively Impaired

Nursing Staff: 1.0 Contact Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program begins by defining pain and its different types. It explores key elements of pain assessment reporting when communicating with physicians about a resident's pain, along with the elements of a complete pain assessment for an elderly resident. Attendees also will learn methods to assess pain in cognitively impaired residents.

Philosophy of End-of-life Care

Nursing Assistants: 1.0 Training Hour

This program describes the philosophies of palliative, hospice and long-term care and identify issues that hinder or facilitate the provision of end-of-life care in nursing homes.

Role of the Nursing Assistant: Pain Management

Nursing Assistants: 1.0 Training Hour

This program examines the four roles of the nursing assistant in end-of-life care. It also reviews pain, the difference between acute and chronic pain, common side effects of medications used to treat pain and elements of pain observation.

Self-Care Management

Continuing education credit will not be provided for this program

This program describes sources of stress in caring for residents and families at the end of life, as well as ways to minimize and deal with the stresses involved in their care.

Spiritual Considerations at the End of Life

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour
 Licensed Mental Health Professionals: 1.0 CEU (licensure exp. 3/2011)

This program defines spirituality and describes the differences between religion and spirituality. It discusses various spiritual responses to suffering and terminal illness, as well as appropriate responses to a person experiencing spiritual distress at the end of life. It describes the elements of a spiritual assessment and the role of the chaplain/spiritual counselor at the end of life.

Symptom Management

Nursing Staff: 1.0 Contact Hour
 Nursing Assistants: 1.0 Training Hour

This three-part program reviews the distinct symptoms of delirium, dyspnea and respiratory secretions:

Delirium – This section defines confusion and delirium, the etiologies of delirium, key components of an assessment, and both nonpharmacologic and pharmacologic interventions for symptom control.

Dyspnea – This section defines dyspnea, its common causes at the end of life, how to assess for it, and both nonpharmacologic and pharmacologic interventions.

Respiratory Secretions – This section describes the etiology of moist, both nonpharmacologic and pharmacologic interventions for symptom control, as well as palliative treatment options.

* Palliative Care Education Resource Team (PERT) programs are used with permission. © 2004 PERT Program (Swedish Medical Center, Seattle, Wash.)

Community Hospice of Northeast Florida Approved Presenters

All above courses will be presented by one of the following Community Hospice staff members: Belena Adkins, RN CHPN; Brent Beard, M.Div.; Deb Bowman, RN BSN CHPN; Kimberly M. Brown, LMHC; J. Britt Bullard, MSN ARNP; Cathy Carpenter, RN; M. Kathleen Ebener, Ph.D. RN; Mary Collins Fortson, RN BSN CHPN; Rebecca Goff, RN; Denise Greene, RN; Wanda P. Griffiths, RN; Betty Harper, RN; Lois-Anne Isabelle, RN; Lee Ann Johnson LCSW CT; Marilyn Jones, MA LMHC; Stephen Kavanagh, LMHC; Carl Kyle, D.Min., BCC; Jess McCrosky, D.Min.; Roxanne Miller, LCSW; Ruth Pinder, LCSW; Linda Riesterer, LMHC; Linda Ritchie, RN CHPN

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