

**CSU** The California State University

**SHILEY** INSTITUTE  
FOR PALLIATIVE CARE

# Palliative Care Education

## Anytime, Anywhere

Course Catalog  
2020-2021



### Professional Development and Workforce Training

At the California State University Shiley Institute for Palliative Care, we're committed to making palliative care accessible to all who need it. The first step is providing convenient, high-quality education to healthcare professionals and organizations on the front lines of care.

Our career-building online courses deliver real-world skills that allow healthcare professionals and organizations to achieve their goals and provide the highest quality care for patients with serious illnesses.

## Course Page

Course Offerings by Discipline	3
Our Goal and Mission	4
RN Certificate in Palliative Care	5
Advanced Practice RN Certificate in Palliative Care	6
Palliative Care Skills for Health Social Workers	7
Advanced Practice Palliative Care Certificate for Social Workers	8
Pediatric Palliative Care Certificate Programs	9
Pediatric Palliative Care Certificate Programs Course Descriptions and Pricing	10
Essentials of Palliative Care Chaplaincy	11
Physician Assistant Certificate in Palliative and Serious Illness Care	12
Cannabis in Hospice and Palliative Care	13
Practical Pain Management Approaches for Advanced Illness	14
What Every . . . Needs to Know About Palliative Care	15
Core Concepts in Palliative Care	16
Primary Palliative Care Skills for Physicians, NPs, and PAs	17
Primary Palliative Care Skills for Physicians, NPs, and PAs Course Descriptions and Pricing	18
Communication Skills for Clinicians	19
Complementary and Integrative Therapies	20
Effective Advance Care Planning: Skill Building for Everyone	21
Palliative Care Courses for all Disciplines	22
Continuing Medical Education Accreditation	23
Case Management Education for Health Plans	24, 25
Case Management Education for Hospitals	26, 27
Care Excellence for Health Plans: Courses and Modules	28
Care Excellence for Hospitals: Courses and Modules	29

# 3 Course Offerings by Discipline



## Top-Quality Content

The CSU Shiley Institute for Palliative Care partners with national experts in palliative care teaching and practice who help shape and create our high-quality online courses.

Course authors include leading clinicians in nursing, social work, medicine, spiritual care, and holistic, integrative therapies such as palliative nutrition.

Our self-paced courses are easy to navigate and are delivered through a state-of-the-art learning platform with interactive features designed to reinforce learning and retention.

Our instructor-led courses are taught by diverse faculty with deep knowledge and experience in palliative care, hospice care, pediatric palliative care, and other specialties and care settings that support patients with advanced illnesses and their families.

### Advance Care Planning

Communication and Advance Care Planning .....	17
Billing for Advance Care Planning Conversations.....	21
Effective Advance Care Planning Fundamentals.....	21
Facilitating an Advance Care Planning Conversation.....	21
Integrating Advance Care Planning Into Your Medical Practice.....	21
Working With POLST .....	21

### All Professionals

Applying Motivational Interviewing Techniques and Interventions in Palliative Care .....	22
Aromatherapy in Palliative Care.....	20
Care of Latinos With Serious Illness.....	22
Core Concepts in Palliative Care - All Health Professionals .....	16
Excellence in Interprofessional Palliative Care Documentation.....	22
Food Is Medicine: The Role of Nutrition in Improving Quality of Life.....	20
Healing Through Art .....	20
Palliative Care for Care Managers .....	22
Self-Care Skills and Resilience for Palliative Care Clinicians .....	22
Working With POLST .....	21
What Every Health Professional Needs to Know About Palliative Care .....	15

### Care Managers/Care Coordinators

Foundational Series for Health Plan Care Managers.....	24
Advanced Concepts for Health Plan Care Managers .....	25
Leadership Series for Health Plan Managers and Supervisors.....	25
Foundational Series for Hospital Care Managers .....	26
Advanced Concepts for Hospital Care Managers.....	27
Leadership Series for Hospital Care Managers.....	27

### Chaplains

Core Concepts in Palliative Care - Chaplains .....	16
Essentials of Palliative Care Chaplaincy .....	11
Multidisciplinary Certificate in Pediatric Palliative Care .....	9
What Every Chaplain Needs to Know About Palliative Care .....	15

### Complementary and Integrative Therapies

Aromatherapy.....	20
Cannabis in Hospice and Palliative Care .....	12
Food Is Medicine: The Role of Nutrition in Improving Quality of Life.....	20
Healing Through Art .....	20
Self-Care Skills and Resilience for Palliative Care Clinicians .....	22

### Interprofessional Teams

Core Concepts in Palliative Care- All Health Professionals .....	16
Core Concepts in Palliative Care - Nurses .....	16
Core Concepts in Palliative Care - Social Workers.....	16
Core Concepts in Palliative Care - Chaplains .....	16

### Nurses and Advanced Practice Nurses

Advanced Practice RN Certificate in Palliative Care .....	6
Cannabis in Hospice and Palliative Care .....	13
Certificate in Clinical Pediatric Palliative Care .....	9
Core Concepts in Palliative Care - Nurses .....	16
Practical Pain Management Approaches in Advanced Illness.....	14
RN Certificate in Palliative Care .....	5
What Every APRN Needs to Know About Palliative Care .....	15
What Every Nurse Needs to Know About Palliative Care .....	15

### Physicians, Nurse Practitioners, and Physician Assistants

Cannabis in Hospice and Palliative Care .....	13
Certificate in Clinical Pediatric Palliative Care .....	9
Communication Strategies for Informed and Shared Decision Making.....	19
Primary Palliative Care Skills for Physicians, NPs, and PAs.....	17
• Introduction to Primary Palliative Care .....	17
• Communication and Advance Care Planning.....	17
• Physical Aspects of Care .....	17
• Psychosocial Aspects of Care .....	18
• Spiritual Aspects of Care.....	18
• Cultural Aspects of Care.....	18
• Care of the Patient at the End of Life .....	18
• Integrating Palliative Care Into Practice.....	18
• Self-Care and Resilience .....	18

Physician Assistant Certificate in Palliative and Serious Illness Care.....	12
Practical Pain Management Approaches in Advanced Illness.....	14
Sharing Serious News .....	19
What Every Physician Needs to Know About Palliative Care .....	15
What Every Physician Assistant Needs to Know About Palliative Care .....	15

### Program Development and Management

Billing for Advance Care Planning Conversations.....	21
Business Case for Palliative Care .....	22
Integrating Advance Care Planning Into Your Medical Practice .....	21
Integrating Palliative Care Into Practice .....	18

### Social Workers

Advanced Practice Palliative Care Certificate for Social Workers.....	8
Core Concepts in Palliative Care - Social Workers .....	16
Palliative Care Skills for Health Social Workers .....	7
Multidisciplinary Certificate in Pediatric Palliative Care.....	9
What Every Social Worker Needs to Know About Palliative Care .....	15



## What is Palliative Care?

Palliative care is whole-person patient- and family-centered care focused on helping anyone with a serious illness live fully and for as long as possible, based on what matters most to them. It can be offered alongside curative treatment or without it. It supports body, mind, and soul by expertly addressing the physical, psychosocial, and spiritual symptoms that can accompany serious, chronic, or progressive illness.

Palliative care is delivered by a team that includes a doctor, nurse, social worker, and spiritual care specialist. Each member of the team works together to make sure a patient's needs are fully addressed. Palliative care should be offered at any stage of serious illness, from diagnosis onward.

*Palliative care is the best care possible.*

## Our Goal

Our goal is to improve quality of life for patients and families facing serious or life-limiting illness, whatever the diagnosis or prognosis, and to equip healthcare professionals with the skills they need to deliver this transformative kind of care.

## Our Mission

As our population ages, more people will experience serious illness and the physical, psychosocial, and spiritual distress it can bring.

Patients and families can benefit from the whole person, multidisciplinary approach of palliative care, yet there is a critical shortage of nurses, physicians, social workers, and spiritual care professionals trained to deliver it.

Our mission is to increase access to and awareness of palliative care by:

- Educating current professionals
- Educating the future workforce
- Building community awareness and advocacy

To accomplish our goal, the CSU Shiley Institute for Palliative Care has pioneered a groundbreaking educational model for healthcare professionals and organizations that focuses on building essential palliative care skills, promoting best practices, and providing vital tools and resources needed to equip a new palliative care workforce.

Housed within America's largest university system, which graduates 15% of the entire U.S. healthcare workforce annually, we are extremely proud to be the country's leading educational and workforce development initiative dedicated to improving palliative and end-of-life care.

## Our Work Supporting Healthcare Organizations

The Institute works with large and small healthcare organizations nationwide on staff training and professional development programs designed to target critical needs in the workplace and support organizational goals and quality metrics.

Our tailored programs and online learning platform make it easy for health organizations to deliver evidence-based, affordable, continuing education for their employees. We work with organizations to understand their vision, ascertain their needs, provide solutions, and measure results. Training options include:

- Special packaging and pricing of instructor-led and self-paced courses from the Institute's existing catalog
- Customizing available courses to reflect your organization's unique practices and policies
- Creating all-new custom programs focused on addressing specific areas of practice and/or workplace needs

# 5 RN Certificate in Palliative Care



## At a Glance

### Course title:

- RN Certificate in Palliative Care

### Start date:

- Check website for details

### Course length:

- 8 weeks

### Time commitment:

- About 8 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule

### Format:

- Led by an expert in palliative care nursing
- Recorded lectures, readings, interactive case studies, quizzes, and discussion questions
- Learn in an online cohort of your peers
- Class size limited

### Continuing education credits:

- 64 CE Hours

### Cost:

- \$929

Nurses give compassionate, multifaceted care to patients and families from all walks of life. Delivering high-quality care and helping to ease physical and emotional symptoms in patients with advanced illness requires an extra level of skill.

Whether you're working in hospice and palliative care or another practice setting, this course gives you all the tools you'll need to support these vulnerable patients and families. You'll learn about trajectories of common diseases, expert pain and symptom management strategies, how to address emotional suffering, and how to care for patients at the end of life.

## Program Details

- Course features 8 weeks of online instruction
- Weekly assignments completed on your own schedule
- Class size limited
- Course content includes recorded lectures, readings, case studies, quizzes, and instructor-facilitated discussions
- Course materials available 24/7
- You'll spend about 8 hours per week on learning

## What You'll Learn

- Clinical presentations, disease trajectories and prognostic indicators of advanced disease states
- Evidence-based pain assessment and care planning that considers the sensory, cognitive, affective, behavioral, social, cultural and spiritual components of pain
- Pharmacological and non-pharmacological treatment modalities available to manage symptoms
- How to prepare for the dying process and how to support loved ones through their grief and bereavement
- Ethical issues that may arise in palliative care and the application of ethical issues to support patient and provider decision making

## What You'll Earn

- 64 continuing education (CE) credits
- RN Certificate in Palliative Care from the CSU Shiley Institute for Palliative Care

*Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC) and approved by the California Board of Registered Nurses, Provider #CEP11422*

## Who Should Take This Course?

- Registered nurses who care for patients with advanced illness in any setting including:
  - Hospice, home care, or palliative care programs
  - Primary care clinics
  - Oncology, nephrology, pulmonology, cardiology, and other specialty clinics
  - Skilled nursing and long-term acute care facilities

## Total Investment

- \$929 for registration
- About 8 hours/week for 8 weeks
- Approximately \$268 for the required textbooks:
  - Dahlin, C., Coyne, P. J., & Ferrell, B. R. (2016). *Oxford Textbook of Palliative Nursing*, 4th edition. New York, NY: Oxford University Press.
  - Martinez, H. & Berry, P. (2015) *Hospice and Palliative Nurses Association (HPNA) Core Curriculum for the Hospice and Palliative Registered Nurse*, 4th edition. Dubuque, IA: Kendall.

