

OVERCOMING THE CHALLENGES TO HOSPICE & PALLIATIVE CARE DURING COVID-19



DESCRIPTION:

Hospice and palliative care providers in the COVID-19 pandemic face new and dramatic challenges to all aspects of patient and family care as well as provider self-care. In the midst of this crisis, clinicians and provider organizations are faced with difficult decisions and are stepping up with courage, creativity, and compassion to meet these challenges, while at the same time facing risks of secondary traumatization, moral distress, staff burnout, and illness.

This webinar presents frontline perspectives on these issues, with an expert panel sharing the steps they are taking and what they see unfolding at this pivotal moment in the history of hospice and palliative care, and of our nation and world.

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.

LIVE DATE:	April 15, 2020
TIME:	Noon to 1:30pm ET
ON DEMAND:	Available for 1 year; until April 14, 2021
LENGTH:	90 minutes
CEs:	1.5 hours for a wide variety of professional boards
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:	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.

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”

REGISTRATION / VIEWING INSTRUCTIONS:

Eventbrite registration is required to receive viewing instructions. Please register at <https://covidchallenges.eventbrite.com>. An auto-generated email containing the viewing link will be sent after you register, which may end up in your junk folder.

The program will be recorded and available for on demand viewing at: <https://hospicefoundation.org/Education/Overcoming-the-Challenges-to-Hospice-Palliative>

Please email educate@hospicefoundation.org if you have any questions.

LEARNING OBJECTIVES:

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

1. Describe challenges faced by hospice and palliative care providers during COVID-19 and how hospice and palliative care providers are responding to the pandemic in residential, nursing home, and inpatient care facilities.
 2. Identify innovative approaches to effective bereavement counseling and community support when traditional approaches are not available.
 3. Discuss the current reality of hospice and palliative care in other countries and what can be learned from their experience.
 4. Define and describe moral distress, secondary traumatic stress, and burnout among hospice, palliative care and bereavement professionals and steps that can be taken both by professionals and organizations to enhance resilience and well-being.
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PROGRAM OUTLINE:

- I. Clinical challenges and solutions to hospice and palliative care for terminally-ill during the COVID-19 pandemic. (20 minutes)
 - a. How care for non-COVID-19 hospice and palliative care patients is being delivered in various settings;
 - b. Caring for COVID-19 patients in inpatient hospice units and other facilities;
 - c. Employing technology to provide virtual solutions to restricted access for non-COVID-19 patients and COVID-19 patients;
 - d. Responding to family and staff concerns, fear, and anguish about care and safety of patients during restrictions.
- II. Bereavement support challenges and solutions during the COVID-19 pandemic. (20 minutes)
 - a. Grief implications of the pandemic at personal, professional and organizational levels
 - b. Effectively moving to a virtual bereavement program
 - c. Community tragedy response applications to community-wide grief reactions triggered by COVID-19
- III. What we have learned about the global need for palliative care during COVID-19. (20 minutes)
 - a. The experience of US and other countries worldwide during the pandemic.
 - b. Impact of pandemic's challenges for hospice and palliative care and how these challenges may affect ethical decision-making and the future of US healthcare
 - c. Palliative care experience of other countries during COVID-19 may soon come to US
- IV. Self-care considerations for hospice and palliative care staff (20 minutes)
 - a. Psychological challenges of providing hospice and palliative care in the COVID-19 pandemic

- b. Risk of burnout, moral distress, and secondary traumatic stress
 - c. Positive effects of heightened purpose in the work and camaraderie among team members, and contributing to the common good
- V. Question and Answer Session (10 minutes)
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CONTINUING EDUCATION (CE) CREDITS:

This program is valid for 1.5 hours of CE credit. CE credits are free and are available for 1 year, until April 14, 2021.

A complete list of board approvals for this webinar program is posted to HFA's website at www.hospicefoundation.org.

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).

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EXPERT PANELISTS:

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 is a Fellow in Thanatology with the Association for Death Education and Counseling, and a member of the International Work Group on Death, Dying and Bereavement. A contributing author for Hospice Foundation of America's *Journeys* newsletter, Patti has been actively involved with NHPCO's Bereavement Professionals for 20 years and served two 3 year terms as Section Leader. At the Pathways Center for Grief & Loss Patti oversees a wide variety of bereavement services for adults, children and teens, serving close to 9,000 hospice and community bereaved each year. 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.

Molly Brooks, RN-BC, CHPCA

Molly Brooks is the Executive Director of Clinical Innovation at Capital Caring Health, a provider of hospice, palliative and advanced illness care in the Mid-Atlantic region. In her role she is responsible for evaluating and implementing new models of care and technologies that enable greater efficiencies while preserving improved outcomes. She obtained her degree in Nursing from Park University in Kansas City, Missouri. She holds specialty certifications in Gerontology and also Hospice and Palliative Care Administration. Molly's 26 year career as a registered

nurse has included work in medical-surgical oncology, long term care and 17 years in hospice roles. Molly is also the co-founder of Hero's Bridge, a nonprofit that address social determinants of health in veterans age 65 and over.

Stephen R. Connor, PhD, is the Executive Director of the Worldwide Hospice Palliative Care Alliance (WHPCA) with 350 organizational members in over 100 countries. Connor has worked in palliative care continuously for the past 44 years as a researcher, licensed clinical health psychologist, consultant, author, educator, advocate, & executive. For 11 years he was VP for research and development at NHPCO. For the last 20 years he has worked on global palliative care development in over 25 countries. He a trustee of the International Children's Palliative Care Network and the International Work Group on Death, Dying, & Bereavement; a board member for the Elizabeth Kubler-Ross Foundation; on the scientific advisory board of the (US) National Palliative Care Research Center; is a member of the editorial board of the *Journal of Pain & Symptom Management*; and serves on several WHO technical advisory groups. Connor has authored 5 books and over 130 peer reviewed journal articles, reviews, and book chapters on issues related to hospice & palliative care.

Dale G. Larson, PhD, is Professor of Counseling Psychology at Santa Clara University. A clinician and researcher, he is a Fulbright Scholar, a Fellow in the American Psychological Association, and member of the International Work Group on Death, Dying and Bereavement. His publications on end-of-life issues, stress in professional caregivers, grief and grief counseling, and self-concealment are widely cited, both in the scientific literature and in the popular media, and he was Senior Editor and a contributing author for the *Finding Our Way: Living with Dying in America* national newspaper series that reached 7 million Americans, He is the author of *The Helper's Journey: Empathy, Compassion, and the Challenge of Caring* (2020, Research Press) and received the Association for Death Education and Counseling Death Educator Award in 2016.

BIBLIOGRAPHY/REFERENCES:

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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 or call 800-854-3402, or write to HFA, 1707 L Street NW, Suite 220, Washington, DC 20036.

CONFLICT OF INTEREST:

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

FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES

Please contact Hospice Foundation of America (HFA)

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