

**SHILEY HAYNES INSTITUTE  
FOR PALLIATIVE CARE**

# **Palliative Care Education** Anytime, Anywhere

**Course Catalog  
2023–2024**



### Professional Development and Workforce Training

At the California State University Shiley Haynes 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 to achieve their goals and provide the highest quality care for patients with serious illnesses.

For organizations, we work with leadership to identify training goals, curate course selections, and monitor and measure progress. Content can be customized to meet your needs.

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**Note:** Prices in this catalog are subject to change. Please check [our website](https://csupalliativecare.org) for current pricing.

# 3 Course Offerings by Discipline



## Top-Quality Content

The CSU Shiley Haynes 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.

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## 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 an interdisciplinary team that works with the patient's other providers to create an extra layer of support. 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 Mission

The U.S. population is aging and the prevalence of chronic, life-limiting, and serious illness across all ages is growing. New threats in the form of long-term effects from COVID-19 infection and the ongoing opioid and substance use disorder epidemics are undermining well-being and peak function. Longstanding healthcare disparities and inequities in access to care have been thrown into high relief in recent years.

Palliative care is an interdisciplinary, whole person approach to care, for persons, their families, and their broader communities, with the twin goals of relieving suffering and supporting quality of life. Yet there is a critical shortage of physicians, nurses, advanced practice providers, social workers, chaplains, nursing aides, and others equipped to provide it.

**The CSU Shiley Haynes Institute for Palliative Care provides high-quality education to healthcare professionals and students, builds advocacy, and promotes research to advance the care of persons living with serious illness and their communities.**

## Our Vision

We envision a world where every health professional has the knowledge and skills to provide exceptional whole person care, and **care is at the heart of healthcare.**

To achieve this vision, the CSU Shiley Haynes 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

## REVISED AND UPDATED



### Testimonial

*"I am so thankful I found this course. I recommend it to anyone who wants to learn more about palliative care through coursework that is detailed and inspiring in its content and easily manageable to complete for people working full-time."*

— Lindsay High, BNS, RN  
Graduate of the RN  
Certificate in Palliative  
Care

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.

Thoroughly revised, including updated content to reflect state-of-the-art clinical practice; expanded content; new optional "live" Zoom sessions with instructors and fellow students; robust clinical tools, resources, and practical takeaways.

### Program Details

- Course features 8 weeks of online instruction
- Weekly assignments completed on your own schedule
- Course content includes recorded lectures, readings, case studies, quizzes, helpful resources, and instructor-facilitated discussions
- Course materials available 24/7
- Two optional "live" Zoom sessions with instructors and participants for Q&A, discussion
- You'll spend about 6–8 hours per week on learning

### What You'll Learn

- Effective communication skills to conduct advance care planning and elicit goals of care
- Clinical presentations, disease trajectories, and prognostic indicators of advanced disease states
- Evidence-based pain assessment and care planning that considers multiple dimensions of suffering
- Pharmacological and nonpharmacological treatment modalities available to manage symptoms
- Ethical issues that may arise in palliative care and the application of ethical issues to support patient and provider decision making
- Cultural differences and sensitive approaches to the needs of diverse populations

### What You'll Earn

- 64 continuing education (CE)
- RN Certificate in Palliative Care from the CSU Shiley Haynes 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, orthopedics, and other specialty clinics
- Hospitals and advanced care facilities

### Total Investment

- \$1,022 for registration
- Approximately \$100 for the required textbooks:
  - Ferrell, B. R., & Paice, J. A. (Eds.). (2019). *Oxford Textbook of Palliative Nursing* (5th edition). Oxford University Press.
  - NCHPC. (2018). *Clinical Practice Guidelines for Quality Palliative Care* (4th edition). (Link to full text provided in course)
- 8 weeks to complete program

# Advanced Practice RN Certificate in Palliative Care



## Testimonial

*"The APRN Certificate in Palliative Care course was a valuable means for breaking into and obtaining a job in palliative care. It was highly recommended by APRN friends in the field."*

— Jennifer Young, MSN, ARNP, AGNP-C  
Graduate of the Advanced Practice RN Certificate in Palliative Care

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 and meet 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, videos, quizzes, and instructor-facilitated discussions, with a final certification practice 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
- Pain management and equianalgesia
- 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
- Professionalism and self-care strategies

## What You'll Earn

- 175 continuing education (CE) credits
- APRN Certificate in Palliative Care from the CSU Shiley Haynes 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?