# Advanced Practice RN Certificate in Palliative Care



## At A Glance

### Course title:

- APRN Certificate in Palliative Care

### Start date:

- Check website for details

### Course length:

- 9 months
- Multiple breaks built into schedule

### Time commitment:

- About 7 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule

### Format:

- Led by an expert in palliative care nursing
- Recorded lectures, readings, interactive case studies, quizzes, and discussion questions
- Class size limited to 25 students

### Continuing education credits:

- 175 CE Hours

### Cost:

- \$3,900

Career development programs for palliative care nurses often fall into two extremes – expensive in-person fellowships, or short surface-level online courses. The APRN Certificate in Palliative Care is different. It's a 9-month, online instructor-led program, with the perfect mix of accessibility, flexibility, and in-depth learning for you or someone on your team.

Learn evidence-based strategies in pain and symptom management to reduce patients' suffering and support resilience. Help patients and families identify goals of care. Build interdisciplinary teamwork. Transform your career.

## Program Details

- Instructor-led course features 9 months of online instruction
- Complete weekly assignments on your own schedule
- Class size limited to 25 students
- Course content includes recorded lectures, readings, interactive case studies, quizzes, and instructor-facilitated discussions, with a mid-course exam and final exam to gauge learning
- Course materials available 24/7
- Spend about 7 hours per week on learning

## What You'll Learn

- Foundational aspects of palliative nursing including key aspects of care, clinical strategies, communication fundamentals, interdisciplinary team functions, and the overall role of the APRN
- Serious and chronic illness care from a holistic, patient-centered perspective, incorporating all aspects of physical, psychosocial, emotional, and spiritual care as well as complementary and integrative therapies
- Palliative care ethical issues and perspectives, and legal aspects of care
- Leadership skills for advanced practice nurses including relationship and team building
- Cultural humility and working with special populations in all palliative care settings
- Pediatric palliative care and the special issues related to the care of children

## What You'll Earn

- 175 continuing education (CE) credits
  - APRN Certificate in Palliative Care from the CSU Shiley Institute for Palliative Care
- Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC) and approved by the California Board of Registered Nurses, Provider #CEP11422*

## Who Should Take This Course?

- Nurse practitioners
- Advanced practice nurses

APRNs who treat patients with advanced illness in:

- Hospice, home care, or palliative care programs
- Primary care clinics
- Oncology, nephrology, pulmonology, cardiology, and other specialty clinics
- Other practice settings

## Total Investment

- \$3,900 for registration
- About 7 hours/week for 9 months
- Approximately \$175 for required textbooks:
  - Dahlin, C., Coyne, P. J., & Ferrell, B. R. (2016). *Advanced practice palliative nursing*. New York, NY: Oxford University Press.
  - McPherson, M. L. (2019). *Demystifying opioid conversion calculations: A guide for effective dosing (2nd Ed.)*. Bethesda, MD: American Society of Health-System Pharmacists

## REVISED AND UPDATED



## At A Glance

### Course title:

- Palliative Care Skills for Health Social Workers

### Start date:

- Check website for details

### Course length:

- 8 weeks

### Time commitment:

- 5-7 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule

### Format:

- Led by an expert in palliative care social work
- Readings, interactive case studies, quizzes, and discussion questions
- Learn in a small online cohort of your peers
- Class size limited

### Continuing education credits:

- 48 CE Hours

### Cost:

- \$629

Social workers and counselors in a wide variety of healthcare settings are increasingly serving clients with serious or life-threatening illnesses or whose loved ones are seriously ill. If you're a social worker or counselor in any setting, you need skills that can help you better support these patients and clients.

This 8-week, instructor-led online course gives you a deeper understanding of each person's journey through serious illness and prepares you to effectively address related psychosocial distress and suffering, improve communication, and help patients and families articulate what's important to them and what kind of care they want.

## Program Details

- 8 weeks of online learning, led by an expert instructor
- Course content available 24/7
- Weekly assignments you complete on your own schedule
- Class size limited to 30 students
- Readings, interactive case studies, quizzes, and instructor-facilitated discussions
- 5 to 7 hours per week on learning

## What You'll Learn

This course equips you to:

- Apply critical thinking, assessment, and positive problem solving in the context of palliative care and serious illness
- Describe the social worker's contributions to pain and symptom management, patient-centered care plans, communication between the patient/family and care team, and development of comprehensive discharge plans
- Apply counseling and motivational interviewing techniques, which incorporate individual and family dynamics, to create action plans and other therapies
- Support individuals and families through significant life events caused by serious illness or death

## What You'll Earn

- 48 continuing education (CE) credits
- Certificate of Completion

*Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC)*

## Who Should Take This Course?

Social workers, therapists, and counselors working in:

- Hospice, home care, or palliative care programs
- Social service agencies
- Schools or universities
- Integrated health systems
- Aging services organizations
- Other practice settings, including private practice

## Total Investment

- \$629 for registration
- 5 to 7 hours/week for 8 weeks

# Advanced Practice Palliative Care Certificate for Social Workers

## REVISED AND UPDATED



## At A Glance

### Course title:

- Advanced Practice Palliative Care Certificate for Social Workers

### Start date:

- Check website for details

### Course length:

- 8 months
- Multiple breaks built into schedule

### Time commitment:

- 5-7 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule

### Format:

- Led by an expert in palliative care social work
- Readings, expert commentary, case studies, quizzes, and group discussion questions
- Learn in an online cohort of your peers
- Class size limited to 25 students

### Continuing education credits:

- 144 CE Hours

### Cost:

- \$2,530

### Formerly Post-MSW Certificate in Palliative Care

Palliative care social workers help make sure patients with serious illnesses get compassionate, whole-person care that addresses their symptoms, reflects their healthcare wishes, and supports their families and caregivers.

This 8-month instructor-led program, newly revised and updated, gives you personalized attention and mentorship, rigorous in-depth content, and small group interaction. The depth of the learning rivals in-person clinical programs, with the convenience and flexibility of online learning.

You'll gain expert skills in palliative care social work including how to navigate the diverse demands of the job, assess psychosocial suffering, use therapies support patients and families, and be a leader on the palliative care team.

## Program Details

- Instructor-led course features 8 months of online instruction
- Complete weekly assignments on your own schedule
- Class size limited to 25 students
- Course content includes readings, interactive case studies, quizzes, and instructor-facilitated discussions, with a mid-course exam and final exam to gauge learning
- Course materials available 24/7
- Spend 5-7 hours per week on learning

## What You'll Learn

- Foundational aspects of palliative care social work including advanced communication strategies, interdisciplinary team functions, and the role of the palliative care social worker as a team leader
- An understanding of how values, ethics, self-awareness, critical thinking, and relationship apply to social work best practices
- Serious and chronic illness care from a holistic, patient-centered perspective, incorporating evidence-based strategies to address psychosocial, emotional, and spiritual suffering
- Palliative care ethical issues and perspectives
- Leadership skills for palliative care social workers including relationship and team building
- How to assess for self-improvement and develop concrete plans, processes, and strategies for growth

- Competencies that prepare you for certification in palliative social work and reflect National Consensus Project Guidelines, 4th edition.

## What You'll Earn

- 144 continuing education (CE) credits
- 6 continuing education credits on Ethics (included in the 144-CE total)

*Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC)*

## Who Should Take This Course?

- Master's-prepared social workers
- Licensed marriage and family therapists
- Clinical psychologists
- Other psychosocial care professionals with advanced degrees
- Professionals who care for patients with advanced illness in:
  - Hospice, home care, or palliative care programs
  - Clinics or behavioral health programs
  - Other practice settings

## Total Investment

- \$2,530 for registration
- 5 to 7 hours/week for 8 months
- Approximately \$125 for required textbook:
  - Alttilo, T., Otis-Green, S. (2011). *The Oxford Textbook of Palliative Social Work*. New York, NY: Oxford University Press.



## At A Glance

### Start date:

- Starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- Varies by certificate
- Course content available 24/7

### Format:

- Self-paced
- Interactive online lessons
- Courses also available for purchase individually (in lieu of full Certificate)

### Continuing education credits:

- Certificate in Clinical Pediatric Palliative Care: 66 CE Hours
- Multidisciplinary Certificate in Pediatric Palliative Care: 37.5 CE Hours

### Cost:

- Certificate in Clinical Pediatric Palliative Care: \$989
- Multidisciplinary Certificate in Pediatric Palliative Care: \$499

Palliative care is designed to relieve suffering in patients at any age and any stage of serious illness, but effective palliative care for pediatric patients and their loved ones differs significantly from palliative care for adults, especially as end of life approaches.

Our Pediatric Palliative Care Certificate Programs feature rigorous, interactive online courses that give hospice, palliative care, and home health providers the knowledge, skills, and resources to effectively support infants, children, teens, and young adults with serious illness and their families.

This self-paced, online education explores concepts that are integral to pediatric palliative care and provides comprehensive strategies to help hospice and palliative care teams provide young patients and their families with the best care possible.

