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

Earn up to:
• 17.75 AMA PRA Category 1 Credits™
• 11.50 credits of End-of-Life Care Studies
• 11.50 credits Risk Management Study
• 17.75 Continuing Nursing Education Credits

Register at https://www.hmscmeregistration.org/734654-1602

Communication in Serious Illness
An Innovative Approach to Clinical Care and Quality Improvement

June 22–24
2016
Boston, MA

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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, you will learn a systematic approach to improve “goals of care” conversations at your institution. Shifting the focus to patients’ priorities and preferences and away from procedures not only improves clinical care, but also deepens the connections we have with our patients, helping reconnect us with our deepest ideals about what clinical care should be.

You will leave the course with practical tools, including: a way to identify appropriate patients, a Conversation Guide to help you structure conversations in a patient-centered and efficient way, resources for patients to share with family members, and a structure for training other clinicians. These approaches have been refined in years of clinical trials specific to serious illness care, and bolstered by Ariadne Labs system change experts involved in making surgery and childbirth safer around the globe.

This course will provide you with new skills, a sense of empowerment to change your practice, and engagement in an exciting learning community. Please join us!

Susan D. Block, MD  
Director, Serious Illness Care Program, Ariadne Labs  
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
Course Overview

Course Description
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.

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

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 SICP
• Assess barriers and facilitators in implementation and dissemination of the SICP in the 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 SICP at participants' home sites
• Interactive discussion in large and small groups
• Demonstration and practice using the Serious Illness Conversation Guide, with personalized feedback
• Teaching demonstration and opportunities to practice teaching others about the use of the Conversation 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
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>7:30–8:30</td>
<td>Registration and Breakfast</td>
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<tr>
<td>8:30–9:00</td>
<td><strong>Introduction to Course Purpose and Structure</strong></td>
<td>Susan D. Block, MD</td>
</tr>
<tr>
<td>9:00–10:00</td>
<td><strong>Making Serious Illness Care Better</strong></td>
<td>Atul Gawande, MD, MPH</td>
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<tr>
<td>10:00–10:30</td>
<td><strong>Break</strong></td>
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<tr>
<td>10:30–11:45</td>
<td><strong>Defining Failures in Serious Illness Communication: Where We Go Wrong</strong></td>
<td>Susan D. Block, MD</td>
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<tr>
<td>11:45–1:00</td>
<td><strong>Lunch (on your own)</strong></td>
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<tr>
<td>1:00–2:00</td>
<td><strong>The Serious Illness Care Program (SICP) Overview</strong></td>
<td>Rachelle E. Bernacki, MD, MS</td>
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<tr>
<td>2:00–3:00</td>
<td><strong>Serious Illness Care Guide (SICG) Demonstration and Debriefing</strong></td>
<td>Rachelle E. Bernacki, MD; Susan D. Block, MD; Joanna Paladino, MD</td>
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<tr>
<td>3:00–3:30</td>
<td><strong>Break</strong></td>
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<tr>
<td>3:30–5:30</td>
<td><strong>Small Group I: Serious Illness Care Guide</strong></td>
<td>Small Group Faculty</td>
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</table>

Program changes/substitutions may be made without notice.
*Meets criteria for Risk Management Credit and End-of-Life-Care Studies in Massachusetts.

“I felt the small group style with practice and discussion was an excellent way to help grasp, practice, understand, and use the [conversation] guide.”

2015 Course Participant

“Atul Gawande was inspirational and down to earth. A wonderful introduction and background for the course.”

