Deliver Gold Standard Bereavement Care

A baby dies… A child dies… are you prepared?

Resolve Through Sharing (RTS) Bereavement Training will help you

• Acquire the skill set needed to provide excellent bereavement care.
• Learn evidence-based bereavement best practices.
• Gain in-depth understanding of the impact of death and dying.

Beaumont Hospital
Troy, Michigan
May 6 – 10, 2019

Resolve Through Sharing®
BEREAVEMENT EDUCATION SINCE 1981
When a baby dies...

Do you feel comfortable caring for families when a baby dies? Do you have the confidence to support yourself and your colleagues who share this responsibility? Research shows that caring for dying patients and their loved ones is one of the most anxiety-producing aspects of a care provider’s practice. RTS can help. Following RTS Bereavement Training, over 95% of attendees surveyed report an increase in their comfort levels surrounding bereavement care.

Are bereavement standards of care and processes consistent across your organization? The comprehensive, evidence- and relationship-based RTS bereavement model supports the Triple Aim, Centers for Medicare & Medicaid Services, and Joint Commission standards for delivery of consistent, quality patient care. You will learn ways to incorporate invaluable RTS concepts into everyday practice, meeting these standards and profoundly impacting teammates and leadership.

Additional Benefits
• Staff retention and reduced burnout
• Patient satisfaction and loyalty
• Positive impact on charitable giving

This course is recommended to prepare for the Hospice and Palliative Credentialing Center’s Perinatal Loss Care Certification Exam.

Training focus

Perinatal death: miscarriage, ectopic pregnancy, stillbirth, and newborn death

Purpose

The purpose of this training is to provide participants with a rich educational experience that enhances their knowledge, level of skill, and personal awareness when caring for families whose babies die.

Objectives

• Discuss the role of interprofessional teams in caring for bereaved parents and families.
• List three theoretical frameworks that promote understanding of perinatal death.
• Define “being in relationship.”
• Describe how to offer options to families.
• Describe two examples of how caregivers can use ritual when a baby dies.
• List two spiritual tasks.
• Provide three examples of honoring relationship between parent and child.
• Identify strategies to incorporate RTS standards for bereavement care into clinical practice.
• Discuss the role of keepsakes for a family’s grief.
• Describe elements of a follow-up phone call.
• List three self-care strategies for caregivers.

Who should attend?

Healthcare professionals in Labor and Delivery, Postpartum and Antepartum, Emergency Medical Services, Same-Day Surgery, Neonatal Intensive Care, Family Medicine, Fertility, Obstetrics, and Public Health, including:

• Nurses
• Physicians
• Medical Assistants
• Ultrasonographers
• Midwives
• Doulas
• Chaplains
• Social Workers
• Child Life Specialists
• Genetic Counselors
• Technician

Continuing Education: See page 7 for complete information on continuing education credit.
## Agenda

### Day 1

**7:30 a.m.**
- Sign in

**8 a.m.**
- Getting acquainted and setting the stage
- Introduction to relationship in perinatal bereavement care
- Using theoretical frameworks to understand relationship
- Working with bereaved families using Guided Participation
- Building and maintaining relationship
- Relationship in practice: Giving care (miscarriage)

**12 p.m.**
- Lunch

**1 p.m.**
- Relationship in practice: Giving care (ectopic, stillbirth, newborn death)
- Keepsakes and photography
- Summary of Day 1 and preparation for Day 2
- Family Panel

**4:30 p.m.**
- Adjourn

### Day 2

**7:30 a.m.**
- Sign in

**8 a.m.**
- Reflections on day 1
- Relationship through spiritual care and ritual
- Maintaining relationship with others (other parent, grandparents, children)
- Perinatal palliative care
- The central role of hope in decision making
- Respectful disposition, memorial, and funeral options
- Interconceptual care
- Transferring relationship and ongoing support

**12 p.m.**
- Lunch

**1 p.m.**
- Policies and standard operating procedures
- Moral distress and healthcare professionals’ grief
- Relationship-based care as a foundation for caring for yourself and your work group
- Ritual and wrap-up

**3:30 p.m.**
- Adjourn

### Before attending you must complete

Online modules must be completed prior to attending the in-person segment of the training (cost included in registration fee). Registration confirmations include instructions for accessing the modules.
When a child dies...

Do you feel comfortable caring for families when a child dies? Do you have the confidence to support yourself and your colleagues who share this responsibility? Research shows that caring for dying patients and their loved ones is one of the most anxiety-producing aspects of a care provider’s practice. RTS can help. Following RTS Bereavement Training, over 95% of attendees surveyed report an increase in their comfort levels surrounding bereavement care.

