



# Five Wishes® Advance Care Planning Facilitator Communication Skills

## DESCRIPTION:

Building on the course titled Five Wishes® Advance Care Planning Facilitator Foundations, this **Five Wishes® Advance Care Planning Facilitator Communication Skills** course is designed to enhance your knowledge, ability, and skill in facilitating compassionate, effective conversations with patients, families, and decision-makers. This course provides an overview of essential communication and conversation skills, important areas for assessment and exploration, and special considerations for sensitively engaging in advance care planning discussions. You will learn behaviors and practices that demonstrate compassionate, person-centered communication, and help you effectively facilitate values-based end-of-life care discussions.

## PROGRAM DETAILS

This educational program is an asynchronous, online learning course. The course consists of self-directed and learner-paced content with interactive features that may include text blocks, flip cards, buttons, process interactions, sorting cards, knowledge checks, and/or short videos.

- AVAILABLE DATES:** Beginning March 19, 2024  
*You will have continued access to view the course presentation for one year from your purchase date.*
- LENGTH:** *approximately* 60 minutes
- CEs:** 1 hour for a variety of professional boards (see CE details below)
- TARGET AUDIENCE:** This course is appropriate for healthcare direct care staff, providers, clinicians, and professionals working in healthcare delivery settings, and whose work involves facilitating advance care planning conversations.

### TECHNICAL

**REQUIREMENTS:** Computer and screen, reliable internet access, and speakers.

**This educational activity is being jointly provided by Hospice Foundation of America and Five Wishes.**

## CONTINUING EDUCATION

This program is valid for 1 hour of continuing education for the following professional boards. *Continuing Education is available through March 19, 2026, unless otherwise noted.* To receive your CE certificate, first complete the entire program. CE hours may then be obtained from HFA’s CE site at [educate.hospicefoundation.org](http://educate.hospicefoundation.org).\* You will need to enter in the CE Code that is available to you upon successful completion of the course.

*\*Detailed CE instructions will be provided to you via email at the conclusion of the course.*

## PROFESSIONAL CE BOARD APPROVALS.

- **National Association of Social Work Boards (NASW)**  
This program is approved by the National Association of Social Workers for 1 Social Work continuing education contact hour. **Approval expires 2/28/2026\***. Accepted/recognized in all states except NJ, NY, & WV.

*\*Program and online CE process must be completed prior to expiration for NASW CE hours to be awarded*

- **Montana Nurses Association (an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation)**

This nursing continuing professional development activity was approved by Montana Nurses Association, an accredited approver with distinction by the American Nurses Credentialing Center's Commission on Accreditation.

*\*Most states recognize ANCC Accreditation (N08) but please verify with your individual state board*

- **Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling**
- **California Board of Registered Nursing**
- **Florida Board of Nursing**
- **Certificate of Attendance**

*\*Approval numbers will be provided on CE certificate*

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### **FIVE WISHES CERTIFICATION PROGRAM**

This course is one of the requirements for becoming a Five Wishes Certified Advance Care Planning Facilitator. This competency-based certification is designed for professionals who want to increase their effectiveness in the work of advance care planning facilitation and/or community education.

*\*There are additional requirements and fees for Five Wishes Certifications. You can purchase and complete your required courses from HFA up to a year in advance of applying for Certification. For information about the required courses, additional fees, and other requirements for Five Wishes Certifications, visit [FiveWishes.org/certification](https://www.fivewishes.org/certification).*

*\*\*Becoming Five Wishes Certified is not required to receive Continuing Education (CE) hours.*

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### **REGISTRATION**

Registration is \$55 per learner. Register directly online at <https://hospicefoundation.org/HFA-Products/Five-Wishes%C2%AE-Advance-Care-Planning-Facilitator-Com>, or contact Hospice Foundation of America at 202-457-5811 or email [educate@hospicefoundation.org](mailto:educate@hospicefoundation.org).

