

MANAGING CONFLICT/FINDING MEANING – SUPPORTING FAMILIES AT LIFE’S END

DESCRIPTION:

The 2016 program in HFA’s award-winning *Living with Grief*® series emphasizes strategies to support families as they are dealing with a family member who is dying and grief after a death. This includes identifying and managing sources of conflict that emerge during the dying process as well as helping families find meaning at life’s end.

PROGRAM DETAILS:

This educational program combines presentations by experts with video, discussion, and additional complimentary learning materials. Learners participating in the live event program will have an opportunity to comment, participate in polling, and ask questions of expert presenters.

LIVE DATE:	January 28, 2016
TIME:	12:30pm ET
ON DEMAND:	to registered organizations through June 28, 2016
LENGTH:	2 hours, plus 30 minute post-program discussion at individual viewing locations
CEs:	2.5 hours of credit will be available for a wide variety of professional boards
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

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:

Registration includes access to the LIVE, interactive web presentation on January 28, 2016 as well as access to the recorded program for 6-months; until June 30, 2016. Registration fees are as follows:

- **\$74.95 Early-Bird Special** (available through July 4, 2015)
- **\$94.95 Summer Special** (available from July 5 through September 7, 2015)
- **\$115.95 Regular** (beginning September 8, 2015)

A copy of the DVD* is also available to registered sites for an additional \$25 fee.

*Note: The DVDs will be available to ship starting March 7, 2016

HOW TO REGISTER:

Register directly online, on HFA’s registration site: <https://register.hospicefoundation.org>

DOWNLOAD AREA:

Once you are registered for the program, you will have immediate access to the "Download Area" online, where all of your downloadable materials, listed above, are located. Download materials are posted to this website only (register.hospicefoundation.org). To access your materials, simply log-in using the e-mail address that you registered with and click on "Downloads" on the left-hand menu.

LEARNING OBJECTIVES:

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

1. Identify strategies to help families resolve or cope with conflicts that emerge as a family member is dying, such as ambivalent relationships, cultural differences, caregiving disputes among family members, pre-existing mental illness, and family dysfunction;
 2. Describe strategies that can be employed in addressing conflicts that arise between family and staff, including ethical issues such as disclosure, disagreement over treatment options and decisions, and cultural/spiritual differences;
 3. Discuss the importance of facilitated family meetings and identify the components of successful family meetings;
 4. Describe strategies that can be used to assist families in enhancing patient care, finding meaning, and achieving growth at life's end.
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PROGRAM OUTLINE:

- I. Introduction
 - A. Defining Families
 - B. Acknowledging Limitations
 1. Limitations of time and resources
 2. Family history
 - C. Identifying and Mediating Family Conflict
 1. Sources of Conflict
 - a. Ambivalent relationships
 - b. Cultural/spiritual differences in families
 - c. Gender and generational conflicts
 - d. Mental illness
 - e. Financial concerns
 - f. Caregiver burden
 - g. Caregiving conflicts
 - h. Dysfunctional families
 2. The Family Meeting
 - a. Value of family meetings
 - b. Components of a successful family meeting
 - D. Strategies for Resolving Conflicts between and Staff and Families
 1. Sources of Conflict
 - a. Ethical issues, including disclosure
 - b. Coping with mental illness within the family
 - c. Conflicts over treatment and/or care
 - d. Pain management
 2. Strategies
 - a. Boundary setting
 - b. Family meetings and contracts

- II. Enhancing Family Experiences at Life's End
 - A. The Possibility of Growth
 - B. Areas of Growth
 - 1. Existential awareness
 - 2. Spiritual growth
 - 3. Personal growth
 - a. New appreciations
 - b. New skills
 - 4. Changes in Life Style
 - a. Priorities
 - b. Relationships
 - C. Strategies and Programs
 - 1. Dignity therapy
 - 2. Doula programs
 - 3. Other approaches
 - a. Individual counseling
 - b. Group counseling
 - III. Conclusion: Understanding Your Limits
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CONTINUING EDUCATION (CE) CREDITS:

This program is valid for 2.5 hours of CE credit; until June 28, 2016. The CE cost is \$18 per certificate for the first two weeks after the live program; until February 11, 2016. After this date, CE credits are \$21 per certificate. An unlimited CE package is also available for this program for only \$290.95.

