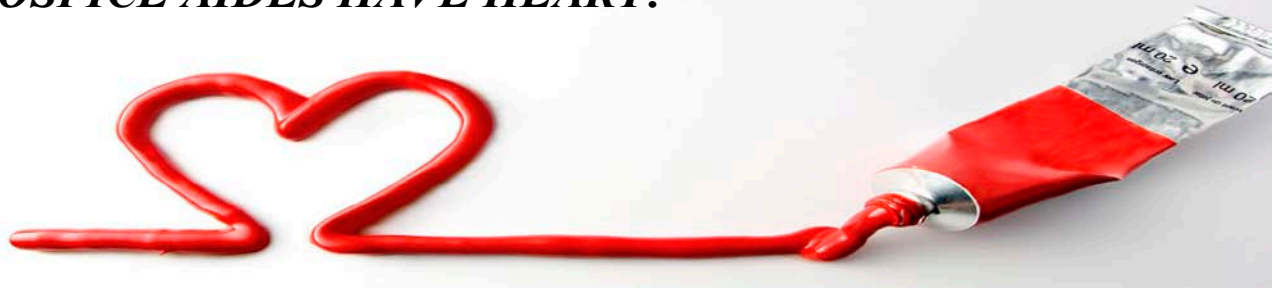


***HOSPICE AIDES HAVE HEART!***



## **Hospice Education - Aide Resource Teleconferences**

An investment in staff education is an investment in quality customer service for all types of agencies. For hospice agencies, these hour-long teleconferences can be used to help meet the 12 hours per year educational requirements under the Medicare Conditions of Participation. For all providers, an educational investment in your staff pays off in quality care!

*This year's theme is \* Nursing Assistants @ the Heart of Caring!*



[Heart Teleconference \\* July 9, 2013 \\* Noon to 1:00 pm](#)

**♥ *Communicating with the Dying Patient***

**Speaker: Cindy R. Morgan, RN, MSN, CHC, CHPN**

**Teleconference Description:** Communicating with the dying patient can some times be difficult for the care provider. We may find it hard to talk about some of the issues that the patient may bring to your attention, since you do spend a great deal of one to one time with the hospice patient. This presentation will give guidance on communication in general but more specifically to the end-of –life discussion with patient and family that you may encounter during your workday with hospice patients.

**Speaker:** Cindy R. Morgan, RN, MSN, CHC, CHPN is a certified trainer in coaching supervision, a certified Health Coach as well as a Certified Hospice & Palliative Care Nurse. Cindy has worked in various director level positions in Home Care and Hospice. Her background is in education, administration, and staff development. She has been a past Board member of the NC Center for Nursing and the NC Board of Nursing. Cindy is the Associate Vice President of Innovations. & Professional Development for the Association for Home & Hospice Care of NC.

**Heart Teleconference \* July 9, 2013 \* Noon to 1:00 pm**  
**♥Communicating with the Dying Patient**  
**Speaker: Cindy R. Morgan, RN, MSN, CHC, CHPN**

**Registration:** CHAPCA Members: \$95 per agency line per topic (live or CD – make selection below)  
Non-Members: \$190 per agency line per topic (live or CD – make selection below)

(If you prefer a CD rather than the live presentation, the CD comes with handout materials.) All you need to participate is a speaker telephone and a room large enough for your staff. It is a controlled, radio-like environment where you will gather your staff, dial a toll free number, state your verbal password and you're connected. **Registrations must be received in writing and will not be accepted without payment.**

**The teleconference takes place from 12:00 p.m. until 1:00 p.m. PST.** Due to the expense of using a teleconference hook-up, registrations may not be shared between agencies – the agency's registration covers the access of only one phone line into the teleconference. Agencies must do a separate registration for each phone line requested. Dial in instructions will be emailed to the person who was listed on the registration form 24 hours prior to the teleconference. Materials in this email will include: **dial in instructions, handouts, a sign in sheet and an evaluation form which for CE credit or a certificate of attendance needs to be completed and faxed in.**

**Registrations will not be accepted without payment:** Select:  Live Presentation  CD Presentation

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

E-mail Address (please print): \_\_\_\_\_ alt. Email \_\_\_\_\_

Phone: (    ) \_\_\_\_\_ Fax: (    ) \_\_\_\_\_

**Payment Information:** Enclosed is my check for \$ \_\_\_\_\_ (payable to CHAPCA)

Visa

MasterCard

American Express

Credit Card Number: \_\_\_\_\_ E xp. \_\_\_\_\_ Sec. Code \_\_\_\_\_

Name (as it appears on card): \_\_\_\_\_

Address (of cardholder): \_\_\_\_\_

Signature (required): \_\_\_\_\_

**Cancellation Policy: Refunds, less a \$40 administrative fee, will be sent upon written notice of cancellation received** two weeks prior to each scheduled workshop. No refunds will be given for cancellation requests received less than two (2) weeks prior to the scheduled session being cancelled, or for "no shows." Please contact the CHAPCA office if you have changes to your registration.



**Fax completed registrations to: (916) 925-3780,** or mail with payment to:  
CHAPCA, 3841 North Freeway Blvd., Suite #225, Sacramento, CA 95834.  
More info: CHAPCA - (916) 925-3770 or [info@calhospice.org](mailto:info@calhospice.org)