Our Mission

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

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

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

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

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

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

Our Definition of Palliative Care

Palliative care is patient- and family-centered care that optimizes quality of life for those with serious or life-limiting illness by anticipating, preventing, and treating suffering. Delivered by an interdisciplinary team, palliative care can be provided throughout the continuum of illness. It aims to address each person's physical, intellectual, emotional, social, and spiritual needs, while facilitating patient autonomy, access to information, and choice. It offers an extra layer of support for those at any stage of a serious or life-limiting illness.

Palliative care is the best care possible.

Groundbreaking Program

The first educational and workforce development initiative of its kind in the country, the Institute was founded by visionaries who knew that to reach working healthcare professionals, a unique educational delivery system steered by a dynamic cross-section of educators and palliative care experts would be required.

The Institute’s National Advisory Board comprises leaders in palliative care who are transforming the field through practice and policy, and who help shape our curriculum and magnify our reach.

Since it was launched in 2012, the Institute has educated more than 12,500 healthcare professionals from across the U.S. and 27 foreign countries. More than 24,000 future health professionals and 21,000 community members have benefited from Institute courses or programs.
Why the CSU Shiley Institute for Palliative Care is Your Professional Education Partner

CONVENIENT ONLINE ACCESSIBILITY

At the CSU Shiley Institute for Palliative Care, we envision a future where access to palliative care is readily available to all who seek to center themselves in its circle of compassion. We have pioneered a dynamic, interactive online educational model that has made an industry-wide impact by expanding the professional community of care providers who embrace this interdisciplinary standard of care. Our courses are designed for completion through self-paced, independent study, with certain courses conducted in cohorts that gather peers from a professional discipline. See individual course descriptions for more information.

EVIDENCE-BASED RIGOR, LEADING-EDGE RESOURCES

National experts have created the Institute courses to deliver the best care recommendations based on the most current evidence. If you are a professional ready to enhance your skills, change your career path, or prepare for certification, or are an organization setting up a palliative care program, hiring new hospice or palliative care staff, or seeking to enhance the skills of current team members, the CSU Shiley Institute for Palliative Care provides exactly the educational support you need.

CUSTOMIZABLE EDUCATION FOR EVERY SETTING

We work with organizations of every size to make sure they have the palliative care training their staff needs. This affordable option builds on the Institute’s existing course curriculum and, through working collaboratively with you, we create customized training built to fit your organization’s specific palliative care educational needs. Call today to learn more about how customization can make CE delivery easy for you.

ORGANIZATION-SPECIFIC COURSES

In addition to meeting your training needs with our online courses, we can work with you to design organization-specific customization to suit your policies or programs. You may also choose to gather a group of your staff to progress through courses together, or invite our experts to your facility to conduct live training. Contact us at 760-750-4006 to explore the possibilities.

NEW!

PEDiatric palliative care education

Our online Pediatric Palliative Care Certificate programs give hospice, palliative care, or home health providers the knowledge and skills they need to deliver high quality palliative care to seriously ill infants, children, teens, and young adults, and their families. Courses focus on:

• Communication Skills for Pediatric Patient and Family Support
• Assessing and Managing Pain in Pediatric Patients
• Easing Suffering and Promoting Healing
• Pediatric Care Delivery
• Pediatric Team Support
• Ethical Principles and Challenges

See Page 8 for more information! Questions? Call 760-740-4006.
Registered Nurse Certificate in Palliative Care

The RN Certificate in Palliative Care is an 8-week online course that prepares nurses to join palliative care teams, and bring the best of palliative care to their patients. Developed and delivered by certified palliative care nursing faculty, the course provides essential knowledge for nurses who provide, or want to learn more about providing, symptom management, culturally sensitive care, support for patients and families undergoing medical challenges, and more, regardless of the setting (hospitals, primary care, specialty clinics or practices, skilled nursing facilities, hospices, or VA facilities).

If you are transitioning to working in a palliative care/hospice setting, this course will help prepare you and increase both your skills and your confidence, regardless of your current/previous specialty experience. If you currently work in palliative care, this course provides the content needed to help you prepare for the Certified Hospice and Palliative Nurse (CHPN) exam.

The course is led by instructors currently working in palliative care who understand the challenges you face and are committed to your success. Beginning throughout the year, each fully online class consists of approximately 30 nurses from all over the country who join together as a cohort to journey through the course.

Topics Covered:

- Introduction, history and philosophy of palliative care
- Common disease states in palliative care
- Pain management and equianalgesia
- Symptom management
- Special populations and settings of care
- Grief and bereavement, care in the last hours of life
- Professional practice issues, ethics and self-care

Course Facts:

Website: csupalliativecare.org/programs/rncertificate/
Starts: See website for cohort start dates
Lasts: 8 weeks
Access: Online, available 24/7
Offers: 64 CE Hours
Costs: $929
More Information: Call 760-750-4006

Learning Outcomes:

After completing this course the participant will be able to:

- Integrate the theoretical and empirical knowledge of palliative care treatments and care approaches needed to effectively practice as a palliative care nursing professional
- Acquire the communication and clinical expertise essential to working with interdisciplinary teams
- Deliver and manage the care for culturally diverse individuals, families and populations
- Apply the nursing process through critical thinking, diagnostic reasoning and decision making using research or other evidence
Advanced Practice RN Certificate in Palliative Care

This innovative program provides Advanced Practice RNs (APRNs), Nurse Practitioners (NPs) or Clinical Nurse Specialists (CNSs) the palliative care knowledge necessary to thrive in the rapidly changing worlds of palliative and hospice care.

Fully online, the course brings together advanced practice professionals from across the country to gain skills in the assessment, diagnosis, and management of complex patient problems for which palliative care is appropriate. By joining the course, you’ll gain tools to apply palliative care approaches within your practice, and gain a cohort of colleagues with whom you can share learning, experiences and support.

Developed by nationally recognized palliative care nursing experts as well as specialists in the fields of oncology, cardiology, nutrition, interdisciplinary practice, chaplaincy, complementary and alternative therapies, it is taught by expert faculty currently working in palliative care. Cohorts of this course begin throughout the year. Choose the date that accommodates your schedule and CE hour requirements.