Advanced Practice RNs 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
- Inpatient critical care and other practice settings

## Total Investment

- \$4,290 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*. Oxford University Press.
  - McPherson, M. L. (2019). *Demystifying opioid conversion calculations: A guide for effective dosing* (2nd ed.). American Society of Health-System Pharmacists.

# Advanced Practice Palliative Care Certificate for Social Workers

## REVISED AND UPDATED



### Testimonial

*"This has been one of the best experiences during my career, I've learned so much that my transition to a Hospice Social Worker seems easier than I thought. The contents of the course are so valuable and enriching and I've learned so much that even my coworkers have told me that my language and my approach have changed. I'm looking forward to join another cohort with [the Institute]!"*

— Claudia M. Flores,  
MSW  
Graduate of Advanced  
Practice Palliative Care  
Certificate for Social  
Workers

### 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 online 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 to 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, videos, quizzes, and instructor-facilitated discussions, final exam to gauge learning
- Independent quality improvement project
- Course materials available 24/7
- Spend 5 to 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 social worker as a palliative 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)
- Advanced Practice Palliative Care Certificate for Social Workers from the CSU Shiley Haynes 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)*

### 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
  - Inpatient and other practice settings

### Total Investment

- \$2,783 for registration
- 5–7 hours/week for 8 months
- Approximately \$125 for required textbook:
  - Alttillo, T., & Otis-Green, S. (Eds.). (2011). *The Oxford textbook of palliative social work*. Oxford University Press.



## At A Glance

### Start date:

- Starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- Varies by certificate

### Format:

- Self-paced
- Interactive online lessons

### 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: \$1,088
- Multidisciplinary Certificate in Pediatric Palliative Care: \$549

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 the end of life approaches.

Our Pediatric Palliative Care Certificate Programs feature rigorous, interactive online courses that give hospice, palliative care, and home health clinical staff 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 / \$1,088

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

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 / \$549

*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)

*Ideal for team training, new hire onboarding, and expanding service lines to the pediatric population*



# Pediatric Palliative Care Certificate Programs

## Course Descriptions and Individual Pricing

### 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 • \$39

### 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 • \$54

**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 • \$65

**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 • \$87

### 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 nonpharmacological approaches to pain management. 4 CE Hours • \$65

**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; nonpharmacological interventions; and pain-management challenges with functionally impaired children. 7 CE Hours • \$109

**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 • \$138

### 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 • \$50

**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 • \$120

**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 • \$120

### 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 • \$54

**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 • \$87

**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 • \$65

### 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 • \$98

### 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 nonbeneficial treatment; and requests for hastened death by patients or parents. 6.5 CE Hours • \$98



## Testimonial

*"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, Graduate of Essentials of Palliative Care Chaplaincy

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 Haynes 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 healthcare or human service setting
- Pastoral/spiritual care volunteers serving people with serious illness

## Total Investment

- \$604 for registration
- About 8 hours/week for 8 weeks to complete program

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





## Testimonial

*"This course provided me with evidence-based skills [and] confidence to treat symptoms of patients with serious illness as well as training and practice in setting up and facilitating difficult conversations. . . . I would highly recommend this course to any PA who frequently provides care for patients with serious illness and/or any provider interested in gaining and learning more skills in Palliative Care."*

— Dena R. Gebril,  
MPAS, PA-C  
Graduate of PA  
Certificate in Palliative  
and Serious Illness  
Care

Physician assistants/associates 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 PAs 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
- Live (virtual) "Grand Rounds" sessions with your fellow students and an expert PA instructor
- Weekly assignments you complete on your own schedule
- Case presentations for Grand Rounds sessions
- Class size limited to 25 people
- About 5 to 6 hours per week spent on learning

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

## What You'll Earn

- 72.5 AMA PRA Category 1.0 CME credits
- Certificate in Palliative and Serious Illness Care for PAs from the CSU Shiley Haynes Institute for Palliative Care

*This activity has been reviewed by the AAPA Review Panel and is compliant with AAPA CME Criteria.*

*This activity is designated for 72.5 AAPA Category 1 CME credits. The Doctors Company designates this activity for a maximum of 72.5 AMA PRA Category 1.0 Credits™.*

## Who Should Take This Course?

PAs 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

- \$1,595 for registration
- About 5 to 6 hours/week for 12 weeks

This curriculum was created in partnership with the Physician Assistants in Hospice and Palliative Medicine.





