



New Jersey Hospice and  
Palliative Care Organization  
www.njhospice.org

# Key Issues for the New Hospice Professional

Tuesday, March 23, 2010

9:00 a.m. - 3:45 p.m. (Continental breakfast available at 8:30 a.m.)  
American Cancer Society, North Brunswick

Learn what you need to improve your skills as a hospice professional...

History and Philosophy of Hospice Care / Regulatory Overview  
Patient-Family Documentation / Ethical Decision Making in End-of-Life Care  
Communication at the End-of-Life / Patient-Family Dynamics

## Learning Objectives

The learner will be able to:

1. Describe patient/family need for and major developments in the evolution of hospice care.
2. Explain how key federal and state regulations affect hospice practice.
3. Apply the terminal illness disease trajectory process which supports hospice appropriateness.
4. Determine patient/family goals through active listening skills, verification and clarification.
5. List key components of the initial and comprehensive assessments to facilitate the development and revision of the Inter-Disciplinary Team (IDT) plan of care.
6. Illustrate how the IDT meets patient/family goals through non-pharmacological individualized interventions (education, spiritual care, social services).
7. Describe components and strategies of patient/family documentation in a range of caregiving facilities and settings.
8. Identify ethical dilemmas in hospice practice.
9. Examine how common ethical principles are applied in decision making.
10. Apply a decision model to resolve ethical dilemmas.
11. Identify the purposes and role of an ethics committee.
12. Describe principles of good listening.
13. Identify how listening skills can be used in handling difficult patient/family issues in hospice work.
14. Describe the challenges faced by hospice patients and families.
15. Apply family therapy concepts to work in hospice.

## Contact Hour Information:

**Social Workers:** "This course, **Key Issues for the New Hospice Professional 091607-4321**, provided by New Jersey Hospice and Palliative Care Organization, is approved for continuing education by the National Association of Social Workers – NJ Chapter, 200 Metroplex Drive, Suite 404, Edison, NJ 08817. NASW-NJ CE Approval Program Period: September 1, 2008 – August 31, 2010. Social workers will receive **six and a half (6.5) clinical continuing education hours and/or ethics continuing education hours** for participating in this course."

**Nurses:** New Jersey Hospice and Palliative Care Organization is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. **Provider Number P247-9/09-12.** Provider Approval is valid through September 30, 2012. Nurses will receive 5.3 contact hours for this course.

## Presentations & Seminar Faculty

### **Philosophy and History of Hospice & Overview of Regulatory Compliance**

*Don Pendley, MA, CAE, APR, President, New Jersey Hospice and Palliative Care Organization*

Description and need for hospice ... Evolution in Europe, the U. S. and New Jersey...Medicare Hospice Benefit...Review of principal federal and state regulations affecting hospice care.

### **Documentation of Patient/Family Care**

*Linda Rosengart, RN, BSN, MPH, Director of Patient Services, Hospice of New Jersey; or*

*Kathleen F. Campbell, RN, BSN, BC, Staff Development Coordinator, Hospice of New Jersey*

Terminal illness disease trajectory ... Use of active listening skills, verification and clarification of patient goals ... Key components of initial assessment and comprehensive assessment ... Inter-Disciplinary Team process to developing individualized interventions ... Key documentation issues.

### **Ethical Decision Making in End of Life Care**

*JoAnne Reifsnyder, Ph.D., MSN, Research Assistant Professor, Department of Health Policy and Division Director, Health Policy and Health Services Research, Jefferson Medical College, Thomas Jefferson University, Philadelphia, Pa.*

Ethical dilemmas in hospice practice ... Ethical principles ... An ethical decision making process ... Role of an ethics committee.

### **Communication at the End of Life & Patient/Family Dynamics**

*Susan Fecko, MS, MSW, ACSW, LCSW*

Principles of good listening ... Case review ... Challenges faced by patients and families ... Family therapy concepts in hospice.

## **DRIVING DIRECTIONS**

American Cancer Society, 2600 US. Highway 1 (northbound), North Brunswick, New Jersey 08902-6001

Phone: 732-398-9884 - Fax: 732-297-9043

#### **FROM THE NORTHEAST:**

New Jersey Turnpike Southbound to Exit 9. Route 18 North for ½ mile

Route 1 South (about 5 miles south of Route 1 and Route 130 interchange)

Take a U-Turn at Finnegan's Lane

Take Route 1 North to the first driveway, shared by Brunswick Logistics, American Cancer Society and American Heart Association

#### **FROM THE SOUTHWEST:**

New Jersey Turnpike to Exit 8A. Turn right following signs to Route 130 North

\*\* Take Route 130 North approximately 2 miles to mile Marker 78.