2015 Course Participant

**SPECIAL KEYNOTE ADDRESS FROM**

Atul Gawande, MD, MPH
Author of *Being Mortal: Medicine and What Matters in the End*
<table>
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<tr>
<td>7:30–8:30</td>
<td>Breakfast</td>
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<tr>
<td>8:30–8:45</td>
<td>Announcements and Outline of the Day</td>
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<tr>
<td>8:45–9:45</td>
<td><strong>Performance Improvement: A Systematic Structure</strong></td>
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<td>William Berry, MD, MPA, MPH</td>
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<td>9:45–10:15</td>
<td>Break</td>
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<tr>
<td>10:15–12:15</td>
<td><strong>Small Group II: Challenging Scenarios</strong></td>
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<td></td>
<td>Small Group Faculty</td>
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<tr>
<td>12:15–1:30</td>
<td>Lunch (on your own)</td>
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<tr>
<td>1:30–2:00</td>
<td><strong>A Model Electronic Health Record Documentation System and/or Template to</strong></td>
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<td>Support the SICG</td>
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<td>Eliza P. Shulman, DO, MPH</td>
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<tr>
<td>2:00–3:15</td>
<td><strong>How to Train Others to Use the Serious Illness Conversation Guide: Key Principles and Demonstration</strong></td>
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<td>Susan D. Block, MD</td>
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<tr>
<td>3:15–3:45</td>
<td>Break</td>
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<tr>
<td>3:45–5:45</td>
<td><strong>Small Group III: How to Train Others to Use the Serious Illness Conversation Guide</strong></td>
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<td>Small Group Faculty</td>
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*Meets criteria for Risk Management Credit and End-of-Life-Care Studies in Massachusetts.

“The Excellent mix of small and large group sessions. Practical and helpful.”
2015 Course Participant

**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.

This activity meets the criteria of the Massachusetts Board of Registration in Medicine for 11.50 credits of Risk Management Study. This includes 11.50 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.

Through an agreement between the American Medical Association and the European Union of Medical Specialists, physicians may convert **AMA PRA Category 1 Credit™** to an equivalent number of European CME Credits® (ECMECs®). Information on the process of converting **AMA PRA Category 1 Credits™** to ECMECs® can be found at: www.eaccme.eu.

Dana-Farber Cancer Institute is an approved provider of continuing nursing education by the American Nurses Association Massachusetts, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Nurses should claim only the credit commensurate with the extent of their participation in the activity. A maximum of 17.75 Contact Hours for Continuing Nursing Education will be awarded upon completion of an evaluation.

DISCLOSURE POLICY: Harvard Medical School (HMS) adheres to all ACCME Essential Areas, Standards, and Policies. It is HMS’s policy that those who have influenced the content of a CME activity (e.g., planners, faculty, reviewers, and others) disclose all relevant financial relationships with commercial entities so that HMS may identify and resolve any conflicts of interest prior to the activity. These disclosures will be provided in the activity materials along with disclosure of any commercial support received for the activity. Additionally, faculty members have been instructed to disclose any limitations of data and unlabeled or investigational uses of products during their presentations.
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<tr>
<td>7:30–8:30</td>
<td>Working Breakfast (Provided): The Serious Illness Care Collaborative</td>
<td>Susan D. Block, MD; Rachelle E. Bernacki, MD; and faculty</td>
</tr>
<tr>
<td>8:30–9:15</td>
<td>Implementation Strategies</td>
<td>Lisa Hirschhorn, MD, MPH</td>
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<tr>
<td>9:15–10:00</td>
<td>Perspectives on Implementation and Panel Discussion</td>
<td>Susan D. Block, MD</td>
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<tr>
<td>10:00–10:15</td>
<td>Break</td>
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<tr>
<td>10:15–11:45</td>
<td>Small Group IV: Action Plan Workshops</td>
<td>Implementation Faculty</td>
</tr>
<tr>
<td>11:45–12:30</td>
<td>Presentation Focused on Innovative Ideas and Next Steps</td>
<td>Susan D. Block, MD</td>
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## Course Directors

**Susan D. Block, MD**  
Director, Serious Illness Care Program, Ariadne Labs  
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

