In-Service Topics For Long-Term Care Communities

Presentations are given by Hospice and Palliative Care of Greensboro (HPCG) clinical staff on-site as training for your facility staff or supportive education to your resident/family councils. (Target audiences in parentheses.)

**Hospice in Long-Term Care** – Teaches your facility staff the benefits of partnering with HPCG in delivering quality end-of-life care to dying residents and their families. Reviews the structure and function of the hospice interdisciplinary group. Previously called Hospice 101; this training meets regulatory requirements for orientation of facility staff to hospice concepts. (All staff)

**Advance Care Planning** – Discusses the importance of having quality family discussions about choices regarding medical care, should an individual not be able to communicate their wishes due to illness. Covers critical issues to consider in advance care planning: the history of the Patient Self Determination Act, regulations governing care planning in hospice and long-term care, staff involvement in the advance care planning process, outcomes of CPR and other life-sustaining treatments. (SW, RN, LPN, Administrator)

**Respecting Patients’ Decisions at End-of-Life Care** – Identifies and examines ethical issues, principles, dilemmas and the concept of resident advocacy as it applies to end-of-life care. We also address the role of HPCG and your nursing facility in dealing with ethical dilemmas. (All staff)

**What Can I Do? Helping Residents Who Are in Pain** – Introduces all staff to basic pain management principles including a basic definition of pain. Emphasizes the role of each facility staff member in managing residents’ pain. (All staff)

**Administering Pain Medications to Terminally Ill Residents** – Reviews types of medications used for pain management, their common side effects and when to call HPCG. (Med Techs)

**Pain Management for Nurses** – Applies the nursing process to pain management for terminally ill nursing home residents: assessment, development of a plan of care, intervention and evaluation. We review the types of medications used for pain management, side effects of pain medications and the concepts of addiction, dependence and tolerance. (RN, LPN)

**Choices About Eating and Drinking** – Discusses the importance of food and drink for residents and their families. Outlines the options for residents who have diminishing capacity to nourish themselves. Reviews how not eating and drinking can be part of the normal dying process and is not uncomfortable. We describe how to communicate with residents and families about treatment options. Comfort care measures are discussed as will substitute ways for the family to show love to the resident. (CNA, LPN, RN, SW, Dietician)
Providing Psychosocial Care to Your Facility Residents and Families – Provides an understanding of psychosocial care as it relates to residents, their families and all professional care providers. (RN, SW, and CNAs)

Anticipatory Grief in Family Caregivers – Educates staff members to identify signs of grief in family caregivers. We describe effective ways to interact with these family members. Resources for the family caregivers are shared with your staff. (All staff)

Spiritual Needs of Residents – Outlines the importance of spirituality to humans and the effect terminal illness can have on residents. We teach your staff how to identify and meet spiritual needs in residents using facility staff and outside resources. (All staff)

What is Grief? – Explains the grief process and the role of facility staff and our HPCG team in helping families cope with death. We also cover the importance of personal death anxiety and awareness and discuss the issues of cumulative loss. We provide an understanding of support systems as they relate to the issues of dying, death and bereavement. (All staff)

Dealing with Challenging Behaviors – How to work with people who are angry, afraid, manipulative and/or unreasonable. We cover listening skills, coworker support techniques and general customer service principals. (All staff)

Effective Communication – Explore the basic skills required to listen and respond empathetically to dying people and their families. We review human communication skills to help your employees initiate difficult conversations, as well as respond to difficult questions and comments. (All staff)

Contact Us:

To schedule a presentation by HPCG staff:

Contact Tammy Chaput in HPCG’s Counseling and Education Center at 336.621.5565 or thecenter@hospicegso.org.