

Hospice Aides Learn in a SNAP!

Aide SNAP Packets ©AHHC

Superior Nurse Aide Performance

As you know, Medicare Conditions of Participation require that aides accrue a minimum of twelve hours of training every twelve months. Other federal and state laws also mandate training. These requirements may be difficult to achieve cost effectively for your agency. **Our *SNAP Packets* audio conferences and training modules are already developed to save your professional staff time and are an efficient, proven way to provide your aides with the required training hours and at a low cost to your agency!**



These audio conferences cover a wide range of topics for the hospice aide including Pain & Symptom Management, Communicating with the Dying Patient, Professional Boundaries and Maintaining Them, Infection Control Practices for the Hospice Aide and Common Behaviors Encountered in the Hospice Patient.

What Hospice Aides Are Saying About the SNAP Packets

“I really like these in-service teleconferences because the speaker really holds my attention and I am not distracted which helps me soak in the information.”

What is in a SNAP Packet?

Each SNAP Packet contains a CD on a specific hospice aide training topic, handouts, a post-test with answer sheet and a certificate of completion template. You may select just one audio conference or purchase several together for a significant cost savings.

Ideas on how to use the SNAP Packets! Hospice aides and/or volunteers may individually listen to the audio and complete the post test or you may present the audio conference in a group setting in your agency.



For More Information...

For more information on the ***SNAP Packets***, please contact Richard Fowlkes at richardfowlkes@homeandhospicecare.org or at 919-848-3450.

Pricing:

Individual SNAP packets - \$95

Buy 3 for \$139, save almost \$150

Buy 12 for \$499, save over \$600

TOPIC DESCRIPTIONS

- 1. Pain & Symptom Management:** A major focus of caring for the hospice patient is pain management. Unfortunately, generally pain is undertreated causing patients to suffer. This presentation will concentrate on signs and symptoms to look for that may indicate your patient is in pain. We will also point out special challenges of dealing with patients who are unable to tell you that they are in pain.
- 2. Documentation:** Hospice documentation has become a major focus among those who are auditing the hospice records for various reasons. Learn how to ensure that the Hospice Aide documentation meets the acceptable standards of our organizations as well as those who may be reading our records for quality review, legality and payment purposes.
- 3. Non-Cancer Diagnoses:** As you probably already know, the number of patients we see in hospice who have a diagnosis other than cancer continues to grow. In 2008, almost 62% of hospice patients had non-cancer diagnoses. We will discuss some of the more common of those diagnoses such as heart disease, dementia, neuromuscular disease as well as tips for caring for these patients.
- 4. Communicating with the Dying Patient:** Communicating with the dying patient can sometimes be difficult for the care provider. We may find it hard to talk about some of the issues that the patient may bring to your attention, since you do spend a great deal of one to one time with the hospice patient. This presentation will give guidance on communication in general but more specifically to the end-of –life discussion with patient and family that you may encounter during your workday with hospice patients.
- 5. Preventing Burnout among Hospice Aides:** Dealing with the emotions associated with death and dying on a daily basis, along with the issues that accompany this time in our patients’ lives can result in burnout among the healthcare providers. This presentation will address the signs of burnout, and measures we can implement to prevent it.
- 6. Professional Boundaries and Maintaining Them:** Caring for a dying patient and their family can be emotionally draining. Often times the aide will find themselves experiencing many of the same feelings and emotions as the patient or family. This presentation will offer guidance in maintaining a professional role and relationship, while understanding that as caregivers, our role is to provide empathy and support.
- 7. What Does It Mean to be a Member of the IDG:** The IDG will be defined, why we have it and define the role of each member. Specifically we will discuss the role of the Hospice Aide as a member of the group, as well as how we may communicate and information that is appropriate to communicate to the IDG.
- 8. Infection Control Practices for the Hospice Aide:** This presentation will explore how to prevent and control infections among our hospice patients. Prevention is key when working with the hospice patient who already may have a compromised immunity. Learn the role of the Hospice Aide in this important aspect of our day to day responsibilities.
- 9. Safety in the Hospice Setting:** As an integral part of the Hospice team you work diligently to carry out the mission of hospice. This presentation will be for you as individuals first and then as members of the Hospice team. We will cover the safety and well being of the Hospice Aide. The importance of maintaining safety at all times, how to do that, what to do in emergency situations and tips on taking care of you.
- 10. Common Behaviors Encountered in the Hospice Patient:** Hospice Aides may encounter many different behaviors from patients as they do their job on a daily basis. This presentation will identify some of the more common behaviors that patients present and give strategies on ways to deal with them. The grieving process will also be a part of this discussion as it relates to different behaviors you may see.
- 11. Signs & Symptoms to Look for in the Dying Patient:** This presentation will list common signs & symptoms of the dying patient. Managing this very crucial period for the patient is an important part of the hospice team. Having a basic understanding of what to expect is crucial for preventing the Hospice Aide from being overwhelmed. This knowledge will provide a more prepared Aide for this moment in their workday.
- 12. Depression and the Hospice Patient:** Depression is very prevalent in all walks of life today. It is especially, in the hospice population where our patients are dealing with end of life and issues that go along with this aspect of living. This teleconference will cover the signs and symptoms of depression and your role in dealing with patients who are depressed.

