



Hospice of Palm Beach County provides in-services and presentations on a variety of Hospice and healthcare related topics, as a service to both healthcare professionals and community members.

Free Contact Hours are available for many of these educational offerings and are noted in the program description. Please note: State of Florida requirements necessitate participants to attend 50 minutes of classroom instruction in order to receive one CEU (contact hour).

For more information or to arrange a presentation, call External Education at (561) 273-2247.

Activities in Nursing Facilities - (1) Contact Hour

NEW

This in-service was developed especially for nursing facility staff. It focuses on the importance of understanding activities in nursing facilities. During this hour, participants learn the importance of creating and participating in a care plan of activities for individual patients. Appropriate for presentation in skilled nursing facilities.

Advance Directives - (1) Contact Hour

When an individual executes an Advance Directive, he or she provides loved ones and health care professionals alike the peace of mind that comes from knowing the choices this person would have been made had he or she been competent to make health care decisions. This presentation for healthcare professionals focuses on current Florida law and provides information on DNRO, living wills, healthcare surrogates, and proxy trees. Appropriate for presentation in all care settings.

Alzheimer's Disease and Related Dementias - (1) Contact Hour

Alzheimer's Disease is a debilitating illness that affects people of all races and socioeconomic groups. Our program explains the disease process and progression of this condition, and includes a discussion of the care of the Alzheimer's patient. Ways to handle some of the more challenging manifestations of the disease are addressed, along with criteria for hospice eligibility of the patient with dementia. Hospice eligibility is briefly discussed.

This presentation does not meet the educational requirement for Florida Statute 400.1755(1). For in-services meeting this standard, see "Special Care of the Nursing Home Resident with Alzheimer's Disease." Appropriate for presentation in all care settings, as well as to community groups.

Anger - Is It Contagious? - (1) Contact Hour

Anger is an emotion which can contribute to the already considerable stress we experience daily. When it is expressed in inappropriate ways to loved ones or colleagues, a decline in the morale of the family and/or staff may result, which ultimately affects the quality of care provided to the patient. Participants will learn about the ways in which anger can impact both individuals and groups, as well as ways to effectively channel this emotion. Appropriate for presentation in all care settings, as well as to community groups.



Caring for the Caregiver - (1) Contact Hour

For health care professionals, the care of a terminally ill individual may seem difficult at times. For the family member who is providing care to a dying loved one, the task may seem unbearable at times. This educational offering focuses on ways to provide support and guidance to both family members and professionals actively involved in the care of a terminally ill patient. Included is a discussion of the importance of self-care. Appropriate for presentation in all care settings, as well as to community groups.

Chronic Pain Management for Acute Care Staff – (1) Contact Hour

The management of pain is essential for all nurses involved in caring for terminally ill patients. Acute care nurses most often deal with acute pain. At the completion of this presentation the practitioner will be able to discuss principals of analgesia and pain goals; describe the use of adjuvant medications; identify how to treat common side effects and discuss how to calculate an appropriate break-through dose. Appropriate for presentation in acute care settings. Information most appropriate for nurses and doctors.

Communicating Bad News - (1) Contact Hour

The communication of bad news is a skill essential to the practice of all healthcare professionals. The therapeutically effective 6-step approach to communicating bad news is described in this in-service, which also addresses ways to deal with families who want to protect the patient by withholding information. Appropriate for presentation in all care settings, as well as to some community groups.

Communicating with Cognitively Impaired Adults – (1) Contact Hour

Working with cognitively challenged patients can result in frustration, but it can also be very rewarding with a clearer understanding of successful tips and techniques. This presentation will focus on proven methods to help make the situation a better one for patient and caregiver. Appropriate for presentation in all care settings.

Complimentary Therapies – Holistic Therapies; Aromatherapy; Reiki.

