

SPECTRUM HEALTH, Inc.

Presentations for Healthcare Professionals

Spectrum Health, Inc. provides in-services and presentations on a variety of Hospice and health care 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 60 minutes of classroom instruction in order to receive one CEU (contact hour).

For more information or to arrange a presentation, contact your Business Representative or Field Educator.

Activities in Nursing Facilities - (1) Contact Hour

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.

This presentation does not meet the educational requirement for Florida Statute 400.1755(1). Appropriate for presentation in all care settings, as well as to community groups.

Anger - Taming the Flame - (1) Contact Hour

Anger is one of the most misunderstood and overused human emotions. This presentation discusses basic principles and styles of expressing anger and how the appropriate response to anger may result in positive changes to delivery of care and improve morale of patients, residents, their families and staff. Participants learn about the ways in which anger impacts both individuals and groups, and techniques to effectively channel this emotion. Appropriate for presentation in all care settings, as well as to community groups.

Breathing Problems in Long Term Care - (1) Contact Hour

Difficulty Breathing (Dyspnea) is a common and frightening symptom for patients and residents. This in-service discusses how to relieve this symptom by pharmacological and practical hands on, non-pharmacological interventions, including the safety aspects of oxygen use. The term "Terminal Pneumonic" is also discussed. Appropriate presentation in SNFs and ALFs.

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Caring for the Professional Caregiver - (1) Contact Hour

For health care professionals, the care of a terminally ill individual may, at times, seem difficult. For the family member who is providing care to a dying loved one, the task may seem unbearable. 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.

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.

Compassionate Withdrawal of Life Support - (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 Acute Care, as well as to physician practice groups.

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 and End of Life Traditions - (1) Contact Hour

Healthcare workers learn how their own cultural values and biases affect the care of patients at the end of life. The concepts of cultural diversity and cultural competence are explained, emphasizing improving communication by developing understanding and respect for others and leading to ethnically sensitive and appropriate patient and family care practices. Diverse cultural perspectives toward end of life care are described. Appropriate for presentation in all care settings.

Customer Service Standards & Dealing with Difficult People - (1) Contact Hour

Companies are faced with the challenge of providing good customer service, and we all have encountered “difficult” people. All healthcare personnel need reminders of what our customers really want. Sometimes even the most conscientious staff members make mistakes, how do we recover? Tips on service recovery and down to earth suggestions on how and what to say and not to say are discussed during this interesting presentation. Appropriate for presentation in all care settings, as well as to community groups.

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Depression in the Elderly - (1) Contact Hour

Elderly adults residing in long term care facilities are at risk for developing depression. In this presentation, signs and symptoms specific to the elderly are discussed. Also, a comparison of grief and depression. 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 CNAs to attend an update every 2 years. This presentation meets these requirements. Appropriate for presentation in all care settings.

Elder Abuse - (1) Contact Hour

NEW

Did you know that every five seconds an elderly person is abused? Florida is ranked as one of the top 5 states with the most cases of elder abuse annually. This presentation discusses the definition and types of elder abuse. Participants learn how to report elder abuse and identify the community, state, and national resources which are available to assist in keeping those we care about safe. 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.

For Better or For Worse - Dealing With Difficult People - (1) Contact Hour

This in-service encourages participants to give thought to their own perception of "difficult people". Robert Bramson's Typologies of difficult types of individuals are described with strategies to respond and to change their behavior. Basic principles of giving support to patients, long term care residents and their families dealing with end of life issues are also discussed. The participant may gain a greater understanding of Empathy. This course is appropriate for all health care professionals. Appropriate for all care settings.

Goals of Care at End of Life- (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.

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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 CNAs 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 & Palliative Care Revisited - (1) Contact Hour

Did you know that hospice and palliative care are not the same thing? Recent studies show a realistic picture and the need to improve the experience of patients and their families experiencing end of life care. During this in-service, participants will recognize that nurses in all health care settings, acute as well as long term, have a valuable role and a responsibility in improving and participating in the palliative care concept. Appropriate for presentations in hospitals, clinics and other health care settings

Hospice Basics & Benefits - (1) Contact Hour

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 measured in only 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 for Novice Nurses - (1) Contact Hour

Collaborative efforts of the hospice and acute care staff serves to optimize the experience of terminally ill patients and their families. This in-service explains the concepts of Hospice and how it provides end-of-life care focusing on the patient’s physical, emotional and spiritual needs. The participant will have a greater understanding of hospice care and be able to identify someone who meets criteria for hospice services and care. Appropriate for newly trained RNs, LPNs and CNAs in hospitals and other health care settings

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.

