

- YOUR PROGRAM GUIDE FOR TODAY'S EVENT -

Managing Conflict, Finding Meaning—Supporting Families at Life's End

Available online via streaming webcast and DVD

PREMIERES JANUARY 28, 2016 AT 12:30PM ET

ABOUT THE PROGRAM

This program emphasizes strategies to support families as a family member is dying and while grieving after a death. The panel will address how to identify and manage sources of conflict that emerge during advanced illness and the dying process as well as ways to help families find meaning at life's end.

This educational program combines video, discussion by experts, and additional complementary learning materials. Learners participating in the live event will have an opportunity to comment and ask questions of expert presenters.

Managing Conflict, Finding Meaning—Supporting Families at Life's End is 2 hours, with an additional 30-minute post-program discussion required for CE credits.

MODERATOR AND PANEL

MODERATED BY:

JoAnne Reifsnnyder, PhD, ACHPN, Senior Vice President, Clinical Operations and Chief Nursing Officer, Genesis HealthCare; HFA Board member

Featuring Expert Panelists

Kenneth J. Doka, PhD, MDiv, Professor of Gerontology, The College of New Rochelle; participant in 22 *Living with Grief*[®] programs

Betty J. Kramer, PhD, MSSW, Professor of Social Work, Faculty Affiliate of the Cancer Health Disparities Initiative, Faculty Associate of Lafollette School of Public Affairs, University of Wisconsin-Madison

Betty Ferrell, PhD, MA, FAAN, FPCN, Director and Professor of Nursing Research at City of Hope Medical Center, Duarte, CA



REVIEWERS: Pamela Kushner, MA, MD, FAAFP and Lynda Shand, CHPN, CNE

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Managing Conflict, Finding Meaning—Supporting Families at Life’s End

PROGRAM OUTLINE

The program will run approximately two hours. A brief intermission will be held at the mid-point of the live program.

Part I:
Introduction

Part II:
Identifying and Mediating Family Conflict

BRIEF INTERMISSION

Part III:
Finding Meaning
Enhancing Family Experiences at Life’s End

POST-PROGRAM DISCUSSION
30-minute discussion required for CE credits

LEARNING OBJECTIVES

At the conclusion of this program, participants will be able to:

1. Identify strategies to help families resolve or cope with conflicts that emerge as a family member is dying, such as ambivalent relationships, cultural differences, caregiving disputes among family members, pre-existing mental illness, and family dysfunction;
2. Describe strategies that can be employed in addressing conflicts that arise between family and staff, including ethical issues such as disclosure, disagreement over treatment options and decisions, and cultural/spiritual differences;
3. Discuss the importance of facilitated family meetings and identify the components of successful family meetings;
4. Describe strategies that can be used to assist families in enhancing patient care, finding meaning, and achieving growth at life’s end.

CONTINUING EDUCATION

Continuing education credits (2.5 hours) are available for a number of professional boards. The CE cost is \$18 per certificate for the first two weeks after the live program, until February 11, 2016. Effective February 12, 2016, CE credits are \$21 per certificate. **To apply for CE credits, go to educate.hospicefoundation.org.** Login if you are a registered user. New users should register. You will need the program CE Code and your Site ID # (provided from your registered program organizer). An evaluation and a short exam are required as part of the CE process. CE credits are available for six months after the live program date, until June 30, 2016.

Please verify CE availability with your professional board and/or refer to HFA’s list of Professional Board Approvals, located at hospicefoundation.org/Continuing-Education.

NOTES