Coping with the Holidays – (1) Contact Hour

A presentation appropriate for both professional and primary caregivers, which suggests ways in which to successfully manage the obligations and emotions, associated with this joyful but stressful time of year. Appropriate for presentation in all care settings, as well as to community groups.

Cultural Diversity Issues in Healthcare – (1) Contact Hour

Healthcare workers can learn how their own cultural values and biases affect the care they give. Also discussed are the differences between generalizations and stereotyping; how culture affects pain management; how culture affects spiritual distress; and general characteristics of various ethnic groups. Appropriate for presentation in all care settings, as well as to community groups.



Depression and Psychosocial Issues - (1) Contact Hour

NEW

This in-service was developed especially for nursing facility staff. In this presentation the participant will: be reminded of the importance of first impressions; receive information regarding important psychosocial words and concepts; discuss resident actions that must be assessed to prevent or alleviate depression and other psychosocial symptoms; discuss spiritual distress; and the importance of cultural differences. Appropriate for presentation in skilled nursing facilities.

Discussing End of Life Care – (1) Contact Hour

American's view of end of life care is unique. This presentation suggests ways of how to prepare for an end of life discussion, as well as how to discover patient's goals of care. Also explains how to discuss advance directives. Appropriate for presentation in all care settings, as well as to community groups.

Documentation and Legal Aspects for CNA's and other disciplines – (1) Contact Hour

Since Florence Nightingale, documentation has been a necessity in our everyday work life. This presentation discusses essential elements that CNAs use in their documentation. It is also important for nurses and others who supervise CNAs to be aware of these elements to assure compliance and ultimately patient care. Appropriate for presentation in all care settings, most appropriate for CNAs and nurses.

Domestic Violence – (1) Contact Hour

Approximately 1/3 of all women in the United States will experience domestic violence during their lifetime. This epidemic explains why the State of Florida requires all healthcare workers to attend an update every 2 years. This presentation meets these requirements. Appropriate for presentation in all care settings.

End of Life Choices – (1) Contact Hour

This presentation gives an overview of hospice and its key philosophical concepts. Florida's Advance directives are briefly reviewed. Appropriate for presentation in all care settings, as well as to community groups.

Ethics in Healthcare – (1) Contact Hour

This presentation describes basic ethics terminology and gives real work life examples of ethical issues. Appropriate for presentation in all care settings.

Exceptional Customer Service – (1) Contact Hour

Companies are faced with the challenge of providing not just good customer service, but exceptional customer service. Healthcare facility personnel sometimes forget we have customers too. During this hour, we will be reminded of who, when and how to give exceptional customer service. Appropriate for presentation in all care settings, as well as to community groups.



Goals of Care @ EOL- (1) Contact Hour

Patients and families experiencing a serious illness are faced with decisions about continuing, withholding, and/or withdrawing medical interventions. This program, designed for the professional, focuses on ways in which to use effective communication skills to assist terminal patients in the determination of appropriate goals of care at the end of life. Appropriate for presentation in the acute care setting and to physician practice groups.

Guidelines for Hospice in a Nursing Facility- (1) Contact Hour

An in-service which focuses on the education of nursing facility staff regarding Hospice eligibility, levels of care, Hospice services, reimbursement to nursing facilities, SNF election form and other related information. Appropriate for presentation in skilled nursing facilities, most appropriate for management and business office personnel.

HIV/AIDS Update – (1) Contact Hour

Although AIDS is considered a “chronic” disease in most of the United States, it is still a killer. The State of Florida requires healthcare workers to attend an update every 2 years. This presentation meets the Florida Statute requirements. Appropriate for presentation in all care settings.

Hospice 101: Who, What, When, Where, Why (No Contact hours)

This is a short, 30-minute, presentation that explains basic aspects of Hospice care and services. Appropriate for presentation in all care settings, as well as to community groups.

Hospice Basics & Benefits - (1) Contact Hour

NEW

This in-service explains the concepts of Hospice and Palliative Care and explains the benefits of Hospice for patients and their families. At the end of this presentation, the participant will be able to identify someone who meets criteria for hospice services and care. Appropriate for presentation in all care settings.