## Certificate in Clinical Pediatric Palliative Care

66 CE Hours / \$989

*Designed for physicians, NPs, PAs, APRNs, RNs, and other clinicians*

Courses include:

- Introduction to Pediatric Palliative Care
- Communication Skills for Pediatric Patient and Family Support
  - Basic / Foundational / Advanced
- Pediatric Pain and Symptom Assessment and Management
  - Basic / Foundational / Advanced
- Concepts in Easing Suffering and Promoting Healing for Pediatric Patients
  - Basic / Foundational / Advanced
- Pediatric Care Delivery
  - Basic / Foundational / Advanced
- Pediatric Team Support
- Pediatric Ethical Principles and Challenges

Courses also available for purchase individually (in lieu of full Certificate)

## Multidisciplinary Certificate in Pediatric Palliative Care

37.5 CE Hours / \$499

*Designed for social workers, chaplains, child life specialists, and other team members*

Courses include:

- Introduction to Pediatric Palliative Care
- Communication Skills for Pediatric Patient and Family Support
  - Basic / Foundational / Advanced
- Concepts in Easing Suffering and Promoting Healing for Pediatric Patients
  - Basic / Foundational / Advanced
- Pediatric Team Support

Courses also available for purchase individually (in lieu of full Certificate)

### Introduction to Pediatric Palliative Care

This course provides a brief overview of how to approach pediatric palliative care. Topics include acknowledging and recognizing personal biases and fears about caring for seriously ill children, teens, or young adults; common concerns about using medications in children; how to understand a child's external support systems; and more. 0.5 CE Hours; \$35

### Communication Skills for Pediatric Patient and Family Support

**Basic Course:** Communicating with seriously ill pediatric patients and their families requires special skills. This course examines how to apply active listening techniques and read nonverbal communication cues in children, teens, and young adults; how to elicit information while respecting differences in culture and belief systems; how to use the SPIKES communication protocol; and more. 1.5 CE Hours; \$49

**Foundational Course:** This course prepares community-based palliative care providers for a successful home visit with young patients and their families. It covers how to determine the right time for the visit, and who should be present; how to help care for other children who may be present; how to establish trust and effectively communicate with seriously ill children, teens, and young adults; and more. 4 CE Hours; \$59

**Advanced Course:** Some of the most challenging aspects of communication in pediatric palliative care are examined in this course, including how families make decisions; how the developmental stage of a child impacts decision making; what happens when families disagree; navigating the "conspiracy of silence"; and more. 5.5 CE Hours; \$79

### Pediatric Pain and Symptom Assessment and Management

**Basic Course:** This course covers how to assess pain in pediatric patients, from newborns to young adults. It includes an in-depth review of normal growth and developmental milestones in infants, children, and adolescents; common childhood illnesses; pain management medications and how to determine appropriate dosing as well as routes of administration; and non-pharmacological approaches to pain management. 4 CE Hours; \$59

**Foundational Course:** Building on the Basic course, this course provides clinical strategies for assessing and managing pain in pediatric palliative care patients, including how to apply assessment tools to children with serious illness; protocols for pediatric medication management and dosing guidelines; non-pharmacological interventions; and pain-management challenges with functionally impaired children. 7 CE Hours; \$99

**Advanced Course:** Expanding on the Basic and Foundational courses, this course covers topics such as dosing guidelines to manage complex pain; "titrating to comfort" to manage difficult symptoms; the role of medical marijuana; caring for an infant; assessing and treating pain in neurologically complex patients; recognizing and responding to psychosocial and spiritual distress; trauma-informed care; and palliative sedation. 8.5 CE Hours; \$125

### Concepts in Easing Suffering and Promoting Healing for Pediatric Patients

**Basic Course:** This course offers an overview of how best to support the emotional and spiritual needs of pediatric patients approaching end of life and their families. Modules cover grief and bereavement support for family and caregivers; support for siblings; and practices to ease suffering, including legacy-making and creating keepsakes. 1 CE Hour; \$45

**Foundational Course:** This course prepares you to be present and acknowledge suffering; recognize types of suffering; assess anticipatory grief; support parents in talking with their children; assess spiritual suffering; support families with conflicting beliefs; find purpose and create meaning; empower parents and families for quality-of-life decisions; and provide bereavement support. 8 CE Hours; \$109

**Advanced Course:** This course explores challenging areas of pediatric palliative care practice including working within the context of ongoing suffering; reconciling differences of opinion in families; supporting the unique needs of stepparents, LGBTQ parents, single parents, foster parents, grandparents, and grandparents in a parenting role; and more. 4.5 CE Hours; \$69

### Pediatric Care Delivery

**Basic Course:** The use of medical devices is an important issue in providing care for children with serious illness. This course reviews some of the most common medical devices used in children in the home setting: feeding tubes, central venous catheters, and respiratory support devices. 1.5 CE Hours; \$49

**Foundational Course:** This course reviews concurrent care for children, including how to identify patients and families who are eligible; common trajectories of serious illnesses in pediatric patients; medical devices and how they differ for children versus adults; medications and what is covered; care coordination among providers and settings; and the transition from pediatric care to adult healthcare. 5.5 CE Hours; \$79

**Advanced Course:** In this course, you will learn to identify key clinical features of some of the more common complex conditions seen in pediatric hospice and palliative care; understand how to help parents advocate for their child while recognizing the limits of medical interventions; and identify medical and psychosocial resources for families of children with rare/complicated diagnoses. 2 CE Hours; \$59

### Pediatric Team Support

This course discusses how caring for pediatric patients can change the dynamics of a palliative care team, and how to protect the health, well-being, and effectiveness of the team. Topics covered include the importance of the transdisciplinary approach; the need to nurture the team and promote self-care; how to identify signs of compassion fatigue; and more. 6 CE Hours; \$89

### Pediatric Ethical Principles and Challenges

This course explores ethical principles and common concerns providers may encounter in pediatric hospice and palliative care, including withholding food and withdrawing medication; palliative sedation; autonomy of a child; requests for non-beneficial treatment; and requests for expedited dying by patients or parents. 6.5 CE Hours; \$89

# 11 Essentials of Palliative Care Chaplaincy

**SHILEY INSTITUTE  
FOR PALLIATIVE CARE**


## At A Glance

**Course title:**

- Essentials of Palliative Care Chaplaincy Certificate

**Start date:**

- Check website for details

**Course length:**

- 8 weeks

**Time commitment:**

- 8 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule

**Format:**

- Led by an expert instructor in palliative care
- Readings, expert commentary, video vignettes, case studies, quizzes, and discussion questions
- Learn in an online cohort of your peers
- Class size is limited to 30

**Continuing education credits:**

- 64 CE Hours
- Course approved by the Association of Professional Chaplains

**Cost:**

- \$549

Highly skilled spiritual care providers are experts in addressing grief, emotional distress, and spiritual and existential pain that can accompany advanced illness. In palliative care, people called to this work can be an invaluable support to patients, families, and healthcare colleagues.

In this 8-week, instructor-led online course, you'll master a full circle model of spiritual care. You'll learn how to support patient goals and quality of life, manage physical and spiritual pain, practice cultural humility, understand and support religious differences, and more

## Program Details

- 8 weeks of online instruction
- Complete weekly assignments on your own schedule
- Content includes in-depth coursework, online question/answer sessions, case studies, small group sharing, journaling, and personalized feedback from an expert instructor
- Course materials available 24/7
- You'll spend about 8 hours per week on learning

## What You'll Learn

- Communicate palliative and end-of-life care options to help people make informed care decisions for themselves or loved ones
- Articulate the basic tenets of palliative care and the role of the palliative care chaplain as a leader on the interdisciplinary team
- Engage a full circle model of spiritual care including effective approaches to rapport building, assessment, intervention, care planning, and spiritual care outcomes
- Create and sustain programs that meet both human and institutional needs
- Analyze and construct innovative solutions for the timely delivery and reception of the multiple dimensions of palliative care, especially spiritual care, and lead in the field of palliative care chaplaincy
- Understand the importance of palliative care chaplaincy research, ethics, and institutional leadership

## What You'll Earn

- 64 continuing education (CE) credits
- Certificate in Essentials of Palliative Care Chaplaincy from the CSU Shiley Institute for Palliative Care

*Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC) and approved by the Association of Professional Chaplains*

## Who Should Take This Course?

- Any spiritual care professional
- Board Certified Chaplains planning to take the Palliative Care and Hospice Advanced Certification exam
- Religious leaders of any faith tradition, in any setting

## Total Investment

- \$549 for registration
- About 8 hours/week for 8 weeks to complete program

## What Students Are Saying

*"The content in this course was superb and surpassed my expectations. The list of references and additional resources provided with each module were extremely useful for further in-depth learning. The instructor was extremely responsive and offered insightful feedback to postings."*

The Rev. Kirtley Yearwood, MD,  
Spiritual Health Clinician

This curriculum was created in partnership with the  
Association of Professional Chaplains.



## NEW COURSE



## At A Glance

### Course title:

- Physician Assistant Certificate in Palliative and Serious Illness Care

### Start date:

- Check website for details

### Course length:

- 12 weeks

### Time commitment:

- 4-6 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule
- One-hour live "Grand Rounds" each week

### Format:

- Led by expert palliative care PA
- Highly interactive, online didactic content, learning activities, and quizzes
- Live "Grand Rounds" in Zoom each week for additional instruction, case presentations, and discussion
- Class size limited to 25 students

### Continuing education credits:

- 62 CE Hours

### Cost:

- \$950

Physician assistants are trusted clinicians who provide compassionate, multifaceted care to patients and families at every stage of health, including through serious illness. Delivering care that targets the physical and psychosocial symptoms of advanced illness requires an extra level of skill and training.

This 12-week, instructor-led online course prepares physician assistants in any practice setting to deliver high-quality care that effectively supports patients with serious illness and their families.

You'll master evidence-based skills and strategies essential in primary palliative care including communication, advance care planning, prognostication, pain and symptom management, psychosocial-spiritual aspects of care, care at the end of life, and more.

## Program Details

- Interactive, didactic online lessons, prepared by palliative care clinical leaders
- Course material available 24/7
- Supplemental live "Grand Rounds" sessions with your fellow students and an expert PA instructor
- Weekly assignments you complete on your own schedule
- Class size limited to 25 people
- About 4 to 6 hours per week spent on learning

- Establish billing processes and performance measures for palliative care services
- Use self-care strategies to build resilience and avoid burnout

## What You'll Earn

- 62 continuing education (CE) credits
- Certificate in Palliative and Serious Illness Care from the CSU Shiley Institute for Palliative Care

*Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC)*

## What You'll Learn

By the end of this course, you'll be able to:

- Identify patients who need and could benefit from palliative care
- Effectively communicate with seriously ill patients about their disease trajectory, using prognostication tools and resources
- Assess and treat the most common physical symptoms of serious disease, including pain and nausea
- Identify spiritual and psychosocial distress and connect patients with community resources
- Recognize cultural differences and practice radical respect when treating patients with serious illness
- Integrate palliative care services into a clinical practice

## Who Should Take This Course?

Physician assistants who treat patients with serious illnesses in:

- Primary care practices
- Hospitals, hospice, home care, or palliative care programs
- Oncology, nephrology, pulmonology, cardiology, and other specialty clinics
- Other practice settings

## Total Investment

- \$950 for registration
- 4 to 6 hours/week for 12 weeks

# 13 Cannabis in Hospice and Palliative Care

SHILEY INSTITUTE  
FOR PALLIATIVE CARE

## NEW COURSE



## At A Glance

### Course title:

- Cannabis in Hospice and Palliative Care

### Start date:

- Check website for details

### Course length:

- 4 weeks

### Time commitment:

- 3 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule, except for a live Zoom session in final week

### Format:

- Led by an expert instructor in palliative care
- Online readings, quizzes, and discussion questions
- One "Live" Zoom session in final week of instruction
- Learn in an online cohort of your peers
- Class size limited

### Continuing education credits:

- 12 CE Hours

### Cost:

- \$249

More people with serious or terminal illnesses are using medical cannabis to manage pain, nausea, anxiety, and other challenging symptoms of their disease. These patients and their families often turn to their healthcare providers for advice.