A complete list of board approvals for this webinar program is posted to HFA's registration site at <https://register.hospicefoundation.org>. (Click on "Board Approvals" on the left-hand menu).

Registered organizations will be provided web access to print an official certificate of attendance* for this course.

*Note: the Certificate of Attendance is not accepted by professional boards.

COURSE COMPLETION REQUIREMENTS:

Participants must attend the entire 2.5 hour program (2 hour video presentation plus 30-minute post-program discussion). Partial credit is not awarded. Participants must also complete the entire CE process online, before the CE deadline of June 28, 2016. (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 <https://educate.hospicefoundation.org>).

EXPERT PANELISTS:

Kenneth J. Doka, PhD, MDiv, is a professor of gerontology at the Graduate School of The College of New Rochelle and Senior Consultant to the Hospice Foundation of America. A prolific author and editor, Dr. Doka serves as editor of HFA's *Living with Grief*[®] book series, its *Journeys* newsletter, and numerous other books and publications. In addition, Dr. Doka has served as a panelist on HFA's *Living with Grief*[®] teleconference programs for 16 years. Dr. Doka was elected president of the Association for Death Education and Counseling in 1993. In 1995, he was elected to the board of directors of the International

Work Group on Death, Dying and Bereavement and served as chairperson from 1997-1999. The Association for Death Education and Counseling presented him with an Award for Outstanding Contributions in the Field of Death Education in 1998 and with its Special Contributions Award in 2014. In 2006, Dr. Doka was grandfathered in as a Mental Health Counselor under New York's first state licensure of counselors. He has been the keynote speaker at conferences throughout North America as well as Europe, Asia, Australia, and New Zealand, and is a frequent guest on television and radio news programs. Dr. Doka is an ordained Lutheran minister.

Dr. Betty J. Kramer, PhD, MSSW, is a Professor of Social Work, Faculty Affiliate of the Cancer Health Disparities Initiative, Faculty Associate of Lafollette School of Public Affairs, and member of the Comprehensive Cancer Center at the University of Wisconsin-Madison. Professor Kramer is a nationally recognized gerontology researcher, scholar and educator. Her research has strengthened understanding of male caregivers, caregiving gains, transitions in the caregiving career, and the distinctive nature of end-of-life caregiving. She co-edited a volume entitled *Men as Caregivers: Theory, Research, and Service Implications* (2002), and has written with Dr. Nancy Hooyman, the first evidence-based textbook to profile grief and bereavement interventions for human service professionals entitled *Living through Loss: Interventions across the Life-Span* (2006). With her colleagues, she established competencies and a national research agenda for social work research in palliative and end-of-life care. As the recipient of two national awards, the John A. Hartford Foundation Geriatric Social Work Faculty Scholar Award, and the Project on Death in America Social Work Leadership Development Award, Dr. Kramer has received support to implement several projects relevant to improving palliative care. Her current research agenda centers on understanding the causes and consequences of family conflict at the end of life and the pragmatic implications for hospice and palliative care service providers. She is the recipient of the Alumni Fellows Award, University of Louisville; the Association for Gerontology Education in Social Work (AGE-SW) Faculty Achievement Award, and the National Hospice and Palliative Care Organization (NHPCO) Distinguished Researcher Award.

Betty Ferrell, PhD, MA, FAAN, FPCN, is Director and Professor of Nursing Research at City of Hope Medical Center, Duarte, CA. She has a broad background in palliative care, Quality of Life, cancer survivorship, and symptom management research as a Research Scientist and Professor for the past 26 years at the City of Hope Comprehensive Cancer Center. As principal investigator or co-investigator on several National Cancer Institute-funded grants, she designed and successfully tested clinical interventions in QOL and palliative care. She successfully developed and disseminated several national and international programs related to systems change, QOL, symptom management and transitions to palliative care. She has authored more than 370 peer-reviewed publications and 10 books and has been recognized with dozens of awards and honors. Dr. Ferrell served on the National Cancer Institute Board of Scientific Advisors from 2010 – 2015.

REVIEWERS:

Pamela Kushner, MA, MD, FAAFP, *Clinical Professor Family Medicine*, University of California Irvine
Lynda Shand, CHPN, CNE, *Associate Professor*, The College of New Rochelle

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- 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

CE Credits for this program may only be obtained through HFA. CE instructions will be provided to the registered contact for your organization 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

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