Hospice Eligibility - (1) Contact Hour

The average length of stay nationally for a hospice patient is only about two weeks. Accurate identification of patients who meet hospice eligibility criteria means that the patient/family will receive the proper care and support before the brink of death. This presentation provides an overview of Hospice care, including the identification of patients who meet criteria for hospice admission. Appropriate for presentation in all care settings, as well as to physician practice groups.

Hospice in the Acute Care Setting - (1) Contact Hour

Identifying potential hospice appropriate patients and providing interdisciplinary care in the curative-model hospital setting can prove to be challenging. This presentation discusses the wonderful opportunities and tips we can use together to offer meaningful end-of-life care focused on the patient's physical, emotional and spiritual well-being as well as caring for the family members who also suffer the loss. Appropriate for presentation in acute care hospital setting.



Hospice in the Acute Care Setting: Financial Aspects (Contract beds) -

(1) Contact Hour

A contract with a hospice to provide general inpatient care (contract beds) may sometimes seem burdensome to hospital staff. However, there are concrete advantages to the hospital for utilizing hospice contract beds. This presentation identifies Medicare regulations governing Hospice reimbursement for services provided in the acute care setting, describes the financial and regulatory benefits to the hospital, and explains how to optimize these benefits through active communication and collaboration between the clinical and administrative staff at both organizations. Appropriate for presentation to the administrative and financial staff of acute care facilities, as well as to physician practice groups.

Hospice Levels of Care LTC - (1) Contact Hour

The focus of this presentation is the education of the staff in the skilled nursing facility regarding various aspects of hospice cares, including: Hospice levels of care and the identification of the patient's needs and goals of care at the end of life. The documentation required by Medicare to substantiate the plan of care and the collaboration between staff of the two organizations is also reviewed. Appropriate for presentation in skilled nursing facilities.

Hospice Levels of Care in the Long Term Care Setting: Financial Aspects -

(1) Contact Hour

The relationship between a Hospice provider and the Skilled Nursing Facility becomes less challenging when the Medicare regulations governing Hospice reimbursement are clearly explained. This presentation describes the Hospice Medicare Benefit, including Hospice Levels of Care, regulations and nursing facility reimbursement related to those different levels of care. A clear explanation of "contract beds" is given. The importance of good communication and collaboration between the organizations is emphasized. Appropriate for presentation in the skilled nursing facility; especially useful for SNF administrative staff.

Integrating End-of-Life Care in the Acute Care Setting - (1) Contact Hour

57% of deaths in the United States occur in the acute care facility. This presentation focuses on issues related to the provision of end of life care in the hospital and discusses ways in which the collaborative efforts of the hospice and acute care staff serves to optimize the experience of terminally ill patients, their families. Appropriate for hospital setting and physician practice groups.

Intermittent SQ Injections – NO CONTACT HOURS

This brief 10 – 15 minute presentation explains to practitioners the "how to" and "why" of this frequently used procedure for hospice patients who are experiencing pain but are unable to swallow oral medications. Appropriate for presentation in all care settings, as well as to physicians.



Introduction to Grief, Loss and Bereavement for Healthcare Professionals – (1) One Contact Hour

Healthcare workers face many challenges when patients and their families experience loss. This presentation defines grief and the different types of grief. It also describes interventions that can be used and ways that caregivers can deal with their own continued exposure to grieving people.

Appropriate for presentation in all care settings and all disciplines.

Last Hours of Living - (1) Contact Hour

One of a series of EPEC (Educating Physicians at the End of Life) presentations developed by the American Medical Association and Robert Wood Johnson Foundation. This particular program focuses on the recognition and management of the pathophysiological changes, which commonly occur in patients nearing their final hours. Learn how to educate, prepare and support the patient and caregivers during this difficult time. Appropriate for presentation in all care settings, as well as to physician practice groups.

