

PLENARY SESSIONS

**Opening Plenary – Friday, December 4
8:30 am – 10:00 am**

Last Acts: Discovering Possibility and Opportunity Near the End of Life

David Casarett MD, MA completed his medical training at Case Western Reserve University. His additional training included a Master's degree in medical anthropology at CWRU and fellowships in ethics at the University of Chicago and in Palliative Medicine at the University of Pennsylvania. He is an Associate Professor in the Division Geriatrics at the University of Pennsylvania, medical director for research and quality for the National Hospice and Palliative Care Organization, and Director of the VA national PROMISE Center (Performance Reporting and Outcomes Measurement to Improve the Standard of Care at End-of-life). His research to understand and improve end-of-life care has been supported by numerous grants from NIH, the Department of Veterans Affairs, and many foundations. Dr. Casarett is also the author of *Last Acts: Discovering Possibility and Opportunity Near the End of Life*, which will be published by Simon & Schuster in January, 2010.



ter - more useful, more important, more meaningful – than others? Dr. Casarett explores these and other questions in this presentation, which is based on his upcoming book of the same title.

Drawing on his own experience as a palliative care physician and researcher, as well as on examples from history and current events, Casarett describes a variety of ways in which people choose to use their time when that time is limited. Leaving a legacy, strengthening relationships with family, celebrations, revenge and altruism are just a few of the "last acts" that his patients and many other people have chosen. Using stories and images, Casarett weaves together a tapestry that describes the possibilities that exist at the end of life, and he offers suggestions for ways in which we can help others to choose the last acts that are right for them.

At the completion of this session, participants will be able to:

- Identify "last acts" that are important to people at the end of life;
- Describe ways that hospice and palliative care professionals can assist people with their chosen last acts/important goals at the end of life; and
- Discuss the potential for growth and new possibilities inherent in the end-of-life experience.

What would you do if you had an hour to live? A day? A week? How would you use your time? And are there some ways of using that time that are bet-

**Plenary II – Saturday, December 5
8:30 am – 9:45 am**

Got Volunteers? Measuring Processes and Outcomes to Increase the Impact of Volunteer Services

Joan M. Teno MD, MS
Kathy Roble MS
and Faculty TBA

Joan M. Teno MD, MS is a Professor of Community Health and Medicine and Associate Director of the Center for Gerontology and Health Care Research at the Warren Alpert School of Medicine at Brown University. She is a health services researcher, hospice medical director, and board-certified internist with added qualifications in Geriatrics and Palliative Medicine. Dr. Teno has served on numerous advisory panels including the Institute of Medicine, World Health Organization, American Bar Association and as grant peer reviewer



PLENARY SESSIONS

for the National Institutes of Health. Both as a researcher and clinician, Dr. Teno has devoted her career to understanding how to measure and improve the quality of end-of-life care for vulnerable populations. She is an Associate Medical Director at Home and Hospice Care of Rhode Island. Her current research is focused on the quality of care for persons with serious illnesses, especially those residing in the nursing home setting. Information about some of Dr. Teno's research efforts can be viewed by visiting her websites at www.chcr.brown.edu/pcoc/toolkit.htm and www.chcr.brown.edu/dying/factsondying.htm.

We all know the importance that volunteers play in hospice. In this plenary session, Dr. Teno will share the results of her research on volunteer utilization to help attendees demonstrate the value of volunteer services.

Following Dr. Teno's presentation, a panel of hospice volunteer managers/leaders will discuss the impact of this data, the value of contributing to data collection to measure outcomes and suggest ways that participants can both utilize this information and serve as advocates for volunteer services in their hospice programs.

At the completion of this session, participants will be able to:

- Demonstrate the measurable impact volunteers make on patients/families;
- Discuss the correlation between volunteer utilization and overall perception of the quality of hospice care received;
- Identify a target goal of hospice volunteer utilization for your program; and
- Describe strategies to promote the importance and value of volunteers to organizational leadership.



Closing Plenary – Sunday, December 6 8:30 am – 9:45 am

Caregiving without Regrets: Helping Families in Our Care

Vicki Rackner MD, the founder of The Caregiver Club, is a board-certified surgeon who left the operating room to help caregivers avoid burnout, manage dark feelings and speak up with their doctors. She tells stories based on her experiences as a physician, a patient and family caregiver. Dr. Vicki, as she has come to be known, is a nationally-noted expert in the doctor-patient relationship regularly quoted in publications like *The Wall Street Journal*, *Reader's Digest* and *USA Today*, to name a few.



Dr. Vicki's practical tips about exactly what to do and say have changed the lives of thousands of caregivers. She tells the truth and inspires audiences with the hopeful message that we can and will meet any challenges that come our way. Her most recent book, *Caregiving without Regrets: 3 Steps to Avoid Burnout and Manage Disappointment, Guilt and Anger*, is just out.

Family members providing care to seriously ill loved ones are often tormented with all kinds of regrets; things they did too much of, not enough of, too soon, too late, too harshly, too passively. They may be burned up, burned out, riddled with guilt and exhausted.

How can we best serve the family members who are in our care; who not only need a helping hand but someone who can help them transform their feelings of guilt and regret? Dr. Vicki will help us see that the most effective caregivers are those that live fully in their own right. Dr. Vicki will guide and teach us how to be more effective helpers to the caregivers in our care, ensuring they understand that they are not alone, helping them to get and stay connected and providing them with the magical elixir of hope.

At the completion of this session, participants will be able to:

- Discuss common regrets that caregivers experience;
- Identify ways that hospice and palliative care professionals and volunteers can help caregivers transform feelings of guilt and regret; and
- Discuss hospice and palliative professionals' and volunteers' roles of facilitating caregiving without regret.