Health professionals caring for these patients and families need a better understanding of cannabis – including clinical, legal, and ethical considerations – so they can respond to questions and offer appropriate guidance. In this 4-week, instructor-led online course, you'll explore the use of medical cannabis, learn clinical applications and dosing guidelines, and gain a better understanding of state and federal laws involving cannabis.

This curriculum is designed for physicians, nurse practitioners, physician assistants, and registered nurses working in:

- Hospice, home care, or palliative care programs
- Primary care clinics
- Oncology, nephrology, pulmonology, cardiology, and other specialty clinics
- Other practice settings

You'll be taught by experts in the clinical, legal, and ethical issues involving medical cannabis. Class size is limited so you get personalized attention and mentorship from the instructor and can connect deeply with fellow students in your cohort.

## Program Details

- 4 weeks of online instruction
- Complete first three weekly assignments on your own schedule
- Final lesson is a real-time interactive discussion via Zoom applying learning to case studies
- Course content includes readings, quizzes, and instructor-facilitated discussions
- Course materials available 24/7
- You'll spend about 3 hours per week on learning

## What You'll Learn

By the end of this course, you will:

- Understand the history of cannabis use for medicinal purposes
- Be able to assess the appropriateness of medical cannabis treatment for palliative care patients, as well as clinical applications and dosing guidelines
- Have an in-depth understanding of the political and legal environment for cannabis use in medicine
- Understand cannabis therapy applications, through case study and an interactive session with the instructor

## What You'll Earn

- 12 continuing education (CE) credits

*Credits provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC) and approved by the California Board of Registered Nurses, Provider #CEP1142*

## Who Should Take This Course?

- Advanced practice nurses
- Physicians
- Physician assistants
- Nurses

Clinicians who treat patients with serious illnesses in:

- Hospice, home care, or palliative care programs
- Primary care clinics
- Oncology, nephrology, pulmonology, cardiology, and other specialty clinics
- Other practice settings

## Total Investment

- \$249 for registration
- 3 hours/week for 4 weeks

# Practical Pain Management Approaches for Advanced Illness

## NEW COURSE



## At A Glance

### Course title:

- Practical Pain Management Approaches for Advanced Illness

### Start date:

- Check website for details

### Course length:

- 8 weeks

### Time commitment:

- 6 hours of coursework per week
- Lessons available 24/7
- Complete weekly assignments on your own schedule

### Format:

- Led by an expert instructor in palliative care
- Recorded lectures, readings, interactive case studies, quizzes, and discussion questions
- Learn in an online cohort of your peers
- Class size is limited

### Continuing education credits:

- 48 CE/CME\* Hours

### Cost:

- \$729

Pain management is an essential part of caring for patients with advanced illness. Helping patients achieve symptom relief enables them to live fully and maximize their quality of life. Whether you're a nurse practitioner, physician assistant, or physician, this unique pain management course gives you the expertise you need to navigate this important area of patient care.

Through this online course, you'll gain pharmacological, non-pharmacological, and integrative approaches for treating pain in people with advanced illness. You'll learn how to define pain and how it affects the whole person, how to perform multidimensional pain assessment, and how to apply pain management strategies that fit each person's needs.

You'll be taught by experts in pain and symptom management who understand the challenges you face in your busy practice. Class size is limited so you get personalized attention and mentorship from the instructor and can connect deeply with fellow students in your cohort.

## Program Details

- 8 weeks of online instruction led by an expert in pain management
- Course content includes recorded lectures, readings, interactive case studies, quizzes, and instructor-facilitated discussions, with a midcourse exam and final exam to gauge learning
- Weekly assignments you complete on your own schedule
- Course materials available 24/7
- About 6 hours per week spent on learning

## What You'll Learn

By the end of this course, you will:

- Demonstrate a whole-person approach to assessing and managing pain
- Differentiate and assess sources of pain, including spiritual, cultural, and emotional influences on pain
- Appropriately evaluate pain treatment options including over-the-counter medications, cannabis, opioid and other pharmacologic therapies, along with complementary approaches
- Negotiate treatment modalities within the context of patient goals of care, recognizing the provider's own biases
- Navigate initiation, maintenance, and escalation of ongoing opioid therapies for pain management throughout the disease trajectory, assessing issues like substance use, patient-controlled pain approaches, risks, and benefits

## What You'll Earn

- 48 CE/CME\* credits
- Certificate of completion

*\*See page 23 for Continuing Medical Education details. CE credits are provided through California State University San Marcos (CSUSM) Extended Learning, accredited by the Western Association of Schools and Colleges (WASC)*

## Who Should Take This Course?

This curriculum is designed for physicians, nurse practitioners, physician assistants, or other prescribers working in:

- Hospice, home care, or palliative care programs
- Primary care clinics
- Oncology, nephrology, pulmonology, cardiology, and other specialty clinics
- Other practice settings

## Total Investment

- \$729 for registration
- 6 hours/week for 8 weeks

# What Every . . . Needs to Know About Palliative Care



## At A Glance

### Start date:

- Self-paced, starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- 1 hour
- Course content available 24/7

### Format:

- Interactive online learning
- Pretest and post-test to gauge learning

### Topics covered:

- Definitions and principles of palliative care
- The difference between hospice and palliative care
- Ways to identify patients who can benefit from palliative care
- Discipline-specific tools in palliative care
- Key advance care planning concepts

### Continuing education credits:

- 1 CE/CME Credit (see p. 23)

### Cost:

- \$49

For your patients and organization to get the full benefit of palliative care, EVERYONE needs to understand what palliative care is, how it is different from hospice, who is appropriate and when to refer. The What Every... series of courses are self-paced, discipline-specific modules. Their common framework allows health systems to cost-effectively provide to staff, whether direct care providers or support staff, a shared, interdisciplinary introduction to palliative care. For the individual health professional, your What Every... series course gives you fundamental tools to quickly integrate into your daily practice.

For anyone from clinicians to administrators, the What Every... series provides foundational tools and resources for use today which serve as a basis for building future knowledge, with the goal of improving care for patients and family caregivers.

## What Every Chaplain Needs to Know About Palliative Care

Chaplains in any setting can incorporate an awareness of palliative care into their daily practice, as well as understand when to refer a patient to palliative care experts.

## What Every Advanced Practice Nurse Needs to Know About Palliative Care

For Nurse Practitioners and Clinical Nurse Specialists, this course ensures you have a foundational understanding of palliative care including how to deliver bad news, conducting an advance care planning discussion, and assess the need for palliative care.

## What Every Nurse Needs to Know About Palliative Care

Fundamentals of palliative care as well as numerous tools that nurses can use to improve patient care are delivered in this course: functional assessments, goal setting, delivering bad news, advance care planning, and more.

## What Every Social Worker Needs to Know About Palliative Care

This course provides social workers with guidance, tools, and techniques on how to initiate a discussion about palliative care, initiate advance care planning discussions, identify patient goals, and facilitate difficult conversations with patients and family members.

## What Every Physician Needs to Know About Palliative Care

This foundational course provides physicians with fundamentals for inclusion in practice such as guidance on how to deliver bad news, conduct an advance care planning discussion, and assess the need for palliative care referrals. *See p. 23 for CME Credit.*

## What Every Physician Assistant Needs to Know About Palliative Care

This course provides an introduction to palliative care practice, including how to deliver bad news, conduct an advance care planning discussion, and assess the need for palliative care. *See p. 23 for CME Credit.*

## What Every Health Professional Needs to Know About Palliative Care

Any health professional can gain from this course a foundation on what palliative care is, how it differs from hospice, when someone can receive it, how to explain it to patients and families, and why it is a critical component of value-based, quality-driven healthcare.

## What Every Patient Advocate Needs to Know About Palliative Care

This course for patient advocates will present a foundation on what palliative care is, when someone can receive it, and how to assist patients in reaching those who can provide it.

# 16 Core Concepts in Palliative Care



## At A Glance

### Start date:

- Self-paced, starts upon registration

### Course length:

- Varies by course/discipline
- Accessible for 90 days

### Time commitment:

- Varies by course/discipline
- Course content available 24/7

### Format:

- Interactive online learning
- Quizzes and tests to gauge learning

### Continuing education credits:

- Health professional course 5 CE Hours
- Nurses course 17 CE Hours
- Social workers course 10 CE Hours
- Chaplains course 10 CE Hours

### Cost:

- Health professional course: \$125
- Nurses course: \$395
- Social workers course: \$225
- Chaplains course: \$225

If you're caring for people with serious illnesses, Core Concepts in Palliative Care will give you and your entire team the skills you need to function as a cohesive unit and provide the best possible whole person care patients and families. These courses are designed for professionals from all disciplines in all care settings.

Transdisciplinary teams work best when everyone understands each person's value and perspective and when there is a shared framework that support each patient's physical, emotional, and spiritual needs. These courses are great for clinicians and staff in hospitals, ambulatory care clinics, specialty clinics, skilled nursing facilities, residential facilities, and home hospice, or home-based palliative care programs.

Using an interactive and engaging online learning platform, everyone on your team can develop communication and clinical skills to more effectively manage patients' symptoms and provide care that aligns with patients' goals of care. Every learner will leave this course with a deeper understanding of how palliative care can reduce patients' and families' suffering and improve their quality of life.

### Core Concepts in Palliative Care—Health Professionals

The course creates a common framework for all staff to understand what palliative care is and equip them with essential tools for communication and working effectively among diverse populations. Additional modules cover spiritual and existential realms, attending to suffering, loss, grief, death, healthcare ethics, and self-care. 5 CE Hours • \$125

This course is included with the Nurse, Social Work, and Chaplain courses below.

