

Avera and Avel eCare jointly provide: eCare: Difficult Conversations via Telemedicine

**** An e-learning course available on the Avera portal ****

Program Goal

Sharing Difficult Information during a Virtual Visit can be done in a very compassionate, patient centered way. It isn't necessarily what you have to say-- it is how you say it, whether you are face to face or over a camera. In any situation, there are some basic practices and language that should be used to ensure that the patient and family feel informed and listened to. This course will provide the learner with knowledge to navigate through a difficult conversation with a patient and family via virtual care.

Objectives

- 1 Describe the key components of navigating a difficult conversation in a virtual setting
- 2 Discuss key components of preparing for a difficult conversation
- 3 Identify steps to build rapport with the patient
- 4 Recognize the importance of assessing patient/family knowledge of the situation as well as sharing their knowledge of the situation
- 5 Identify how to conclude a difficult conversation

Outcome

100 % of the healthcare team will demonstrate increased knowledge in navigating a difficult conversation with patients and families in a virtual setting regarding care and prognosis by passing post-test with score of $\geq 80\%$.

Target Audience

Professions – Physician, Nurse - RN, Social Worker, Nurse - Nurse Practitioner, Physician Assistant, Nurse - LPN/LVN

Specialties – Critical Care

Completion Requirements

- Complete the pre-test
- View the video
- Complete the post-test
- Complete the evaluation

Accreditation & Credit Designation

Physicians

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Avera and Avel eCare. Avera is accredited by the ACCME to provide continuing medical education for physicians. Avera designates this educational activity for a maximum of **0.5** AMA PRA Category 1 Credits(s). Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses (NCPD)

This activity has been planned and implemented in accordance with the accreditation requirements and through the joint providership of Avera and Avel eCare. Avera is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. A total of **0.5** contact hours can be received upon completion of this education activity. Attendance at the entire educational activity is required to receive contact hours.

Social Work

This activity has been planned and implemented in accordance with the accreditation requirements and through the joint providership of Avera and Avel eCare. Avera Health Provider #1029 is an approved provider of continuing education by the South Dakota Board of Social Work Examiners. Social Workers will receive **0.5** continuing education clock hours for participating in this course.

Additional Information

Enduring material available from 3/22/2022 to 6/30/2022

This course content was reviewed on 03/07/2022

Disclosure Policy

Due to the regulations required for CE credits all conflict of interest that persons in a position to control or influence the education must be fully disclosed to participants. In observance of this requirement we are providing the following disclosure information: all relevant financial relationships disclosed below have been mitigated.

Name of individual	Individual's role in activity	Name of Ineligible Company(s) / Nature of Relationship(s)
Kelly Boyd, MSN, RN	Committee Planning Member	Non-Clinical Exception
Alix Grotewold, MBA	Committee Planning Member	Non-Clinical Exception
Sharon Plucker	Committee Planning Member	Non-Clinical Exception
Amy Skoglund, RN, Nurse	Committee Planning Member	Non-Clinical Exception
Victoria Walker, MD, ABFM	Committee Planning Member	Non-Clinical Exception
Michele Snyders, MSW, CSW-PIP; APHSW-C	Content Expert - Committee Member, Faculty	Non-Clinical Exception
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