



Hospice

and Palliative Care of Greensboro

End-of-Life Educational Opportunities for Long-Term Care Communities

Presentations are provided by Hospice and Palliative Care of Greensboro (HPCG) and can be tailored to fit facility staff, residents or families.

Please contact the Medical Outreach Department or the Counseling and Education Center (CEC) at **336.621.2500** or thecenter@hospicegso.org, if you are interested in these free educational offerings.

These presentations provide information and the skills needed to address the emotional, psychosocial, spiritual and physical needs of those facing end of life.

Overview of End-of-Life Care

Advance Directives – Discusses living wills and health care power of attorney documents, and the importance of having quality family discussions about choices regarding medical care at end of life.

Benefits of Hospice and Palliative Care – Provides a general overview of the hospice philosophy, including the differences between hospice care and palliative care. Identifies ways to start the hospice conversation. Helps you understand what physical changes must be present to be eligible for the hospice benefit and how to make a hospice referral.

Making Difficult Health Care Decisions – Teaches staff how to guide residents and families in focused discussions about treatment options as the disease progresses. Helps identify goals of care that are consistent with patients' wishes and values.

Caring for Patients and Families at End of Life

Anticipatory Grief – Educates staff members to identify signs of grief in dying persons and family caregivers. Describes effective ways to offer support to these family members. Resources for the family caregivers are shared with staff.

Blessing of the Hands – A chaplain-led service that offers affirmation and renewal, while blessing the hands of those who care for patients and families.

Dealing with Challenging Behaviors – How to work with people who are angry, afraid, manipulative or confrontational.

Effective Communication with Patients and Families – Explores the basic skills required to listen and respond empathetically to residents and their families. Reviews communication skills to help employees initiate difficult conversations, as well as respond to difficult questions and comments.

Handling Dementia Patients' Challenging Behaviors – Discusses key ways to effectively intervene with dementia-related behaviors, aggression, anger, fear, stubbornness or inappropriateness.

When Loss and Grief are Part of the Job – Addresses the challenges professional caregivers face as they manage a continuous cycle of loss and grief and offers suggestions for self care.

Physical Care of Patients and Families at End of Life

Final Days and Hours of Life – General overview of common body system changes, signs and symptoms present during the dying process and how to provide comfort during the dying phase.

Nutrition and Hydration – Reviews physical changes related to nutrition and hydration at the end of life. What is artificial nutrition and hydration and is it beneficial or harmful at the end of life? Overview of the myths and facts related to artificial nutrition and hydration.

Pain Management – Defines pain, explains the different types of pain and how to manage it. Reviews the common barriers to assessment and/or management of pain at end of life. Defines tolerance, dependence and addiction. Pharmacological review of opioids, including common side effects and myths. Reviews different routes to administer pain medications during the actively, dying phase.

Symptom Management – Assessment, interventions and medication management of common end-of-life symptoms, such as dyspnea, cough, restlessness, anxiety, delirium, constipation, nausea, vomiting and fatigue.

CAPTURING MOMENTS

That Really Matter

336.621.2500  www.hospicegso.org

2500 Summit Avenue | Greensboro, NC 27405

