



“*I hope to share this with department heads at my facilities in hopes of including it in our nursing orientation*

FANTASTIC – I will be sharing MOST of this with the multiple facilities I serve

”

Please Don't Say THAT to a Family, Say THIS Instead

Date and Fee

Thursday, May 24, 2018 / 6–8 P.M.

There is **NO CHARGE** for this program, however registration is required.

Purpose/Audience/Objectives

This meeting will include an update on long-term care professional issues as well as a presentation about the sharing of information by post-acute and long-term care providers.

All health-care staff in post-acute and long-term care settings are welcome to attend. Medical directors, physicians managing long-term care patients, advanced practice professionals, nursing staff, nursing home administrators and others are welcome. Non-PMDA members are always welcome.

- ▶ Discuss the relationship between critical thinking skills and information sharing
- ▶ Address the significance of facility culture and how it correlates with communication
- ▶ Discuss customer service and specific ways to make it great
- ▶ Identify what information should never be shared
- ▶ Describe how to handle situations when the customer makes unreasonable demands
- ▶ Offer strategies to build successful partnerships with families
- ▶ Describe the elements of notification and how to incorporate emotion into information sharing

Schedule / 6–8 P.M.

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| 6:00 | Exhibits and Dinner |
| 6:30 | Welcome, PMDA Business Update, Announcements and Highlights |
| 6:45 | Please Don't Say THAT to a Family, Say THIS Instead |
| 7:45 | Speaker Q&A, Wrap-up and Networking |
| 8:00 | Adjournment |

Credit / AMA, CMD, NHA credits are available

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Penn State College of Medicine and The Pennsylvania Society for Post-Acute and Long-Term Care Medicine.

Penn State College of Medicine is accredited by the ACCME to provide continuing medical education for physicians. Penn State College of Medicine designates this live activity for a maximum of 1 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses Using AMA Credit

Nurses will receive a certificate from Penn State College of Medicine verifying their participation in 1 hour of approved continuing medical education. Continuing education activities which are approved by accredited institutions of higher education and that are relevant to patient care or professional nursing meet the requirements of mandatory continuing education for registered nurses in Pennsylvania, as required by the Pennsylvania State Board of Nursing. The Board of Nursing recommends that nurses retain their certificates for a period of at least five years. Additional information is available through the State Board of Nursing at: <http://bit.ly/dospagovnurse>

This live activity has been pre-approved by the American Board of Post-Acute and Long-Term Care Medicine (ABPLM) for a total of 1 management hour toward certification as a Certified Medical Director (CMD) in post-acute and long-term care medicine. The CMD program is administered by the ABPLM. Each physician should claim only those hours of credit actually spent on the activity.

The State Board of Examiners of Nursing Home Administrators has approved this program for 1 clock hour under provider number PR000201L.

Speaker

Paige Hector, LMSW
Clinical Educator and Consultant
Paige Ahead Healthcare Education & Consulting, LLC
Tucson, AZ

As a clinical educator, Paige is a frequent speaker at health-care conferences across the country on diverse topics including end-of-life care conversations, clinical operations for the interprofessional team, process improvement, statistical theory, documentation and care plans. She is skilled at inspiring staff to critically evaluate their own organizations and then gives them the resources and guidance to make necessary changes. With over 25 years' experience in long-term and post-acute care, she brings a wealth of knowledge to her work. Published in 2017, Paige co-authored a chapter on palliative care in nursing homes in the book titled "Conversations in Palliative Care: Questions and Answers with the Experts," 4th edition. Published in 2016, she wrote two chapters for the textbook titled "Managing the Long-Term Care Facility: Practical Approaches to Providing Quality Care." Monthly, she contributes a column in the "Getting on the Same Page" segment for the Nursing and Assisted Living Facility Professionals newsletter.

Locations (via webinar)

Bethlehem – ManorCare
Chapel Meeting Room
2021 Westgate Drive
Bethlehem, PA 18017

Erie – Lincoln Education Center
Hamot Women's Hospital
118 East Second Street
Erie, PA 16507

Harrisburg – UPMC Pinnacle
Brady Building
Susquehanna/Riverview Room -1st floor
205 S. Front Street
Harrisburg, PA 17104

Lancaster – Mennonite Home
Juniata Room
1520 Harrisburg Pike
Lancaster, PA 17601

Muncy – Muncy Valley Hospital
215 East Water Street
Muncy, PA 17756

Pittsburgh – Cumberland Woods Village Conference Center
UPMC Passavant Hospital Campus
700 Cumberland Woods Drive
Allison Park, PA 15101

Philadelphia – Boyd-Horrox Funeral Home
200 West Germantown Pike
Norristown, PA 19401

Pittston – United Methodist Homes
Wesley Village; Partridge-Tippett Building
209 Roberts Road
Pittston, PA 18640

Registration and Cancellation

R Register Online at: <http://bit.ly/a625918>

The University reserves the right to cancel or postpone any course or activity because of insufficient enrollment or other unforeseen circumstances.

Questions?

- Course #** A6259-18-V
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