

Hospice Foundation of America's Program

IMPROVING COMMUNICATION BETWEEN HEALTHCARE PROFESSIONALS AND FAMILIES ABOUT HOSPICE CARE

Self-Study ONLINE Course

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.

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 his 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 May 9, 2023
- ON DEMAND:** Viewing available to registered individuals for 6 months after purchase.
- LENGTH:** 90 minutes
- CE HOURS:** 1.5 hours
- 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

A computer and reliable internet connection. Mobile service provider charges may apply.

REGISTRATION INFORMATION/FEEES

Register directly online, on HFA's website: 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 and continuing education. Discounts may be available for multiple viewers. Please check HFA's website at www.hospicefoundation.org for current pricing.

MATERIALS AREA

Course materials (Video, Program Slides, and Viewer Guide) are accessible to all registered individuals online immediately after registering. Download materials are available on HFA's website at <https://hospicefoundation.org/Shop-HFA/My-Account>, under "Orders/Courses."

LEARNING OBJECTIVES

AT THE CONCLUSION OF THIS PROGRAM, 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

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)

CONTINUING EDUCATION

This program is valid for 1.5 contact hours of continuing education. View the current list of board approvals on HFA's website at www.hospicefoundation.org, located on the program's registration page.

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 a certificate is awarded. 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).

EXPERT SPEAKERS

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

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)

[Patient-Clinician Communication Issues in Palliative Care for Patients With Advanced Cancer.](#)

Anthony L. Back. *Journal of Clinical Oncology* 2020 38:9, 866-876

Quigley, D.D., Parast, L., Haas, A., Elliott, M.N., Teno, J.M. and Anhang Price, R. (2020), Differences in Caregiver Reports of the Quality of Hospice Care Across Settings. *J Am Geriatr Soc*, 68: 1218-1225. <https://doi.org/10.1111/jgs.16361>

Erika Gergerich, Jason Mallonee, Stacy Gherardi, Megan Kale-Cheever & Frankie Duga (2021) Strengths and Struggles for Families Involved in Hospice Care During the COVID-19 Pandemic, *Journal of Social Work in End-of-Life & Palliative Care*, 17:2-3, 198-217, DOI: [10.1080/15524256.2020.1845907](https://doi.org/10.1080/15524256.2020.1845907)

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.

COPYRIGHT NOTICE

HFA's program is copyrighted. Its use and dissemination is restricted and unauthorized duplication is strictly prohibited. HFA strictly prohibits any other dissemination of this program by any method, including internal WAN or LAN computer networks or telemedicine networks.

CE Certificates for this program may only be obtained through HFA.

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

PRODUCED BY

Hospice Foundation of America

End-of-life Care Resources for Professionals and the Communities they Serve

www.hospicefoundation.org