13. Caring for Patients with Life-Limiting Stroke: Learn about the special needs of the patient and family faced with a life-limiting stroke. A holistic perspective of the care needed by the patient and family will be covered in this presentation.

14. Staying Safe in the Working World: The workplace for Hospice Aides is a bit different than the workplace for other folks. This presentation will concentrate on a variety of risk areas we should be prepared for in the Hospice Aide workplace such as personal safety, highway safety and the safety of the patient and family in the home setting.

15. Caring for a Veteran in Hospice: Caring for our Veterans is an honor. Learn some facts about these special people who have given so much for our freedom. This presentation will help you know more about veterans and our opportunity to care for them during one of the most special times of their lives. Learn unique facts from the different war eras that may be helpful as you care for the Veterans in your community.

16. Importance of Good Skin Care in Hospice: A major concept of hospice is comfort. The skin, which is the largest organ of the body, plays a major part of whether a patient is comfortable or not. This presentation will cover functions of the skin, common skin problems we may encounter with the hospice patient and measures to help maintain the integrity of the skin.

17. HIPAA for the Hospice Aide: So how does HIPAA affect the work I do while I am caring for my patients and just doing my job? We will explore this and point out tips to make sure we maintain the confidentiality of our patients by examining some patient scenarios that might arise in your workplace.

18. Caring for Patients with Neurologic Disorders: This presentation will cover the more common neurological disorders that Hospice Aides may encounter. We will discuss the challenges associated with them and strategies to help when caring for the hospice patient with Neurological illness.

19. End Stage Renal Disease: Renal failure refers to temporary or permanent damage to the kidneys that results in loss of normal kidney function. There are two different types of renal failure--acute and chronic. This presentation will focus on the chronic end stage renal failure. The manifestations of renal failure and interventions for caring for these patients and their families will be discussed in this teleconference.

20. Patient-Centered Care: 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.

21. What is QAPI: When seeing these letters QAPI, we may wonder what does this have to do with my job responsibilities. This presentation will explain what QAPI is, why we have it and the role of the Hospice Aide in meeting the requirements of an effective program.

22. Understanding Dementia: The number of dementia patients being admitted to Hospice is gradually increasing. Dementia/Alzheimer's patients can sometimes be a challenge for the caregiver as well as the Hospice staff. This presentation will describe dementia and Alzheimer's disease and will identify the stages and what you might see in the various stages of the disease process. We will also learn helpful measures to aid you in working with these patients and families.

23. The Meaning of Caring: 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.

24. Happiness in the Workplace: "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.

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