

LIVING WITH GRIEF® IMPROVING DYING



DESCRIPTION:

HFA's 2025 *Living with Grief*® program highlights interventive, creative, and adjunct evidence-based strategies used to assist dying patients and their intimate networks find meaning, value, and comfort. End-of-life care providers from across the country will share insights into programs such as pet therapy, art and music therapy, and the use of virtual reality, which improve the dying experience, offering patients and their networks enhanced quality care, an improved perception of care, and the amelioration of grief. Hospice providers, in turn, may benefit from satisfied clients, recognition in their communities, and enhanced staff morale.

PROGRAM DETAILS:

This presentation features experienced professionals offering their own expertise on the topic. On the screen, you will see the slide presentation along with the experts 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 29, 2025
TIME:	Noon to 2:00pm Eastern Time
ON DEMAND:	Available for 6 months; until October 29, 2025
LENGTH:	120 minutes
CEs:	2 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:	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 the program, you will need a computer and screen, reliable internet access, and speakers.

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

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

PROGRAM FEES/MATERIALS:

Registration includes access to the live program, continuing education, and on-demand viewing for 6 months from live date.

Single Program Registration

Individual Viewer: Member: FREE | Non-member: \$55.00
Organizational Viewing: Member: FREE | Non-member: \$195.00

HOW TO REGISTER:

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

LEARNING OBJECTIVES:

1. Identify six interventions, therapies, and other initiatives end-of-life care providers are using to enrich patient and family care within and outside of the basic Medicare Hospice Benefit conditions of participation.
 2. Explain two ways that each intervention, therapy, or initiative profiled in Improving Dying can potentially enhance patient and family care, satisfaction and wellbeing.
 3. Describe three necessary resources needed to organize, implement and provide additional services.
 4. Discuss two possible barriers to the provision of additional care interventions, therapies initiatives and how those might be overcome.
 5. Give examples of how such initiatives have a positive return on investment, benefiting patients, families, and the community at large, bolstering a provider's footprint in the community, and increasing provider staff/volunteer retention.
-

PROGRAM OUTLINE:

- I. Introduction (3 mins)
 - a. Learning objectives
- II. Using Virtual Reality (20 mins)
 - a. Overview of Hospice Savannah's program
 - b. Details of benefits, evidence base, and implementation
 - c. Moderated Q&A
- III. Pet Therapy (18 mins)
 - a. Overview of Willamette Vital Health programs– Pet Therapy and Pet Piece of Mind
 - b. Details of benefits, evidence base and implementation
 - c. Moderated Q&A
- IV. Physical Modality Interventions in Hospice Care (20 mins)
 - a. Overview of Hudson Valley Hospice programs – PT, OT, Speech and Respiratory Therapies
 - b. Explanation of evidence base, barriers, regulatory components and implementation
 - c. Moderated Q&A
- V. Expressive Therapies (20 mins)
 - a. The Connecticut Hospice programs – Art and Music Therapy
 - b. Details of benefits, evidence base and use in life review
 - c. Moderated Q&A
- VI. Hospice Care in Supportive Care Homes (19 mins)
 - a. Overview of Hildegard House
 - b. Details of regulatory requirements, relationships with hospice providers, required resources and volunteer needs
 - c. Moderated Q&A
- VII. Quality Hospice Bereavement Programs (20 mins)

- a. Overview of Hospice of the Chesapeake's Chesapeake Life Center
 - b. Details of community offerings, impact on hospice organization, implementation and financial concerns
 - c. Moderated Q&A
- VIII. Closing (20 mins)
- a. Final thoughts
 - b. Review Learning objectives and program highlights
 - c. CE information
-

CONTINUING EDUCATION:

This program is valid for 2 continuing education contact hours. CE hours are available for 6 months, until October 29, 2025.

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

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 which includes a required evaluation form and exam. The exam must be completed at 80% or above (the exam may be re-taken, if necessary).

MODERATOR:

Frank Sesno, is Director of Strategic Initiatives, The George Washington University School of Media & Public Affairs, a former anchor for CNN, and a longtime moderator of the *Living with Grief*[®] program. He is an Emmy-award winning journalist and creator of PlanetForward.org, a user-driven web and television project that highlights innovations in sustainability, and he is the author of *Ask More: The Power of Questions to Open Doors, Uncover Solutions and Spark Change*.