#### Topics Covered:

- Introduction to palliative care
- Communication—the art and soul of palliative care
- Working with diversity through inclusivity
- Spiritual, existential dimensions of palliative care
- Attending to suffering
- Death, loss, and grief
- Healthcare ethics
- Self-Care

### Core Concepts in Palliative Care—Nurses

This course was built to provide knowledge and skills for nurses to integrate palliative care into the care of chronically and seriously ill patients. Starting with a review of disease trajectories, the modules move on to the palliative nursing management of serious illnesses and their associated symptoms. 17 CE Hours • \$395

#### Topics Covered:

- Whole-person palliative care nursing assessment
- Pain management, including opioid considerations and side effects

- Palliative nursing care for cardiac, pulmonary, liver, renal, GI, neurodegenerative diseases, cancer, psychiatric disorders, and frailty
- Nurses as leaders and advocates

### Core Concepts in Palliative Care—Social Workers

The Social Work Core Concepts course builds on the holistic, patient-centered skills and strengths of social workers to bring into focus the role that social workers play on transdisciplinary teams. The course explores how this foundation is used to address values, ethics, mindfulness, critical thinking, and relationships. The course concludes with careful attention to self-awareness and self-care when working with change, loss, resilience, meaning-making, dying, and grief. 10 CE Hours • \$225

#### Topics Covered:

- The role of the social worker in palliative care
- Social work's foundation: values and ethics
- Working with change, loss, and grief related to serious and terminal illness
- Social workers as leaders and advocates

### Core Concepts in Palliative Care—Chaplains

The Chaplaincy Core Concepts course focuses on chaplaincy practices unique to palliative care such as performing a spiritual assessment and developing a plan of care, and interventions useful in serious illness and their outcomes. The course concludes by exploring the chaplain's role as a member of an interdisciplinary team, and as an advocate for patients, families, and care teams. 10 CE Hours • \$225



## At A Glance

### Start date:

- Starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- Varies by course
- Course content available 24/7

### Format:

- Self-paced
- Interactive lessons, with videos, evidence-based resources, case studies, and pre-tests and post-tests to gauge learning
- Courses available individually or as full series

### Continuing education credits:

- Full series: 66 CE Hours/ CMEs (See p. 23 for CME details)
- For individual courses, see course detail

### Cost:

- Full series: \$999
- For individual courses, see course detail

Primary Palliative Care Skills for Physicians, NPs, and PAs delivers a convenient, immediately applicable-to-practice set of tools and knowledge for any provider wishing to offer primary palliative care services for their patients and families. Its curriculum is directed at the needs of primary care providers in any setting. Non-palliative care specialists, beginning hospice and palliative care team members, geriatricians, senior care providers, hospitalists, and others caring for patients with serious illness will find the courses valuable.

Designed by an expert task force of experienced and well-respected palliative care and primary care providers, this 34 content-hour series is comprehensive, engaging, evidence based, and self-paced. See p. 23 for CME information. **FULL SERIES PRICE: \$999**

### Introduction to Primary Palliative Care

The Introduction to Primary Palliative Care course provides an overview of palliative care, and how it can be delivered in a variety of settings.

The course then turns the focus to identifying individuals who could benefit from palliative care and when, and prognostication for disease trajectories in which palliative care can augment treatment plans. Methods of prognostication, defining its benefits and its limitations are included, with application in case studies.

4.5 content hours • \$155

This course will equip the participant to:

- Differentiate and describe usual care, palliative care and hospice care
- Identify those who could benefit from palliative care
- Discuss the role of palliative care at different stages of the illness continuum
- Explore prognostication models and understand why they are important

### Communication and Advance Care Planning

This course covers key areas for enhancing provider-patient communication. You will begin with concepts for explaining to patients and families the difference between hospice and palliative care and the benefits that each provides; examine how to reduce barriers to effective communication about diagnosis, prognosis and serious illness; and gain tools for facilitating conversations.

Using motivational interviewing to inform decision making is covered, as is assessing capacity for decision making. Advance care planning conversations are explored in detail, incorporating use of evidence-based techniques for conducting difficult conversations as well as for completing documentation. 5.75 content hours • \$200

This course will equip the participant to:

- Apply various techniques to carry out discussions with patients and families on palliative care, and for identifying and setting patient goals
- Overcome barriers to communication
- Identify opportunities to introduce advance care planning, and complete advance care planning forms
- Determine and apply appropriate communication models for sharing serious news

### Physical Aspects of Care

This in-depth course covers a wide range of the most common physical symptoms encountered in serious illness, including pain, dyspnea, nausea, fatigue, delirium, and depression. Each symptom's etiology is covered, with tools to perform assessments, and treatment or management strategies.

The management of pain within the primary care practice, using opioids or alternatives, is explored. Emergency conditions in palliative care are also addressed.

8 content hours • \$275

This course will equip the participant to:

- Describe the essential elements of physical symptom assessment in primary palliative care
- Employ the tools commonly used in palliative care to manage pain using opioids and non-pharmacological techniques
- Identify the most common physical symptoms encountered in serious illness, and describe the key assessments, treatments and follow-up required to optimally manage symptoms
- Identify when to call on specialty palliative care teams

### Psychosocial Aspects of Care

Psychosocial care explores social determinants of health, and what impact a serious illness is having on a patient and family. This course will utilize the biopsychosocial assessment model to evaluate how a patient is processing the information about disease management and prognosis, how the patient is adapting to any changes in functional status or daily routine, how the patient and family are coping with the burdens of the condition or the prospect of dying, and social supports that can be used.

3.5 content hours • \$125

This course will equip the participant to:

- Describe assessment models and applications in primary palliative care practices
- Understand grief, the roles of family, and identify supports that are available
- Recognize social determinants of health impacting patient function, and identify local resources to support patients and families

### Spiritual Aspects of Care

Spiritual care can be addressed in the primary care setting using assessments, tools, coping strategies, and referrals, to intertwine quality health care with spiritual care.

This course introduces a framework for clinicians to recognize the ways in which belief systems affect a patient or family living with a life-threatening illness, and to develop an approach to identify, evaluate, and address spiritual, religious, and existential concerns.

1.5 content hours • \$65

This course will equip the participant to:

- Differentiate patients' or families' religious or spiritual needs and concerns
- Understand and use assessments to identify religious and spiritual concerns
- Identify strategies for connecting patients to appropriate spiritual care resources in the community

### Cultural Aspects of Care

Patients' and families' views, perceptions, preferences for treatment, and outcome goals may vary widely depending on their cultural backgrounds, presenting complex challenges for providers and staff.

This course explores cultural differences in the context of palliative care. It identifies barriers to cultural connection, and includes cultural sensitivity tools, suggestions, and approaches for assuring inclusive care for patients and their loved ones during stressful illness.

2.25 content hours • \$85

This course will equip the participant to:

- Define culture and the importance of culture in palliative care
- Differentiate between cultural competence, cultural humility, and radical respect
- Provide insights on bias, and how to create a values-neutral practice
- LGBTQ+ community who are seriously ill

### Care of the Patient at the End of Life

This course provides tools for prognostication of advanced disease progression, care needed across the continuum, and tools for making care recommendations. Standards regarding hospice eligibility, coverage and admission are included, along with information to help providers and patients select appropriate, high-quality services.

Signs and symptoms of imminent death and how to manage them are covered, along with challenging ethical issues for patients nearing the end of life and medical aid in dying.

4.5 content hours • \$150

This course will equip the participant to:

- Understand how prognostication impacts the patient's access to healthcare along the primary care, palliative care, and hospice continuum
- Describe the history, philosophy, and requirements for hospice and other end-of-life treatment preferences

- Assess and manage symptoms of advanced illness
- Delineate the signs and symptoms of impending death
- Apply the essentials of ethical principles common to end-of-life scenarios

### Integrating Palliative Care Into Practice

Providing a primary level of palliative care support in your setting is a practice decision, but also a business decision. This course will help you develop the business case for palliative care in your practice, including forecasting the potential patient pool, resources needed to offer services, achieving acceptance, measuring outcomes, and establishing reimbursement processes.

2.5 content hours • \$75

This course will equip the participant to:

- Articulate your business case for palliative care, patients to be served, and key interventions to offer
- Identify key members of the practice team to include in service delivery
- Outline and implement steps for billing, measuring care, and quality improvement

### Self-Care and Resilience

Self-care for you and your team members is essential to combat burnout, moral distress, and team dysfunction, but also to ensure you remain open to your patients' needs, cultural nuances, and beliefs.

This course will help you recognize warning signs of distress, identify your own beliefs and habits that may lead to burnout or compassion fatigue, identify systems and organizational issues affecting providers and care delivery, and give you tools for self-care and building resilience.

1.5 content hours • \$65

This course will equip the participant to:

- Describe why self-care is important in working with seriously ill patients
- Understand and employ effective self-care strategies and strategies to strengthen resilience

# 19 Communication Skills for Clinicians

**SHILEY INSTITUTE  
FOR PALLIATIVE CARE**



## At A Glance

### Start date:

- Self-paced, starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- 2 hours per course
- Course content available 24/7

### Format:

- Interactive online learning
- Pretests and post-tests to gauge learning

### Continuing education credits:

- 2 CE/CME Hours per course

### Cost:

- Sharing Serious News: \$49
- Communication Strategies for Shared and Informed Decision Making: \$49

### Strategic partner:

- Institute for Healthcare Communication



As a healthcare professional who works with seriously ill patients and their families, your communication skills are vital to providing compassionate and effective care. To help you be at your best, the Institute is offering a new series of short refreshers on best-practice communication skills. Each self-paced course targets a situation where communication can be most difficult, and your best skills are required.

## Sharing Serious News

When it is time to share a difficult diagnosis, a change in a treatment regimen, or a poor prognosis, tools you gain from this course will enable you and your team to approach these situations with increased confidence. Whether you are new to a palliative care or hospice team or an “old hand,” this course will boost your skills and your confidence.

2 CE Hours • \$49 • See p. 23 for CME Credit.

## Communication Strategies for Shared and Informed Decision Making

Helping patients understand where they are in the disease process, what treatment options – including palliative – are available, and how to make informed choices is one of the most challenging aspects of patient-centered communication. This course provides an overview of communication strategies for engaging patients throughout the decision-making process, including assessing capacity, identifying goals of care, overcoming numerous barriers, activating shared decision making, and employing the nine elements of informed decision making.

2 CE Hours • \$49 • See p. 23 for CME Credit

## More Communication Courses:

### • Communication Skills for Pediatric Patient and Family Support

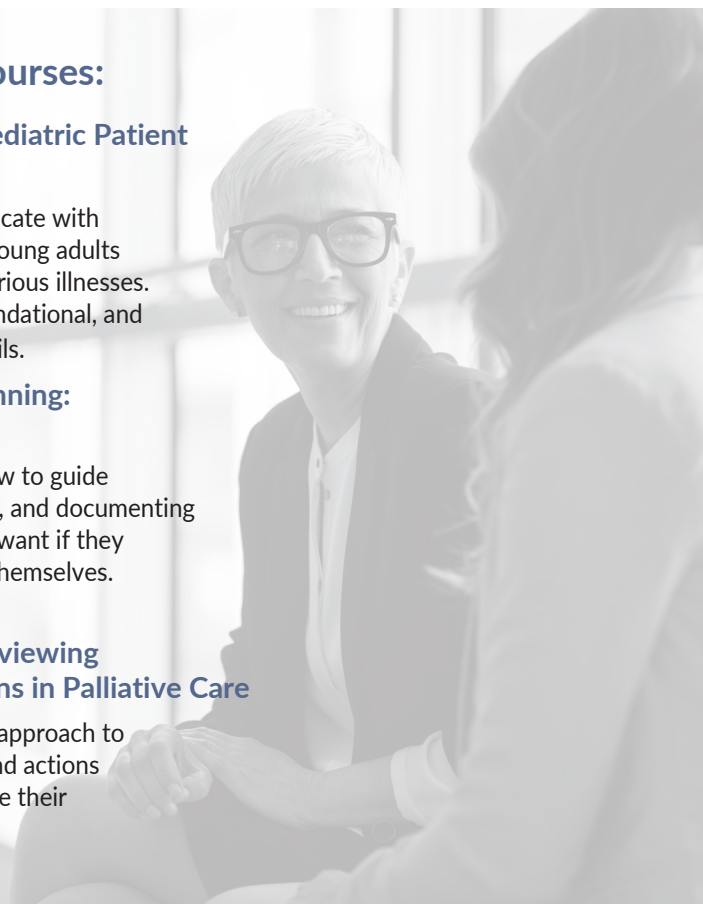
Learn how to effectively communicate with and support children, teens, and young adults who have been diagnosed with serious illnesses. Course options provide basic, foundational, and advanced skills. See p. 10 for details.