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### **LEARNING OBJECTIVES**

After this presentation, participants will be able to:

1. Discuss the importance of communication skills in healthcare encounters
2. Describe the benefits of compassionate communication and identify the skills involved
3. Recognize and demonstrate active listening and other communication skills involved in facilitating high-quality advance care planning conversations
4. Identify and demonstrate specific assessment and exploration skills necessary for conducting effective and sensitive advance care planning conversations
5. Recognize cultural and other factors that can affect advance care planning conversation

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### **PROGRAM OUTLINE**

1. Introduction – 4 minutes
  - a. Course Introduction

- b. Learning Objectives
  - c. Review: Advance Care Planning with Five Wishes
- 2. Why communication and conversation skills matter – 10 minutes
  - a. The Need for Communication Skills
  - b. Person-Centered Communication
  - c. Compassionate Communication
- 3. Communication Skills - 16 minutes
  - a. Section Introduction
  - b. Being Fully Present
  - c. Active Listening
  - d. Open-Ended Inquiry
  - e. Responding to Emotions
  - f. Communicating Positive Intent
  - g. Expressing Appreciation
  - h. Knowledge Check
- 4. Advance Care Planning Conversation Skills – 16 minutes
  - a. Exploration, Assessment, and Information
  - b. Exploring Familiarity and Communicating Benefits
  - c. Assessing Readiness to Engage in Advance Care Planning
  - d. Assessing Understanding of Medical Conditions
  - e. Exploring Values, Experiences, and Concerns
  - f. Knowledge Check
- 5. Considerations for Conversations – 6 minutes
  - a. Section Introduction
  - b. Assessing Capacity
  - c. Cultural Considerations
  - d. Knowledge Check
- 6. Knowing Yourself – 6 minutes
  - a. Understanding Bias
  - b. Practicing Skills
  - c. Doing your Own Advance Care Planning
- 7. Summary and References – 2 minutes
  - a. Summary
  - b. References
- 8. QUIZ
  - a. Final exam

### **COURSE COMPLETION REQUIREMENTS**

Participants must complete the course in its entirety. Partial credit is not awarded. Participants must also complete the entire CE process online, before the CE deadline (one year from course purchase). A Course Code will be provided at the end of the program, after the exam has been passed at 80%. Attendees will be able to choose the board they wish to receive credit from (from the approved list of boards\*) and will then be able to print their CE certificate immediately after completing all CE requirements.

\*A complete list of board approvals for this program is posted above (see Continuing Education, above).

### **COURSE AUTHOR**

**The content for this course was written by Kathleen Taylor, MA, LMHC**

Kathleen Taylor has over 30 years of experience in the healthcare and nonprofit sectors. Her passion is centered in improving the healthcare experience for people who are sick and vulnerable, and helping healthcare professionals master skills in cultivating empathy and communicating compassionately. She operates a healthcare consulting practice focused on advance care planning, palliative care program strategy, and clinical training, and currently serves as the Healthcare Programs Director for Five Wishes, a program of the national nonprofit Aging with Dignity. Previously, she served for a decade as the Director of Community Engagement at the country's largest nonprofit hospice organization where she led their advance care planning education programs and developed their first training program on empathy and compassion in patient care. She also worked for several years as a hospice counselor serving patients and families coping with life-limiting illness, caregiving, and grief.

Kathleen is a Florida Licensed Mental Health Counselor and Qualified Clinical Supervisor. She earned a Bachelor's of Psychology degree at Stetson University, a Master's of Mental Health and Rehabilitation Counseling degree at the University of South Florida, and a Graduate Certificate in Nonprofit Management & Innovation at the University of Tampa's John Sykes College of Business. She is certified to administer, interpret, and provide coaching services on the EQ-I 2.0® Emotional Intelligence Inventory, and has completed training in Basic Professional Hypnosis.

## REVIEWER

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

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### COPYRIGHT NOTICE

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**CE Certificates for this program may only be obtained through Hospice Foundation of America.** Detailed CE instructions will be provided to attendees at the conclusion of the program, after passing the exam.

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### SPECIAL ACCOMMODATIONS FOR DISABILITY (ADA)

Reasonable accommodation may be made available, on an individual basis. To request accommodation, contact Hospice Foundation of America via email at [educate@hospicefoundation.org](mailto:educate@hospicefoundation.org) or call 202-457-5811.

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### CONFLICT OF INTEREST

This educational activity is being jointly provided by Hospice Foundation of America and Five Wishes.

Program Planners 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.

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### FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES

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