

## PUT YOUR OWN OXYGEN MASK ON FIRST SELF-CARE FOR HOSPICE AND PALLIATIVE CARE PROFESSIONALS

### DESCRIPTION:

Who cares for the caregiver? In this webinar, participants explore individual and systemic sources of stress that they may experience as they deal with clients who are dying as well as individual and organizational strategies for self care.

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### 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.

<b>LIVE DATE:</b>	November 13, 2018
<b>TIME:</b>	Noon to 1:30pm ET
<b>ON DEMAND:</b>	Available for 1 year; until November 12, 2019
<b>LENGTH:</b>	90 minutes
<b>CEs:</b>	1.5 hours for a wide variety of professional boards
<b>CE FEE:</b>	\$9.00 per participant (individual registration includes 1 CE certificate)
<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.

#### **Before the Webinar** – Download Zoom

Click the link below to install Zoom on the computer you will be using to attend the webinar. It will only take a few minutes to sign up: <https://zoom.us/support/download>

If you already have Zoom, it's recommended that you go to Preferences within Zoom to check for updates to ensure you are running the latest version.

For technical support, go to <https://zoom.us> and click "support."

#### **Viewing Link**

The link to join the webinar will be emailed to you a few days before the program, and it will also be accessible in your account online at <https://hospicefoundation.org/Shop-HFA/My-Account>.

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## PROGRAM FEES/MATERIALS:

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.

### Individual Webinar

NON-MEMBERS:	HFA MEMBERS:	
\$46.00	\$34.50	Individual Registration
\$130.00	\$97.50	Multiple-Viewer Registration

### Webinar Package

Includes access to all seven courses in the 2018-2019 webinar package

NON-MEMBERS:	HFA MEMBERS:	
\$326.47	\$244.85	Individual Registration
\$860.29	\$645.22	Multiple-Viewer Registration
\$1,385.29	\$1,038.97	Multiple-Viewer Registration + Unlimited CEs

### Webinar Package + Living With Grief 2019

Includes access to all seven courses in the 2018-2019 webinar package, plus includes access to HFA's annual *Living with Grief* program in 2019

NON-MEMBERS:	HFA MEMBERS:	
\$1,000.29	\$750.22	Multiple-Viewer Registration
\$1,800.29	\$1,350.22	Multiple-Viewer Registration + Unlimited CEs

\*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.

## HOW TO REGISTER:

Register directly online, on HFA's website: [www.hospicefoundation.org](http://www.hospicefoundation.org).

## REGISTRATION POLICY:

### **Individual Registration**

Provides one person, the registrant, access to the webcast for personal viewing.

### **Multi-Viewer Registration**

Provides one person, the registrant, access to the webcast for streaming from one computer to a group of people.

## 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. Name three ways burnout among health care professionals is negatively impacting health care.
  2. Identify characteristics of burnout, compassion fatigue, compassion satisfaction, and secondary traumatic stress.
  3. Recognize three tools caregivers can use to assess self-compassion, compassion fatigue, burnout, professional quality of life, and secondary traumatic stress.
  4. Name two factors that can influence health and well-being and buffer health care professionals from experiencing burnout, compassion fatigue, and secondary traumatic stress.
  5. Describe the role of creative expression in improving quality of life for caregivers --> life stories, writing, music, art, ritual, and play.
  6. Select one creative practice to incorporate into your self-care repertoire.
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## PROGRAM OUTLINE:

Caregiving – Introduction (5 minutes)

- Check-in
- Benefits, Burdens, and Challenges

Caregiving – Issues (15 minutes)

- Quality and Safety
- Patient Satisfaction
- Health Care Costs
- Work-Related Factors
- Personal Factors

Caregiving – Impact (20 minutes)

- Burnout
- Compassion Fatigue
- Compassion Satisfaction
- Secondary Traumatic Stress
- Assessment Tools
  - Professional Quality of Life (ProQOL)
  - Self-Compassion Assessment
  - Soul Injury Survey

Caregiving – Qualifiers (15 minutes)

- Balance & Harmony
- Resiliency
- Helping, Fixing, Serving
- Spirituality

Caregiving – For Self --> Goals & Strategies (15 minutes)

- Connect, Create, Serve Yourself
- Creative Expression
- Stories that Heal
- Ritual
- Humor and Play

Caregiving – For Self --> Promise & Practice (15 minutes)

- Worthiness

- Self-Compassion
  - Self-Kindness
  - Sense of Common Humanity
  - Mindfulness

Questions and Answers (5-10 minutes)

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### **CONTINUING EDUCATION (CE) CREDITS:**

This program is valid for 1.5 hours of CE credit. The CE cost is \$9 per certificate\*. CE credits are available for 1 year, until November 12, 2019.

