

EXPECTATIONS ARE EVERYTHING: HOW HOSPICE AND PALLIATIVE CARE CLINICIANS CAN FOSTER PATIENT/FAMILY PREPAREDNESS AND COPING

DESCRIPTION:

Preparing patients and families to cope with life-limiting illness, distressing symptoms, debilitation, and demanding care needs is a complex and challenging task. Uncertainty about prognosis, dealing with the many unknowns, and competing preferences for information can lead to distorted beliefs about future events. This program will review current research on what hospice patients and families need to know in order to foster preparedness, highlight common myths and misperceptions that lead patients and families to have unrealistic expectations, and provide a deeper understanding of how expectations contribute to reactions of dissatisfaction, guilt, anger, disappointment, hopelessness, and grief.

PROGRAM DETAILS:

This presentation features experienced professionals offering their own expertise on the topic. On the screen, you will see the slide presentation and will be able to hear the experts talking and presenting. If you login for the live version of the program, you'll also have the opportunity to email the experts questions that they will discuss and answer during the program's Q & A session.

LIVE DATE: July 19, 2016
TIME: noon to 1:30pm ET
ON DEMAND: to registered organizations and individuals through July 18, 2017
LENGTH: 90 minutes
CES: 1.5 hours for a wide variety of professional boards
CE FEE: \$7.00 per participant
TARGET AUDIENCE: Health care clinicians, social service clinicians and others working in the hospice, palliative care, counseling, hospital, nursing home, funeral home or faith community environments

This program will be live on the air date, recorded and made available on demand for one year. This program is accessible online only. The recorded program will be available approximately a day after the live event.

TECHNICAL REQUIREMENTS

To view this online program, you will need a computer and screen, reliable internet access, and speakers. If you are showing to a large group, you will need a way to project on a large screen and a sound amplification system. Please test your system ahead of time to ensure you have the capabilities to view and hear the program, as HFA does not provide refunds on registration. Please also be sure to test on the SAME equipment you will use on the day of the program viewing.

TEST LINK for Audio and Video:

http://media01.commpartners.com/CP/browser_test/iframe.html

Technical Questions? Please contact CommPartners at 1-800-274-9390 or via e-mail at: hospice@commpartners.com.

PROGRAM FEES/MATERIALS:

As there are no refunds on registration (all registrations have immediate access to program video & materials), please be sure to test the system requirements prior to purchase.

- \$25.99 Individual Registration
- \$89.99 Organizational Registration

*If an individual would like information on which organizations are registered in their state (so they may attend a site viewing in their area), they may contact HFA at 800-854-3402.

**HFA does offer discounts for purchasing pre-set education packages. Please see HFA's website at www.hospicefoundation.org for current package pricing.

HOW TO REGISTER:

Register directly online, on HFA's website: www.hospicefoundation.org.

REGISTRATION POLICY:

A registered site is licensed to show this program at one, single location. The definition of a site is as follows:

- Any individual accessing the streaming webcast from a computer at home or in the hospice or other office.
- Any group accessing the streaming webcast from a computer and projecting it so an entire room of people can access it.
- Each computer accessing the streaming webcast.

MATERIALS AREA:

Course materials are accessible to all registered individual and organizations immediately after registering for the program(s). Materials include your log-in information (viewing instructions and technical information), CE information/instructions, the program's slides, and additional program material. Information will be posted to your account as they become available. A link to the materials is also available in your receipt for the program.

LEARNING OBJECTIVES:

At the conclusion of this webinar, participants will be able to:

1. Summarize current research on what hospice patients and families need to know in order to foster preparedness and coping;
 2. Describe common myths and misperceptions that lead patients and families to have distorted expectations;
 3. Discuss how personal beliefs about control over events (e.g., self-efficacy) are related to expectations; and
 4. Explain how expectations can contribute to reactions of dissatisfaction, guilt, anger, disappointment, hopelessness, and grief.
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PROGRAM OUTLINE:

- I. What Patients and Families Need to Know
 - a. Look at current research
 - b. Understand skills needed to foster coping
 - c. Describe common myths and misperceptions
- II. Managing Expectations
 - a. The role of self-efficacy
 - b. Emotions brought on by misunderstood expectations
 - c. Interventive techniques to address these responses

- III. Changing Expectations to Enhance Family Preparedness
 - a. Evidence-based interventions in working with families
 - b. Improving communication
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CONTINUING EDUCATION (CE) CREDITS:

This program is valid for 1.5 hours of CE credit. The CE cost is \$7 per certificate. CE credits are available until July 18, 2017.

A complete list of board approvals for this webinar program is posted to HFA's website at www.hospicefoundation.org.

COURSE COMPLETION REQUIREMENTS:

Participants must attend the entire 1.5 hour program. Partial credit is not awarded. Participants must also complete the entire CE process online, before the CE deadline of July 18, 2017. (In order to go online, attendees will need to enter in a Course Code, which is only provided at the end of the program). The online CE process includes a required evaluation form and exam. The exam must be completed at 80% or above (the exam may be re-taken, if necessary). Attendees will be able to choose the board they wish to receive credit from (from Hospice Foundation of America's list of board approvals*) and will then be able to print their CE certificate immediately after completing all CE requirements online (on HFA's CE site at educate.hospicefoundation.org).

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EXPERT SPEAKER:

John Cagle, MSW, PhD, is an assistant professor at the University of Maryland-Baltimore, School of Social Work with a substantive interest in improving care at the end of life. As a translational health services researcher, his efforts have focused on identifying effective models of care and support for dying patients and their families – and implementing those models into routine clinical practice. His research is informed by nearly a decade of clinical work as a hospice social worker. Dr. Cagle completed his PhD from Virginia Commonwealth University where his dissertation thesis explored the needs and experiences of informal caregivers of advanced cancer patients.

After being awarded his doctoral degree in 2008, he trained as an NIA-funded postdoctoral fellow at the University of North Carolina at Chapel Hill, Institute on Aging as well as the University of California, San Francisco, Division of Geriatrics. His current research examines disparities in care at the end of life, psychosocial barriers to pain management, and improving palliative care outcomes in long-term care settings. His research has been supported by a number of public and private entities, including the Hospice Foundation of America, the National Palliative Care Research Center, the John A. Hartford Foundation, the National Institute on Aging, the Agency for Healthcare Research and Quality, the National Hospice and Palliative Care Organization, and the Foundation for Care at the End of Life.

MODERATOR:

JoAnne Reifsnyder, PhD, ACHPN, is Senior Vice President, Clinical Operations and Chief Nursing Officer at Genesis HealthCare, and an HFA board member. She is a past President of the Board of HPNA.

REVIEWER:

Lynda Shand, CHPN, CNE, *Associate Professor*, The College of New Rochelle

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CE Credits for this program may only be obtained through HFA. CE instructions will be provided to the registered contact for the organization (or to the registered individual) prior to the live air date and to attendees at the end of the program.

SPECIAL ACCOMMODATIONS FOR DISABILITY (ADA):

This is based on individual viewing location(s). For program organizers, please post all ADA instructions when advertising the program.

CONFLICT OF INTEREST:

Planners (Panelists and Review Committee Members) disclose no conflict of interest relative to this educational activity.

FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES

Please contact Hospice Foundation of America (HFA)

CONTACT INFORMATION

Hospice Foundation of America
1707 L Street NW, Suite 220
Washington, DC 20036

educate@hospicefoundation.org

1-800-854-3402 toll-free

(202) 457-5811 phone

(202) 457-5815 fax

