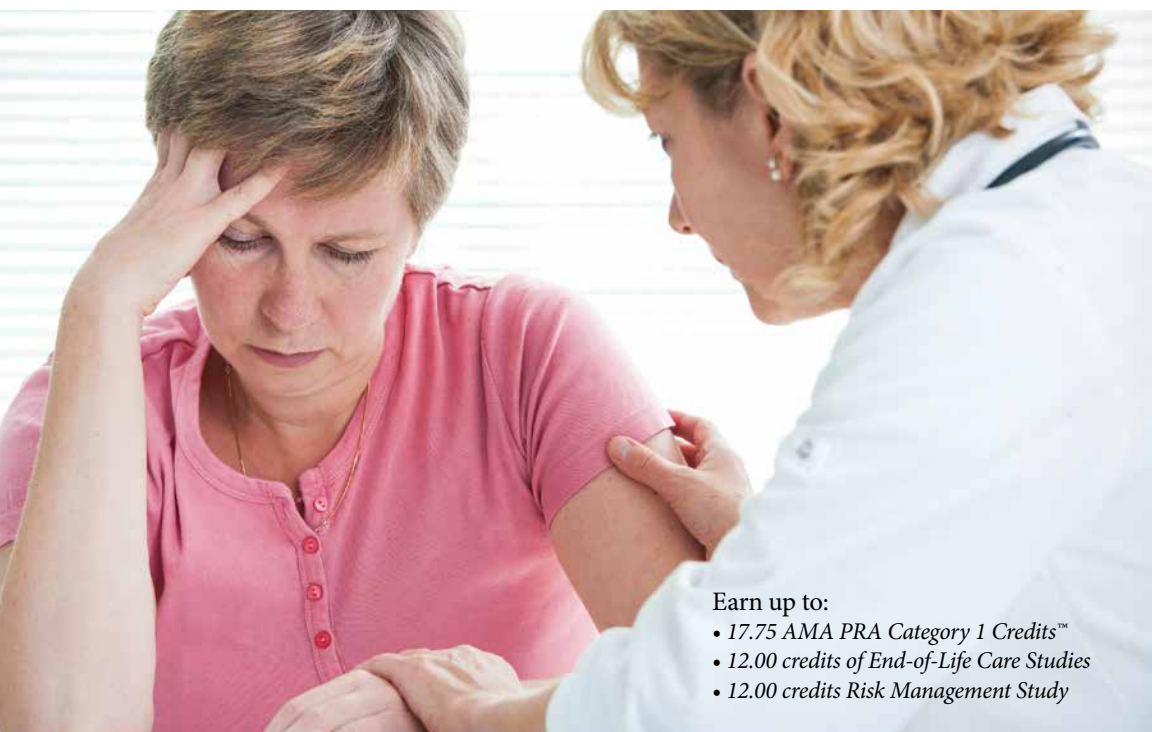# HARVARD
MEDICAL SCHOOL

Communication in Serious Illness

June 4–6
2015
Boston, MA

Earn up to:
- *17.75 AMA PRA Category 1 Credits™*
- *12.00 credits of End-of-Life Care Studies*
- *12.00 credits Risk Management Study*

Register at **SeriousIllness.HMSCME.com**

Learn how to:

Use a structured, evidence-based approach to communication about serious illness care goals

Support patients' serious illness care goals across the illness trajectory

Improve serious illness care planning across your system

Practical, evidence-based instruction to:

- Enhance your personal effectiveness and comfort in conducting end-of-life discussions
- Compassionately handle patient and family emotional responses to such discussions
- Facilitate alignment of patient goals with the care they receive
- Promote appropriate use of healthcare resources
- Teach your colleagues how to conduct more effective serious illness care conversations
- Implement a new process for serious illness communication in your institution

Take-home tools include: a conversation guide, guides for patients and families, and action plans

Dear Colleague,

Caring for patients with serious illness, especially those who are approaching the end of life, is one of the most challenging responsibilities in clinical work. In this course, Communication in Serious Illness, you will learn new ways to improve patient outcomes in serious illness. You will engage in active learning and personalized training about evidence-based strategies for end-of-life conversations. You will have opportunities to observe and reflect on different communication approaches, acquire concrete skills for conducting effective conversations about care goals, practice and receive feedback on these skills, and get help developing a strategy for implementing change in your own institution. Equally important, during your three days in Boston, you will become part of a learning community that can support you in effecting change in your own practice and in your institution.

