

## ENDURING QUALITIES OF HOSPICE EXCELLENCE



### 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:

This 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 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 she will discuss and answer during the program's Q & A session.

<b>LIVE DATE:</b>	June 14, 2022
<b>TIME:</b>	Noon to 1:30pm ET
<b>ON DEMAND:</b>	Available for 1 year; until June 13, 2023
<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.**

---

### 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"

---

### 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: \$23.80 | Non-member: \$34.00  
Organizational Viewing\*: Member: \$105.00 | Non-member: \$150.00

### **Same Day Single Webinar Registration and On-Demand Purchase**

Individual Viewer: Member: \$27.30 | Non-member: \$39.00  
Organizational Viewing\*: Member: \$112.00 | Non-member: \$160.00

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

#### **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.

---

#### **LEARNING OBJECTIVES:**

At the conclusion of this webinar, 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 (CE) CREDITS:**

This program is valid for 1.5 hours of CE credit. CE credits are available for 1 year, until June 13, 2023.

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

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

---

### **EXPERT PANELIST:**

**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

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey:

<https://www.ahrq.gov/cahps/surveys-guidance/hospice/index.html>

CAHPS Hospice Survey Fact Sheet: <https://hospicecahpsurvey.org/#FactSheet>

Nan Tracy Zheng, Qinghua Li, Laura C. Hanson, Kathryn L. Wessell, Natalie Chong, Noha Sherif, Ila H. Broyles, Jennifer Frank, M. Alexis Kirk, Carol R. Schwartz, Alan F. Levitt, Franziska Rokoske. (2018). Nationwide Quality of Hospice Care: Findings From the Centers for Medicare & Medicaid Services Hospice Quality Reporting Program. In the Journal of Pain and Symptom Management, Volume 55, Issue 2, Pages 427-432.

Rachel Thienprayoon, Daniel Grossoehme, Lisa Humphrey, Teresa Pestian, Millicent Frimpong-Manso, Hailey Malcolm, Elizabeth Kitamura, Rachel Jenkins, and Sarah Friebert (2020).

["There's Just No Way to Help, and They Did." Parents Name Compassionate Care as a New Domain of Quality in Pediatric Home-Based Hospice and Palliative Care.](#) In the Journal of Palliative Medicine 23:6, 767-776.

Arif H. Kamal, Janet H. Bull, Steven P. Wolf, Keith M. Swetz, Tait D. Shanafelt, Katherine Ast, Dio Kavalieratos, Christian T. Sinclair (2020). Prevalence and Predictors of Burnout Among Hospice and Palliative Care Clinicians in the U.S. In the Journal of Pain and Symptom Management, Volume 59, Issue 5, Pages e6-e13.

Wu, D. S., Mehta, A. K., Brewer, C. B., Sloan, D., Dy, S. M., McPherson, M. L., & Dahlin, C. (2022). Defining Clinical Excellence for Palliative Care Specialists: A Concept Whose Time Has Come. *American Journal of Hospice and Palliative Medicine*®. <https://doi.org/10.1177/10499091211073968>

Dahlin, C . Evolution of palliative nursing: art, science and collaboration. In: Fine, R, Levinson, J, eds. The pursuit of life: the promise and challenge of palliative care. State College: Pennsylvania State University Press; 2021.

National Consensus Project for Quality Palliative Care . Clinical Practice Guidelines for Quality Palliative Care. 4th ed. Richmond: National Hospice and Palliative Care Coalition; 2018. Available from: <https://www.nationalcoalitionhpc.org/ncp/>.

---

## COPYRIGHT NOTICE:

**HFA's program is copyrighted. Its use and dissemination is restricted and unauthorized duplication is prohibited.**

**CE Credits 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.

---

### **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 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)**

#### **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