Topics Covered:
- Overview of palliative care
- The APRN’s role in teams and as a leader
- Hospice services and benefit criteria
- Breaking bad news, family meetings
- Advance care planning
- Negotiating care goals, personal views
- Pain assessment, intervention and treatment
- Opioid and non-opioid pain management
- Management and treatment of side effects
- Cancer-specific treatments
- Pulmonary and cardiac disease
- Renal, neurological & immunodeficiency diseases
- Diabetes, frailty and HIV
- Pediatric symptoms and management
- Bioethics, spirituality, medical aid in dying
- Grief and loss
- Professionalism and interdisciplinary teamwork
- Performance improvement
- Exam prep

Course Facts:
- Website: csupalliativecare.org/programs/aprn/
- Starts: See website for cohort start dates
- Lasts: 9 months (approx.)
- Access: Online, available 24/7
- Offers: 175 CE Hours
- Costs: $3900

Learning Outcomes:
After completing this course the participant will be able to:
- Communicate within interdisciplinary teams
- Manage the care for culturally diverse individuals, families, and populations
- Sharpen vital skills related to nursing process such as critical thinking
- Assume responsibility and accountability for the assessment, diagnosis, and management of complex patient problems, and,
- Incorporate into practice pharmacologic, non-pharmacologic and health promotion interventions

Not ready to start this course yet? Stay informed on upcoming dates, course announcements and new information by joining our Interest List!

If you are ready to enhance your skills or prepare for certification, are an organization setting up a palliative care program, or are hiring new hospice or palliative care staff, the CSU Shiley Institute for Palliative Care provides just exactly the educational support you need.

csupalliativecare.org
760-750-4006
The CSU Shiley Institute for Palliative Care has designed unique, interactive courses, accessible 24/7, to give you tools to help your clients.

**Critical Palliative Care Skills for Social Workers & Counselors**

Social workers and counselors in a wide variety of settings are now more frequently encountering clients or family members of persons suffering from serious, chronic or life-threatening illness. If you are a counselor or social worker in healthcare or in private practice, or are a social service agency, an aging services organization, or school, Critical Skills for Social Workers and Counselors can give you or your staff essential palliative care skills to:

- Address the psychosocial distress and suffering caused by serious or chronic illness
- Help clients and families define values and priorities
- Facilitate communication among patients, families and the professional care team
- Discuss goals of care/services with patients and families

The course is led by social workers and counselors currently in practice who understand the challenges you face and are committed to your success. Beginning throughout the year, each fully online class consists of approximately 30 social workers and counselors. Enhance your skills and your confidence to assist those with serious or chronic illness and their family members, effectively and compassionately.

**Topics Covered:**

- Types of care provision and the teams that deliver care
- Critical thinking in the context of one’s own beliefs and views
- Problem solving skills for clients and within the workplace
- Assessment and techniques adapted for clients with chronic illness, depression, and lack of support systems
- Counseling skills and motivational interviewing to create action plans and targeted clinical solutions
- Family dynamics, death, dying, grief and loss
- Role in pain and symptom management

**Course Facts:**

- Website: csupalliativecare.org/programs/pcskillssws/
- Starts: See website for cohort start dates
- Lasts: 8 weeks
- Access: Online, available 24/7
- Offers: 48 CE Hours
- Costs: $629
- More Information: Call 760-750-4006

**Learning Outcomes:**

After completing this course the participant will be able to:

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

CSU Shiley Institute for Palliative Care courses are online and offered in a variety of formats including asynchronous instructor-led cohorts and self-paced courses. Check our [website](https://www.csupalliativecare.org/programs/pcskillssws/) for more details.
Post-MSW Certificate in Palliative Care

Social workers are central to palliative care’s goal of providing compassionate, patient- and family-centered care that relieves suffering and improves quality of life for those with serious or chronic illness. The Post-MSW Palliative Care Social Work Certificate Program is designed to provide master’s prepared social workers with advanced training in palliative care practice to apply in an interprofessional environment, whether that is in a hospital, hospice, clinic or other setting.

If you are transitioning to working in a palliative/hospice setting, or wish to advance within your current palliative care role, this course will help prepare you for success, increasing both your skills and your confidence as a collaborative member of an interdisciplinary group of care professionals.

The Post-MSW Certificate in Palliative Care course is led by instructors who are social work professionals with deep experience in palliative care. Classes begin throughout the year, and can be completed fully online. Each class consists of a cohort of approximately 20 social workers from all over the country who join together to complete the coursework, discussions, and projects.

**Topics Covered:**

- Overview of palliative care, social worker role in teams, social work process
- Critical social work skills in palliative care: assessment, planning and documentation; foundational counseling skills; symptom management and the social worker’s role
- Enhanced counseling skills: best practices; motivational interviewing; working with the dying
- Valuing diversity: practicing inclusivity: cultural competence for the palliative care social worker; inclusion and unintentional exclusion; working with clients from the LGBTQ community
- Leaning into challenging situations: complex and complicated dynamics with patients and families; personalities and disorders; trauma and its impact on families and staff (suicide, disasters, assaults, multiple victims)
- The broken heart – the healing heart: grief, bereavement and mourning; care for ourselves and others; religion, spirituality and the existential experience
- Integrity: values, ethics and practice: language as an ethical tool; bioethics and practice dilemmas; choices to hasten death
- Social work leadership: social workers in quality improvement and evidence-informed practice; social workers as educators; social workers in leadership

**Course Facts:**

- Website: csupalliativecare.org/programspostmswcertificate/
- Starts: See website for cohort start dates
- Lasts: 8 months (approx.)
- Access: Online, available 24/7
- Offers: 144 CE Hours
- Costs: $2530
- More Information: Call 760-750-4006

**Learning Outcomes:**

After completing this course the participant will be able to:

- Demonstrate enhanced knowledge of best-practice social work techniques in palliative care
- State how key principles related to values, relationships, communication, teamwork, critical thinking, assessment, intervention, leadership and organizational theory impact work with clients and in organizational systems
- Identify areas in practice to improve; develop concrete plans, processes and strategies for addressing them
- Facilitate dialogue that challenges habituated and rote thought patterns

Stay informed on upcoming dates, course announcements and new information by joining our Interest List!

