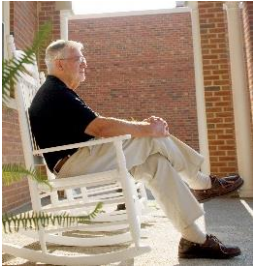


COMMUNICATING BAD NEWS

Developing the Right Message



CEUs

Two (2) FREE CEUs for
RNs, SWs, NHAs, and PCHAs

COURSE OBJECTIVES:

- Define bad news
- The importance of delivering bad news and doing it well
- Handling uncomfortable responses to bad news
- Understanding the needs of patients and families when receiving bad news
- Familiarization with terminology used in current health care environment

PRESENTER:

Meghan Anderson, MSW, LCSW
Mgr. of Community Relations, Family Hospice

WHEN

Wednesday
December 10, 2014
4 – 6:30 p.m.

WHERE

Shelbourne Personal Care
296 Dinnerbill Road
Butler, PA 16002

COURSE SCHEDULE

- 4 – 4:30 p.m.
Registration
- 4:30 – 6:30 p.m.
Course presentation,
Q&A, Evaluation,
and Wrap-up

Light dinner provided

*Free gift wrapping available
(limit three gifts)*

RSVP & INFO

412-651-6355
kcain@FamilyHospicePA.org

RSVP by December 5