Turn left at sign for Hightstown / Camden

Proceed .4 mile to stop sign, turn left and proceed one block

Turn right on Deans Lane

Proceed 1.4 miles to Route 1 North

Turn right on Route 1 North

Go 1.2 miles to first driveway entrance after Finnegan's Lane shared by Brunswick Logistics, American Cancer Society and American Heart Association

#### **FROM THE SOUTHEAST:**

Take Route 33 West to 571 North, Route 539 North or other appropriate road to Route 130 North

Proceed on Route 130 North and follow directions as above \*\*

#### **FROM GARDEN STATE PARKWAY SOUTHBOUND:**

Get off at Exit 129 (New Jersey Turnpike)

Take the New Jersey Turnpike South and follow the directions at "from the Northeast" **or**

Garden State Parkway to Exit 130--Route 1 South. Follow Route 1 for approx. 10 miles to Finnegan's Lane. Take jughandle onto Route 1 north to first driveway shared by Brunswick Logistics, American Cancer Society and American Heart Association.

#### **FROM THE GARDEN STATE PARKWAY NORTHBOUND:**

Get off at Exit 129 onto New Jersey Turnpike South and follow the directions at "from the Northeast"

## Information

**Purpose:** This Key Issues Seminar will enhance the professional's ability to care for dying patients and their families. While it is offered primarily for those with two or less years in hospice work, other hospice professionals and those in other fields may find it useful as well. Experienced volunteers may also find it helpful.

**Location:** The Key Issues Seminar will be held at American Cancer Society in North Brunswick. Driving directions are on page 2.

**Schedule / Meals:** The seminar runs from 9:00 a.m. to 3:45 p.m. Beverages and pastry will be available at 8:30 a.m., before the course begins. Buffet lunch with sandwiches and salads will be provided.

**ADA Accommodations:** Please call NJHPCO at 908-233-0060.

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**Target Audience:** Beginning and intermediate hospice professionals, including nurses, social workers, chaplains, volunteer coordinators and others.

**Completion/Verification:** Registrants must complete the entire course to receive a certificate of attendance, which serves as the verification of contact hours and will be granted at the conclusion of the course.

**Grievances:** To file a grievance about any aspect of this course, please contact NJHPCO at 908-233-0060 or [info@njhospice.org](mailto:info@njhospice.org).

**Confirmation / Refund Policy:** No confirmation of registration will be sent. NJHPCO will grant refunds of registration, minus a \$25 processing fee, until the close of business three business days before the program. No refunds will be granted thereafter. Substitute registrants may be sent by an agency.

**Questions:** New Jersey Hospice and Palliative Care Organization, 175 Glenside Avenue, Scotch Plains, NJ 07076 - (908) 233-0060 • fax (908) 233-1630 • e-mail: [info@njhospice.org](mailto:info@njhospice.org)

## **REGISTRATION FORM**

**Key Issues for the New Hospice Professional – Tuesday, March 23, 2010**

*Registration Deadline: Wednesday, March 17, 2010*

You can register online by credit card at [www.njhospice.org](http://www.njhospice.org)

***PLEASE PRINT OR TYPE.*** For more than one registrant, please duplicate this form.

Registrant Name & Degree(s): \_\_\_\_\_

Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Office Fax: \_\_\_\_\_

Preferred e-mail: \_\_\_\_\_

### **Dietary Restrictions**

All meals have vegetarian options. If you need kosher meals, contact the NJHPCO Office at 908-233-0060.

### **Fees**

( ) \$110 for employees of NJHPCO Members

*If in doubt about whether your agency is an NJHPCO Member, please ask your executive director. Otherwise, please check the NJHPCO website at [www.njhospice.org](http://www.njhospice.org). Click on "Find a Hospice" then click on one of the counties served by your agency. If your agency's name is listed, then your agency is a member.*

( ) \$150 Non-members

TOTAL ENCLOSED: \$\_\_\_\_\_. Make check payable to: **NJHPCO.**

**Mail to NJHPCO, 175 Glenside Avenue, Scotch Plains, NJ 07076**

## **CREDIT CARD PAYMENT**

Check the type of credit card:

\_\_\_ American Express    \_\_\_ Mastercard    \_\_\_ Visa    \_\_\_ Discover

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_/\_\_\_\_    CVV (*see below*): \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Billing Address for this Card: \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_

**Credit card payments may be faxed to 908-233-1630.**

**You can also register online by credit card at [www.njhospice.org](http://www.njhospice.org).**

The CVV is the security code on most major credit cards. For American Express, the CVV is four digits to the upper-right of the card number. For Visa, Mastercard and Discover, the CVV is located on the back of the credit or debit card and is typically a separate group of three digits to the right of the signature strip.