### • Effective Advance Care Planning: Skill Building for Everyone

Learn everything you need to know to guide patients in identifying, articulating, and documenting the kind of treatment they would want if they were no longer able to speak for themselves. See p. 21 for details.

### • Applying Motivational Interviewing Techniques and Interventions in Palliative Care

Learn a powerful evidence-based approach to help patients identify behaviors and actions that support their ability to achieve their own goals. See p. 22 for details.





## Strategies that Support the Whole Person

To provide the best possible care for people with serious illnesses, you need powerful strategies that support the whole person. The CSU Shiley Institute for Palliative Care provides a wide range of courses that deliver evidence-based approaches you can use to address physical, emotional, and spiritual suffering.

Beyond pharmacological tools, these courses offer integrative therapies that can reduce negative drug interactions and side effects of commonly used pain management medications. Holistic integrative approaches including quality nutrition (Food Is Medicine) also allow you to incorporate each person's cultural, spiritual, and family traditions and reinforce practices that give patients and families a renewed sense of well-being and control over their lives.

### Healing Through Art

Creating art is a journey of personal expression and self-awareness that can increase resilience, boost well-being, and support emotional or physical healing. It's a powerful mechanism for anyone coping with grief, stress, or anxiety.

This 6-week, instructor-led online course will help you understand how art can facilitate healing, then guide you through effective processes that encourage creative self-expression. You'll participate in hands-on projects designed to unlock the healing power of art, and you'll learn to lead others through simple but powerful art exercises.

The online course content includes tools, readings, and video clips, and you'll also get personal feedback from an expert instructor. No artistic experience is necessary.

#### At A Glance

- Start date: See website for details
- Format: Instructor-led
- Length: 6 weeks
- Continuing education credits: 24 CE Hours
- Cost: \$299

### NEW COURSE

#### Food Is Medicine: The Role of Nutrition in Improving Quality of Life

Food choices have a significant impact on health and well-being at every stage of life. For people with chronic or complex illnesses, good nutrition is an essential part of high-quality, holistic palliative care.

This self-paced series includes two online courses that give healthcare professionals an evidence-based understanding of why food is medicine, along with practical skills and strategies for using nutrition to improve health and quality of life at any stage of illness:

- *Understanding Food Choices and Chronic or Complex Illness* – Explore the role of nutrition in palliative care, the importance of food quality, how social determinants of health affect accessibility to healthy food options, and strategies for using healthy food choices to connect families to their culture and identity. 2 CE Hours • Cost \$59
- *The Evidence for Nutrition in Palliative Care* – Learn about nutritional therapies in palliative care, including supportive nutrition; nutrition screening vs. assessment; the underlying dynamics of food-drug interactions; and how nutrition affects common symptoms of serious illness. 3 CE Hours • Cost \$69

#### At A Glance

- Start date: Starts upon registration
- Format: Online, self-paced
- Length: 5 hours
- Continuing education credits: 5 CE Hours
- Cost: \$99 for full series—Courses available separately

#### Aromatherapy in Palliative Care

Are you a healthcare professional or hospice volunteer looking to add a non-medical tool to your caring repertoire? This course will launch your journey into the world of aromatherapy, introducing you to ways to use this age-old tool to ease the suffering of palliative care patients and their families. In the course, you will explore commonly used and available oils and learn a variety of safe and effective ways to use essential oils. How to select the right essential oils for use with a variety of symptoms and patient needs, and application methods will be covered as well.

#### At A Glance

- Start date: Starts upon registration
- Format: Online, self-paced
- Length: 4 hours
- Continuing education credits: 4 CE Hours
- Cost: \$49

# Effective Advance Care Planning: Skill Building for Everyone



## At A Glance

### Start date:

- Self-paced, starts upon registration

### Course length:

- Varies by course
- Accessible for 90 days
- Course content available 24/7

### Format:

- Interactive online learning
- Case scenario learning activities
- Quizzes to reinforce learning

### Who should take these courses?

- Health professionals and providers in any practice setting caring for patients with advanced illness.

Every healthcare professional should be ready to talk about the importance advance care planning – documenting the kind of treatment each person would want if they were no longer able to speak for themselves. Self-paced and easily accessible, these online courses prepare you to help patients and families with advance care planning and integrate efficient advance care planning processes into your practice.

### Effective Advance Care Planning Fundamentals

This 1-hour course helps you understand and explain to patients the importance of deciding and documenting the kind of treatment they'd want if they were too sick to speak for themselves. You'll use case vignettes to practice what you're learning in a variety of care scenarios.

Continuing education credits: 1 CE Hour •  
See p. 23 for CME Credit.

Cost: \$49

### Facilitating an Advance Care Planning Conversation

This 1-hour self-paced course will teach you to hold advance care planning discussions in a way that allows patients and families to articulate what matters most to them. You'll learn when and how to confidently begin advance care planning conversations, and you'll apply what you're learning in interactive activities.

Continuing education credits: 1 CE Hour •  
See p. 23 for CME Credit.

Cost: \$49

### Billing for Advance Care Planning Conversations

This 1-hour course covers how you can bill Medicare for advance care planning conversations. You'll learn details on CPT codes and essential information including when you can and cannot bill Medicare for advance care planning. You will practice coding via interactive case vignettes.

Continuing education credits: 1 CE Hour •  
See p. 23 for CME Credit.

Cost: \$49

### Integrating Advance Care Planning Into Your Medical Practice

This 2-hour course outlines how to integrate advance care planning into your daily work, using best practices to improve patient and practice outcomes. You'll learn to refine your existing processes to promote advance care planning, how to engage patients and caregivers in documenting important healthcare decisions, and more.

Continuing education credits: 2 CE Hours

Cost: \$49

### Working With POLST

This course helps you understand the role and value of the Physician Orders for Life-Sustaining Treatment (POLST) document, and how to use it. POLST or a version of the POLST paradigm is available in every state and is moving to a national standard. Wherever you practice, this course will help you effectively and appropriately use your state's POLST tool for your patients with advanced illness.

Cost: \$25 course only; \$49 option to obtain 2 CE Hours

The CSU Shiley Institute for Palliative Care in partnership with the CCCC developed this set of modules to provide a detailed exploration of the core principles and practices of advance care planning, and deliver the billing concepts related to Medicare reimbursement.



# 22 Palliative Care Courses for all Disciplines

**SHILEY INSTITUTE  
FOR PALLIATIVE CARE**


Palliative Care for Care Managers is approved by the Commission for Case Manager Certification (CCMC) to provide continuing education (CE) hours for Certified Case Managers (CCMs). <http://ccmcertification.org>



Care of Latinos With Serious Illness was developed in conjunction with:



## Applying Motivational Interviewing Techniques and Interventions in Palliative Care

In palliative care, motivational interviewing skills are vital and often taken for granted. How good are yours? This course will enable you to help patients identify behaviors and actions that support their ability to achieve their own goals. Gain the knowledge and tools you need take your work with patients and families to another level.

- Start date: Starts upon registration
- Format: Self-paced
- Length: 6 hours
- Continuing education credits: 6 CE Hours
- Cost: \$249

## The Business Case for Palliative Care

Learn to develop and/or present an effective, compelling business case for creating a new or expanded palliative care program in your community. This course delivers practical strategies and outcomes you can use to show administrative and clinical leaders how palliative care services will benefit your organization and the patients and families you serve. You'll master foundational concepts to help you decide next steps, along with a roadmap for gathering the data needed to make the case for creating, sustaining or expanding your palliative care services.

- Start date: Starts upon registration
- Format: Self-paced
- Length 4 hours
- Continuing education credits: 4 CE Hours
- Cost: \$229

## Care of Latinos With Serious Illness

If you serve a Latino community this course is for you. Developed in conjunction with Familias en Acción, this 4-hour, self-paced course will help you gain a better cultural understanding, enabling you to offer palliative care in ways that support Latino family and cultural values. By engaging your patients and families in their care, your patients' goals of improved health, outcomes, and quality have a greater chance for success!

- Start date: Starts upon registration
- Format: Self-paced
- Length: 4 hours
- Continuing education credits: 4 CE Hours
- Cost: \$169

## Excellence in Interprofessional Palliative Care Documentation

This self-paced course provides quick, discipline-specific as well as team-focused strategies for ensuring that your documentation facilitates communication and supports effective and productive relationships within the team and with your referral sources. If you are looking to build teamwork (or frustrated by the documentation habits of your colleagues), this course is for you ... and your entire team!

- Start date: Starts upon registration
- Format: Self-paced
- Length: 3 hours
- Continuing education credits: 3 CE Hours
- Cost: \$169

## Palliative Care for Care Managers

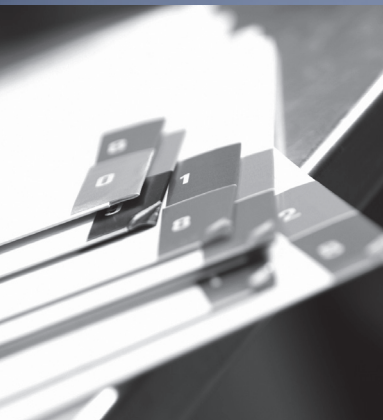
Health plan care managers and coordinators play a vital role in ensuring that patients who are appropriate for palliative care receive the care and support they need. This course covers topics such as understanding palliative care and who qualifies; communicating palliative care as an option to clients; healthcare planning and crisis decision making; therapeutic approaches in palliative care; and more.

- Start date: Starts upon registration
- Format: Self-paced
- Length: 20 hours
- Continuing education credits: 20 CE Hours or CCMs
- Cost: \$399

## Self-Care Skills and Resilience for Palliative Care Clinicians

Working with patients with serious illness and their families can be rewarding but it frequently demands more – more teamwork, more commitment, or just simply more of you. But what about taking care of you? How resilient are you? How resilient is your team? How do you restore yourself and your colleagues so you can be present in the ways patients and families need? This self-paced course is the gift you give yourself. Learn how to become more resilient and to proactively care for the one person who needs your care the most.