[csupalliativecare.org](http://csupalliativecare.org)
760-750-4006

Prices and Dates in this Catalog Are Subject to Change. See [website](http://website) for Details.
Pediatric Palliative Care Certificate Programs
Online, Interactive Pediatric Palliative Care Education for All Disciplines

Palliative care is designed to relieve suffering in patients at any age and any stage of serious illness, but effective palliative care for pediatric patients and their loved ones differs significantly from palliative care for adults, especially as end of life approaches. Our Pediatric Palliative Care Certificate Programs feature rigorous, interactive online courses that give hospice, palliative care, and home health providers the knowledge, skills, and resources to effectively support infants, children, teens, and young adults with serious illness and their families.

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

Certificate in Clinical Pediatric Palliative Care – 66 CEs / $989
Designed for physicians, NPs, PAs, APRNs, RNs, and other clinicians

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

Multidisciplinary Certificate in Pediatric Palliative Care – 37.5 CEs / $499
Designed for social workers, chaplains, child life specialists, and other providers

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
• Pediatric Ethical Principles and Challenges

Stay informed on upcoming dates, course announcements and new information by joining our Interest List!

csupalliativecare.org / 760-750-4006
Our pediatric palliative care courses can also be purchased individually. Course descriptions and individual pricing as follows:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Pediatric Ethical Principles and Challenges**
This course explores ethical principles and common concerns providers may encounter in pediatric hospice and palliative care, including withholding food and withdrawing medication; palliative sedation; autonomy of a child; requests for non-beneficial treatment; and requests for expedited dying by patients or parents. 6.5 CE Hours; $89
Effective Advance Care Planning: Skill Building for Everyone

Every healthcare professional should be ready to promote advance care planning, and to facilitate those conversations when the opportunity arises. Self-paced and easily accessible, these courses will prepare providers, nurses, social workers, chaplains, or caregiving professionals to assist patients and families with challenging conversations, document, and bill for them.

**Course Facts:**
- Website: [csupalliativecare.org/programs/advance-care-planning/](http://csupalliativecare.org/programs/advance-care-planning/)
- Starts: Self-paced, starts upon registration

**Effective Advance Care Planning Fundamentals**

Every person working in healthcare needs to be able to explain the benefits of advance care planning. Effective Advance Care Planning Fundamentals prepares you, whether you are on staff or a volunteer, to promote the importance of documenting care preferences. You'll have the opportunity to engage with case vignettes to apply your new knowledge in a variety of care scenarios.

Offers: 1 CE Hour • See p. 16 for CME Credit.
Costs: $149

**Facilitating an Advance Care Planning Conversation**

Many professionals find themselves reluctant to engage patients and families in meaningful conversations about goals of care. It's time to build your confidence. Facilitating an Advance Care Planning Conversation will give you a person-centered framework for conducting advance care planning discussions. You'll gain confidence to suggest or initiate these conversations according to the person's stage of life and health status. Case vignettes are included to simulate the experience of starting and engaging family members in the conversation as well.

Offers: 1 CE Hour • See p. 16 for CME Credit.
Costs: $149

**Billing for Advance Care Planning Conversations**

Designed for clinicians and billing professionals working in all care settings, Billing for Advance Care Planning Conversations covers how providers can bill Medicare for advance care planning conversations. Details on CPT codes and essential information including scenarios when practitioners can and cannot bill Medicare for advance care planning are also included. You will learn how to code and then practice coding via interactive case vignettes.

Offers: 1 CE Hour • See p. 16 for CME Credit.
Costs: $149

**Integrating Advance Care Planning Into Your Medical Practice**

Geared toward practice medical directors, individual practitioners, and office managers, this course outlines a process for integrating advance care planning into clinical processes, focusing on leveraging best practices to improve patient and practice outcomes; refining existing care processes to promote and support advance care planning; engaging patients and family caregivers in productive goals of care conversations; and MORE!

Offers: 2 CE Hours
Costs: $199

**Working With POLST**

This course helps the healthcare professional understand the role and value of the Physician Orders for Life-Sustaining Treatment (POLST) document, and how to employ it in documenting and honoring the types of medical treatment patients want to receive during advanced serious illness. Whether you practice in California or any state, the specific details regarding POLST in California included in the course will be useful if your state currently or prospectively has a law supporting the use of physicians’ orders for those with advanced illness who want to ensure their wishes are honored.

Costs: $25 course only; $50 option to obtain 2 CE Hours

Need more information? Find us at csupalliativecare.org or call 760-750-4006
Essentials of Palliative Care Chaplaincy

Palliative care provides those with a serious or chronic illness, from the time of diagnosis throughout the course of treatment, care that optimizes quality of life by anticipating, preventing, and managing suffering. Today’s chaplains are often intimately involved during this difficult time, individually providing spiritual care to the patient and loved ones, or as a member of the palliative care team.

The California State University Shiley Institute for Palliative Care, known for its strong history of providing education in palliative care, has released a state-of-the-art course, Essentials of Palliative Care Chaplaincy. This new course was developed in conjunction with the Association for Professional Chaplains (APC), which serves chaplains in all types of health and human service settings.

A team of national palliative care experts and seasoned clinicians from the field of palliative care chaplaincy worked collaboratively with the Association of Professional Chaplains and the CSU Shiley Institute for Palliative Care to create this course. Essentials of Palliative Care Chaplaincy is an instructor-led, cohort-based course in which you will engage with, exchange ideas, and learn from spiritual care colleagues from chaplaincy settings across the U.S.

