

## Hospice Foundation of America's Program

# WHEN DEATH AND LOSS ARE PART OF THE JOB

### Self-Study ONLINE Course

#### DESCRIPTION

Hospice professionals face many losses every day in their professional lives—not only the deaths of patients but also their own personal losses. Many other professionals also come into contact with the bereaved—first responders, funeral directors, spiritual leaders. This program will discuss the impact that this work can have on professionals and provide organizational and personal strategies to help them thrive.

#### PROGRAM DETAILS

HFA 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 June 20, 2017
<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/FEEES

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. Define sentimental order and apply it to their own work situation;
2. Describe the importance of death notification noting factors that make for both effective and ineffective death notification;
3. Discuss strategies that can assist work organizations in supporting helpers;
4. List three strategies of self-care and three ways organizations can support self-care.

### PROGRAM OUTLINE

- I. Introduction: Death and the Sentimental Order (15 minutes)
- II. When Death Occurs: Death Notification (30 minutes)
  - A. Importance of Death Notification
  - B. Problematic Death Notification
  - C. Strategies for Death Notification
- III. Supporting Survivors (20 minutes)
  - A. Clients and Families
  - B. Staff
- IV. Encouraging Self-Care (20 minutes)
  - A. Individual Strategies
  - B. Organizational Strategies
- V. Questions and Answers (5-10 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

**Patti Anewalt, PhD, LPC, FT**, is Director of the Pathways Center for Grief & Loss with Hospice & Community Care. The focus of her clinical practice, writing and teaching is on issues related to end of life, grief, compassion fatigue and crisis response, presenting at the national, state and local level. Patti provides trainings for school administrators and counselors on grief, trauma and crisis response and authored the book chapter titled *Violent, Traumatic Death in Schools* in the third edition of Nancy Boyd Webb's book *Healing Bereaved Children, A Handbook for Practitioners*. A disaster mental health specialist and instructor for the American Red Cross, she serves on several community crisis teams, providing trainings, debriefings and support when local tragedies occur.

**Kenneth M. Ralph, PhD**, received his doctoral degree in counseling psychology from Southern Illinois University in 1976. He has worked for Lancaster County organizing prevention services, maintained a private counseling practice, and created J&K Seminars which provides continuing education to human service professionals. He has served as the Clinical Director and primary trainer for the Lancaster County Critical Incident Stress Management (CISM) Team since he helped organize it in 1988.

## REVIEWER

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

## BIBLIOGRAPHY/REFERENCES

### Other organization's website:

Compassion Fatigue Awareness Project, [www.compassionfatigue.org](http://www.compassionfatigue.org)

### Peer-reviewed Journal/resource:

"Help for Hospice Staff: Meaningful Rituals" by Betty Ferrell, PhD, RN. Published on Medscape (Dec. 13, 2016), <http://www.medscape.com/viewarticle/873092>

Skogstad, M; Skorstad, M; Lie, A.; Conradi, S.; Heir, T.; Weisath, L. (2013). "Work-related posttraumatic stress disorder". In *Occupational Medicine*, 63(3): 175-182.

Sanchez-Reilly, S; Morrison, L; Carey, E.; Bernacki, R.; O'Neill, L.; Kapo, J.; Periyakoil, V.; Thomas, J. (June 2013). Caring for oneself to care for others: Physicians and their self-care. in the *Journal of Supportive Oncology*, 11(2): 75—81.

### Expert resources:

Our program Speakers are all expert resources

### Textbook references:

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

## COPYRIGHT NOTICE

**HFA's program is copyrighted. Its use and dissemination is restricted and unauthorized duplication is strictly prohibited.** HFA strictly prohibits any other dissemination of this program by any method, including internal WAN or LAN computer networks or telemedicine networks.

## **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 Hospice Foundation of America (HFA)**

## **CONTACT INFORMATION**

Hospice Foundation of America

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

## **PRODUCED BY**

**Hospice Foundation of America**

*End-of-life Care Resources for Professionals and the Communities they Serve*

[www.hospicefoundation.org](http://www.hospicefoundation.org)

