ENDURING QUALITIES OF HOSPICE EXCELLENCE

Self-Study ONLINE Course

DESCRIPTION
Hospice professionals are drawn to this person-centered care for individual and sometimes very personal reasons. Yet, meeting the needs of patients and families with professional excellence, while sustaining one’s own sense of purpose, can be a challenge--due as much to external factors as to what each team member brings to their job. Join Dr. Joy Berger to explore answers to these powerful and timely questions: What brought you to this end-of-life care work? What experiences keep you in this work? How do you best negotiate the compliance and regulatory demands facing the hospice profession while staying true to your own mission? To ensure enduring qualities of hospice excellence in the future, what can you be preparing to do now to grow and give for the work ahead?

PROGRAM DETAILS
Hospice Foundation of America has taken its popular webinar program and created a self-study course for professionals. The online presentation features an experienced professional offering her own expertise on the topic. On the screen, you will see the slide presentation and will be able to see and hear the expert presenter.

RELEASE DATE: Program originally premiered June 14, 2022
ON DEMAND: to registered individuals for 1 year after purchase
LENGTH: 90 minutes
CE HOURS: 1.5 hours for a wide variety of professional boards
CE FEE: One CE certificate is included in the cost of registration. Additional certificates (if selecting more than one board) are $10 each.
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: 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. To have a registration form mailed to you, contact HFA at 800-854-3402 or by email at 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 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](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. Identify key “enduring qualities of excellence” for different members of the hospice interdisciplinary team as well as for patients and families.
2. Compare the application of a quality for hospice excellence to a hospice regulation or clinical best practice.
3. Identify one potential frustration of hospice regulations and examine it from the perspective of its own “enduring quality of excellence.”
4. Summarize the Curricular Priorities and Assessment learning model (Enduring Value; Know and Do; Be Familiar).

**PROGRAM OUTLINE**

I. Identify one of your prioritized qualities for hospice excellence and describe its “enduring” cycle in your professional journey: Inspiration → Perspiration → Transformation (25 min)
   a. If possible for this audience, use mentimeter.com to create a word cloud
   b. Present creative, insightful interpretations of key words: “enduring,” “qualities,” “hospice,” “excellence”
   c. Use a common cycle: Inspiration – Perspiration – Transformation

II. Relate the application of your prioritized quality for hospice excellence to a hospice regulation or clinical best practice. (15 min)
   a. Name key, prioritized “enduring qualities of excellence” for different members of the hospice interdisciplinary team
   b. Name these for the patients and families
   c. Relate these to Hospice CoPs, CAHPS, and other relevant regulations/best practices

III. Identify a hospice regulation that frustrates you yet examine and discuss it from the perspective of its own “enduring quality of excellence.” (20 min)
   a. Name potential frustrations
   b. Relate to CoPs, CAHPS, or other regulations
   c. Examine its own core, “enduring quality of excellence”
   d. Empathy: Goleman’s model of Cognitive, Emotional, & Empathic Concern
IV. Use the Curricular Priorities and Assessment learning model (Enduring Value; Know and Do; Be Familiar) to design a learning plan that addresses a “hospice excellence” challenge you face. (20 min)
   a. Insert fresh energy with the Curricular Priorities and Assessments tool in Understanding by Design, by Grant Wiggins and Jay McTighe, pub by the Association for Supervision and Curriculum Development

V. Question and Answer Session (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).

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.

EXPERT SPEAKERS
Joy Berger, DMA, FT, BCC, MT-BC, is Founder/CEO of Composing Life Out of Loss, equipping individuals and end-of-life care organizations nation-wide with empathic, 24/7 education resources for end-of-life care professionals, families, and the communities they serve. Joy’s 25+ years of hospice service span providing direct patient care with all hospice populations; leading hospice and palliative care educators locally, regionally, and nationally; and prolific teaching and writing for professionals in end-of-life care, grief counseling, home health, and the arts. For her direct patient care, Joy was honored with the National Heart of Hospice Psychosocial/Spiritual Care Award by the National Council of Hospice and Palliative Care Professionals.

REVIEWER
Angela Novas, MSN, RN, CRNP, Senior Medical Officer, Hospice Foundation of America

BIBLIOGRAPHY/REFERENCES:
Agency for Healthcare Research and Quality
CAHPS Hospice Survey Fact Sheet: https://hospicecahpssurvey.org/#FactSheet


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CE Certificates for this program may only be obtained through HFA. CE instructions will be provided to attendees at the end of the program, and may also be located in the “Viewer Guide.”

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 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)
1707 L Street NW, Suite 220, Washington, DC  20036
educate@hospicefoundation.org
1-800-854-3402 toll-free / (202) 457-5811 phone / (202) 457-5815 fax

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