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

\*An individual registration includes 1 CE certificate

\*\*An Unlimited CE package is available for multi-viewer registrations. If purchased, the program organizer will be provided with a unique payment code to distribute to their attendees to use in place of payment online.

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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:**

**Kathleen A. Bixby, MSN, RN, CHPN**, A former Army nurse, Kathy returned to her roots and began working at the Washington DC Veterans Affairs (VA) Medical Center in 2005, conveying 25 years of experience from multiple venues including intensive care, advanced illness home and hospice care, and oncology case management. She is an approved End-of-Life Nursing Education Consortium (ELNEC) trainer, served as VA Faculty for Palliative Care Leadership training, and provided national workgroup leadership promoting VA-wide palliative and end-of-life care. Kathy is a certified Hospice and Palliative Care Nurse with past certifications in Critical Care and Oncology. In addition to working in Geriatric and Palliative Care Staff Development, Kathy also serves as the palliative care team member for the medical center's Amyotrophic Lateral Sclerosis (ALS) Clinic. Kathy is a Reiki Master and Certified HeartMath Trainer with additional training in iRest Yoga Nidra. She is a Caritas Coach, certified through the Watson Caring Science Institute, and recently completed Interprofessional Spiritual Care Education Curriculum (ISPEC) training. Kathy is an Opus Peace Ambassador, and her interests include communication, expressive and healing arts, whole-person caring relative to wholehearted living, integrative health

and well-being, and spirituality in healthcare. Ms. Bixby is presenting independent of the Department of Veterans Affairs.

**Kathleen S. Burkhart, MSN, APN-C, FAANP**, is a retired Captain in the US Navy Nurse Corp and a Fellow in the American Association of Nurse Practitioners, board-certified in Adult and Geriatric specialties. She has worked 27 years for the VA in several diverse and challenging roles including being a Nurse Practitioner in the Home-Based Primary Care Department, in a Community Based Outpatient Clinic, as well as a Nurse Manager for the Center for Health and Wellness. She has been a strong clinical leader in the VA Patient Centered Care and Whole Health initiatives where she currently serves as the Whole Health Education Champion. In addition to her VA role she provides clinical assessments for patients receiving hospice care in the private sector. Ms. Burkhart is affiliated with the Opus Peace Organization where she serves as an Ambassador. She has been speaking/ and providing workshops for both professional and lay audiences on the topic of Soul Injury and topics related to emotional/spiritual wellbeing. She is active in her church in the caregiver ministry as well as enjoys art and travel.

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## **BIBLIOGRAPHY/REFERENCES:**

### **Other Organization's Websites:**

Hospice and Palliative Nurses Association, [www.advancingexpertcare.org](http://www.advancingexpertcare.org)

### **Peer-reviewed Journal/resource:**

Ingebretsen, L.P and Sagbakken, M. (June 2016). Hospice nurses' emotional challenges in their encounters with the dying. In the *International Journal of Qualitative Studies in Health and Well-being*.

O'Mahony, S., Ziadni, M., Hoerger, M., Levine, S., Baron, A. and Gerhart, J. (Feb 2018). Compassion Fatigue Among Palliative Care Clinicians: Findings on Personality Factors and Years of Service. In *American Journal of Hospice and Palliative Care*, 35(2), 343-347.

Sanso, N., Galiana, L. Oliver, A., Pascual, A., Sinclair, Sh., and Benito, E. (August 2015). Palliative Care Professionals' Inner Life: Exploring the Relationships Among Awareness, Self-Care, and Compassion Satisfaction and Fatigue, Burnout and Coping with Death. In *the Journal of Pain and Symptom Management* (Vol 50, No 2, p. 200).

### **Expert resources:**

Our program Speakers are expert resources (see biographies, above)

### **Textbook references:**

Karnes, B. (2017). *You Need Care Too: Self-Care for the Professional Caregiver*. New York: BK Books.

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## **COPYRIGHT NOTICE:**

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**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.

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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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