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Integrative Therapies at End of Life - (1) Contact Hour

When properly combined with standard treatments evidence suggests that Integrative therapies can alleviate symptoms and enhance wellness and quality of life. This presentation defines the Holistic Model and differentiates between “Alternative” therapies and “Integrative” therapies. Hospice of Palm Beach County’s unique offering of music therapy, aromatherapy, Reiki, and palliative massage are described. It also discusses ways that collaborative efforts of Hospice and long term care staff can optimize the end of life experience for the patient or resident and their families. Presentation suitable for all staff in Long Term Care.

Introduction to Ethics & Professionalism in LTC - (1) Contact Hour

A strong work ethic improves quality of care for residents and patients. This presentation describes the distinctive nature of ethics and professionalism related to the nurse or CNA. Basic terminology of ethical principles is discussed. Problem solving techniques to establish a commitment to right and honorable care is also addressed. Real life examples in the Long Term Care Setting are given to demonstrate the importance of aiming for 100% quality care. Appropriate for presentation Long Term Care.

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.

***Jewish Tradition & End of Life Care - (1) Contact Hour**

One in five of Palm Beach County’s residents is Jewish. This presentation defines Judaism, its core values and traditions, its branches, and the impact of these on end of life care. It identifies the basics of Kashrut, Sabbath, holiday observance, milestones in the life cycle, and the impact of the Holocaust on this population. It is appropriate for presentation in all care settings.

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 ALF - (1) Contact Hour

Medication errors are only one of the many medical errors that affect the safety of patients. This presentation discusses sentinel events and ways that CNA’s 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.

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

Medication errors are only one of the many medical errors that affect the safety of patients. This presentation discusses sentinel events and ways that CNA's 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.

Music Therapy for Patients with Alzheimer's Disease- (1) Contact Hour

Music Therapy is a very special program offered by Hospice of Palm Beach County to our patients and families. This presentation includes information about the various stages of functional/cognitive decline seen in patients who have dementia, describes music therapy interventions for this population, and ways to integrate family members and caregivers into sessions. Appropriate for presentation in all care settings.

Music Therapy in Hospice and Medical Settings: Overview - (1) Contact Hour

Music Therapy is a very special program offered by Hospice of Palm Beach County to our patients and families. This overview of music therapy discusses how music therapists identify clinical needs, what interventions they utilize, and explains the advantages of the usage of Music Therapy in a hospice/medical setting. Appropriate for presentation in all care settings, but most appropriate for acute care.

*Myths and Facts About Hospice Care - (1) Contact Hour

This presentation encourages discussion of the many evolved untruths that have overtime developed and created barriers to providing excellent End of life Care. It provides a forum for open discussion in an attempt to separate the facts from fiction (myths) regarding the Hospice philosophy of emphasizing comfort and dignity for patients with a limited life expectancy and their families 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

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 Basics for CNAs and RAs - (1) Contact Hour

CNAs and RAs have an important role to play in ensuring quality of life for residents and patients. This presentation discusses barriers to pain management, categories of pain, tools and assessment skills. There is clarification of the difference between addiction and dependency. The CNA learns the side effects of pain medications they should report to ensure good symptom control. Target audience is CNAs & RAs in Skilled Nursing facilities and ALFs, and is relevant information for other disciplines.

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***Pain - Let's Take Another Look - (1) Contact Hour**

Pain is a quality indicator for most health care organizations. This educational program examines barriers to pain management; common myths; 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.

Pathways to Advance Pain Management (part II (For Nurses Only)) - (1) Contact Hour

The management of pain is essential for all nurses involved in caring for terminally ill patients. This presentation takes up where "Pain – Let's Take Another Look" 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 stepladder; 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.