- Start date: Starts upon registration
- Format: Self-paced
- Length: 2 hours
- Continuing education credits: 2 CE Hours/CMEs (See p. 23)
- Cost: \$49



## American Medical Association Physician Recognition Award (AMA PRA)

The following activities 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 The Doctors Company and California State University Shiley Institute for Palliative Care. The Doctors Company is accredited by the ACCME to provide continuing medical education for physicians.

The Doctors Company designates each enduring material for the number of **AMA PRA Category 1 Credits™** listed below. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

COURSE	CREDITS
Billing for Advance Care Planning Conversations	1.0
Practical Pain Management Approaches for Advanced Illness	48
Primary Palliative Care Skills for Physicians, NPs, and PAs	
• <i>Full Series</i>	34
• <i>Introduction to Primary Palliative Care</i>	4.5
• <i>Communication and Advance Care Planning</i>	5.75
• <i>Physical Aspects of Care</i>	8
• <i>Psychosocial Aspects of Care</i>	3.5
• <i>Spiritual Aspects of Care</i>	1.5
• <i>Cultural Aspects of Care</i>	2.25
• <i>Care of the Patient at the End of Life</i>	4.5
• <i>Integrating Palliative Care Into Practice</i>	2.5
• <i>Self-Care and Resilience</i>	1.5
Communication Strategies for Shared and Informed Decision Making	2.0
Effective Advance Care Planning Fundamentals	1.0
Excellence in Interprofessional Palliative Care Documentation	3.0
Facilitating an Advance Care Planning Conversation	1.0
Self-Care and Resilience for Palliative Care Clinicians	2.0
Sharing Serious News	2.0
What Every Physician Needs to Know About Palliative Care	1.0
What Every Physician Assistant Needs to Know About Palliative Care	1.0



## Case Management Education for Hospitals and Health Plans

Growing numbers of people managing chronic or serious illness, and dramatic changes in healthcare delivery systems, have created a high demand for skilled case managers and care coordinators. The CSU Shiley Institute for Palliative Care has now created specialized education to help care managers skillfully engage their clients while improving quality and controlling costs.

Care Excellence, a real-world curriculum developed by industry experts, hospitals, health plans, researchers, and experienced professionals, provides three levels of training that will prepare case managers and care coordinators for

### Essential Skills for Health Plan Care Managers

These courses give care managers working in health plans the skills and understanding needed to support and engage clients, elicit important information, collaborate with colleagues and providers, coordinate care across multiple settings, and more.

This training can be purchased as a full series or as individual modules or courses.

See p. 28 for a full list of modules in each course.

**Care Excellence**  
Case Management Education

## Foundational Series for Health Plan Care Managers

This curriculum of 5 courses and 29 modules, all online, teaches essential skills to new case managers and those who would benefit from a review of fundamental knowledge and skills. The content is applicable to nurse case managers, social work case managers, and all care managers and care coordinators working with health plan patient populations. Purchase one module, one course, or the entire series.

*69 CE Hours or CCMs earned upon completion of the entire Foundational series*

### Case Management Principles

These eight modules guide new and current care managers to gain a comprehensive picture of what case management is and understand the broader continuum of patient care in which care managers operate. *17 CE Hours or CCMs • \$595 for entire course of 8 modules*

### Motivational Interviewing

Two modules are designed to equip care managers with tools for understanding a person's underlying motivations, and strategies for working with members to establish care plan goals to improve their health. *6 CE Hours or 6 CCMs • \$210 for course of 2 modules*

### Motivational Interviewing Practicum

Face-to-Face Course – Conducted onsite upon request, call for pricing.

### Relationship Building

The course's four modules build the care managers' capacity for using collaboration skills with their team members, clients, and community partners and skills for applying activation principles to engage clients into action. *10 CE Hours or CCMs • \$350 for entire course of 4 modules*

### Getting the Whole Picture

The content in these eight modules equips care managers with skills for obtaining more comprehensive information from clients, including enhanced skills at dissecting information, probing for more detail, and evaluating external factors. *19.5 CE Hours or CCMs • \$682.50 for entire course of 8 modules*

### Care Planning for Case Manager

Seven modules provide new techniques and fine-tune existing skills for developing more comprehensive and person-centered care plans. The course focuses on coordination of medical and behavioral treatment, coordination of medical and long-term services and support, and confirmation and reconciliation of medication. *16.5 CE Hours or CCMs • \$577.50 for entire course of 7 modules*



## Skills for Experienced Health Plan Care Managers and Leaders

Support your most experienced care managers and leaders with specialized training that addresses the challenges of caring for diverse populations.

Leadership courses focus on skills needed to mentor, motivate, and retain staff, while improving job satisfaction and performance.

This training can be purchased as a full series or as individual courses and modules.

See p. 28 for or a full list of modules in each course.

**Care Excellence**  
Case Management Education

## Advanced Concepts for Health Plan Care Managers

The Advanced Concepts curriculum was developed for experienced care managers and other case management professionals who are working with growing and diverse populations with special and complex needs. Five courses and 28 modules incorporate member-centric concepts for enhancing care with tools for decreasing the cost of care and improving the quality of care. The educational content in these self-paced online training courses increases the ability of care managers to effectively support diverse patient populations with complex medical and social needs. Purchase one module, one course, or the entire series.

*81.5 CE Hours or CCMs earned upon completion of the entire Advanced Concepts series*

### Patient-Value Perception

The four modules focus on the role of the case manager in addressing the needs of the whole person, their quality of life, cultural aspects, and other health determinants to ensure the collaboration and understanding. *12 CE Hours or CCMs • \$420 for entire course of 4 modules*

### Special Populations I and II

Each course's eight modules focus on an illness, disability, or condition that may affect members: myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, special needs, and more. *Course I: 18 CE Hours or CCMs • \$630 for 8 modules Course II: 23 CE Hours or CCMs • \$805 for 8 modules*

### Complex Care Coordination Skills

The four modules in Complex Care Coordination Skills define the case manager's role as a care coordinator among multiple agencies and as an educator to the member. *12.5 CE Hours or CCMs • \$437.50 for entire course of 4 modules*

### Complex Care Coordination Interventions

This course's four modules provide extensive background information, tools, options, and choices to use in educating patients and families who are faced with difficult choices. *16 CE Hours or CCMs • \$560 for entire course of 4 modules*

## Leadership Series for Health Plan Managers and Supervisors

*Four courses, in-person at your site—Call for pricing*

Care Excellence Leadership Series' four face-to-face days give leaders of care managers on-point tools for retaining and engaging staff, improving team performance and driving innovation. The courses teach supervisors, managers, and others in health plan leadership roles how to effectively supervise and mentor their care managers.

Conducted totally at your site, these lively, experiential one-day sessions will give you new tools to enhance staff orientation and onboarding, improve staff satisfaction, decrease turnover, reduce burnout, and achieve even more improved outcomes through team effectiveness.

### Best Practices for Improved Outcomes

focuses on key aspects of effective leadership, including collaboration and brainstorming, understanding and utilizing quality and performance standards data, problem solving and critical thinking, and more.

**Mentorship** dives into various aspects of mentoring: understanding mentorship, creating assurances for success, role modeling, and more! Designed for supervisors, leaders, or those who nurture the development of their case managers.

**Leadership** explores types and examples of leadership and characteristics, including influence, power, and persuasion; hiring practices that screen for potential; improving job satisfaction; reducing turnover; and more!

**Innovation** uses interactive exercises that, with your colleagues and peers, will define creativity, creative intelligence, and innovation, and teach you how to discover innovative talent in your teams or team members.



### Essential Skills for Hospital Care Managers

These courses give care managers working hospitals and other acute care settings the skills and understanding needed to support and engage patients, elicit important information, collaborate with colleagues and providers, create effective discharge plans, and coordinate care across multiple settings, and more.

This training can be purchased as a full series or as individual courses and modules.

See p. 29 for a full list of modules in each course.

**Care Excellence**  
Case Management Education

### Foundational Series for Hospital Care Managers

Our Foundational Series for Hospital Care Managers features 4 online courses comprising 17 individual modules, plus a 4-hour, in-person practicum, that provide you or your entire case management team with effective skills and strategies to improve care for complex behavioral and medical patient populations in acute care and clinic settings. The content is applicable to nurse care managers, social work care managers, and other professionals. Purchase the full series, specific courses, or individual modules.

*Earn 61 CE Hours or CCMs when you complete the entire series*

#### Principles of Care Management

This course features six modules targeting the fundamental skills and knowledge that inpatient case managers must master to maximize their effectiveness and achieve optimal patient outcomes. Topics range from key case management concepts like patient engagement, to legal issues for hospitals, to critical thinking skills that improve problem-solving. **26 CE Hours or CCMs • \$728 for entire course of 6 modules**

#### Crisis Intervention and Management

Hospital care managers must be experts at addressing not only patient crises, but common emergencies and crisis scenarios that occur in healthcare settings. This course, comprising two modules, delivers effective approaches for defusing and managing high-pressure crisis situations that arise between patients and providers, or between team members. **6 CE Hours or CCMs • \$168 for entire course of 2 modules**

#### Crisis Communication Practicum

*Call for Pricing*

Prerequisites: Crisis Intervention Concepts and Crisis Intervention Strategies online modules

Face-to-Face course for groups. This half-day, in-person module equips hospital care managers with effective communication skills to navigate a patient crisis, professional crisis, or large-scale emergency in an acute care setting.

#### Relationship Building Across Settings

Collaborative and respectful working relationships optimize teamwork, improve healthcare delivery, and enhance patient outcomes and satisfaction. This course comprises four modules, each focusing on an area in which relationships are particularly important: multidisciplinary teams, patient-family caregiver engagement, evaluating meaning in communication, and community-healthcare partnerships. **12 CE Hours or CCMs • \$336 for entire course of 4 modules**

#### Enhancing Complex Care Coordination Skills

This course comprises five modules that build skills vital to coordinating care for patients and families with chronic illness or complex care needs. It includes in-depth education in advance care planning, palliative care, hospice, and assessing health and literacy, and offers a comprehensive overview on working with diverse populations. **17 CE Hours or CCMs • \$476 for entire course of 5 modules**

#### Foundations of Utilization Review

This course comprises five modules that give health professionals working in utilization review the critical knowledge and skills needed to support patients and organizational goals. You'll master legal issues as well as how to examine healthcare costs, improve efficiencies, and ensure that patients receive the highest quality care possible. **24 CE Hours or CCMs • \$672 for entire course of 5 modules**

Developed in collaboration with the California Hospital Association and leading experts in hospital case management.



**CALIFORNIA  
HOSPITAL  
ASSOCIATION**



## Skills for Experienced Care Managers and Leaders

Support your most experienced care managers and leaders with specialized training that addresses the challenges of caring for diverse populations in acute care settings

Leadership courses focus on skills needed to mentor, motivate, and retain staff, while improving job satisfaction and performance. This training can be purchased as a full series or as individual courses and modules.

See p. 29 for a full list of modules in each course.

