

## HOSPICE 2017 AND BEYOND: A CHANGING LANDSCAPE

### DESCRIPTION:

A rapidly changing landscape of healthcare delivery is resulting in hospice providers caring for patients with more complications that require hospices to make practical, financial, medical, and ethical judgments surrounding care and treatment of prospective patients and patients in their care. In addition to patient care, bereavement care may also be more challenging in cases where care and decisions by the hospice are viewed negatively. This program uses a case study approach to examine complex care in direct patient care and bereavement care in hospice and provides suggested solutions to overcoming barriers to optimal care.

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### 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.

<b>LIVE DATE:</b>	September 26, 2017
<b>TIME:</b>	Noon to 1:30pm ET
<b>ON DEMAND:</b>	Available for 30 days*
<b>LENGTH:</b>	90 minutes
<b>CEs:</b>	1.5 hours for a wide variety of professional boards
<b>CE FEE:</b>	\$9.00 per participant+ (individual registration includes 1 CE certificate)
<b>TARGET AUDIENCE:</b>	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.**

**\*Registrants have access to the live webinar program and may access on-demand viewing for 30 days following the live event (until October 26, 2017). Registrations purchased after the live event date may be viewed on-demand for 30 days from the purchase date.**

**+CEs must be completed in the 30-day window.**

**All programs are available for purchase for one year following the live date.**

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### 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](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](mailto:hospice@commpartners.com).

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## PROGRAM FEES/MATERIALS:

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

NON-MEMBERS:	HFA MEMBERS:	
\$46.00	FREE	Individual Registration
\$130.00	FREE	Multiple-Viewer 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.

## HOW TO REGISTER:

Register directly online, on HFA's website: [www.hospicefoundation.org](http://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. Program 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.

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## LEARNING OBJECTIVES:

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

1. Discuss the recent changes in the American healthcare system that are having a positive impact on hospices.
2. Describe the recent changes in the American healthcare system that are having a challenging impact on hospices.
3. Identify the impact of recent changes on potential hospice patients.
4. Describe how hospices can meet these challenges and provide good patient care.

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## PROGRAM OUTLINE:

- I. Review recent changes in healthcare delivery system that have resulted in hospices seeing more complex patients, including saturated hospice markets, advances in treatment options, and policy shifts that include open access to hospice and hospital readmission penalties.
- II. Discuss several case studies that illustrate potential problems related to patient care, including palliative treatments that could extend life expectancy beyond hospice regulatory limitations; drug-seeking, terminally ill patients; inpatient hospital procedures.
- III. Identify solutions or resolutions to each case study within medical, ethical, regulatory and practical contexts.

- IV. Discuss how bereavement care may be affected negatively or positively in cases where patient care is complex, and discuss how bereavement care needs may need to be tailored to address family concerns.
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### **CONTINUING EDUCATION (CE) CREDITS:**

This program is valid for 1.5 hours of CE credit. The CE cost is \$9 per certificate\*. CE credits for the live event are available for 30-days, until October 26, 2017. CE credits for the on-demand viewing must be completed in the 30-day window following registration purchase date. For sites that purchased year-long access, last possible date to receive CE credits is September 25, 2018.

A complete list of board approvals for this webinar program is posted to HFA's website at [www.hospicefoundation.org](http://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.

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### **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](http://educate.hospicefoundation.org)).

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### **EXPERT PANELISTS:**

**Jim Monahan, MEd, ACHE**, is *Vice President of Marketing and Communications* for Community Hospice & Palliative Care, Jacksonville, Florida. Jim Monahan provides leadership for the marketing, communications, referral call center, admissions and health care relations functions at the Jacksonville, Florida-based nonprofit, which serves nearly 1,300 patients each day in northeast and north-central Florida. Monahan has more than 25 years of hospice experience, including patient care, bereavement support, census development and executive leadership. He has led the referral and admission activities for hospice providers in Florida, Texas and Indiana. For the past six years, the business development and admission teams he has led have admitted up to 35 patients a day and more than 7,150 patents per year. A worldwide authority on hospice and grief, Monahan has been named a "Consultant" by the Chinese Association for Life Care in Beijing and was named Director of the Year by the Texas & New Mexico Hospice Organization. He has lectured about grief and hospice care in England, Australia, New Zealand, China and Portugal. He has also authored numerous publications, including a co-authoring a chapter with J. Worden, Ph.D. on parental grief in the book, "*Hospice Care for Children*" published by Oxford University Press.

**Ana A. Sanchez, M.D., HMDC** is *Chief Medical Director* for Community Hospice & Palliative Care, Jacksonville, Florida. Dr. Ana Sanchez oversees medical services for nearly 1,300 hospice patients from a team of physicians and advanced registered nurse practitioners. She also establishes and monitors qualitative and quantitative practice standards to ensure the highest level of patient care, and educates community providers about the benefits of hospice care. She joined the organization in 2011 as a hospice medical director and was subsequently promoted to her current role, in which she balances her administrative responsibilities with a continued commitment to hands-on patient care. Dr. Sanchez is double-boarded in family medicine and hospice and palliative medicine with more than 15 years of patient care experience. She started her solo family medicine practice in Jacksonville, renting out one room in the office of her father's psychiatry practice. She wanted to stay true to a traditional family practice, including home visits and caring for the entire family. The only marketing for her practice was patient satisfaction and referrals. The success of the practice caught the attention of a major hospital system, which offered to acquire and assist with administrative tasks so that she could focus on her love of patient care. As her patients continued with her, she started identifying patients in need of hospice care. The more she experienced the value hospice care provides, the more she was attracted to it until she decided to shift her care, and career, to hospice and palliative medicine. Dr. Sanchez earned her medical degree in the Dominican Republic and completed a family medicine residency through the University of Florida in Jacksonville.

#### **REVIEWER:**

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

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#### **COPYRIGHT NOTICE:**

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**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.

**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.

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#### **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.

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#### **CONFLICT OF INTEREST:**

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

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#### **FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES**

**Please contact Hospice Foundation of America (HFA)**

1707 L Street NW, Suite 220, Washington, DC 20036

[educate@hospicefoundation.org](mailto:educate@hospicefoundation.org)

1-800-854-3402 toll-free / (202) 457-5811 phone / (202) 457-5815 fax