Medical Error Prevention and Safety for CNAs in SNF – (1) Contact Hour NEW

Medication errors are only one of the many medical errors that affect the safety of patients. This presentation discusses sentinel events and ways that CNAs can help insure compliance. It also emphasizes that the need to change the “blame game” sometimes found today in order to make changes that can improve patient safety. Appropriate for presentation to CNAs in Skilled Nursing Facilities.

Medical Error Prevention and Safety for CNAs in ALF – (1) Contact Hour NEW

Medication errors are only one of the many medical errors that affect the safety of patients. This presentation discusses sentinel events and ways that CNAs can help insure compliance. It also emphasizes that the need to change the “blame game” sometimes found today in order to make changes that can improve patient safety. Appropriate for presentation to CNAs in Assisted Living Facilities.

Medical Futility at the End of Life- (1) Contact Hour

Today's health care professional must operate in a highly litigious climate. Patients and families often have unrealistic expectations of the practitioner. Unresolved patient/family conflict may inflame the situation. Legal standards relating to informed consent and designated decision makers can cause confusion and uncertainty. And the rapidly developing nature of medical technology forces the clinician to redefine, from case to case, the term medical futility. More often than not, the resolution to these issues is found through the understanding of the nature of conflict and its resolution. Learning how to communicate effectively and negotiate successfully with patients, families, and other members of the health care team can result in more positive outcomes for all involved. Appropriate for presentation in the acute care setting, as well as to physician practice groups.



Medical Music Therapy – (1) Contact Hour

This presentation focuses on the use of Music Therapy for medical procedures and in the hospital setting. It includes a definition of Music Therapy and the use of Music Therapy techniques for painful procedures.

Music Therapy and End of Life Care – (1) Contact Hour

The presentation is specifically about the use of Music Therapy techniques in hospice care, including assessment and treatment planning. It includes a definition of Music Therapy, as well as definitions about the variety of multi-sensory interventions that End-of-Life Care Music Therapists utilize.

Music Therapy and Grieving: A Family Approach – (1) Contact Hour

This presentation is designed to give learners insights into the use of Music Therapy to work with both patients and families experience anticipatory grieving, as well as bereavement. Includes a definition of Music Therapy and describes interventions that Music Therapists use to create Legacies with families.

Music Therapy in Hospice & Palliative Care: Creatively Effective Interventions at the End of Life - (1) Contact Hour

This presentation focuses on music therapy as a professional intervention with demonstrated effectiveness in the promotion of relaxation, the reduction of anxiety, and the management of pain at the end of life. Appropriate for presentation in all care settings.

Nutrition and Palliative Care - (1) Contact Hour

All patients with terminal illness generally experience a decline in appetite and concomitant weight loss. These nutritional issues can be very distressing to patients and families, and of regulatory concern to facility staff. This presentation describes the appropriate management of anorexia, weight loss, and nausea and vomiting in the terminally ill patient. The use of artificial nutrition and hydration at the end of life is discussed, along with the psychosocial, spiritual, and ethical issues involved in nutritional decision making. Appropriate in all practice settings.

Pain for Facility Residents - (1) Contact Hour

NEW

This program was developed especially for nursing facility staff. It discusses the importance of pain assessment, concepts, and the use of the PQRSTA. At the completion of the program, participants will have learned how to use standard pain scale indicators and some non-pharmacologic interventions for pain. Appropriate for presentation in skilled nursing facilities.



Pain Management at the End of Life, part I - (1) Contact Hour

Pain is now considered by JCAHO as the 5th vital sign and, as such, is a quality indicator for most health care organizations. This educational program examines barriers to pain management; categories of pain, tools and assessment; World Health Organization (WHO) pain stepladder; managing side effects. Appropriate for presentation to all disciplines in all practice settings.