Topics covered:

- Spiritual care as meaning-making
- Engaging positive and negative religious and spiritual coping
- The role of the chaplain in medical decision making
- Care of groups and family systems
- Addressing spiritual and existential suffering
- Spiritual and religious approaches to suffering
- Palliative care chaplain as an inspirational leader, educator and advocate
- Professional competencies for palliative care chaplaincy
- Models of spiritual care and evaluation
- Developing the spiritual care plan
- Spiritual care interventions: the art of palliative care chaplaincy
- Grief, emotional distress and mental health
- Supporting patient goals and quality of life
- Spiritual and existential pain, physical pain and stress management
- Palliative care chaplains as facilitators of resilience and burnout prevention
- From moral distress to moral resilience
- Mindful self-compassion as a resource for resilience
- The broader palliative care chaplaincy role: research, ethics and consultation
- Cultural humility and radical respect for cultural and religious difference

Learning Outcomes:

After completing this course the participant will be able to:

- Articulate the role of the chaplain on the palliative care team as well as the scope and practice of palliative care chaplaincy
- Describe how spiritual assessment integrates and supports the plan of care, as well as the strengths and limitations of various spiritual assessment tools
- Identify models of spiritual care and spiritual care outcomes
- Communicate palliative care and end-of-life care options and facilitate decision making in ways that help people make informed care decisions for themselves or loved ones
- Identify interventions for particular spiritual and existential pain symptoms, as well as for various forms of grief and emotional distress
- Describe effective ways to teach and model resilience to clinicians
- Identify ways chaplains can support the resilience and spiritual health of their team and their organization
- Articulate the roles for chaplains as leaders and in contributing beyond their own team in arenas including participation on Ethics Committees and Consultation Services

Course Facts:

Website:  https://csupalliativecare.org/programs/chaplaincy/
Starts:  See website for cohort start dates
Lasts:  8 weeks
Access:  Online, available 24/7
Offers:  64 CE Hours
Costs:  $549
More Information:  Call 760-750-4006

Built on the foundation of the National Consensus Project Clinical Practice Guidelines for Quality Palliative Care and the National Quality Forum’s National Framework and Preferred Practices for Palliative and Hospice Care Quality, as well as the Association for Professional Chaplains Standards of Practice for Professional Chaplains, this course was developed in consultation with leading palliative care chaplaincy experts and brings forward the latest in both research and practice.
**What Every...Needs to Know About Palliative Care**

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

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

**Course Facts:**
- **Website:** csupalliativecare.org/organizations/what-every/
- **Starts:** Self-paced, starts upon registration
- **Lasts:** Accessible for 90 days
- **Access:** Online, available 24/7
- **Offers:** 1 CE Hour
- **Costs:** $49
- **More Information:** Call 760-750-4006

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

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

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

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

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

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

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

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

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

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

This foundational course provides practitioners with fundamentals for inclusion in practice such as guidance on how to deliver bad news, conduct an advance care planning discussion, and assess the need for palliative care referrals. • See p. 16 for CME Credit.

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

This course provides an introduction to palliative care practice, including how to deliver bad news, conduct an advance care planning discussion, and assess the need for palliative care. • See p. 16 for CME Credit.

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

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

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

Specifically for patient advocates, this course will present a foundation on what palliative care is, when someone can receive it, and how to assist patients in reaching those who can provide it.
Core Concepts in Palliative Care
Developed for Team Training

If you are involved in the care of chronically or seriously ill patients, Core Concepts in Palliative Care will give you and your whole team the skills to help your patients live as well and as fully as possible. These courses are intended for professionals from all disciplines in all care settings, delivering training that can be applied immediately in provision of team-based palliative care.

The content has been written to be relevant for inpatient or outpatient clinicians, and staff in hospitals, ambulatory care clinics, specialty clinics, skilled nursing facilities, residential facilities, and home hospice, or home-based palliative care programs.

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

Course Facts:
Website: https://csupalliativecare.org/organizations/core-concepts/
Starts: Self-paced, starts upon registration
Access: Online, available 24/7
More Information: Call 760-750-4006

Core Concepts in Palliative Care
All Health Professionals

This course is a foundation of knowledge for all staff. It creates a common framework of understanding what palliative care is, equipping team members with essential tools for communication and working effectively among diverse populations. Additional modules cover spiritual and existential realms, attending to suffering, loss, grief and death, bioethics, and self-care. This course is included with the Nurse, Social Work and Chaplain Courses below.

5 CE Hours • $199

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 • $449

Core Concepts in Palliative Care
Social Workers

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

10 CE Hours • $299

Core Concepts in Palliative Care
Chaplains

The Chaplains 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. Chaplaincy Essentials 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 • $299

All Health Professionals - Topics Covered:
• Introduction to palliative care
• Communication - the art and soul of palliative care
• Working with diversity through inclusivity
• Spiritual, existential dimensions of palliative care
• Attending to suffering
• Death, loss and grief
• Bioethics
• Self-Care

Nurses - Topics Covered:
• Whole-person palliative care nursing assessment
• Pain management, including opioid considerations and side effects
• Palliative nursing care for cardiac, pulmonary, liver, renal, GI, neurodegenerative diseases, cancer, psychiatric disorders, and frailty
• The role of the nurse as a leader and advocate

Social Workers - Topics Covered:
• The role of the social worker in palliative care
• Social work’s foundation: values and ethics
• Working with change, loss, and grief related to serious and terminal illness
• The role of the social worker as a leader and advocate

Chaplains - Topics Covered:
• The practice of chaplaincy in palliative care
• Spiritual assessment and developing a plan of care
• Serious illness and the human condition: spiritual care interventions and outcomes
• Chaplains as leaders and advocates
Primary Palliative Care Skills for Physicians, NPs, and PAs

Primary Palliative Care Skills for Physicians, NPs, and PAs delivers a convenient, immediately applicable-to-practice set of tools and knowledge for any provider wishing to offer primary palliative care services for their patients and families. Its curriculum is directed at the needs of primary care providers in any setting. Non-palliative care specialists, beginning hospice and palliative care team members, geriatricians, senior care providers, 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. See p.16 for CME information. FULL SERIES PRICE: $999

Introduction to Primary Palliative Care

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

The course then turns the focus to identifying individuals who could benefit from palliative care and when, and prognostication for disease trajectories in which palliative care can augment treatment plans. Methods of prognostication, defining its benefits and its limitations are included, with application in case studies. 4.5 content hours • $155