# 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

### Format:

- Interactive online learning
- Pretest and posttest to gauge learning

### Continuing education credits:

- 1 CE Credit

### Cost:

- \$54

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... 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 volunteers to clinicians to administrators, the What Every... courses provide foundational awareness and practical tools and resources for immediate use in caring for patients with serious illness and their families and communities.

Each course offers broadly applicable information on the background and approach of palliative care as well as discipline-specific skills in assessment and prognostication, communication and advance care planning, goal-setting, multidimensional symptom relief, team building, and making referrals to hospice or palliative care. Great for individuals exploring palliative care as an area of specialty or to enhance general skills, as well as for organizations to use in new-hire orientation and training. Course materials include interactive case studies and learning activities, a toolkit of helpful resources, references, and resources.

### Topics Covered:

- Definition and scope of palliative care
- Distinctions between “usual care,” palliative care, and hospice care
- Core principles of palliative care and the palliative care continuum
- Funding and reimbursement models
- Models and settings of palliative care
- Benefits and value of palliative care
- Roles of the interdisciplinary care team
- Discipline-specific core competencies and standards
- Communication models for difficult conversations
- Advance care planning
- Care coordination
- Identifying patients in need of palliative care and making referrals

Each course confers 1 CE.

**What Every Chaplain Needs to Know About Palliative Care**

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

**What Every Nurse Needs to Know About Palliative Care**

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

**What Every Physician Needs to Know About Palliative Care**

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

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

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



# 13 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

### 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: \$138
- Nurses course: \$435
- Social workers course: \$248
- Chaplains course: \$248

If you're caring for people with serious illnesses, Core Concepts in Palliative Care will give you and your entire team the skills to function as a cohesive unit and provide the best possible whole person care for patients and communities. 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.

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— All 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. *5 CE Hours • \$138*

This course is included with the Nurse, Social Work, and Chaplain courses below, so all team members share common concepts, vocabulary, and approaches.

#### 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
- Imminent 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 • \$435*

#### Topics Covered:

- The role of the palliative care nurse
- Trajectories of illness
- 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

This 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.

*10 CE Hours • \$248*

#### Topics Covered:

- The role of the social worker in palliative care
- Critical skills for palliative social work: self-awareness, mindfulness, creative thinking, relationship building, communication
- 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 • \$248*

#### Topics Covered:

- The practice of palliative care chaplaincy
- Spiritual assessment and developing a plan of care
- Spiritual care interventions and outcomes
- Chaplains as leaders and advocates

# Primary Palliative Care Skills for Every Provider



## At A Glance

### Start date:

- Starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- Varies by course

### Format:

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

### Continuing education credits:

- Full series: 24.5 CE Hours
- For individual courses, see course detail

### Cost:

- Full series: \$879
- For individual courses, see course detail

This series of interactive, self-paced courses 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 also find the courses valuable.

Designed by an expert task force of experienced and well-respected palliative care and primary care providers, this 24.5 content-hour series is comprehensive, engaging, evidence based, and self-paced. **FULL SERIES PRICE: \$879**

### Introduction to Primary Palliative Care

This 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.

3 CE Hours • \$109

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 and when
- 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 learn 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. 3 CE Hours • \$109

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.

Opioid and nonopioid pain management is covered, as well as nonpharmacological approaches. Emergency conditions in palliative care are also addressed.

6 CE Hours • \$219

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 nonpharmacological 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

### Social 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 utilizes 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 CE Hours • \$109

This course will equip the participant to:

- Describe assessment models and applications for primary palliative care
- 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, Religious, and Existential 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 CE Hours • \$54

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.

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.

1.5 CE Hours • \$83

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
- Discuss issues facing veterans and members of the 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, management of advanced symptoms and disease states, 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 CE Hours • \$164

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 CE Hours • \$54

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 CE Hour • \$54

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





## At A Glance

### Start date:

- Self-paced, starts upon registration

### Course length:

- Accessible for 90 days

### Time commitment:

- 2 hours per course

### Format:

- Interactive online learning
- Pretests and posttests to gauge learning

### Continuing education credits:

- 2 CE/CME Hours per course

### Cost:

- \$54 per course

### Strategic part[n]er:

- Institute for Healthcare Communication



For all healthcare professionals who work with seriously ill patients and their families, keen 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 • \$54 • 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 • \$54 • 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 Haynes 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
- 24 CE Hours
- Cost: \$329

### 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: \$65
- *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: \$76

#### At A Glance

- Start date: Starts upon registration
- Format: Online, self-paced
- Length: 5 hours
- 5 CE Hours
- Cost: \$109 for full series—Courses available separately

### Aromatherapy in Palliative Care

Are you a healthcare professional or hospice volunteer looking to add a nonmedical 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
- 4 CE Hours
- Cost: \$54

# 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

### 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 – discovering and 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.

