

# IMPROVING COMMUNICATION BETWEEN HEALTHCARE PROFESSIONALS AND FAMILIES ABOUT HOSPICE CARE



## DESCRIPTION:

Medicare wisely created an interdisciplinary benefit four decades ago, to support dying patients and their chosen families. However, major deficits still exist in the understanding of the hospice benefit among healthcare professionals, and as a result those patients' and families' perceptions about disease trajectory and expectations about the dying process. This program aims to help healthcare team members to close the gap between perception and reality.

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## PROGRAM DETAILS:

This presentation features an experienced professional offering his own expertise on the topic. On the screen, you will see the slide presentation and will be able to hear the expert talking and presenting. If you login for the live version of the program, you'll also have the opportunity to email or text the expert questions that he will discuss and answer during the program's Q & A session.

<b>LIVE DATE:</b>	May 9, 2023
<b>TIME:</b>	Noon to 1:30pm ET
<b>ON DEMAND:</b>	Available for 1 year; until May 8, 2024
<b>LENGTH:</b>	90 minutes
<b>CEs:</b>	1.5 hours for a wide variety of professional boards
<b>CE FEE:</b>	Included with registration
<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>	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.**

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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 be sure to test on the SAME equipment you will use on the day of the program viewing.

TEST LINK for Audio and Video: <https://zoom.us/test>

**Technical Questions?** Please go to <https://zoom.us/> and click “support”

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## PROGRAM FEES/MATERIALS:

**Registration includes continuing education and on-demand viewing for 1 year from live date.** 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.

### **ADVANCE PURCHASE Single Webinar Registration**

Individual Viewer: Member: \$27.30 | Non-member: \$39.00  
Organizational Viewing\*: Member: \$152.60 | Non-member: \$218.00  
Organizational + Community Access License+: Member: \$187.60 | Non-member: \$268.00

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### **SAME DAY Single Webinar Registration and ON-DEMAND Purchase**

Individual Viewer: Member: \$34.30 | Non-member: \$49.00  
Organizational Viewing\*: Member: \$175.00 | Non-member: \$250.00  
Organizational + Community Access License+: Member: \$210.00 | Non-member: \$300.00

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### **FULL PROGRAM PACKAGE (10 programs)**

#### **Registration includes 9 webinars + *Living with Grief*® 2023**

Individual Viewer: Member: \$245.70 | Non-member: \$351.00  
Organizational Viewing\*: Member: \$1,398.60 | Non-member: \$1,998.00  
Organizational + Community Access License+: Member: \$1,748.60 | Non-member: \$2,498.00

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*\*Organizational viewing registration provides access to an unlimited number of staff within the organization per registered location.*

*+Organizational + Community Access License provides access to an unlimited number of staff within the organization location and to community members within the organization's immediate geographic service area.*

#### **HOW TO REGISTER:**

Register directly online, on HFA's website: <https://www.hospicefoundation.org>

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.

#### **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.

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#### **LEARNING OBJECTIVES:**

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

1. Compare practitioners' perception of life expectancy vs reality
  2. Explain the SPIKES protocol
  3. Describe the Hospice CAHPS Survey and its components
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#### **PROGRAM OUTLINE:**

- I. Medicare's Definition of Hospice (2 minutes)
- II. Hospice Myths (6 minutes)
  - a. Hospice is for those who will die within the next few days.
  - b. Hospice is a building where you go to die.
  - c. Hospice is only for cancer patients.
  - d. Hospice focuses on just the patient.

- III. Current Statistics (7 minutes)
    - a. LOS
    - b. Diagnosis breakdown
    - c. Disparities in EOL care (gender and race)
    - d. Anticipated date to death – can use the study of physicians to demonstrate under-evaluation by 3-6 months
  - IV. Initiating challenging dialogues (20 minutes)
    - a. Review of informed consent – what it is and what it isn't
    - b. Foundations – active listening, non-verbal cues, perception (mine and yours – both are truths and both are important...this can lay the later foundation for CAHPS), transactional model of communication, V.A.L.U.E.
    - c. SPIKES
    - d. Cultural Humility Chart/Outline
  - V. Perception review (20 minutes)
    - a. Foundations – always 100% true, but through what lens?
    - b. CAHPS
      - i. Outline of survey purpose
      - ii. Outline of survey metrics
      - iii. Key indicators of success
      - iv. Turning the subjective objective
    - c. Closing with the narrative of hope and healing – changing landscape
  - VI. Summary/Review of Key Takeaways/Practical Tips (5 minutes)
  - VII. Conclusion/Question and Answer Session (30 minutes)
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### **CONTINUING EDUCATION (CE) CREDITS:**

This program is valid for 1.5 continuing education contact hours. CE hours are available for 1 year, until May 8, 2024.

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

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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:**

**Balu Natarajan, MD**, is a graduate of Northwestern University Medical School and has been the Chief Medical Officer of Accent Care formerly Seasons Hospice since 2005. He served in

various capacities for Seasons from 2000 until 2005, including holding the position of Medical Director of the Illinois program. Board-certified in internal medicine, hospice and palliative care, and sports medicine, Dr. Natarajan has authored book chapters and articles in peer-reviewed journals. He has also lectured across the United States and around the world, including at the Annual Meeting of the American College of Physicians, AAHPM Annual Meeting, and NHPCO MLC, LAC and Clinical Conferences. He won the Scripps Howard National Spelling Bee in 1985. Dr. Natarajan is certified by The American Board of Internal Medicine in Hospice and Palliative Medicine and also by the Hospice Medical Director Certification Board HMDCB. He has served as NHPCO Board Member, former Member and Vice Chair of Public Policy Committee, and Chair of Palliative Care Council. Dr. Natarajan is a Faculty member for the Online Master of Science and Graduate Certificate in Palliative Care at the University of Maryland and Mentor for the Women in Leadership Program at George Washington University since October 2021 and Mentor, Business Woman In Leadership Program at the Florida International University for Executive Education since January 2022.

**Yelena Zatulovsky** is the Vice President of Patient Experience at AccentCare with over 20 years of bedside experience working with patients and families at the end-of-life. In addition to hospice and palliative care, Yelena is licensed as a Mental Health Practitioner, board-certified as a Child Life Specialist, and holds an advanced designation (along with board certification) as a Hospice & Palliative Care Music Therapist. Along with Yelena's clinical work, Yelena currently serves on the drafting committee for the amendment to the Uniform Health Care Decisions Act and serves on C&C's Healthcare Advisory Council. In 2011, Yelena's music therapy work, along with that of several colleagues, was featured in the New York Times and in 2014 Yelena was honored as one of Jewish Week's 36 Under 36. Yelena is concurrently pursuing her Doctoral Degree in Clinical Bioethics.

#### **REVIEWER:**

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

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#### **BIBLIOGRAPHY/REFERENCES:**

Mahendiran M, Yeung H, Rossi S, Khosravani H, Perri G-A. Evaluating the Effectiveness of the SPIKES Model to Break Bad News – A Systematic Review. *American Journal of Hospice and Palliative Medicine*®. 2023;0(0). doi:[10.1177/10499091221146296](https://doi.org/10.1177/10499091221146296)

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Wittenberg, E., Goldsmith, J., Ragan, S., and Parnell, T.A. (2020). *Caring for the Family Caregiver: Palliative Care Communication and Health Literacy*. Oxford University Press.

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**CE certificates 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):**

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.

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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)**

**CONTACT INFORMATION**

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