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 when, and prognostication for disease trajectories in which palliative care can augment treatment plans; 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 legally-binding documentation. 5.75 content hours • $200

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 • $275
Psychosocial Aspects of Care
Psychosocial care explores social determinants of health, and what impact a serious illness is having on a patient and family. This course will utilize the biopsychosocial assessment model to evaluate how a patient is processing the information about disease management and prognosis, how the patient is adapting to any changes in functional status or daily routine, how the patient and family are coping with the burdens of the condition or the prospect of dying, and social supports that can be used. **3.5 content hours • $125**

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 • $65**

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

This course explores cultural differences in the context of palliative care. It identifies barriers to cultural connection, and includes cultural sensitivity tools, suggestions, and approaches for assuring inclusive care for patients and their loved ones during stressful illness. **2.25 content hours • $85**

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

Signs and symptoms of imminent death and how to manage them are covered, along with challenging ethical issues for patients nearing the end of life and medical aid in dying. **4.5 content hours • $150**

Integrating Palliative Care Into Practice
Providing a primary level of palliative care support in your setting is a practice decision, but also a business decision. This course will help you develop the business case for palliative care in your practice, including forecasting the potential patient pool, resources needed to offer services, achieving acceptance, measuring outcomes, and establishing reimbursement processes. **2.5 content hours • $75**

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 burnout or compassion fatigue, identify systems and organizational issues affecting providers and care delivery, and give you tools for self-care and building resilience. **1.5 content hours • $65**

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

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

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

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

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

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

See next page for Continuing Medical Education Details and Pricing
CONTINUING MEDICAL EDUCATION ACCREDITATION

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 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 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.

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<thead>
<tr>
<th>Title</th>
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<td>Building a Community-Based Palliative Care Program Series</td>
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<td>Identifying Potential Partners to Strengthen Your Palliative Care Program</td>
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<td>Effective Advance Care Planning Fundamentals</td>
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<td>Excellence in Interprofessional Palliative Care Documentation</td>
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<td>Facilitating an Advance Care Planning Conversation</td>
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<td>Polypharmacy: Reconciling Medications to Avoid Adverse Events</td>
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<td>What Every Physician Assistant Needs to Know About Palliative Care</td>
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American Academy of Family Physicians (AAFP)

This Enduring Material activity, Primary Care Skills for Physicians, NPs, and PAs, has been reviewed and is acceptable for credit by the American Academy of Family Physicians. Term of approval begins 02/23/2019. 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 AAFP Prescribed credits listed in the table below

| Entire Series of Nine Courses in Primary Palliative Care Skills for Physicians, NPs, and PAs |
|-----------------------------------------------|------------------|
| Full Series                                   | 34               |
| Introduction to Primary Palliative Care       | 4.5              |
| Communication and Advance Care Planning       | 5.75             |
| Physical Aspects of Care                      | 8                |
| Psychosocial Aspects of Care                  | 3.5              |
| Spiritual Aspects of Care                     | 1.5              |
| Cultural Aspects of Care                      | 2.25             |
| Care of the Patient at the End of Life        | 4.5              |
| Integrating Palliative Care Into Practice     | 2.5              |
| Self-Care and Resilience                      | 1.5              |

Collaborate with Educators and Researchers at the National Symposium

Each year educators, practitioners and researchers gather in San Diego at the Institute’s annual National Symposium for Academic Palliative Care Education and Research. The Institute launched this conference to host thought leaders in palliative care scholarship to exchange and promote the embedding of palliative care concepts into academic, clinical or non-clinical educational programs. Join this group of professionals at the next Symposium in San Diego.

Learn more at csupalliativecare.org/symposium
COURSES FOR NAVIGATING DIFFICULT CONVERSATIONS

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.

2 CE Hours • $149 • See p. 16 for CME Credit.

Communication Skills for Clinicians

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

Sharing Serious News

When it is time to share a difficult diagnosis, the failure of 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 • $149 • See p. 16 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 • $149 • See p. 16 for CME Credit

Consultation Skills and Interprofessional Communication

Palliative care’s strength is based on teamwork among professionals, the patient, their family, clinicians in other disciplines and the referral source(s). Learn critical communication skills that will strengthen relationships with referral sources, enhance collaboration within the team, and improve outcomes for patients and coordination of care following the consultation.

These courses have been created through a partnership between the Institute for Healthcare Communication and the CSU Shiley Institute for Palliative Care.

Online flexibility for your schedule – readily accessible for every professional or organization.
Palliative Care Courses for all Disciplines

Healing Through Art – Train the Trainer

The Institute has created a fully online course to give any individual or organization a training program to facilitate healing arts activities in their communities. This training is ideal for social workers, therapists, volunteers, chaplains, or others who are part of hospices, home health agencies, or community groups.

The course will give you an understanding of using art for healing, why visual arts are so powerful in healing, and how to facilitate healing arts activities. You will be led through your own art healing journey, then will gain tools for working with others on their journey.

You can participate in this course from anywhere, completing the training over a six-week span. In addition to providing information including tools, readings, video clips, and internet links, this training program’s experiential activities will give you a better understanding of how art healing is experienced by your clients. In the final week of this instructor-led course you will arrange and lead your own healing-through-art session with a person or organization of your choice.

Course Facts:
Website: [https://csupalliativecare.org/programs/healing-through-art/](https://csupalliativecare.org/programs/healing-through-art/)
Starts: Throughout the year, see website for dates
Lasts: 6 weeks
Offers: 24 CE Hours
Costs: $299

Aromatherapy in Palliative Care

Are you a healthcare professional or hospice volunteer looking to add a non-medical tool to your caring repertoire? This course will launch your journey into the world of aromatherapy, introducing you to ways to use this age-old tool to ease the suffering of palliative care patients and their families. In the course you will explore commonly used and available oils, and will gain resources 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.

