Delivering Serious News & Empathic Communication Skills

Tuesday, Oct. 4, 2016 • 12:30- 2:00 p.m. Mountain 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**](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](mailto:mcarlson@healthinsight.org) or (801) 892-6646

*Webinar and information provided by the Lake Superior QIN-QIO, serving Minnesota, Michigan, and Wisconsin, in partnership with the QIN-QIOs representing Alaska, Colorado, Hawaii, Illinois, Iowa, Kansas, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Utah and Wyoming.*

*This material was distributed by HealthInsight, the Medicare Quality Innovation Network-Quality Improvement Organization for Nevada, New Mexico, Oregon and Utah, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 11SOW-C2-16-80*

This material was prepared by HealthInsight, the Medicare Quality Innovation Network - Quality Improvement Organization for Nevada, New Mexico, Oregon and Utah, under contract with the Centers for Medicare & Medicaid Services (CMS), and agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. publ #