

Difficult Conversations: Palliative Care and End-of-Life Encounters- Part 2

Date: November 04, 2017

Location: Lowell General Hospital, 295 Varnum Avenue, Lowell MA 01854

Time: Registration: 8:30am **Program:** 8:45 am to 12:30 pm

Regular Fee: \$ 30.00

CEU Fee: \$30.00 includes certificate of completion: CCHI 3.25 CEU hours of instruction have been approved.

Education Level: Intermediate to Advanced

Agenda

8:30am - 8:45 am	Registration & Refreshments, Sign In
8:45 – 10:45 AM	Program
10:45 – 11:00 AM	Break
11:00 AM–12:30 PM	Program
12:30 PM	Evaluation & Sign Out

Description:

Palliative care and end-of-life conversations across linguistic and cultural barriers can be both intellectually and emotionally challenging requiring clinicians and interpreters both to employ their skills and with patience, assertiveness and care. It also requires excellent teamwork and partnership between clinicians and interpreters. As these encounters can be infused with fear, ambivalence and complicated personal and cultural differences it is essential that interpreters have the skills required to effectively partner with clinicians. After reviewing palliative care philosophy of communication and commonly used terms taught in Part 1, we will review the skills required for effective communication with palliative care clinicians. Participants will be engaged in unique role plays offering them an opportunity to practice assertively interjecting themselves into team huddles, interrupting family meetings to provide cultural and other opportunities to practice effective teamwork. In addition, we will discuss the emotional toll serious illness conversations have upon patients, family members and providers while reviewing commonly used scripts for such conversations. Samples of mindfulness based stress reduction will be repeated throughout the workshop to further impart self-care skills among participants.

Required material: Working pens/pencils

Learning Objectives: Medical interpreters participating in this training program will be able to:

- a. Participants will recognize commonly used terms in palliative care along with the philosophy of this interdisciplinary field.
- b. Participants will practice asserting themselves as team members and cultural mediators preparing for family meetings and other challenging encounters.

- c. Participants will recognize serious illness conversations often employed by palliative care clinicians.
- d. Participants will practice self-care through mindfulness based stress reduction techniques.

About the Trainer:



Jessica Goldhirsch, LCSW, MSW, MPH is a clinical social worker with the Brigham and Women’s Hospital/Dana Farber Cancer Institute Adult Palliative Care Consult Service. Previously, Ms. Goldhirsch developed an interpreter services department, trained providers working with interpreters and provided continuing education for staff interpreters. She has been designing and delivering innovative workshops for professional medical interpreters throughout Massachusetts, for over fifteen years. She has served on the boards of the Forum on the Coordination of Interpreter Services and the Massachusetts Medical Interpreters Association. She is a member of the National Council on Interpreting in Health Care and the National Association of Social Workers.

Certificates & Completion Requirements:

Participants are expected to sign-in and out, attend the entire program, and complete an evaluation. Certificates will be distributed to participants post program by mail. Participants will not receive a certificate of completion until payment has been received. Upon satisfying payment the certificate will be mailed from the Mass AHEC Network.

Refunds:

Mass AHEC Network does not provide refunds after 10 full calendar days prior to the date of the program. If an individual requests a refund after that due to illness a partial credit towards a conference occurring in the same fiscal year may be issued if Mass AHEC Network is notified before the close of business the day prior to the conference. Credits for cancellation due to illness will only be issued once per fiscal year per learner.

Special Requests: If you are hearing impaired, or are a person who is differently abled who requires accommodations, please contact Mass AHEC Network 15 days prior to the training.

Information: Mass AHEC Network:

Lisa Morris, Director of Medical Interpreter Training

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