

## Hospice Foundation of America's Program

# MANAGING DIFFICULT FAMILY DYNAMICS DURING ILLNESS AND DEATH

### Self-Study ONLINE Course

## DESCRIPTION

The very definition of hospice care centers on *family-centered care*. Yet this can be very complicated when dealing with difficult or dysfunctional families during the crises of a family member's terminal illness. This course assists hospice and other professionals in assessing difficult families and offers strategies for effectively working with such families as they cope with illness and loss.

## PROGRAM DETAILS

Hospice Foundation of America has taken its popular webinar program and created a self-study course for professionals. The online 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.

<b>RELEASE DATE:</b>	Program originally premiered May 21, 2019
<b>ON DEMAND:</b>	to registered individuals for 1 year after purchase
<b>LENGTH:</b>	90 minutes
<b>CE HOURS:</b>	1.5 hours for a wide variety of professional boards
<b>CE FEE:</b>	One CE certificate is included in the cost of registration. Additional certificates (if selecting more than one board) are \$10 each.
<b>CONTENT LEVEL:</b>	The program is mainly for professionals already working in the field, but is practical for all levels of education – entry level, intermediate or advanced.
<b>TARGET AUDIENCE:</b>	The course is useful to Health care clinicians, social service clinicians and others working in the hospice, palliative care, counseling, hospital, nursing home, funeral home or faith community environments

## HOW THE ONLINE SELF-STUDY PROGRAM WORKS

**Step 1** - Register/purchase the course

**Step 2** - View the course online through the link in your confirmation email or in your account.

**Step 3** - Follow the instructions provided to receive your CE certificate\*.

\*An evaluation and a short exam are a part of this process.

## TECHNICAL REQUIREMENTS

To view this online program, you will need a computer and screen, reliable internet access, and speakers. Please test your system ahead of time to ensure you have the capabilities to view and hear the program. Mobile service provider charges may apply.

TEST LINK for Audio and Video:

<http://hospicefoundation.org/Professionals/All-Programs/All-Self-Studies/Video-Test-Page>

## REGISTRATION INFORMATION/FEES

Register directly online, on HFA's website: [www.hospicefoundation.org](http://www.hospicefoundation.org). To have a registration form mailed to you, contact HFA at 800-854-3402 or by email at [educate@hospicefoundation.org](mailto:educate@hospicefoundation.org).

For current prices, please refer to HFA's website at [www.hospicefoundation.org](http://www.hospicefoundation.org).

**There are no refunds on registration.** \*Few exceptions may occur depending on the circumstance. To request a refund, a written request must be received (and granted) by HFA.

## **REGISTRATION POLICY**

### **INDIVIDUAL REGISTRATION**

Provides one person, the registrant, access to the self-study course for personal viewing.

### **MULTIPLE VIEWER REGISTRATION**

Provides one person, the registrant, access to the webcast for streaming from one computer to a group of people. Program access fees remain the same; CEs are included in course fees for the registered user and are \$12 per additional participant per course. **Please note that self-study courses accommodate individual learners only unless prior arrangements are made through HFA for additional certificates.** Contact HFA at 202-457-5811 or email us at [educate@hospicefoundation.org](mailto:educate@hospicefoundation.org) to register the additional participants.

## **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 contain the full-length video, CE instructions, the program's slides, and additional program material. Information will be posted to your account as they become available.

## **LEARNING OBJECTIVES**

AT THE CONCLUSION OF THIS PROGRAM, PARTICIPANTS WILL BE ABLE TO:

1. Describe the explanatory matrix of family conflict at end of life;
2. Distinguish between modifiable and non-modifiable risk factors for family conflict during illness and death;
3. Discuss the role of provider boundaries in working effectively with families in conflict;
4. Identify strategies to implement a strengths-based approach to working with families in conflict.

