

Virtual CE Webinar

Communicating Bad News

Wednesday, September 23,
12 pm

Hosted by



VITAS
Healthcare



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This Vitas CE webinar offers
1 credit for RNs and SWs.

*In order to receive your CE certificate, include
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The goals of this seminar are to:

- Define “bad news”
- Discuss importance of delivering bad news and doing it well
- Identify 3 keys in communicating bad news and effectively demonstrate them
- List “typical” responses to bad news and differentiate between helpful and unhelpful responses
- List three or more special situations that may arise upon receiving bad news and describe ways to handle these
- Explore three specific techniques for breaking bad news over the phone

**IF YOU HAVE QUESTIONS OR REQUIRE ADDITIONAL
INFORMATION, PLEASE CONTACT:**

Alison Corter, Director of Business Development for NewCourtland
and Liaison for Germantown Home

By Phone: 215-951-4210 **By Email:** acorter1@newcourtland.org

Webinar Speaker:

Madeline Martin, CRNP

is an Adult-Geriatric Nurse Practitioner with Vitas Healthcare. She specializes in goals of care conversations with patients and families, discusses advanced directives and code status changes, and provides symptom management for hospice patients. She also serves as an inpatient Palliative Care Consultant within the Mercy Health System.