Course Facts:
Website: [csupalliativecare.org/programs/aromatherapy/](https://csupalliativecare.org/programs/aromatherapy/)
Starts: Self-paced, starts upon registration
Offers: 4 CE Hours
Costs: $49

Care of Latinos With Serious Illness

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

Course Facts:
Website: [csupalliativecare.org/programs/latinos/](https://csupalliativecare.org/programs/latinos/)
Starts: Self-paced, starts upon registration
Offers: 4 CE Hours
Costs: $169

Journey of Self-Awareness – A Self-Care Program for Palliative Care Professionals

Palliative care professionals give a lot of care. Now there’s a chance for you to care for yourself. Join palliative care expert Redwing Keyssar, RN, and learn a gentle self-reflective process to explore your beliefs and values, and strengthen your self-care patterns around this complicated journey of work and life.

Course Facts:
Website: [csupalliativecare.org/programs/journey/](https://csupalliativecare.org/programs/journey/)
Starts: Self-paced, starts upon registration
Offers: 3 CE Hours
**Polypharmacy: Reconciling Medications to Avoid Adverse Events and Support Patient Goals**

As goals of therapy shift from prolonging life to symptom management and quality of life, the clinician is often faced with patients on multiple medications. Many of these medications may have little benefit, therefore, stopping them may decrease the risk of adverse effects for patients as well as their financial burden. This online course teaches pharmacists, physicians, advanced practice nurses, and other clinicians a framework for understanding polypharmacy in palliative care patients, providing tools, strategies, and resources clinicians can use to safely deprescribe in alignment with the patient’s and family’s goals.

Course Facts:
Website: [https://csupalliativecare.org/programs/polypharmacy](https://csupalliativecare.org/programs/polypharmacy)
Offers: 1.25 CE Hour • See p. 16 for CME Credit.
Costs: $149

**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.

Course Facts:
Website: [csupalliativecare.org/programs/motivational-interviewing/](https://csupalliativecare.org/programs/motivational-interviewing/)
Offers: 6 CE Hours
Costs: $249

**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!

Course Facts:
Website: [csupalliativecare.org/programs/documentation/](https://csupalliativecare.org/programs/documentation/)
Offers: 3 CE Hours • See p. 16 for CME Credit.
Costs: $129

**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. If you are a health plan care manager or care coordinator, this online, self-paced course provides 20 hours of specialized training that will equip you to support and engage your members and their families.

Course Facts:
Website: [csupalliativecare.org/programs/care-management/](https://csupalliativecare.org/programs/care-management/)
Offers: 20 CE Hours or CCMs
Costs: $399

This course is approved by the Commission for Case Manager Certification (CCMC) to provide continuing education (CE) hours for Certified Case Managers (CCMs). [http://ccmcertification.org](http://ccmcertification.org)
How to Get Started
An overview of the series, this course helps you successfully plan the formation of your project team, and the pros and cons of hiring a consultant.

CE Hours: none • $25

Palliative Care Models
The first stop on your journey is learning about the benefits and challenges associated with diverse community-based palliative care models, using case studies to define and describe the seven predominant palliative care models. Explore your options, and determine the model that’s right for you.

1 CE Hour • $129 • See p. 16 for CME Credit.

Conducting a Needs Assessment
This course teaches you how to conduct a thorough needs assessment that details the specific palliative care needs in your community. Included are numerous useful tools and strategies to help you conduct the assessment and present your findings to your leadership and potential partners.

1.5 CE Hours • $149 • See p. 16 for CME Credit.

Building a Community-Based Palliative Care Program
The Community-Based Palliative Care series of ten courses, and the introductory overview course, offers organizations in every stage of palliative care development, and at every point in the implementation journey, practical guidance as well as information and resources from expert faculty to apply in each step of planning and implementation of new palliative care programs. The courses also are excellent for programs exploring expansion, improvement, or enhancement of their current palliative care offerings.

Because you can complete the Community-Based Palliative Care courses at your own pace, you can immediately apply your learning as you build your new program or program plan. Courses may be taken individually, you may purchase as many as you need, or you can purchase the entire series. See p.16 for CME Credit.*

Course Facts:
Website: csupalliativecare.org/organizations/roadmap/
Starts: Self-paced, starts upon registration
Lasts: Accessible for 90 days
Access: Online, available 24/7
Cost for Complete Series: $1495
More Information: Call 760-750-4006

Learning Outcomes:
After completing each course the participant will be able to:
• Distinguish and describe principles and practices unique in community-based palliative care programs
• Apply tools to their own programmatic tactics
• Identify, conduct, or apply the tools described in the course to prospective or existing programs

Identifying Potential Partners to Strengthen Your Program
Partnering with other providers or community organizations can help you identify and access patients, meet fiscal goals, or improve patient outcomes. This course covers specific ways partnerships can enhance your palliative care program, ways to strengthen current partnerships, and the best approaches for your organization to measure the return on your partnership investment.

1 CE Hour • $129 • See p. 16 for CME Credit.

Metrics and Measurement for Palliative Care
In this course you will be introduced to the concepts and methods for evaluating palliative care programs. The course describes a measurement model that is designed specifically for palliative care, based on evidence-based measurement frameworks used broadly in healthcare. You will walk through the five steps of selecting appropriate and feasible measures and will be introduced to a unique tool you can employ in your program, the “Palliative Care Measure Menu.”

4 CE Hours • $299 • See p. 16 for CME Credit.
Creating Data-Driven Planning, Proposals and Presentations for Your Palliative Care Program
Equip yourself with techniques for creating effective, successful proposals and presentations. The course is built around two core concepts – first, “thinking backwards from the story you want to tell,” and second, maximizing your use of data-driven insights about the current and future states of healthcare in your institution or setting. Use this course to help you achieve your goal of creating, sustaining, expanding or improving your palliative care program.
3 CE Hours • $249 • See p. 16 for CME Credit.

Planning Your Implementation
Numerous systems and processes must be put into place to ensure that the program’s goals can be met. Whether you are considering implementing a program, or your decision to implement has been made, an implementation plan is critical. Learn the essential infrastructure elements while gaining information, examples, resources and templates to construct your roll-out plan.
2.5 CE Hours • $249 • See p. 16 for CME Credit.

