

Long-Term Care Conference 2017:

Supporting the Health Care Team



Eligible nursing staff, nursing home administrators and licensed mental health professionals will earn CE credit. Breakfast and lunch will be served, and registration is free!

AGENDA

All presenters are Community Hospice & Palliative Care staff. See continuing education details on the back of this flier.

8 - 8:30 a.m.	Registration & Breakfast
8:30 - 8:45 a.m.	Welcome and Announcements Bobbie Hoover, Director of Long Term Care
8:45 - 9:45 a.m.	Coaching: How to Take Care of Your Team Patrice Symms, Nurse Educator
9:45 - 10 a.m.	Break
10 - 11 a.m.	Team Communications Deborah Kainauskas, BSN, RN, CHPN Nurse Educator
11 a.m. - Noon	Advance Directives/Honoring Choices® Florida Bonnie Bedenbaugh Manager, Advance Care Planning
Noon - 1:15 p.m.	Lunch & Learn Session: Demystifying Hospice Finances Janie Beals, Patient Accounting Manager
1:15 - 2:15 p.m.	Cultural Considerations with Advanced Illness Brittany Sweatt, Nurse Educator
2:15 - 2:30 p.m.	Break
2:30 - 3:30 p.m.	Grief Reactions of Health Care Staff Monique Scavelli, LMHC Bereavement Counselor
3:30 - 4:30 p.m.	Compassion for the Caring Staff Doug Schilling, LCSW, ACHP-SW Manager, Professional Development
4:30 p.m.	Closing Remarks

Please join your colleagues at Community Hospice & Palliative Care for our 2017 provider education event.

This year's professional development program will focus on ways to build strong, productive and compassionate health care teams focused on the needs of residents and families.

Wednesday, June 28, 2017

Registration &
Breakfast 8 to 8:30 a.m.

Program 8:30 a.m. to 4:30 p.m.

*Charles M. Neviasser Educational
Institute of Community Hospice &
Palliative Care*

4266 Sunbeam Road, Bldg. 100
Jacksonville, FL 32257

Presented by:



Conference meals provided by:



RSVP to 904.407.7192 or register online by Friday, June 23 at <http://bit.ly/ltcspring17>.

CONTINUING EDUCATION

To receive credit, attendees must provide their license number and credentials at sign-in and remain for all sessions. *Partial credit will not be available.*

Community Hospice & Palliative Care is a licensed CE provider through CE Broker, No. 50-420.

- 6.0 continuing education credits are available through Community Hospice & Palliative Care for nurses, nursing assistants, nursing home administrators and licensed mental health professionals.
- Certificates of attendance are available for other disciplines.

LEARNING OBJECTIVES FOR SESSIONS APPROVED FOR CONTINUING EDUCATION CREDIT

Coaching: How to Take Care of Your Team

Upon completion of this program, participant will be able to:

- Define coaching excellence
- Identify essential elements of excellent coaching
- Summarize characteristics of excellent coaching
- Explain do's and don't's of excellent coaching
- Discuss a successful coaching interaction

Team Communication

Upon completion of this program, participant will be able to:

- Identify the benefits of effective communication
- Describe the principles of effective communication
- Discuss the use of *PEARLS* for effective communication
- Demonstrate *reflective listening*

Advance Directives/Honoring Choices[®] Florida

Upon completion of this program, participant will be able to:

- Differentiate between advance directives and advance care planning
- Identify aspects of a high-quality advance care planning program
- Recognize factors influencing resistance to participating in advance care planning
- Identify outcomes in a community with an effective advance care planning program

Cultural Considerations with Advanced Illness

Upon completion of this program, participant will be able to:

- Discuss how culture affects end-of-life care including its influence on decision-making
- Describe culturally appropriate care
- Identify steps to become more culturally competent
- Incorporate cultural competence into practice
- Recognize end-of-life traditions in non-dominant cultures

Grief Reactions of the Health Care Staff

Upon completion of this program, participant will be able to:

- Identify the difference between grief and mourning
- Identify common reactions of grief
- Identify how grief affects staff, patients and residents

Compassion for the Caring Staff

Upon completion of this program, participant will be able to:

- Compare and contrast signs of compassion fatigue and burnout
- Identify normal grief responses
- Describe the impact of grief on the caregiving staff
- Discuss ongoing strategies and ideas for self-care