

CULTURAL AND SPIRITUAL COMPETENCY IN END-OF-LIFE CARE

DESCRIPTION:

Cultural and spiritual beliefs can have a direct impact on end-of-life decision making and care. This program looks at how hospice and palliative care providers can ensure that each patient receives care that is grounded in an understanding of individual culture and faith beliefs, and how those beliefs and practices might influence both the dying person and the grief of their loved ones.

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 or text the experts questions that they will discuss and answer during the program's Q & A session.

LIVE DATE:	January 15, 2019
TIME:	Noon to 1:30pm ET
ON DEMAND:	Available for 1 year; until January 14, 2020
LENGTH:	90 minutes
CEs:	1.5 hours for a wide variety of professional boards
CE FEE:	\$9.00 per participant (individual registration includes 1 CE certificate)
CONTENT LEVEL:	The program is mainly for professionals already working in the field, but is practical for all levels of education – entry level, intermediate or advanced.
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 for on demand viewing. 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 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://eventcenter.commpartners.com/se/Meetings/BrowserTest_New.aspx?account.id=CommPart

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.

Individual Webinar

NON-MEMBERS:	HFA MEMBERS:	
\$46.00	\$34.50	Individual Registration
\$130.00	\$97.50	Multiple-Viewer Registration

Webinar Package

Includes access to all eight courses in the 2018-2019 webinar package

NON-MEMBERS:	HFA MEMBERS:	
\$326.47	\$244.85	Individual Registration
\$860.29	\$645.22	Multiple-Viewer Registration
\$1,385.29	\$1,038.97	Multiple-Viewer Registration + Unlimited CEs

Webinar Package + *Living With Grief* 2019

Includes access to all eight courses in the 2018-2019 webinar package, plus includes access to HFA's annual *Living with Grief* program in 2019

NON-MEMBERS:	HFA MEMBERS:	
\$1,000.29	\$750.22	Multiple-Viewer Registration
\$1,800.29	\$1,350.22	Multiple-Viewer Registration + Unlimited CEs

*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.

HOW TO REGISTER:

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

REGISTRATION POLICY:

Individual Registration

Provides one person, the registrant, access to the webcast for personal viewing.

Multi-Viewer Registration

Provides one person, the registrant, access to the webcast for streaming from one computer to a group of people.

MATERIALS AREA:

Course materials are accessible to all registered individuals immediately after registering. Materials are available on HFA's website at <https://hospicefoundation.org/Shop-HFA/My-Account>. From here, click on "Orders/Courses." Materials include log-in information (viewing instructions and technical information), CE instructions, the program's slides, and additional program material. Information will be posted to your account as they become available.

LEARNING OBJECTIVES:

1. Participants will understand the role of culture in influencing a patient's experience of dying
 2. Participants will understand how cultural factors influence end of life decision making
 3. Participants will understand cultural influences in one's grief process
 4. Participants will understand varying communication styles in order to provide the best care
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PROGRAM OUTLINE:

Part I – with Kristopher Halsey, DDiv, PhD (40 minutes)

- I. Grief within a Cultural Context
- II. Culture and the meaning of death
- III. The influence of culture during the anticipatory grief process of patients and their families
- IV. Cultural rituals regarding death
- V. Rituals and customs during the grieving process
- VI. Grief and cultural sensitivity
- VII. Culturally Competent Characteristics
- VIII. Culturally Competent Grief Support

Part II – with Nora Luna, MEd (40 minutes)

- I. Cultural Competence in Healthcare
- III. Cultural Humility
- IV. How Culture Influences Death
- V. Relevance of Cultural Competency in End-of-Life Care
- VI. Context, Space & Time
 - a. Cross Cultural Communication
 - b. Low-Context/High-context
 - c. Space
 - d. Time
 - e. Individualism/Collectivism
 - f. Internal Locus of Control/ External Locus of Control
- XI. Clear Health Communication
- XII. Healthcare Skill
- XIII. Self-Awareness

Questions and Answers (10-15 minutes)

CONTINUING EDUCATION (CE) CREDITS:

This program is valid for 1.5 hours of CE credit. The CE cost is \$9 per certificate*. CE credits are available for 1 year, until January 14, 2020.

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

*An individual registration includes 1 CE certificate

**An Unlimited CE package is available for multi-viewer registrations. If purchased, the program organizer will be provided with a unique payment code to distribute to their attendees to use in place of payment online.

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 (see above for specific CE deadlines). In order to go online, attendees will need to enter in a Course Code, which is only provided at the end of the program. Attendees will also need to enter in their Site ID# (same as their Invoice # when they purchased 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 PANELISTS:

Reverend Kristopher T. Halsey, DDiv, PhD, has worked in the healthcare industry for over 22 years. He began his career in healthcare working as a Registered Medical Assistant at a local community clinic in 1995 then moving onto being on staff as a Clinical Coordinator and a Medical Practice Manager at Graduate Hospital and Chestnut Hill Hospital in Philadelphia, PA. He has an extensive background working as a clinical chaplain, providing spiritual and psychosocial support to patients and their families at the end of life. He currently holds the position of Bereavement Services Manager and is the co-Chairman of the Ethics committee for Vitas Healthcare, a hospice provider, serving the greater Philadelphia, PA area. He is an active faculty/staff member for The End-of-Life Nursing Education Consortium (ELNEC), a national specialized educational initiative to improve palliative care. In 2007, he founded a local community church in Philadelphia in which he currently serves as the Senior Pastor. Dr. Halsey holds degrees in Theology and Pastoral Psychology. He is a sought after conference speaker specializing in topics relating to End of Life Care, Compassion Fatigue, Medical Ethics and Spiritual Care in Healthcare. He has also appeared as a guest on numerous radio broadcasts and has written an article for a national Hospice Care magazine.

Nora Luna, MEd, is currently the Director of Diversity & Grant Funding for Nathan Adelson Hospice, the only non-profit hospice in Southern Nevada. She develops, implements, manages and evaluates hospice and palliative care community outreach programs for diverse cultural communities, and facilitates partnerships with Hispanic/Latino organizations and other diverse groups. She leads the organization's diversity and inclusion priorities and is responsible for grant writing and reporting as well. Ms. Luna is also responsible for developing, implementing and evaluating *Deciding Tomorrow... Today* and advance care planning program.

MODERATOR:

The Rev. Paul A. Metzler, DMin, has served more than 40 years as a clergy member, therapist, and grief counselor. He was the Director of Community and Program Services for the Visiting Nurse Service of New York Hospice and Palliative Care and the Director of The Center for Living with Loss, a bereavement education and counseling center of the Hospice & Palliative Care Associates of Central New York. Rev. Metzler is a Fellow of the American Association of Pastoral Counselors and a licensed Marriage & Family Therapist.

REVIEWER:

Lynda Shand, CHPN, CNE, RN, PhD, *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

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