Billing for Palliative Care Services
Whether planning a program or already delivering palliative care, get the in-depth information you need so you can optimize sustainability. Learn to correctly code and bill for advance care planning, chronic care management, transitional care management, and other palliative care services. Following billing, the course focuses on budgeting, and provides a downloadable Excel budget template you can use in creating your budget.
4 CE Hours • $299 • See p. 16 for CME Credit.

Developing Partnerships With Payers
Go beyond Medicare reimbursement to generate the revenue you need to grow your community-based palliative care program. This course teaches you how to create a compelling case to payers to secure reimbursement for your services. You will learn to differentiate between the incentives and reimbursement structures allowable under commercial, Medicare, and Medicaid health plans, and how to negotiate contracts for services with payers.
4 CE Hours • $299 • See p. 16 for CME Credit.

Facilitating Change
Lasting change, and embracing of new services requires careful planning and attention to change barriers. This course explores organizational change processes, and actions needed to integrate palliative care throughout the organization. It assists in facilitating the successful inclusion of a community-based supportive care program in your organization. Best practices related to creating and sustaining organizational change will be shared along with exercises and tools that you can use to prepare for and support the launch of your community palliative care program.
1.5 CE Hours • $129 • See p. 16 for CME Credit.

Educating and Empowering Your Patients and Their Caregivers to Embrace Palliative Care
Although providers may inform patients and families about palliative care and its benefits, information may not be what’s needed to help a person make decisions about or ask for palliative care. Learn how to develop effective messages about the benefits of palliative care, and recognize when patients and families are ready to hear the messages within the context of stages of readiness.
1 CE Hour • $129 • See p. 16 for CME Credit.

The Business Case for Palliative Care
Considering implementing a palliative care program? Need to decide whether or not to do an in-depth program plan? This course focuses on the business of palliative care, and what practices and outcomes are of key interest to administrative as well as clinical leaders in healthcare. You’ll gain the foundational concepts from which you can decide whether to advance to creating business plans and strategies for new program plans.

Course Facts:
Website: csupalliativecare.org/programs/businesscase/
Starts: Self-paced, starts upon registration
Lasts: Accessible for 90 days
Access: Online, available 24/7
Offers: 4 CE Hours
Costs: $229
More Information: Call 760-750-4006

Topics Covered:
• Components, models, and prevalence of palliative care
• Impact of services on patients and families, and on utilization and costs
• Business and quality alignment within existing organizations
• Analytics for developing fiscal outcomes and ROI
• Tips for developing a comprehensive case for palliative care
Case Management Education for Hospitals and Health Plans

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

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

Foundational Series for Health Plan Care Managers

This curriculum of five 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.

73 CEs 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 CEs 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 will equip care managers with skills for obtaining more comprehensive information from patients, including enhanced skills at dissecting information, probing for more detail, and evaluating external factors.

19.5 CE Hours or CCMs • $682.50 for entire course of 8 modules

Care Planning for Case Manager

Seven modules will 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 CEs or CCMs • $577.50 for entire course of 7 modules
Leadership Series for Health Plan Managers and Supervisors

Four courses, in-person at your site - Call For Pricing

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

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

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

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

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

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

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 CEs or CCMs earned upon completion of the entire Advanced Concepts series

Patient Value Perception

The four modules focus on the role of the case manager in addressing the needs of the whole person, their quality of life, cultural aspects, and other health determinants to ensure the collaboration and understanding.

12 CE Hours or CCMs • $420 for entire course of 4 modules

Special Populations I and II

Each course’s eight modules focus on an illness, disability, or condition that may affect members: myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, special needs, and more.

Course I: 18 CEs or CCMs • $630 for 8 modules Course II: 16 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

Patient Value Perception

The four modules focus on the role of the case manager in addressing the needs of the whole person, their quality of life, cultural aspects, and other health determinants to ensure the collaboration and understanding.

12 CE Hours or CCMs • $420 for entire course of 4 modules

Special Populations I and II

Each course’s eight modules focus on an illness, disability, or condition that may affect members: myths, misconceptions, statistical data, causes, risk factors, detection and diagnosis, special needs, and more.

Course I: 18 CEs or CCMs • $630 for 8 modules Course II: 16 CE Hours or CCMs • $805 for 8 modules

Learn More About Care Excellence at careexcellence.org • Phone 760-750-7285
Foundational Series for Hospital Care Managers

Our Foundational Series for Hospital Care Managers features four 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 65 CEs 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 ● $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 ● $168 for entire course of 2 modules

**Crisis Communication Practicum**
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 each focusing on an area in which relationships are particularly important: multidisciplinary teams, patient-family caregiver engagement principles, evaluating meaning in communication, and community-healthcare partnerships.

12 CE Hours ● $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 ● $476 for entire course of 5 modules

NEW!
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. The content is applicable to nurse case managers, social work case managers, discharge planners, and other professionals. Purchase the full series, specific courses, or individual modules.

**Earn 65 CEs 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 CEs ● $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 associated with high healthcare needs: 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. Course modules examine potential healthcare barriers affecting each group, communication and treatment strategies, and available resources to support successful outcomes across the continuum of care.

16 CE Hours ● $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 to support successful outcomes across the continuum of care.

16 CE Hours ● $448 for entire course of 8 modules

### 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 ● $448 for entire course of 8 modules

### Leadership Series for Hospital Care Managers

Four courses, in-person at your site - Call for Pricing

Care Excellence for Hospitals Leadership Series is innovative in-person training that give leaders of inpatient care managers on-point tools for retaining and engaging staff, improving team performance and driving innovation. These day-long courses teach supervisors, managers, and others in hospital leadership roles how to effectively supervise and mentor their care managers.

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

**Best Practices for Improved Outcomes** – focuses on key aspects of effective leadership in the hospital setting, including collaboration and brainstorming, utilizing quality and performance standards data, problem solving, communication, and more.

**Mentorship** – explores various aspects of mentoring, including understanding mentorship, creating assurances for success, role modeling, and more.

**Leadership** – examines types of leadership, characteristics, and approaches for working with people, including influence, power, and persuasion; hiring practices; improving job satisfaction and reducing turnover; and more.