Our experience has taught us that changing the emphasis in these "goals of care" conversations to a focus on patients' priorities and preferences not only improves clinical care, but also deepens the connections we have with our patients, and helps reconnect us with our deepest ideals about what clinical care should be. Having the opportunity to share this learning with colleagues adds another dimension of meaning and accomplishment.

Our teaching approach is to engage you as both experts and learners. You already know a great deal about the challenges in developing patient-centered treatment plans. Building on this background, we hope to provide you with tools: a strategy for identifying appropriate patients, a Serious Illness Conversation Guide to help you structure conversations about this difficult topic in a patient-centered and efficient way, resources for patients to share with family members, and a structure for optimal training of other clinicians about eliciting patient goals and values.

Building on more than fifteen years of teaching about communication through the Harvard Medical School Center for Palliative Care, we have reached thousands of clinicians from around the world. We join now with Ariadne Labs to enlist its deep experience in implementing change, and offer you the opportunity to work together in small groups to develop the intimacy that comes from sharing our challenges and expertise. You will go home with new skills, a sense of empowerment to change your practice, engagement in an exciting learning community, and a deepened commitment to patient care. Please join us.

Susan D. Block, MD
Chair, Department of Psychosocial Oncology and Palliative Care
Dana-Farber Cancer Institute and Brigham and Women's Hospital
Director, Serious Illness Care Program, Ariadne Labs
Co-Director, Harvard Medical School Center for Palliative Care

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Course Overview

This intensive two-and-a-half-day course fills a significant gap for clinicians who seek to learn, practice and train others in using and implementing a Serious Illness Care Program (SICP) at their local institution. Derived from evidence-based best practices, the SICP is a multi-component intervention that aims to support clinicians in generating a personalized serious illness care plan for patients in the last year of life.

Learning Objectives

Upon completion of this course, participants will be able to:

- Outline ways that improving communication about serious illness goals and values improves the quality of care received by patients with advanced illness and their families
- Consider the principles of a checklist approach to complex care processes
- Use a systems approach to improving conversations about serious illness care goals, including population identification, triggers and algorithms, training, and electronic health record documentation templates
- Utilize an evidence-based, structured approach to Serious Illness Communication with their own patients
- Teach other clinicians how to use the Serious Illness Conversation Guide and other elements of the Serious Illness Care Program (SICP)
- Assess barriers and facilitators in implementation and dissemination of the SICP in participant's own setting
- Create a draft Action Plan to operationalize and implement the SICP in the participant's own setting
- Evaluate strategies that are effective in engaging leadership and clinicians, gaining system-wide buy-in for change, and evaluating the impact of the Serious Illness Care Program within a healthcare organization or system

Unique Teaching Methods and Key Take-Home Tools

Teaching and learning methods will include:

- Personalized support and feedback in developing an institution-specific plan for implementing a Serious Illness Care Program at participants' home sites
- Interactive discussion in large and small groups
- Demonstration and practice using the Serious Illness Communication Guide, with personalized feedback
- Teaching demonstration and opportunities to practice teaching others about the use of the Communication Guide
- Coaching on engaging, training and supporting clinicians and administrators in implementing the Serious Illness Care Program

Attendees leave this course with:

- Resources for patients to share with family members
- Action plans
- A guide to help you structure conversations about this difficult topic in a patient-centered and efficient way
- Structure for optimal training of other clinicians in your organization on the best ways to elicit patient goals and values

