

Primary Palliative Care Skills

**Tools for Assessment and Management of Serious Illness
for Primary Care Providers**

Comprehensive Curriculum • Self-Paced • Fully Online





Online, On-Demand Education for Any Provider

Primary Palliative Care Skills 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, and others caring for patients with serious illness may also 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.

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.



At the completion of this course the learner will be able to:

- Differentiate and describe usual care, palliative care, both specialty and primary, and hospice care
- Identify the types of patients who benefit from palliative care
- Discuss the role of palliative care at different stages of the illness continuum
- Explore models of prognostication, why it is important, and apply prognostication in case examples

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 legally binding forms to aid in documentation. 5.75 content hours.

At the completion of this course the learner will be able 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

Why is Primary Palliative Care Skills Important for You?

“This curriculum allows all physicians caring for patients with serious illness to expand their level of comfort and efficiency with some of the most important parts of care – symptom management and communication around difficult topics. All of us need to be able to do the basics and without wasting any time or effort.”

Michael Rabow, MD, Professor of Clinical Medicine in the Division of General Internal Medicine, Department of Medicine, at the University of California, San Francisco

Physical Aspects of Care

This in-depth course covers a wide range of the most common physical symptoms encountered in serious illness, including pain, 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.



At the completion of this course the learner will be able 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 include transdisciplinary team members or specialty palliative care consultation to optimize care for the patient

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.

At the completion of this course the learner will be able to:

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

Spiritual Aspects of Care

Spiritual care can be addressed in the primary care setting using assessments, tools, strategies for coping, 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.

At the completion of this course the learner will be able to:

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

American Academy of Family Physicians Credits

This Enduring Material activity, *Primary Palliative Care Skills Series*, has been reviewed and is acceptable for credit by the American Academy of Family Physicians. Term of approval begins 02/23/2018. Term of approval is for one year from this date.

Physicians should claim only the credit commensurate with the extent of their participation in the activity. Approved for the AAFP Prescribed credits individually listed with each course or bundle.

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.



At the completion of this course the learner will be able 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 members of veterans and the LGBTQ+ community who are seriously ill



Institute for Palliative Care



Care of the Patient at the End of Life

This course provides the primary care provider with 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. Challenging ethical issues for patients nearing the end of life, including medical aid in dying, are discussed. 4.5 content hours.

At the completion of this course the learner will be able 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.

At the completion of this course the learner will be able 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, as well as steps to engage the community
- Outline and implement steps for billing, measuring care, and quality improvement, to sustain the program

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 assure 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 burn-out 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.

At the completion of this course the learner will be able 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

American Medical Association Physician Recognition Award (AMA PRA)

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of The Doctors Company and the California State University Institute for Palliative Care. The Doctors Company is accredited by the ACCME to provide continuing medical education for physicians.

The Doctors Company designates this enduring material for a maximum of 34 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Fully online • Accessible 24/7

Learn more at

csupalliativecare.org/programs/clinicians-essentials

760-750-4006

CSU The California State University

Institute for Palliative Care

Institute for Palliative Care

**Primary Palliative Care Skills
Outline and Pricing**

This comprehensive series of courses, intended for **physicians, advanced practice nurses, and physician assistants in primary care**, are also valuable for beginning palliative care and hospice team members, geriatricians, senior care providers, and others encountering patients with serious illness. Courses are available as a complete series or in thematic bundles as grouped below; they are self-paced for completion over time.

The entire bundle must be completed to receive a course certificate recognizing CE hours/CME credits.

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Approved for AAFP Prescribed credits listed with each Bundle.

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<i>The entire bundle must be completed to receive a course certificate recognizing CE hours/CME credits.</i>	CE/CME Hrs
Bundle 1: Palliative Care Skills Course Number: B1PCS This bundle offers the core of the core: evidence-based skills, tools, and frameworks for understanding the palliative approach, communicating effectively with patients about prognosis and options for care, advance care planning, and managing suffering across several dimensions.	24.75
Introduction to Primary Palliative Care	
Communication and Advance Care Planning	
Physical Aspects of Care	
Psychosocial Aspects of Care	
Spiritual Aspects of Care	
Self-Care and Resilience	
Bundle 2: Psychosocial, Spiritual, and Cultural Dimensions of Care Course Number: B2PSCDC In Bundle 2, the focus is on communicating and responding to suffering beyond pain and physical symptoms. Skills needed for relating to patients with sensitivity to cultural, spiritual, or social contexts and concerns are emphasized. Proven assessment tools and interventions are offered for primary application. Topics include grief and loss, social determinants of health, cultural competence and humility, substance abuse, suicidal ideation, and spiritual/existential distress.	17.5
Introduction to Primary Palliative Care	
Communication and Advance Care Planning	
Psychosocial Aspects of Care	
Spiritual Aspects of Care	
Cultural Aspects of Care	

<p>Bundle 3: Pain & Symptom Management in Primary Palliative Care Course Number: B3PSM The Pain & Symptom Management bundle includes 8 hours of instruction on managing the most common physical symptoms associated with serious illness (pain, dyspnea, nausea, fatigue, bowel function, cachexia/anorexia, delirium, depression and anxiety.) Pain and opioid management are given special attention. In addition, assessment and management of nonphysical symptoms and concerns are covered, along with discussion of how the several dimensions influence each other and affect the patient and family’s experience of illness.</p>	17.5
Introduction to Primary Palliative Care	
Physical Aspects of Care	
Psychosocial Aspects of Care	
Spiritual Aspects of Care	
<p>Bundle 4: Care Near the End of Life Course Number: B4CNEL In Bundle 4, intensity of care and special techniques for managing the terminal phase are explored. Prognostication and eligibility for hospice by common terminal diagnoses, as well as hospice services and approaches, are detailed. Ethical challenges, including methods of “hastened” death and medical aid in dying, are discussed. Techniques for self-care and resilience to avoid burnout, compassion fatigue, and moral distress are emphasized.</p>	16.25
Introduction to Primary Palliative Care	
Communication and Advance Care Planning	
Care of the Patient at the End of Life	
Self-Care and Resilience	
<p>Bundle 5: Operationalizing Primary Palliative Care Course Number: B5OPPC This bundle gives clinicians and/or their leaders the tools to successfully incorporate primary palliative care into the entire practice. Identifying eligible patients within a practice, engaging the community, and reimbursement for services are detailed.</p>	14.25
Introduction to Palliative Care	
Communication and Advance Care Planning	
Integrating Palliative Care into Practice	
Self-Care and Resilience	
<p>Entire Series of Nine Courses in Primary Palliative Care Skills Course Number: SEC SERIES This comprehensive series of nine courses is intended to equip any clinician or team with a full range of foundational skills in communication, advance care planning, and pain and multidimensional symptom management, and to provide a blueprint for implementing and integrating palliative care into any practice.</p>	34
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