**Innovation** – packed with interactive exercises that help define creativity, foster collaboration and innovation, and teach you how to discover talent in your teams or team members.

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

Learn More About Care Excellence at careexcellence.org • Phone 760-750-7285
### Foundational Courses

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

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

**Motivational Interviewing (required for practicum)**
- Core Principles
- Strategies and Techniques

**Motivational Interviewing Practicum (Face-to-face)**

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

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

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

### Advanced Concepts Courses

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

**Patient-Value Perception**
- Quality of Life and Holistic Health Management
- Multi-Cultural Aspects of Case Management
- Social Determinants of Health
- Collaborative Problem Solving

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

**Special Populations II**
- Intellectual and Developmental Disabilities
- Alzheimers / Related Dementias
- Pain Management and Impact of Chronic Opioid Use
- Pregnancy
- Pediatrics - Well Child
- Pediatrics - Chronically Ill Child
- LGBTQ+
- Immigrant Populations

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

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

### Leadership Series

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

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

The Care Excellence Leadership curriculum features four distinct face-to-face courses designed to be completed over the course of one year. Full courses or the full series may be purchased.

**Best Practices for Improved Outcomes**
- Collaboration and Brainstorming
- Understanding and Utilizing Quality and Performance Standards Data
- Problem Solving and Critical Thinking
- Communication: Open Dialogue and Cross-Discipline Learning

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

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

**Innovation**
- Fostering Innovation
- Education
- Innovative Collaboration

Care Excellence courses are approved by the Commission for Case Manager Certification (CCMC) to provide continuing education (CE) hours for Certified Case Managers (CCMs). [ccmcertification.org](http://ccmcertification.org)

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# CARE EXCELLENCE FOR HOSPITALS

## THREE LEVELS FULL COURSES OR INDIVIDUAL MODULES

### FOUNDATIONAL COURSES

**FOUNDATIONAL SERIES FOR HOSPITAL CARE MANAGERS**

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

**Course 1: Principles of Care Management**
- Concepts of Care Management
- Comprehensive Principles of Practice
- Evolution of Healthcare Management and Delivery
- Legal Issues and Hospitals
- Focusing on Peer Support, Burnout, and Civility
- Expanding Critical Thinking

**Course 2: Crisis Intervention and Management**
- Crisis Intervention Concepts
- Crisis Intervention Strategies
- Crisis Communication Practicum (Face-to-Face course for groups who have completed Crisis Intervention Concepts and Crisis Intervention Strategies)

**Course 3: Relationship Building Across Settings**
- Multidisciplinary Care Teams
- Patient-Family-Caregiver Engagement Principles
- Discerning Meaning in Communication
- Community-Healthcare Partnerships

**Course 4: Enhancing Complex Care Coordination Skills**
- Inpatient Advance Care Planning
- Palliative Care Services and Settings
- Hospice Policies and Services
- Assessing Literacy and Health Literacy
- Diverse Populations Overview

### ADVANCED CONCEPTS COURSES

**ADVANCED CONCEPTS SERIES FOR HOSPITAL CARE MANAGERS**

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

**Course 1: Patient Satisfaction and Healthcare Quality**
- Holistic Health Management
- Multicultural Care Management
- Addressing Social Determinants of Health
- Resource Management
- Team Problem Solving

**Course 2: Effective Care for High-Need Pts I**
- Developmental and Intellectual Disorders
- Mental Disorders
- Poverty and Homelessness
- Alzheimer’s / Demential
- Traumatic Brain Injury
- Domestic Abuse
- Inmate Populations and Forensic Health
- LGBTQ+ Care

**Course 3: Effective Care for High-Need Pts II**
- Physical Disabilities
- Substance Use Disorders
- Pain Management and Chronic Opioid Use
- Frail Older Adults
- Transplant Care
- Pregnancy Care
- Pediatrics
- Immigrant Communities

**Course 4: Administrative Functions Monitoring Productivity and Quality Audits and Reports**
- Insurers/Lead Information
- Critical Thinking: Regs, Rules, Processes
- Integrating Quality Initiatives
- Risk Management

### LEADERSHIP SERIES

**LEADERSHIP SERIES FOR HOSPITAL CARE MANAGERS**

The Leadership curriculum teaches care management supervisors in hospitals or other acute care settings how to build and mentor care management teams to enhance staff orientation and onboarding, improve staff satisfaction, and decrease turnover. The Leadership curriculum is appropriate for all leaders of care management and supervisors working with all patient populations.

The Leadership Series for Hospital Care Managers curriculum features four face-to-face courses, to be completed over a one-year span. Organizations may purchase individual courses, or the full series.

**Best Practices for Improved Outcomes**
- Collaboration and Brainstorming
- Quality Performance Standards
- Problem Solving and Critical Thinking
- Communication

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

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

**Innovation**
- Fostering Innovation
- Education
- Collaboration

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Program Development and Management
How to Get Started Building a Community-Based Palliative Care Program
Palliative Care Models
Conducting a Needs Assessment
Identifying Potential Community or Organizational Partners to Strengthen Your Palliative Care Program
Metrics and Measurement for Palliative Care
Creating Data-Driven Proposals and Presentations for Your Palliative Care Program
Planning Your Implementation
Billing for Palliative Care Services
Developing Partnerships With Payers
Facilitating Change
Educating and Empowering Your Patients and Their Caregivers to Embrace Palliative Care

Advance Care Planning
Billing for Advance Care Planning Conversations
Effective Advance Care Planning Fundamentals
Facilitating an Advance Care Planning Conversation
Integrating Advance Care Planning Into Your Medical Practice
Working With POLST for Professionals

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Core Concepts in Palliative Care – Nurses
Core Concepts in Palliative Care – Social Workers
Core Concepts in Palliative Care – Chaplains

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Applying Motivational Interviewing Techniques and Interventions in Palliative Care
Aromatherapy in Palliative Care
Care of Latinos With Serious Illness
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Healing Through Art: Train the Trainer
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What Every Health Professional Needs to Know About Palliative Care

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