ARIADNE LABS

BWH BRIGHAM AND WOMEN'S HOSPITAL

HARVARD SCHOOL OF PUBLIC HEALTH

DANA-FARBER CANCER INSTITUTE
Psychosocial Oncology and Palliative Care

HARVARD MEDICAL SCHOOL
Center for Palliative Care

Agenda

7:45–8:30	*Registration and Breakfast*
8:30–8:45	**Introduction to Course Purpose and Structure** Susan D. Block, MD
8:45–10:00	**Making Serious Illness Care Better*** Atul Gawande, MD, MPH
10:00–10:30	*Break*
10:30–12:00	**Defining Failures in Serious Illness Communication: Where We Go Wrong*** Susan D. Block, MD
12:00–1:00	*Lunch (on your own)*
1:00–1:30	**The Serious Illness Care Program (SICP) Overview*** Rachelle E. Bernacki, MD, MS
1:30–2:45	**Serious Illness Care Guide (SICG) Demonstration and Debriefing*** Rachelle E. Bernacki, MD, MS and Susan D. Block, MD
2:45–3:15	*Break*
3:15–5:15	**Serious Illness Care Guide: Skills Practice I*** Small Group Faculty

Program changes/substitutions may be made without notice.

*Meets criteria for Risk Management Credit and End-of-Life-Care Studies in Massachusetts.

Who Should Attend

We invite all physicians, nurse practitioners, registered nurses, physician assistants, healthcare leaders, and social workers who work with patients with serious illness and their families, or who teach other clinicians about serious illness communication skills, to attend this course.

Accommodation

Venue
Omni Parker House • 60 School Street • Boston, MA 02108
(617) 227-8600 or 1-888-444-OMNI

Accommodations and Travel
A limited number of rooms have been reserved until May 13, 2015 at the Omni Parker House hotel. Please specify that you are enrolled in this course to receive a reduced room rate of $289 single/double. You may also make online reservations by visiting SeriousIllness.HMSCME.com.

Please do not make non-refundable travel arrangements until you have received an email from the HMS DCE office confirming your paid registration.

Special Keynote Address from Atul Gawande, MD, MPH
Author of *Being Mortal: Medicine and What Matters in the End*

Photo by: Aubrey Calo

Under the direction of

Susan D. Block, MD
Rachelle E. Bernacki, MD, MS
J. Andrew Billings, MD

Agenda

Friday, June 5, 2015	
7:45–8:30	*Breakfast*
8:30–8:45	*Announcements and Outline of the Day*
8:45–9:45	**Performance Improvement: A Systematic Structure** William Berry, MD, MPH, MPA
9:45–10:15	*Break*
10:15–12:15	**Challenging Scenarios: Skills Practice II Round Robin*** Small Group Faculty
12:15–1:15	*Lunch (on your own)*
1:15–2:45	**How to Train Others to Use the Serious Illness Conversation Guide: Key Principles and Demonstration*** Susan D. Block, MD and Andy Billings, MD
2:45–3:15	*Break*
3:15–5:15	**How to Train Others to Use the Serious Illness Conversation Guide: Practice Training Session*** Faculty
5:15–5:45	**A Model Electronic Health Record Documentation System and/or Template to Support the SICG** Rachelle E. Bernacki, MD, MS and Eliza P. Shulman, DO, MPH

* Meets criteria for Risk Management Credit and End-of-Life-Care Studies in Massachusetts.

Accreditation

The Harvard Medical School is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Harvard Medical School designates this live activity for a maximum of *17.75 AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Risk Management Credits

This activity meets the criteria of the Massachusetts Board of Registration in Medicine for **12.00 credits of Risk Management Study**. This includes **12.00 credits of End-of-Life Care Studies** (qualifying sessions are marked with an asterisk).

Please check your individual state licensing board requirements before claiming these credits.

The Royal College of Physicians and Surgeons of Canada recognizes conferences and workshops held outside of Canada that are developed by a university, academy, hospital, specialty society or college as accredited group learning activities.