**Care Excellence**  
Case Management Education

## Advanced Concepts Series for Hospital Care Managers

Our Advanced Concepts Series for Hospital Care Managers is a comprehensive online curriculum that delivers proven skills and strategies for some of the most challenging aspects of inpatient care management, including building patient satisfaction, navigating administrative duties, and elevating care for high-needs populations in order to improve outcomes and reduce avoidable readmissions. Purchase the series or individual courses and modules.

*Earn 65 CE Hours when you complete the entire series.*

### Patient Satisfaction and Healthcare Quality

These five modules examine quality of life and holistic health as it relates to the work of the inpatient care manager. You will explore how a patient's culture, as well as their economic and social circumstances, affect their health and you will learn how to apply best practices for understanding, communicating, and coordinating care for patients within the context of their culture and circumstances.

*17 CE Hours or CCMs • \$476 for entire course of 5 modules*

### Effective Care for High-Need Patients I

This course comprises eight modules that each focus on a specific patient population or complex condition: Developmental and Intellectual Disabilities; Mental Disorders; Poverty and Homelessness; Alzheimer's/Dementia; Traumatic Brain Injury; Domestic Abuse; Inmate Populations and Forensic Health; and LGBTQ+ Care. Modules examine healthcare barriers, communication and treatment strategies, and available resources.

*16 CE Hours or CCMs • \$448 for entire course of 8 modules*

### Effective Care for High-Need Patients II

Continuing to focus on high-need patients, this course examines an additional eight patient populations or complex conditions with high healthcare needs: Physical Disabilities; Substance Use Disorders; Pain Management and Chronic Opioid Abuse; Frail Older Adults; Transplant Care; Pregnancy Care; Pediatrics; and Immigrant Communities. Course modules examine potential healthcare barriers affecting each group, communication and treatment strategies, and available resources.

### Administrative Functions

Making sure a hospital or inpatient facility is operating smoothly is a crucial part of ensuring high-quality patient care and maintaining the health of the organization. This course of six interactive modules provides an overview of key administrative functions, describes why they are important, and delivers innovative strategies in how to execute them efficiently and effectively.

*16 CE Hours or CCMs • \$448 for entire course of 6 modules*

## Leadership Series for Hospital Care Managers

*Four courses, in-person at your site—Call for pricing*

Conducted at your hospital, these powerful one-day sessions help you enhance staff onboarding, improve employee satisfaction, reduce burnout, and more.

### Best Practices for Improved Outcomes

Builds effective leadership skills including collaboration and brainstorming, problem solving, communication, and more.

### Mentorship

Explores various aspects of mentoring, including understanding mentorship, creating assurances for success, role modeling, and more.

### Leadership

Examines new approaches for working with people, including influence, power, and persuasion; hiring practices; and more

### Innovation

Teaches you to foster collaboration, discover talent on your teams, develop creativity, and more.

## Foundational Courses

The Foundational curriculum teaches essential skills to those new to care management, as well as those who would benefit from a review of the fundamentals. It is applicable to care coordinators and managers in all disciplines. Full courses or modules from within a course may be purchased.

### Case Management Principles

- Care Management Concepts
- Principles of Practice
- Healthcare Management and Delivery
- Principles of Managed Care
- Face to Face vs. Telephonic Care Management
- Care Management Teams, Ancillary Services, and Partnerships
- Peer Support, Burnout Prevention, and Safety
- Critical Thinking Fundamentals

### Motivational Interviewing

(required for practicum)

- Core Principles
- Strategies and Techniques

### Motivational Interviewing Practicum

(Face-to-face)

### Relationship Building

- Interdisciplinary Care Teams
- Member Relationships and Engagement
- Community Partners
- Patient Activation Principles

### Getting the Whole Picture

- Trauma-Informed Care
- Evaluating Meaning in Communication and Documentation
- Assessing Capacity and Literacy
- Evaluating Mandatory Reporting Protocols
- Psychosocial Aspects of Care
- Managing Multiple Chronic Conditions
- Special Populations Overview
- Completing Effective Home Visits

### Care Planning for Case Managers

- Care Planning Concepts
- Coordination of Medical and Behavioral Treatment
- Coordination of Medical and Long-Term Services and Support
- Confirmation and Reconciliation of Medication
- Provision of Resources: Community Support and Advocacy
- Facilitating Patient Activation and Engagement
- Establishing Care Planning Goals and Discharge Criteria

## Advanced Concepts Courses

The Advanced Concepts curriculum was developed for experienced care managers and other professionals working with growing, diverse populations with special and complex needs. Full courses or modules from within a course may be purchased.

### Patient-Value Perception

- Quality of Life and Holistic Health Management
- Multicultural Aspects of Case Management
- Social Determinants of Health
- Collaborative Problem Solving

### Special Populations I

- People with Physical Disabilities
- Mental Illness
- Homelessness and Poverty
- Substance Use
- Traumatic and Acquired Brain Injury
- Transplant
- Domestic Violence
- Jail and Forensic Health

### Special Populations II

- Intellectual and Developmental Disabilities
- Alzheimer's / Related Dementias
- Pain Management and Impact of Chronic Opioid Use
- Pregnancy
- Pediatrics-Well Child
- Pediatrics-Chronically Ill Child
- LGBTQ+
- Immigrant Populations

### Complex Care Coordination Skills

- Improving Transitional Care
- Interagency and Multi-Program Coordination
- Triage
- Critical Thinking Skills, High Risk Management

### Complex Care Coordination Interventions

- *Disease-specific Interventions and Health Education Strategies for Chronic Illness*
  - Cancer
  - Chronic Pain
  - Diabetes
  - Geriatric Frailty
  - Heart Disease
  - Liver and Kidney Disease
  - Obesity
  - Neurological Conditions: Stroke and Parkinson's Disease
  - Pulmonary Disease
- *Advance Care Planning*
  - Advance Care Planning Principles
  - Communicating Advance Care Planning
  - Advance Directives
  - Powers of Attorney
  - Physician Orders for Life-Sustaining Treatment
- Palliative Care
- Hospice and End-of-Life Planning

## Leadership Series

The Leadership curriculum teaches supervisors how to effectively supervise and mentor to enhance staff orientation and onboarding, improve staff satisfaction, and decrease turnover.

The Leadership curriculum is appropriate for all lead care managers and supervisors, working with all patient populations.

The Care Excellence Leadership curriculum features four day-long courses. Individual courses or the full series can be purchased and delivered at your site on your schedule.

### Best Practices for Improved Outcomes

- Collaboration and Brainstorming
- Understanding and Utilizing Quality and Performance Standards Data
- Problem Solving and Critical Thinking
- Communication: Open Dialogue and Cross Discipline Learning

### Mentorship

- Understanding Mentorship
- Creating Assurances for Success
- Role Modeling, Role Playing, and Activities for Engagement

### Leadership

- Influence, Power, and Persuasion
- Hiring, Improving Job Satisfaction and Reducing Turnover
- Provisions for a Supported Care Manager
  - Enhancing Resilience
  - Reducing Burnout
- Creating a Culture of Learning and Growth

### Innovation

- Fostering Innovation
- Education
- Innovative Collaboration

Care Excellence courses are approved by the Commission for Case Manager Certification (CCMC) to provide continuing education (CE) hours for Certified Case Managers (CCMs).

<http://ccmcertification.org>

Care Excellence is brought to you by the California State University Shiley Institute for Palliative Care with generous support from the California Health Care Foundation (CHCF) and The SCAN Foundation.



## Foundational Series for Hospital Care Managers

The Foundational curriculum for hospital care managers teaches essential skills to those new to inpatient care management, as well as those who would benefit from a review of the fundamentals. It is applicable to care coordinators and managers in all disciplines. Full courses or modules from within a course may be purchased.

### Principles of Care Management

- Concepts of Care Management
- Comprehensive Principles of Practice
- Evolution of Healthcare Management and Delivery
- Legal Issues and Hospitals
- Focusing on Peer Support, Burnout, and Civility
- Expanding Critical Thinking

### Crisis Intervention and Management

- Crisis Intervention Concepts
- Crisis Intervention Strategies

### Crisis Communication Practicum

(Face-to-face)

Course for groups who have completed Crisis Intervention Concepts and Crisis Intervention Strategies

### Relationship Building Across Settings

- Multidisciplinary Care Teams
- Patient-Family-Caregiver Engagement Principles
- Discerning Meaning in Communication
- Community-Healthcare Partnerships

### Enhancing Complex Care Coordination Skills

- Inpatient Advance Care Planning
- Palliative Care Services and Settings
- Hospice Policies and Services
- Assessing Literacy and Health Literacy
- Diverse Populations Overview

### FOUNDATIONAL UTILIZATION REVIEW SERIES FOR HOSPITAL CARE MANAGERS

- UR Care Management Concepts
- UR Principles of Practice
- UR Health Care Management & Delivery
- UR Legal Issues & Hospitals

## Advanced Concepts Series for Hospital Care Managers

The Advanced Concepts curriculum for hospital care managers equips experienced care managers working in hospitals or other acute care settings with the knowledge and skills to meet the needs of patients from diverse populations or those with complex care needs. Full courses or modules from within a course may be purchased.

### Patient Satisfaction and Healthcare Quality

- Holistic Health Management
- Multicultural Care Management
- Addressing Social Determinants of Health
- Resource Management
- Team Problem Solving

### Effective Care for High-Need Patients I

- Developmental and Intellectual Disorders
- Mental Disorders
- Poverty and Homelessness
- Alzheimer's / Dementia
- Traumatic Brain Injury
- Domestic Abuse
- Inmate Populations and Forensic Health
- LGBTQ+ Care

### Effective Care for High-Need Patients II

- Physical Disabilities
- Substance Use Disorders
- Pain Management and Chronic Opioid Use
- Frail Older Adults
- Transplant Care
- Pregnancy Care
- Pediatrics
- Immigrant Communities

### Administrative Functions

- Monitoring Productivity and Quality
- Audits and Reports
- Insurers/Lead Information
- Critical Thinking: Regulations, Rules, Processes
- Integrating Quality Initiatives
- Risk Management

## Leadership Series for Hospital Care Managers

The Leadership curriculum teaches care management supervisors in hospitals or other acute care settings how to lead and mentor care management teams to enhance staff orientation and onboarding, improve staff satisfaction, and decrease turnover.

The Leadership curriculum is appropriate for all lead care managers and supervisors working with all patient populations.

The Care Excellence Leadership curriculum features four day-long courses. Individual courses or the full series can be purchased and delivered at your site on your schedule.

### Best Practices for Improved Outcomes

- Collaboration and Brainstorming
- Quality Performance Standards
- Problem Solving and Critical Thinking
- Communication

### Mentorship

- Understanding Mentorship
- Creating Assurances for Success
- Role Modeling, Role Playing, and Activities for Engagement

### Leadership

- Influence, Power, and Persuasion
- Hiring Practices
- Provisions for a Supported Care Manager
- Creating a Culture of Learning and Growth

### Innovation

- Fostering Innovation
- Education
- Collaboration

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