

# Talking About Death is Talking About Life: Keys to Improving Communication with Patients & Families

Webinar—Wednesday, June 8, 2016 • 10:30 a.m.—12:00 p.m. CST

In this 90 minute webinar, you'll see how communication issues can derail clinical outcomes from the first patient/family interaction and then learn how to right the course for ongoing collaborative family partnerships, which will only enhance the overall patient/family/clinician experience.

Our presenter will discuss how the latest research supports the need for advanced care planning and where physicians themselves are often in the middle of this difficult issue. So how can we help ourselves and our families simultaneously? Through the use of free, often under-utilized content.

## Objectives:

- Define differences between patient wishes and how advance care planning & communication can assist in meeting patient requests
- Describe research studies which reflect importance of compassionate communication, hope, the role of fear in communication and clinician/family interaction
- Describe contemporary advocacy movements/projects that enhance clinician/family communication
- Describe how to discuss and share with families contemporary media projects that enhance/build bridges of communication for clinicians/families

**Faculty:** **Dianne Gray** is CEO of Hospice and Healthcare Communications, an international firm that focuses on creating and furthering advocacy, education, and mass media initiatives involving all aspects of palliative care. She's a ten year professional in the hospice/palliative care field, an internationally recognized speaker and an award winning writer/journalist, film producer, and creator of global programming. Dianne's work is rooted in research on patient/clinician communication, grief, psychology and spiritual care, as well as the rights of the patient to receive proper pain management.

## Registration Form

Live webinar registration fees are for 1 phone connection. For additional sites, copy this registration form & send in with proper payment amount.

Company \_\_\_\_\_

Participant Name \_\_\_\_\_ Email Address \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Talking About Death

## Registration Fees:

MAHC Members—\$159.00 per connection

Non-Members—\$318.00 per connection

**TOTAL AMOUNT ENCLOSED** \_\_\_\_\_



## Mail Registration & Payment to:

Missouri Alliance for HOME CARE

2420 Hyde Park, Suite A

Jefferson City, MO 65109

Phone: (573) 634-7772 Fax: (573) 634-4374

**Cancellations:** Refunds will NOT be issued for cancellations received after June 6, 2016 and non-paid registrations will be billed full conference price. Cancellations received prior to June 6, 2016 will receive a 90% refund.

**Continuing Education:** The program planners have no conflict of interest in regard to this webinar. RNs and LPNs must participate in the entire presentation in order for contact hours to be awarded. To apply for nursing contact hours, please mail an evaluation form and a \$10 processing fee for each individual requesting hours to Ohio Council for Home Care and Hospice, 1105 Schrock Rd, Suite 120, Columbus, OH 43229. Additionally, send in a completed sign-in sheet, listing the individuals at your facility that participated and noting those requesting contact hours. Individuals requesting contact hours will receive a certificate of contact hours earned. Please make sure that you enter the Contact Person's name in the Registration Form. All correspondence and site registration information will be sent to this person. No commercial support has been provided for this program.

The Ohio Council for Home Care & Hospice (OH-157, 4/1/19) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

**Participants will earn a maximum of 1.5 nursing contact hours for this webinar. PLEASE NOTE: There are no recordings for this webinar.**