## **PROGRAM OUTLINE**

Hospice providers must often partner with patients and families in conflict to deliver high-quality care during illness, the dying process, and bereavement

- I. Review of current evidence as it pertains to familial conflict at end of life (20 minutes)
  1. Explanatory matrix of family conflict at the end of life (Kramer)
  2. Family-Focused Grief Therapy (Kissane)
- II. Provide practical strategies for practitioners who work with families in conflict every day (25 minutes)
  1. Discussion of provider boundaries
  2. Strengths-based approach to working with families (Saleebey)
- III. Present case studies (30 minutes)
  1. Case from adult population
  2. Case from pediatric population
  3. Discussion of roles for all members of the hospice interdisciplinary team
- IV. Question and Answers (15 minutes)

## **CONTINUING EDUCATION**

This program is available for 1.5 credits of continuing education. CE credits are available to the registered participant online (after completing the course). One CE certificate is included in the cost of registration. Additional certificates (if selecting more than one board) are \$10 each. A complete list of board approvals for this course is posted to HFA's website (at [www.hospicefoundation.org](http://www.hospicefoundation.org)).

## COURSE COMPLETION REQUIREMENTS

Participants must view the entire 90-minute program (online-streaming video). Partial credit is not awarded. Participants must also complete the entire CE process online, before the CE deadline (1 year after purchase of course). In order to go online, two codes will be issued to you and verified online; a Site # (same as your Order/Invoice #) and the Course Code (provided in your CE instruction sheet). 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\*). Participants 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>).

\*A complete list of board approvals is posted on HFA's website at [www.hospicefoundation.org](http://www.hospicefoundation.org).

## EXPERT SPEAKERS

**Karla T. Washington, PhD, LCSW**, is an Assistant Professor at the University of Missouri Department of Family and Community Medicine. After graduating with honors from Truman State University (BA, '97), Dr. Washington completed her graduate studies at the University of Missouri School of Social Work (MSW '00, PhD '09). Dr. Washington's research focuses on family caregiving for individuals with life-limiting illnesses, and interdisciplinary collaboration among hospice and palliative care providers. She has served as the Principal Investigator of research projects supported by entities such as the National Cancer Institute and the John A. Hartford Foundation, in addition to working as a Co-Investigator on studies funded by the National Institute of Nursing Research and the National Institute on Aging. Her research has been published in many of the leading palliative care and oncology journals including *Journal of Pain & Symptom Management*, *Journal of Palliative Medicine*, and *Psycho-Oncology*. Dr. Washington currently chairs the Health Specialty Practice Section of the National Association of Social Workers.

**Sheila J. Otten, LCSW**, obtained her BSW in 2012 and her MSSW with a concentration in Marriage and Family Therapy in 2013 from the Kent School of Social Work at the University of Louisville. After working in community mental health supporting children and families in crisis, she worked in hospice for over five years serving as the primary Social Worker on the pediatric team for hospice and palliative care. Now in private practice, working with children and families continues to be her passion in providing education and support in family functioning. Sheila continues to be a strong advocate for empowering families during a time of suffering to build resiliency.

## REVIEWER

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

## BIBLIOGRAPHY/REFERENCES:

### Peer-reviewed Journal/resource:

Kramer, B. and Boelk, A. (2015). Correlates and Predictors of Conflict at the End of Life among Families Enrolled in Hospice. In the *Journal of Pain and Symptom Management*, Vol. 50, No 2., August 2015, p. 155

Kissane, D.W. (2016). The challenge of family-centered care in palliative medicine. In *The Annals of Palliative Medicine*, Vol. 5, No. 4, October 2016. doi: 10.21037/apm.2016.08.04

Oliver, D.P, Washington, K., Demiris, G., Wallace, A. Propst, M. Uraizee, A., Craig, K., Clayton, M., Reblin, M., and Ellington, L. (2018). Shared Decision Making in Home Hospice Nursing Visits: A Qualitative Study. In the *Journal of Pain and Symptom Management*, Vol. 55, Issue 3, March 2018. <https://doi.org/10.1016/j.jpainsymman.2017.10.022>

**Expert resources:**

Our program Speakers are expert resources (see biographies, above)

**Textbook references:**

Doka, K.J. and Tucci, A.S. (2016). *Managing Conflict, Finding Meaning: Supporting Families at Life's End*. Washington, DC: Hospice Foundation of America.

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**SPECIAL ACCOMMODATIONS FOR DISABILITY (ADA)**

Reasonable accommodation may be made available, on an individual basis. To request accommodation, please contact HFA via email at [educate@hospicefoundation.org](mailto:educate@hospicefoundation.org) or call 800-854-3402, or write to HFA, 1707 L Street NW, Suite 220, Washington, DC 20036.

**CONFLICT OF INTEREST**

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

**FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES  
PLEASE CONTACT**

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