



# CASE MANAGEMENT CONFERENCE: PATHWAYS TO PALLIATIVE CARE: NAVIGATING WITH PATIENTS AND FAMILIES

Back by popular demand, the **Charles M. Neviaser Educational Institute of Community Hospice & Palliative Care and Case Management Society of America (CMSA) of Northeast Florida** welcome you to join us for our annual educational conference in Jacksonville. **We are pleased to present Dr. Lynn McPherson PharmD, MA, BCPS, CPE.** Dr. McPherson is a Professor and Executive Director, Advanced Post-Graduate Education in Palliative Care, Department of Pharmacy Practice and Science at the University of Maryland, School of Pharmacy.

## AGENDA

For session objectives and continuing education information, please see other side.

- 8:30 a.m. Registration and Breakfast**
- 8:45 a.m. Welcome**  
Doug Schilling LCSW, ACHP-SW, Manager PDP
- 9:00 a.m. – 11:00 a.m. Navigating the Minefield: Helping Patients and Families Understand Pain & Symptom Management and De-prescribing in Palliative Care**  
Dr. Lynn McPerson PharmD, MA, MDE, BCPS, CPE
- 11:00 a.m. – 11:15 a.m. Break**
- 11:15 a.m. – 12:15 p.m. De-mystifying the Continuum of Palliative Care**  
Deb Kainauskas BSN, RN, CHPN, Nurse Educator
- 12:15 p.m. – 12:45 p.m. Lunch**
- 12:45 p.m. – 1:45 p.m. Grief, Loss & Breaking Bad News; Communication with Families**  
Byron Beall LCSW Bereavement Manager and  
Doug Schilling LCSW, ACHP-SW, Manager PDP
- 1:45 p.m. Closing Remarks**

## SATURDAY, SEPT. 28, 2019

**Registration Program 8:30 a.m. 9:00 a.m. to 2:00 p.m.**

**Charles M. Neviaser Educational Institute of Community Hospice & Palliative Care**  
4266 Sunbeam Road, Building 100  
Jacksonville, FL 32257



**RSVP by Monday, Sept. 23**  
[http://bit.ly/cmc\\_19](http://bit.ly/cmc_19)

Breakfast sponsored by:



Continuing education credit will be available for eligible case managers, nurses, nursing home administrators and licensed mental health professionals. There is no charge for registration and you will enjoy a complimentary breakfast and lunch.



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### 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
- Four (4) continuing education credits are available through Community Hospice & Palliative Care for nursing home administrators, nursing staff and licensed mental health professionals
- Four (4) CEUs for Certified Case Managers (CCM) are available through Commission for Case Management (CCMC)
- Certificates of attendance are available for other disciplines

### LEARNING OBJECTIVES FOR SESSIONS APPROVED FOR CONTINUING EDUCATION CREDIT

#### Navigating the Minefield: Helping Patients and Families Understand Pain and Symptom Management and De-prescribing in Palliative Care

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

- Explain the prevalence of pain and symptoms associated with an advanced illness
- List and explain principles of safe and effective pain and symptom management in advanced illness
- Justify and explain the process of de-prescribing using appropriate language for non-health care professionals

#### De-mystifying the Continuum of Palliative Care

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

- Discuss some of the current challenges in healthcare
- Identify benefits of palliative care for patients and families
- Describe how palliative care can assist in managing chronic and advanced illness

#### Grief, Loss & Breaking Bad News; Communication with Families

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

- Identify the difference between grief and mourning
- Identify common reactions of grief
- List coping skills which could benefit patients and families
- Identify obstacles to having bad news discussions with patients and families
- Describe a model for having the discussion
- Describe appropriate language environment & preparation for successful bad news discussions