AMA PRA Category 1 Credits™ claimed by physicians attending live events certified and organized in the United States for *AMA PRA Category 1 Credits™* can be claimed through the agreement on mutual recognition of credits between UEMS and AMA, considered as being equal to the **European Continuous Medical Education Credits** (ECMEC©) granted by the UEMS. One *AMA PRA Category 1 Credit™* is equivalent to one (1) hour of European EACCME Credit (ECMEC©), therefore up to 17.75 ECMEC© Credits are available. Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

ACGME Competencies

This course is designed to meet one or more of the following Accreditation Council of Graduate Medical Education competencies:

- Patient care
- Medical knowledge
- Professionalism
- Interpersonal and communication skills
- Practice-based learning and improvement
- System-based practice

Agenda

Saturday, June 6, 2015

Time	Session
7:45–8:30	*Breakfast*
8:30–9:15	**Implementation Strategies** Susan D. Block, MD and Lisa Hirschhorn, MD, MPH
9:15–10:00	**Perspectives on Implementation and Panel Discussion** Susan D. Block, MD
10:00–10:15	*Break*
10:15–12:00	**Action Plan Workshops** Implementation Faculty
12:00–1:00	**Presentation Focused on Innovative Ideas and Next Steps** Susan D. Block, MD
1:00–2:30	**Optional Lunch Discussion: The Serious Illness Care Collaborative** (brown bag lunch)[†] Susan D. Block, MD; Rachelle E. Bernacki, MD, MS; and faculty

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[†] List of local eateries provided on site.

Course Directors

Susan D. Block, MD
Chair, Department of Psychosocial Oncology and
    Palliative Care, Dana-Farber Cancer Institute and
    Brigham and Women's Hospital
Director, Serious Illness Care Program, Ariadne Labs
Co-Director, Harvard Medical School Center for Palliative Care
Professor of Psychiatry and Medicine, Harvard Medical School

Rachelle E. Bernacki, MD, MS
Director of Quality Initiatives, Division of Adult Palliative Care,
    Department of Psychosocial Oncology and Palliative Care,
    Dana-Farber Cancer Institute and Brigham and Women's
    Hospital
Associate Director, Serious Illness Care Program,
    Ariadne Labs
Assistant Professor of Medicine, Harvard Medical School

J. Andrew Billings, MD
Consultant, Cambridge Health Alliance
Former Director, Palliative Care Service,
    Massachusetts General Hospital
Co-Investigator, Serious Illness Care Program,
    Ariadne Labs
Co-Director, Harvard Medical School Center for Palliative Care
Associate Professor of Medicine, Harvard Medical School

Special Guest Faculty

Atul Gawande, MD, MPH
Surgeon, Brigham and Women's Hospital
Executive Director, Ariadne Labs
Professor, Harvard Medical School
Professor, Harvard School of Public Health

Faculty

Corrine Alexander, MD
William Berry, MD, MPH, MPA
Heidi Blake, MD
Mary K. Buss, MD, MPH
Robert A. Cohen, MD, MSc
Zara Cooper, MD, MSc, FACS
Richard D. Goldstein, MD
John D. Halporn, MD
Doreen Harvey, RN, BSN, CCM, NC-BC
Lisa Hirschhorn, MD, MPH
Vicki Jackson, MD
Juliet Jacobson, MD
Mihir Kamdar, MD
Joshua R. Lakin, MD
Rich Lawson, PhD
Cindy Lien, MD
Jo Paladino, MD
Julia Ragland, MD
Barbara Reville, DNP, CRNP, ACHPN
Justin Sanders, MD, MSc
Kristen Schaefer, MD
Katherine Semrau, PhD, MPH
Eliza P. Shulman, DO, MPH
Sarah Slater, MD
Jane deLima Thomas, MD, FAAHPM

Register at **SeriousIllness.HMSCME.com**