

Credit Designation

Physicians/Physicians Assistants/ Nurse Practitioners:

The AAFP has reviewed Complex Care Conversations and deemed it acceptable for AAFP credit. Term of approval is from 07/26/2025 to 07/25/2026. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Session-Level Credit Statement: Complex Care Conversations is approved for 7.75 hours of AAFP Prescribed CME credits. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit(s)[™] toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed, not as Category 1.

Registered Nurses/Licensed Practical Nurses:

This nursing continuing professional development activity was approved by the Northeast Multistate Division Education Unit, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation for 7.0 Contact Hours.

Social Workers: This activity is designated for 7.5 Social Work Contact Hours by the National Association of Social Workers, Rhode Island Chapter.

Competency Areas

Patient Care
Interpersonal and Communication Skills
Professionalism

"The training taught me how to make a recommendation that is really based on what the patient values, that is aligned with their core values in life, so that you really understand what's going on with them from a patient story perspective."

Course Details and Registration

Fees:

REGISTRATION TYPE	FEE
Physician	\$150.00
Allied Health (NP, RN, MSW, Psych and Academics PhD, etc.)	\$95.00
Residents and Fellows	\$50.00
Students	\$25.00

Registration fee includes course workbook, CME/CE credit and lunch.

Location:

HopeHealth
1085 North Main Street
Providence, RI 02904

Time:

8 a.m. – 5 p.m.

Dates:

To view available dates and register, visit
HopeHealthCo.org/ComplexCareConversations

**Questions? Call (401) 415-4200 or email
Information@HopeHealthCo.org.**



1085 North Main Street
Providence, RI 02904

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Attleboro, MA 02703

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HopeHealthCo.org

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Complex Care Conversations

CREATING A CLIMATE FOR HEALING



Program Overview

Complex Care Conversations is a full-day training designed to help clinicians become more comfortable and effective in their conversations with patients facing serious illness.

With the right tools and training, our goal is to have important conversations sooner, more frequently, and more meaningfully throughout the course of a patient's illness.

In interactive, small group sessions, participants learn:

- Tools for navigating emotional topics with patients and peers
- A framework for goals of care conversations that honor a patient's wishes and preferences
- A guide to "words that work," helping introduce difficult topics earlier, more often, and more effectively

Participants also gain expert advice for other aspects of caring for the seriously ill. That includes sessions on assessing a patient's decision-making capacity, working with surrogate decision-makers, and formulating and discussing a prognosis.

"My conversations with patients are not only better but they're faster, and they're more effective."

Learning Objectives

Session One: Role of the Clinician reflects on the clinician's role in introducing goals of care conversations earlier in a patient's trajectory. We explore the importance of having a process for these conversations, rather than being focused on an outcome that we cannot control.

Session Two: Goals for Care and Sharing Serious News outlines a framework to help patients understand their illness and identify their priorities and values, plus a format for sharing serious news. We explore how to balance a patient's wishes with the medical reality.

Session Three: Capacity and Surrogate Decision-Making explores the hierarchy for medical decisions, provides tools for assessing decision-making capacity, and offers ways to effectively navigate conflict and strong emotions. This session also shares effective language when working with a surrogate decision-maker.

Session Four: Prognostication covers the challenges clinicians face when asked to make an educated guess about a patient's life expectancy. We suggest tools to help with these educated guesses, along with effective language to use when sharing information with patients.

Session Five: Drills Documentation, Billing and Advance Care Planning offers hands-on billing practice in small groups. We review billing and coding for Advance Care Planning, along with legal state advance directive forms.

Session Six: Redefining Hope is a reflective exercise that allows clinicians a glimpse of what it might feel like to have a serious illness themselves. Together, we explore how hope changes over the course of a serious illness.

Who Should Attend?

Clinicians working with people facing serious illness, including physicians, nurses, physician assistants, nurse practitioners, social workers, chaplains, and mental health counselors, will benefit from this course.