PROGRAM PRESENTERS:

Kathleen Benton, DrPH, MA, President & CEO, Hospice Savannah

Kathleen Benton is the CEO at Hospice Savannah, Inc. She is heavily involved in the region through volunteer advisory board roles and professorships at Armstrong State University and the Mercer University Medical School. Dr. Benton has a master's degree in medical ethics and a doctorate in public health. She has authored and reviewed many publications relevant to the topics of palliative care, ethics, hospice, and communication. Her first publication, a children's book entitled *Daniel's World: A Book about Children with Disabilities*, is the closest to heart. She lives her vocation, passionate about helping families through ethical decision-making processes. She resides in Savannah with her husband, Rex, and her three children, Julia Grace, Jack, and Andrew.

Karen Cassidy, BSN, MSN, MBA, EdD, Executive Director, Hildegard House

Karen Cassidy is the Founder and Executive Director of Hildegard House, Kentucky's first and only comfort care home which provides a home and compassionate care for those at the end of life who have no home or loved ones to care for them so that they may die with dignity. Karen has been blessed with many educational opportunities: Bachelor's degree in nursing from Mount St. Joseph, Masters of Science in Nursing from Boston University, Doctoral degree in Education Leadership from Spalding University, and an Executive MBA from Bellarmine University. Karen

was tenured on the nursing faculty at both University of Louisville and Bellarmine University, teaching Community Health Nursing for over 25 years. It was when she served as a palliative care nurse practitioner at St. Mary and Elizabeth Hospital that she saw the gap in end of life care and those that were not able access hospice care because they didn't have a home or resources to pay for caregivers or family to provide them needed care when they were dying. Karen has been recognized by the community with a 2016 Bell Award, 2018 AARP Purpose Prize Award, by her alma mater, Sacred Heart Academy, with the 2023 Alumni Award from Bellarmine University.

Teresa Holstein, BSN, RN, CHPN, Sr. VP and Chief Operating Officer, Hudson Valley
Teresa Holstein, BSN, RN, CHPN is the Senior Vice President and Chief Operating Officer at Hudson Valley Hospice in New York. With over a decade of hospice experience, Teresa's career spans leadership roles in community programs, large hospital-based programs, and multi-site programs. Teresa's hospice career began as a family caregiver, her grandmother's end-of-life experience serving as the inspiration to start nursing school. Teresa graduated *magna cum laude* with a BA in Communication and *summa cum laude* with a BS in Nursing, both from Cleveland State University, and is a member of Sigma Theta Tau International Honor Society. A strong proponent of hospice education and advocacy, Teresa has served on several national and state hospice committees.

Theresa Jennings, LMPT, Director of Therapeutic Services, Hudson Valley Hospice
Teri Jennings, LMPT is the Director of Therapeutic Services at Hudson Valley Hospice in New York. With over twenty years of professional experience, Teri has dedicated her career to focusing on the needs of both the pediatric and geriatric demographic in accord with the patient's level of perspective and comfort in mind. Teri states that she has never felt more fulfilled than in her current role and is moved every day by the efforts and successes of her colleagues as they provide compassionate, quality end-of-life services and support to their patients. Teri holds a Bachelor of Science in Kinesiology from the University of Maryland and a Master of Art in Physical Therapy from the University of Delaware.

Hannah Righter, MT-BC, Director of Arts, The Connecticut Hospice
Hannah graduated from Berklee College of Music with a degree in Music Therapy and is a Board-Certified Music Therapist and the Director of Arts at The Connecticut Hospice. She has presented on the benefits of expressive therapies at area healthcare organizations and regional conferences. While experienced with a variety of populations, including special education, psychiatric, medical, and research-based, Hannah found her passion for utilizing the Arts in hospice care during her internship at Florida Hospital in Orlando, where she was a member of the palliative care and hospice team. Since 2012, Hannah has made it her mission to provide rich experiences to patients and families at The Connecticut Hospice through the Arts and has found great joy in experiencing the ability that art and music have on connecting individuals with the present moment while oftentimes evoking memories and storytelling that can provide insight towards important aspects of each individuals' lives.

Roberta P. Rook, MA, LCPC, Bereavement Program Coordinator, Chesapeake Life Center at Hospice of the Chesapeake
Roberta Rook is a Licensed Clinical Professional Counselor with over 30 years' experience in the field of counseling. For 23 years, she has been working as a Bereavement Counselor and Program Coordinator for the bereavement counseling department of Hospice of the Chesapeake, known as the Chesapeake Life Center. Roberta received a post-graduate Certificate in Thanatology (the study of death, dying, and bereavement) in 1999. She has a special interest in utilizing expressive techniques to help individuals navigate grief and find new life direction and purpose and is certified in the use of Nature Informed Therapy, the Mandala

Assessment Research Instrument, and a SoulCollage® Facilitator. She has conducted trainings and presentations on grief-related issues for hospice staff, volunteers, and professionals from the community at large.