## 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

- Corinne Alexander, MD  
- William Berry, MD, MPA, MPH  
- Heidi Blake, MD  
- Mary K. Buss, MD, MPH  
- Eva Chittenden, MD  
- Robert A. Cohen, MD, MSc  
- Zara Cooper, MD, MSc, FACS  
- Richard D. Goldstein, MD  
- John D. Halporn, MD  
- Alex Haynes, MD, MPH  
- Lisa Hirschhorn, MD, MPH  
- Vicki Jackson, MD, MPH  
- Juliet Jacobson, MD  
- Mihir Kamdar, MD  
- Joshua R. Lakin, MD  
- Daniela Lamas, MD  
- Rich Lawson, PhD  
- Susan Lee, PhD, RN, CNP  
- Cindy Lien, MD  
- Ernest Mandel, MD  
- Jo Paladino, MD  
- Julia Ragland, MD  
- Arjun Rangarajan, MBBS, MPH  
- Barbara Reville, DNP, NP, ACHPN  
- Elizabeth Rickerson, MD  
- Simone Rinaldi, MSN, APRN, ANP-BC, ACHPN  
- Justin Sanders, MD, MSc  
- Amy Ship, MD  
- Eliza P. Shulman, DO, MPH  
- Sarah Slater, MD  
- Jane deLima Thomas, MD, FAAHPM  
- James Tulsky, MD  
- Erica Wilson, MD  
- Pia Young RN, BSN, CCM

“It was beneficial to hear the actual experience that others had with implementation.”  
2015 Course Participant
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REGISTRATION INFORMATION
June 22–24, 2016 Boston, MA Course #734654-1602

Course Tuition
Physicians: $1750
Allied Health Professionals, Social Workers, and Residents/Fellows in Training: $1500

All fees shown in USD. Processing (non-refundable service fee) $5

Registration, Payment, Confirmation and Refund Policy
Registrations for Harvard Medical School CME programs are made via our secure online registration system. To register for this course, please visit the course website. At the end of the registration process, you will have the choice of paying by check or credit card (Visa, MasterCard, or American Express). If you are paying by check, the online registration system will provide you with instructions and a printable form for remitting your course fees by check. Postal, telephone, fax, and cash-payment registrations are not accepted. Upon receipt of your paid registration, an email confirmation from the HMS DCE office will be sent to you. Please make sure to include an email address that you check frequently. Your email address is used for critical information, including registration confirmation, evaluation, and certificate. Refunds less an administrative fee of $75, will be issued for all cancellations received two weeks prior to the start of the course. Refund requests must be received by postal mail, email, or fax. No refund will be issued should cancellation occur less than two weeks prior. “No-shows” are subject to the full course fee, and no refunds will be issued once the conference has started.

Questions? By phone (617-384-8600), Mon - Fri, 9 am to 5 pm (ET) or by email at: ceprograms@hms.harvard.edu

Accommodation

Venue
Hynes Convention Center, 900 Boylston Street, Boston, MA 02115 | (617) 954-2000

Accommodations and Travel
A limited number of rooms have been reserved until Wednesday, June 1, 2016 at The Colonnade hotel. Please specify that you are enrolled in this course to receive a reduced room rate of $309 single/double. You may also make online reservations by using the link available on the registration website on the “Location” page.

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

ACGME/ABMS Competencies
This course is designed to meet one or more of the following Accreditation Council of Graduate Medical Education (ACGME) and American Board of Medical Specialties (ABMS) competencies:

- Patient Care and Procedural Skills
- Medical knowledge
- Practice-based learning and improvement
- Professionalism
- Interpersonal and communication skills
- Systems-based practice

IOM Competencies
This course is designed to meet the following Institute of Medicine (IOM) competencies:
- Patient-centered care

“The best presentation on this topic that I have ever seen. Clear and entertaining.” 2015 Course Participant

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Author of Being Mortal: Medicine and What Matters in the End

Demonstration • Expert instruction • Skills practice • Personalized feedback
Take-home tools • Conversation guide • Action planning

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