Pain Management at the End of Life, part II - (1) Contact Hour

The management of pain is essential for all nurses involved in caring for terminally ill patients. This presentation takes up where part I left off. At its completion, the practitioner will understand the different categories of pain; the assessment tools used in managing pain; the WHO pain step-ladder; adjunctive pain meds; the use of equianalgesic charts; calculating breakthrough pain medications; managing side effects and much more. Appropriate for presentation in all practice settings, this information is targeted to nurses.

Pain Management for CNAs - (1) Contact Hour

Pain is now considered by JCAHO as the 5th vital sign and, as such, is a quality indicator for most health care organizations. This educational program examines barriers to pain management; categories of pain, tools, and assessment; World Health Organization (WHO) pain stepladder; and managing side effects. Appropriate for presentation to CNAs in all practice settings.

Palliative Care of the Patient With AIDS - (1) Contact Hour

This in-service describes the pathophysiology of HIV Disease and discusses the management of distressing symptoms common to AIDS patients. Included is a focus on goals of care and desired outcomes of total patient care. Appropriate for presentation in all practice settings. Does not meet State requirements for HIV/AIDS update.

Physician Billing for Hospice patients – NO CONTACT HOURS

Describes billing codes and procedures for Hospice patients. Appropriate for physician practice groups.

Referring to Hospice: Presentation for ALF Personnel – NO CONTACT HOURS

This in-service helps non-licensed staff learn how to approach physicians, residents, and their families on the benefits of Hospice. May be utilized as a tool for one-on-one conversation or for an informal in-service. Appropriate for practice in Assisted Living Facilities.

Resident Rights – General Guidelines for SNFs & ALFs – (1) Contact Hour

All CNAs and other disciplines are vitally interested in resident rights who live in long term care facilities. This presentation meets new requirements for CNAs, but is of interest to nurses and other disciplines who deal with patients and families in long term care facilities. Appropriate for all practice settings, most appropriate for CNAs, nurses and SWs.



Sensitivity Awareness - (1) Contact Hour

Empathizing with those facing the end of their lives assists professionals, family, and friends to provide the right kind of support and care needed to assist the dying as they move along their journey. This powerful presentation will help attendees to understand on a personal level the experience of a terminal illness. Appropriate for presentation in all practice settings.

SHARE 101 – (1) Contact Hours

Horizons Pregnancy and Infant Loss Support Program presents information regarding the perinatal bereavement program, the effects of grief and where and when to find needed support. Appropriate for presentation to healthcare professionals in various settings.

Stress Reduction and Management - (1) Contact Hour

Life cannot exist without it, but the use of unhealthy coping mechanisms to deal with everyday stress can lead to the development of physical and emotional illness. The importance of finding healthy ways to contend with stress is the focus of this presentation and participants are taught how to assess and manage stress in their own lives. Everyone leaves this presentation in a more relaxed state! Appropriate for presentation in all care settings.

Symptom Management @ EOL - (1) Contact Hour

Pain is not the only symptom experienced by the patient at the end of life. This presentation describes the assessment and treatment of common end-stage symptoms, including dyspnea, nausea and vomiting, and agitation. Appropriate for presentation in all practice settings, as well as to physician practice groups.

Withdrawing & Withholding @ EOL - (1) Contact Hour

Discusses the withdrawing & withholding treatments such as artificial hydration and nutrition, CPR and other treatments in palliative care. Appropriate for presentation in all practice settings, as well as to physician practice groups.

Wound Care Management. Overview of Care for Healthcare Professionals – (1) Contact hour

Prevention is the key to wound care, but there are times Healthcare workers must deal with different stages of wounds. This presentation describes the stages of wounds. It also shows pictures of wounds and some products that can be used to treat them. Appropriate for presentation in all care settings.

We can tailor a palliative care, pain management, or end-of-life in-service to meet your specific needs. Just give us a call at (561) 273-2247 or contact your Hospice of Palm Beach County Representative.