



Agrace Clinical In-services for Health Care Professionals

1. Hospice & Palliative Care 101: When Is It Time to Make a Referral?

Presentation Length: 60 minutes

Helpful for any health care provider, professional caregiver or community group

Hospice and palliative care offer an extra layer of supportive care to people with serious illnesses. They can help by **treating poorly controlled symptoms, addressing disruptive behaviors, and exploring the patient's and their family's needs and wishes.** But *when* are these services the right choice for a seriously ill person? Learn more about the philosophy and practices of Agrace's hospice and palliative care services, and how they differ. We'll discuss what makes a person eligible and appropriate for hospice or palliative care, and explain the guidelines for and process of making a referral to Agrace.

2. What to Expect When Death Is Approaching

Presentation Length: 60 minutes

Helpful for anyone who is caring for people in the final weeks of life

Caring for people at end of life is a unique privilege, but this time can be anxiety-provoking for the dying person and their family, as well as for their health care professionals. Educated caregivers who feel equipped to do the work are likely to be most successful in helping people during this time. Participants will learn to **identify potential signs and symptoms of end of life, understand food and nutrition concerns at end of life,** and learn ways to provide care and comfort to the dying person and their family.

3. Declining with Dementia: Caring for Hospice Patients

Presentation Length: 60 minutes

Helpful for any clinician, family member or caregiver (can be tailored to either)

Providing care for a person with dementia is challenging and stressful, especially as they enter the last stage of the illness. How do you provide quality of life for your patient when they can no longer effectively communicate? How can you help a family make peace their loved one not knowing them anymore? This training covers **what to expect in the last stage of dementia, strategies to address common behaviors, ways to enhance quality of life, and how to support families of patients with dementia at end of life.** *Please note: This training does not discuss disease progression or medication management of dementia.*

4. Ethics in End-of-Life Care

Presentation Length: 60 minutes

Helpful for administrators, directors, providers, nurses and social workers

What do you do when a patient/resident is refusing to eat? What if the family disagrees about medical interventions? What can you say, and who can you talk to? Who ultimately makes the decision about what care you should provide? How do you navigate discussions and decisions around medical futility? Learn to recognize **ethical concerns that may arise at the end of life** and how to have conversations with patients/residents and families about these concerns. Presented by Agrace's medical ethicist, a member of our Ethics Committee.

Continued





Agrace Clinical In-services for Health Care Professionals

5. Pain Management for the Hospice Patient

Presentation Length: 60 minutes

Helpful for nurses and med-pass certified aides

Learn about and discuss the tools needed to identify and care for patients/residents in pain.

This presentation covers **pain types, assessment skills and barriers to pain control**. Interventions for pain relief will be reviewed, including medications for pain and non-pharmacological therapies.

6. Skin Care for the Hospice Patient

Presentation Length: 30 minutes

Helpful for all health care providers

Skin is the body's largest organ. As a hospice patient changes, so does their skin. Learn why people are at risk for skin breakdown at end of life and what **prevention techniques** can be implemented.

The presenter will also discuss caring for skin breakdown for a patient who is near end of life.

7. Advance Care Planning

Presentation Length: 60 minutes

Helpful for all care providers or patients and families; can be tailored to fit other audiences

Advance care planning involves making deeply personal decisions about the care you would want if you become unable to speak for yourself. The sometimes-difficult process involves evaluating beliefs and values, confronting your own mortality and exploring care options at end of life. Advance directives allow you to identify what you want and who should speak for you, and bring peace of mind—to yourself, your loved ones and your caregivers. This training will give you **ideas for how to present advance directives, steps in completing advance directives, advice on selecting a health care agent**, and other important considerations related to advance care planning.

Do you have a concern about a specific Agrace patient? We work with our long-term care partners to provide Plan-of-Care-based education about wound care, pain and symptom management, dementia management and fall-prevention techniques for our patients. Please contact Agrace staff if you have any questions about educating long-term care staff about resident goals and interventions.

Continued



Agrace Clinical In-services for Health Care Professionals

8. Grief 101: Grief Basics and Words that Comfort

Presentation Length: 30 minutes

Helpful for health care providers and others who want to understand the grief process and support someone who is grieving

When there is a death, whether in your professional or personal life, you may feel unsure about how to support those around you who are grieving. This presentation teaches the **basics of grief and the grieving process**, as well as common reactions to grief. Learn words and phrases that are helpful—and some that are hurtful—to grieving people.

9. Grief in the Health Care Workplace

Presentation Length: 30 minutes

Helpful for health care employees who experience the death of patient/clients

The work you do requires connecting with and caring for others. When it also includes experiencing the death of those you care for, the grief you experience may affect not only your professional life, but also your personal life. **Learn how repeated workplace losses can affect you, and what can help to ensure you are able to continue to care for others.**

10. Grief and the Business Professional: Tips for Supporting Grieving Employees

Presentation Length: 30 minutes

Education for organization leaders who want to be supportive of grieving employees

When an employee is grieving, their leaders and colleagues can feel uncertain how to best support them through a difficult time. Learn **practical tips for how organizational leaders can support employees who are grieving a death appropriately and compassionately**, as well as what steps you may need to take after the death of an employee.

Continued



Agrace In-services for Building Employee Engagement to Improve Patient Care

11. Engaging with Your Frontline Staff

Length: 30 minutes

An *interactive* experience with frontline staff in a long-term health care setting

Through discussion and an activity, explore topics important to your staff, such **appreciation, sense of purpose, accountability, recognition and communication**. This presentation can be tailored to themes you feel will impact your staff the most.

Presentations 12 – 16 are designed for managers and leaders in long-term health care settings.

12. Engagement 101: Steps to Improving your Workplace

Presentation Length: 30 minutes

Learn the basics of employee engagement, including how to listen, collaborate, act, assess and repeat for success. You'll hear about tactics Agrace used to improve engagement and try activities to help you develop the first steps in your employee engagement plan.

13. Getting the Job Done

Presentation Length: 30 minutes

Join us to learn tactics for **keeping your staff focused on the results you want** for your organization. Explore the difference between “doing the job” and “getting the job done.” Discover how a new approach can lead to a stronger work culture and better outcomes for your residents and co-workers.

14. Creating a Culture of Accountability

Presentation Length: 30 minutes

Learn why accountability matters and how helping your staff connect their work to the “why” behind their effort can give you a powerful backstop from which to manage. Participate in activities that help draw out these “whys” in everyday work, and learn how to use them to drive a positive culture.

15. The Role of Recognition in a Positive Work Culture

Presentation Length: 30 minutes

Learn how recognition motivates your staff to excel and provide high-quality care. Hear how the power of asking can lead to the most effective recognition outcomes. Try activities to help you develop the first steps in your engagement and recognition plan.

16. Case Study: Becoming a Best Place to Work

Presentation Length: 30 minutes

Hear the steps Agrace has taken to build an award-winning engagement program (and become a 4x Best Place to Work!). Explore the tactics that have worked for Agrace and participate in activities that will help you develop the first steps in your employee engagement plan.

These presentations are led by Andy Boryczka, Agrace's director of employee and volunteer engagement, and his staff. To schedule an in-service about employee engagement and its effect on providing high-quality resident/patient care, **please contact your Agrace liaison.**