Providing Compassionate and Sensitive Care of the Elderly - (1) Contact Hour

Providing compassionate and sensitive care of elderly patients is the goal of all healthcare providers. CNAs and RAs sometimes have challenges in meeting this expectation. This presentation helps explain the basic needs of all human beings, common changes experienced during the aging process, emotional losses of the elderly, and overcoming obstacles in providing sensitive care. Appropriate for presentation in SNFs and ALFs, this information is targeted to CNAs and RAs.

***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.

Spiritual Care: Finding Meaning at the End of Life

This presentation discusses the differences between spirituality and religion. It helps participants identify their own religious and spiritual values and their impact on the care of patients and families. It defines the assessment of spiritual distress and the role of the Chaplain. It is suitable for health care professionals in all settings.

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Stress Reduction - (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.

*Stress Management and Compassion Fatigue for Managers - (1) Contact Hour

The responsibilities of a manager or supervisor are stressful. It just goes with the territory, but the use of unhealthy coping mechanisms to deal with accumulative everyday stress can lead to the development of physical and emotional illness. The importance of finding healthy ways to deal with stress and by maintaining boundaries is the focus of this presentation. 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.

Sudden Loss - (1) Contact Hour

This presentation talks about Health care workers concerns regarding how to approach and assist families dealing with a sudden loss. It also addresses the concerns regarding their own responses when dealing with the sudden loss of a patient or resident. Practical compassionate interventions with suggestions as what to say & what not to say and other strategies are discussed. This is a “must attend” if you ever were in the position when you just didn’t know what to say or how to help a distraught family. Appropriate for presentation in all practice settings, as well as to physician practice groups.

Symptom Management at 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.

*The Gift of a Caring Presence - (1) Contact Hour

Although death is a universal experience; generally, people are more comfortable talking about the beginning of life than they are about the end. There are a multitude of reactions that people have to death and to different individual losses. How someone displays those feelings, may be transient and vary considerably from person to person for a variety of reasons. Acknowledging both individual as well as cultural differences is very important when talking about death and dying. However, regardless of the discomfort, most people at some point wish to talk about what is happening to them. This in-service gives the health care worker tools to increase their understanding of reactions and ways to utilize both verbal and non-verbal communication techniques to support the patient. Hospice acknowledges that death and dying is not an insular event and therefore the unit of care includes the patient or resident, their family, and professional caregivers. Appropriate for presentation in all care settings.

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Walking With a Child Through Their Grief Journey - (1) Contact Hour

This presentation helps professionals, parents and families understand how a child expresses their grief. Information is given on the steps of explaining to a child that a family member is terminally, how to explain death and how to handle the explaining when death happens. Normal grief reactions in children and how they are different than adults is discussed, as well as how grief changes the entire family. Ideas and activities to help children with their grief process are provided. Appropriate for presentation in all practice settings.

Withdrawing & Withholding at 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.

World Around The Bed - (1) Contact hour

Nurses and CNAs spend more time with the imminently dying patient than any other member of the Health care team. It is important to identify beliefs and ideas which may create a barrier to care. The American Nurses Association Code states that care for the patient should not only provide restoration of health; care should also include the alleviation of suffering and provision of care to the dying.

This in-service explains how to recognize and respond to normal signs and symptoms of dying. Subtle shifts in the patient's/resident's condition requires timely re-evaluation and resetting of goals. The foundation of good end of life care is to address the world around the patient's/residents bed; which significantly impacts the quality of the patient's last days of life. Appropriate for presentation in all care settings.

Wound Care - A Palliative Perspective - (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.

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Presentations for Healthcare Professionals Short on Time?

*Spectrum Health, Inc. now offers 30 Minute presentations for the following in-services. Participants will receive an abbreviated version of our longer in-service and Certificates of Attendance **only**, no contact hours, will be given.

- Advance Directives
- Discussing End of Life Care
- Documentation and Legal Aspects for CNAs
- Jewish Tradition & End of Life Care
- Myths and Facts
- Nutrition and Palliative Care
- Pain – Let's Take Another Look
- Resident Rights
- Stress Management for Managers
- The Gift of a Caring Presence

We can tailor a palliative care, pain management or end-of-life in-service to meet your specific needs. Just contact your Business Representative or Field Educator.