



Reducing Healthcare-Acquired Conditions in Nursing Homes

Delivering Serious News & Empathic Communication Skills

Tuesday, Oct. 4, 2016 • 12:30-2 p.m. Mountain Time, 11:30 a.m.-1 p.m. Pacific Time

Webinar Objectives

Participants will be able to:

- Describe the steps involved in delivering serious news
- Describe how strong emotions affect patient's decision making
- Describe six techniques for responding to emotion with empathy

Target Audience

Social workers, nurses, and physicians in hospitals, post-acute and long-term care settings

Speaker: Shaida Talebreza, MD, AGSF, FAAHPM, HMDC

Dr. Shaida Talebreza serves as associate professor of Geriatric Medicine at the University of Utah. She is the medical director for Inspiration Hospice (a Hospice and Home Health teaching site for the University of Utah), and also serves as a geriatrician and palliative care specialist for the George E. Wahlen, Salt Lake City Veterans Affairs Medical Center. Dr. Talebreza works closely with the VA National Center for Ethics in Health Care on the Life-Sustaining Treatment Decisions Initiative. The goal of the initiative is to develop new practices for ensuring that the values, goals and life-sustaining treatment decisions of seriously ill veterans are elicited, documented and honored. She is board certified in family medicine, geriatric medicine, and hospice and palliative medicine.

To Participate

(Please join the event 15 minutes prior to the start time.)

1. Go to <https://qualitynet.webex.com>
2. Locate the event you wish to join, click "Join Now" (located to the right of the event title).
3. Enter your name and email address as prompted.
4. Enter the password: **Health**
(The automatic system set-up should start at this point. If a dialogue box appears, click "Run."
Please note, the automatic system set-up does take a few minutes to complete.)
5. Dial into the teleconference: **1-888-896-0862** Access code: **43303438**
6. If you have questions or problems accessing the meeting, call the General Dynamics Information Technology WebEx Helpline at 1-540-347-7400 x390.

Questions

Contact Michelle Carlson, mcarlson@healthinsight.org or (801) 892-6646

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