

HOSPICE AIDES HAVE HEART!



Hospice Education - Aide Resource Teleconferences

The Home Care Association of New Hampshire is proud to present this teleconference series for your valuable team members - the hospice aides. Each teleconference is an hour in length and will cover topics as diverse as pain management and palliative care, cultural differences regarding end of life and empowering patients and their families. Hospice Volunteers may also find the teleconferences useful. For one fee, unlimited participation is allowed from each individual site.

♥Happiness in the Workplace – November 8, 2011

(Register By: Nov. 1, 2011)

“How can I maintain my happiness in the workplace?” Being happy in this stress-filled world is a challenge in itself. Some may believe there is no way a person can be happy working in the hospice environment. This presentation will explore happiness, what it is, how we maintain our happiness while dealing with situations that may bring feelings of sadness to us.

♥Patient Centered Care – December 13, 2011

(Register By: Dec. 6, 2011)

Whoever heard of patient centered care? This is the approach that many health care settings are beginning to take with their patients. Learn what patient centered care is, how to improve your practice by providing patient centered care and what the advantages are to patient centered care.

♥Top 10 Resolutions for Excellence in Aide Performance – January 10, 2012

(Register By: Jan. 3, 2012)

We all know that the first of the year many people make resolutions to improve some aspect of their lives. In this hour, we will talk about 10 resolutions that might help you improve or maintain excellence in your work area. The information will include performance standards, safety and health.

♥The Meaning of Caring – February 14, 2012

(Register By: Feb. 7, 2012)

There may be many definitions of caring. In this presentation, we will explore the meaning of caring as it relates to end of life and the importance of demonstrating that caring attitude toward the dying patient. We will discuss actions/behaviors that are symbolic of caring. And we can't forget the challenges we may have with that difficult patient and our ability to still be able to deliver quality care that carries with it that caring approach. We'll include some helpful tips too.

♥Caring for the Stroke Patient in Hospice – March 13, 2012

(Register By: Mar. 6, 2012)

The stroke patient and family may present us with many challenges during the end of life period. This presentation will focus on some of the challenges we face as Hospice Aides when dealing with the stroke patient. We will have case scenarios related to some of the situations you may encounter in your work and talk about strategies that may be helpful.

The presenter for this series is Cindy R. Morgan, RN, MSN, CHC. Cindy is a certified trainer in coaching supervision and has worked in various director level positions in Home Care and Hospice. Her background is in education and staff development. She has been a past Board member of the NC Center for Nursing and currently she serves on the NC Board of Nursing. Cindy is AHHC's Associate Vice President of Innovations & Professional Development.

Hospice Education - Aide Resource Teleconferences – Select Your Choice Below

- ♥ **Happiness in the Workplace – November 8, 2011**
- ♥ **Patient Centered Care – December 13, 2011**
- ♥ **Top 10 Resolutions for Excellence in Aide Performance – January 10, 2012**
- ♥ **The Meaning of Caring – February 14, 2012**
- ♥ **Caring for the Stroke Patient in Hospice – March 13, 2012**

Registration: Members: \$139 per agency line per topic (unlimited participants at that site)
Members: if you prefer a CD rather than the live presentation, at \$139 per CD, please indicate that below – the CD comes with handout and certificate template.

Non-Members: \$239 per agency line per topic (live or CD – please make selection below)

Register for all 5 conferences and SAVE- Members: \$593 Non-Members: \$1093

Enjoy the convenience and cost-efficiency of a telephone workshop. There is no travel time involved and no limit to the number of attendees from your agency who may participate at your site through one phone line. 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 will take place from 3:00 p.m. until 4:00 p.m. EST. Due to the expense of using the 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. The confirmation will be emailed to you one week prior to the call to the email address you provide. **Your email confirmation will include: Details on how to dial into the teleconference on a toll-free telephone line, the handout, certificate and evaluation.**

Selection: **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 HCANH)

Visa MasterCard

Credit Card Number: _____ Exp. _____ Sec. Code _____

Name (as it appears on card): _____

Address (of cardholder): _____

Signature (required): _____

Cancellation Policy: Fees will be refunded, or invoices will be adjusted, only if **written** notice of cancellation is received two weeks prior to the workshop. In the event of cancellation, HCANH will retain or charge \$30 of the initial registration fee per registrant to cover administrative overhead. **Fax completed registrations to (603) 225-5817 or mail with payment to: HCANH, 8 Green Street, Concord, NH 03301. For assistance, call Chloe Roe at 603-225-5597 or croe@homecarenh.org.**