Shelley Wagener, MDiv, Volunteer Coordinator, Willamette Vital Health

Shelley Wagener has been coordinating hospice volunteers for nearly twenty years, joining Willamette Vital Health in 2016. She works closely with her hospice colleagues to provide personalized support to patients and families to meet their care needs and bring enjoyment and meaning to their remaining time together. For the past eight years she has overseen everything pet-related at WVH, from pet therapy visits to support of patients' own pets through the Pet Peace of Mind program and Pet Friends Fund for the animals of Supportive Care and Grief Care clients.

Jennifer Ward, LMSW, Bereavement Counselor, Hospice of the Chesapeake

Jennifer Ward, LMSW, Jennifer Ward is a Licensed Master Social Worker (LMSW), Certified Financial Social Worker, and Certified Grief Informed Professional with over 15 years of experience supporting individuals and families in enhancing their lives and well-being. She holds a bachelor's degree in sociology from Curry College and a master's degree in social work from Boston College. Additionally, Jennifer earned a post-graduate certificate in financial social work from the University of Maryland School of Social Work. Currently, Jennifer serves as a Bereavement Counselor for the Chesapeake Life Center, where she provides short-term grief counseling, supervises MSW interns, and facilitates grief support groups. She joined Hospice of the Chesapeake in September 2022 and worked as a Hospice Social Worker until August 2023. Before joining Hospice of the Chesapeake, Jennifer worked for the County of Fairfax Government for 11 years, holding key roles as a Coordinated Services Planning Specialist and Aging, Disability, and Caregiver Resources Specialist. Jennifer is very passionate about guiding individuals and families through loss, transition, relationships, self-care, and self-sufficiency.

REVIEWER:

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

BIBLIOGRAPHY/REFERENCES:

Virtual Reality for Serious Illness, Edition 1 by Kathleen D. Benton & Teri Yarbrow, Eds., copyright © 2025 by Routledge

https://www.academia.edu/84282209/Gaps_in_Hospice_and_Palliative_Care_Research_A_Scoping_Review_of_the_North_American_Literature?form=MG0AV3&form=MG0AV3

Medtechdive. (2023, November 20). 77% of healthcare organizations surveyed have implemented virtual reality (VR) to support medical training—or are planning to; what are some of the use cases? <https://www.medtechdive.com/press-release/20231120-77-of-healthcare-organizations-surveyed-have-implemented-virtual-reality/>

About Art therapy - American Art Therapy Association. (2024, February 7). American Art Therapy Association. <https://arttherapy.org/about-art-therapy/>

Phillips, C. S., Hebdon, M., Cleary, C., Ravandi, D., Pottepalli, V., Siddiqi, Z., Rodriguez, E., & Jones, B. L. (2024). Expressive arts interventions to improve psychosocial well-being in caregivers: A systematic review. *Journal of Pain and Symptom Management*, 67(3), e229–e249. <https://doi.org/10.1016/j.jpainsymman.2023.11.026>

Cosentino, C., D'Apice, C., Del Gaudio, M., Bertolotti, C., Bini, M., Liotti, M. C., Melli, E., Tesa, F., Sarli, L., & Artioli, G. (2021). Effectiveness of expressive writing protocol in palliative care healthworkers: A quantitative study. *Acta Bio-medica: Atenei Parmensis*, 92. <https://doi.org/10.23750/abm.v92is2.11468>

Centers for Medicare & Medicaid Services. (2024, November). *Hospice*. <https://www.cms.gov/medicare/payment/fee-for-service-providers/hospice>

Mueller, E., Arthur, P., Ivy, M., Pryor, L., Armstead, A., & Chih-Yang, L. (2021). Addressing the gap: Occupational therapy in hospice care. *Occupational Therapy in Health Care*, 35(2).

NYS Department of Health. (2024, August). About hospice services. <https://profiles.health.ny.gov/hospice/services>

Stuart, B. (2023). *Facing death: Spirituality, science, and surrender at the end of life*. Capucia Publishing.

COPYRIGHT NOTICE:

HFA's program is copyrighted. Its use and dissemination is restricted and unauthorized duplication is prohibited. CE certificates 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 Review Committee Members) disclose no conflict of interest relative to this educational activity. None of the planners or presenters for this educational activity have relevant financial relationships to disclose with ineligible companies.

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

THANK YOU TO OUR PROGRAM SPONSOR

Presented by Dignity Memorial

Dignity[®]
MEMORIAL