1 CE Hour  
Cost: \$54

### 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.

1 CE Hour  
Cost: \$54

### 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.

1 CE Hour  
Cost: \$54

### 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.

2 CE Hours  
Cost: \$54

### Working With POLST

POLST is a medical order set for specifying choices for particular life-sustaining treatments and overall scope of treatment. Variants of the POLST are authorized in every state and a national standard is in development. This course will help you understand how and when to complete a POLST for a patient, how to follow the specified orders, and how to improve organizational systems to honor POLST orders.

Cost: \$28 course only; \$54 option to obtain 2 CE Hours

This curriculum was created in partnership with Coalition for Compassionate Care of California





## 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
- 6 CE Hours
- Cost: \$274

## 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
- 4 CE Hours
- Cost: \$252

## 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, you can help them achieve their goals of improved health, outcomes, and quality.

- Start date: Starts upon registration
- Format: Self-paced
- Length: 4 hours
- 4 CE Hours
- Cost: \$186

## 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
- 3 CE Hours
- Cost: \$186

## 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
- 20 CE Hours or CCMs
- Cost: \$439

## 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: 1.5 hours
- 1.5 CE Hours/CMEs (See p. 23)
- Cost: \$54

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>





## Telemedicine Skills for Clinicians

Focusing on the patient visit/encounter, this course is intended to help clinicians, teams, and organizations maximize the benefits of the personal and connected nature of telemedicine and technology-enabled patient visits. Video demonstrations and commentary from skilled clinicians in a variety of settings are paired with expert didactic content to ensure participants enhance their skills, increase confidence, and improve patient outcomes through telemedicine.

### Topics Covered:

- Mastering the technology required for a telemedicine visit
- Team/organization and patient/family preparation for a telemedicine visit

- Establishing rapport and communicating compassionate presence in a virtual medium
- Applying observational skills and other methods to conduct a telemedicine examination
- Effective documentation of the telemedicine visit
- Billing, regulatory, and compliance requirements that impact the use of telemedicine

Start date: Starts upon registration

Format: Self-paced

Length: 4 hours

4 CE/CME (See p. 23)

Cost: \$87

## Beyond Cultural Humility: Diversity, Inclusivity, and Navigating Bias in Care

Learners enrolled in this course explore aspects of diversity, equity, and inclusion to develop self-awareness and build professional skills that promote a safe and welcoming workplace environment. The course provides an opportunity for learners to consider how self-reflection can lead to leadership behavior and management strategies that maximize organizational harmony and effectiveness.

Start date: Starts upon registration

Format: Self-paced

Length: 3 hours

3 CE

Cost: \$54

## Continuing Medical Education Information

### 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 Haynes 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
PA Certificate in Palliative and Serious Illness Care	72.5
Communication Strategies for Shared and Informed Decision Making	2.0
Self-Care and Resilience for Palliative Care Clinicians	2.0
Sharing Serious News	2.0
Telemedicine Skills for Clinicians	4.0





## Case Management Education for Hospitals and Health Plans

Growing numbers of people living with 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 Haynes 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 success.

### 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.

For a full list of modules in each course and more information, visit [CareExcellence.org](http://CareExcellence.org)

**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 Managers

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*

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

[ccmcertification.org](http://ccmcertification.org)

Developed with generous support from the California Health Care Foundation (CHCF) and The SCAN Foundation.





### 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.

For a full list of modules in each course and more information, visit [CareExcellence.org](http://CareExcellence.org)

**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 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 any combination, in-person at your site or by videoconference—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 or by videoconference, 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 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.

For a full list of modules in each course and more information, visit [CareExcellence.org](http://CareExcellence.org)

**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.

For a full list of modules in each course and more information, visit [CareExcellence.org](http://CareExcellence.org)

## 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 any combination, in-person at your site or virtual—Call for pricing*

Conducted at your hospital or by videoconference, 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.





## INSPIRING EXCEPTIONAL WHOLE PERSON CARE

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Health professionals looking to further their careers, and organizations looking to develop their teams, choose us for excellence in CE and CME training guided by California State University's best practices for adult learning.

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