

## Credit Designation

**Physicians:** The Warren Alpert Medical School of Brown University designates this live activity for a maximum of 8.0 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This program qualifies for CME Credit in End of Life/Palliative Care, one of the required areas of section 6.0; 6.2.1 RI CME re-licensure requirements.

**Physicians Assistants/Nurse Practitioners:** Participants will receive a Certificates of Attendance stating this program is designated for 8.0 *AMA PRA Category 1 Credits™*. These credits are accepted by the AAPA and AANP.

**Nurses:** As an American Psychological Association approved provider CES programs are accepted by the American Nurses Credentialing Center (ANCC). Every state Board of Nursing accepts ANCC approved programs except California and Iowa, however CES is also an approved Continuing Education provider by the California Board of Registered Nursing, (Provider Number CEP15567) which is also accepted by the Iowa Board of Nursing. Nurses completing this program receive 7.5 CE hours of credit.

**Social Workers:** Commonwealth Educational Seminars (CES), provider #1117, is approved as a Provider for Social Work Continuing Education by the Association of Social Work Boards (ASWB) [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program. CES maintains responsibility for the program. ASWB Approval Period: 10/5/15 through 10/5/18. Social workers should contact their regulatory board to determine course approval. Social workers participating in this course will receive 7.5 clinical continuing education clock hours.

## Competency Areas

### ABMS:

Professionalism / Patient Care and Procedural Skills / Medical Knowledge  
Practice-Based Learning and Improvement  
Interpersonal and Communication Skills  
System-Based Practice

### IOM:

Provide Patient-Centered Care  
Employ Evidence-Based Practice  
Apply Quality Improvement

## CME Accreditation

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 Warren Alpert Medical School of Brown University and Hope Hospice & Palliative Care Rhode Island. The Warren Alpert Medical School of Brown University is accredited by the ACCME to provide continuing medical education for physicians.

## Registration / Information

Register online at:  
<https://tinyurl.com/complexcare2018>

Contact the Brown CME Office for more information:  
Phone: (401) 863-2871  
Email: [CME@Brown.edu](mailto:CME@Brown.edu)



  
**Hope Hospice & Palliative Care**  
Rhode Island  
*Touching Lives*

A Major Teaching Affiliate of The Warren Alpert Medical School of Brown University



1085 North Main Street  
Providence, RI 02904  
(401) 415-4200

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

Special thanks to Blue Cross Blue Shield of Rhode Island for supporting this program in 2017.

Hope Hospice & Palliative Care Rhode Island is accredited by the Community Health Accreditation Program (CHAP), licensed by the Rhode Island Department of Health, and certified by Medicare and Medicaid



# Complex Care Conversations

Conversations Training

CREATING A CLIMATE FOR HEALING



## Program Overview

Complex Care Conversations is an interactive curriculum designed for small groups to increase clinician ease and effectiveness in approaching goals of care conversations with patients dealing with serious, progressive illnesses. This program offers guidance in how to approach this frequently sensitive subject so that important discussions are not delayed or postponed. The sessions offer a framework for navigating these conversations that elicit patient values and preferences in a way that is mutually transformative for clinicians and patients.

### Learning Objective

The overall objective is to give clinicians key tools for effective communication, and learn skills of balancing patients' values with the medical reality when recommendations are given to patients and families. Providers will learn how to properly bill and code for these reimbursable activities. In addition, participants will receive education on bedside ethics when faced with surrogate decision makers, as well as prognostication that will enable them to guide patients and families in effective ways as patients approach the end of their life. Lastly, participants will learn techniques to reduce burnout and compassion fatigue in caring for very complex and fragile patients, creating a climate of healing for all involved.

### Who Should Attend?

Practice teams including physicians, nurses, nurse care managers, medical assistants, and other team members as well as public health professionals.



**Complex Care Conversations Faculty  
AT HOPE HEALTH**

*(L-R): Jennifer Ritzau, MD; Sarah Congleton, MS, APRN, ANP-C, ACHPN; Christine Nevins-Herbert, MD; Nancy Forte, RN, BSN; Audra Noonan, MSN, APRN, AGPCNP-BC, ACHPN; Dana Guyer, MD; Mercedes Pacheco, MD; Amy Sharron, MS, APRN, GNP-BC  
Not pictured: Donnah Mathews, MD*

### Location

**Hope Hospice & Palliative Care Rhode Island**  
1085 North Main Street, Providence, RI

### 2018 Dates

Tuesday & Wednesday	January 16 – 17	1:00 – 5:00 p.m.
Tuesday & Wednesday	February 13 – 14	1:00 – 5:00 p.m.
Monday & Tuesday	March 19 – 20	1:00 – 5:00 p.m.
Saturday	April 7	8:00 a.m. – 5:00 p.m.
Tuesday & Wednesday	May 22 – 23	1:00 – 5:00 p.m.
Tuesday & Wednesday	June 12 – 13	1:00 – 5:00 p.m.
Wednesday & Thursday	July 18 – 19	1:00 – 5:00 p.m.
Tuesday	August 21	8:00 a.m. – 5:00 p.m.
Saturday	September 22	8:00 a.m. – 5:00 p.m.
Wednesday & Thursday	October 17 – 18	1:00 – 5:00 p.m.
Tuesday & Wednesday	November 13 – 14	1:00 – 5:00 p.m.
Wednesday	December 5	8:00 a.m. – 5:00 p.m.

### Planning Committee

- Nancy Forte, RN, BSN**  
Vice President of Care Transitions and Growth Strategies  
Hope Hospice & Palliative Care Rhode Island, Providence, RI
- Cindy Hassett, MPA**  
Director, Special Projects and Grants  
Hope Hospice & Palliative Care Rhode Island, Providence, RI
- Julia Issa**  
CME Coordinator, Office of Continuing Medical Education  
Warren Alpert Medical School, Brown University, Providence, RI
- Jennifer Ritzau, MD**  
Complex Care Conversations Program Director  
Medical Director/Director of Palliative Care,  
Hope Hospice & Palliative Care Rhode Island, Providence, RI  
Board Certified Palliative Medicine Physician
- Maria Sullivan**  
Director, Office of Continuing Medical Education  
Warren Alpert Medical School, Brown University, Providence, RI

*This program is supported by the Rhode Island State Innovation Model Test Grant.*