Are bereavement standards of care and processes consistent across your organization? The comprehensive, evidence- and relationship-based RTS bereavement model supports the Triple Aim, Centers for Medicare & Medicaid Services, and Joint Commission standards for delivery of consistent, quality patient care. You will learn ways to incorporate invaluable RTS concepts into everyday practice, meeting these standards and profoundly impacting teammates and leadership.

Additional Benefits
• Staff retention and reduced burnout
• Patient satisfaction and loyalty
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Training focus

Infant and child death: prematurity, serious illness, trauma, complex medical conditions, suicide, and more

Purpose

Infant and child death: prematurity, serious illness, trauma, complex medical conditions, suicide, and more

Objectives

• List three relationship strategies that foster connection.
• Discuss one theoretical framework that enhances understanding of neonatal and pediatric bereavement.
• Define the purpose of an interprofessional team when caring for those who have experienced the death of a neonate or older child.
• Describe the professional’s role in helping parents of a dying child maintain hope.
• Discuss expectations that parents of dying children have of healthcare providers.
• List three principles of mindfulness.

Who should attend?

Healthcare professionals in Neonatal Intensive Care, Emergency Medical Services, Pediatric Clinic/Office, Pediatric Hospital Unit, Pediatric Intensive Care, Pediatric Oncology, Pediatric Palliative Care and Hospice, Family Medicine, and Public Health, including:
• Nurses
• Physicians
• Medical Assistants
• School Nurses
• Chaplains
• Social Workers
• Child Life Specialists
• Genetic Counselors
• Technicians

Continuing Education: See page 7 for complete information on continuing education credit.
## Agenda

### Day 1

**7:30 a.m.**
- Sign in

**8 a.m.**
- Introductions
- Being in Relationship
- Communication
- Newborn Death

**12 p.m.**
- Lunch

**1 p.m.**
- Caring for the Dying Child
- Parental Grief
- Bereaved Children and Teens
- Ritual Creation
- Family Panel

**4:30 p.m.**
- Adjourn

### Day 2

**7:30 a.m.**
- Sign in

**8 a.m.**
- Family Panel Debriefing
- Sudden, Traumatic, and Stigmatized Death
- Palliative and Hospice Care
- Spiritual Care, Hope, and Miracles

**12 p.m.**
- Lunch

**1 p.m.**
- Transitioning Relationship
- Care for the Caregiver
- Closing Ritual

**3:30 p.m.**
- Adjourn

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### Before attending you must complete

Online modules must be completed prior to attending the in-person segment of the training (cost included in registration fee). Registration confirmations include instructions for accessing the modules.
Resolve Through Sharing® Coordinator Training
Troy, MI • May 8, 2019
Space is limited! Register today at www.ResolveThroughSharing.org.

Training focus
Leadership development: project management, guiding change, program implementation, quality outcomes, team building, and more

Purpose
The purpose of this training is to provide RTS professionals with knowledge and skills necessary to develop and implement a comprehensive RTS model of bereavement care in their organizations.

Objectives
• Discuss a framework for successful implementation of RTS bereavement care.
• Describe elements of the diffusion of innovation and implementing change.
• Identify an effective approach to elicit support.
• Identify four characteristics of adult learners.
• Describe useful strategies designed to deliver effective presentations.
• Identify five techniques for maintaining a bereavement program.

Who should attend?
Anyone who has completed RTS Bereavement Training(s) and plans to
• develop, standardize, or enhance a new or existing bereavement program, and
• provide ongoing staff education through one or more RTS Bereavement Training(s) (i.e., Perinatal Death, Neonatal and Pediatric Death, or Adult Death).

Agenda
7:30 a.m.
• Sign in

8 a.m.
• Introductions and goals for the day
• The 2 Hour House Study Guide discussion
• Diffusion of innovation
• Defining your project
• Guiding change
• Creating a standard of care

• Developing a bereavement committee
• Plan the plan
• Teaching and presenting
• Learning styles
• P-O-P

12 p.m.
• Lunch

1 p.m.
• Implementing education
• Keeping your program VITAL
• Surveys and evaluations
• Assuring quality outcomes
• Creating a functional work environment

3:30 p.m.
• Adjourn

Before attending you must complete
RTS Bereavement Training: Perinatal Death, Neonatal and Pediatric Death, or Adult Death
Attendees are required to view a 1-hour video and complete a short study guide. Registration confirmations include a link for accessing the video and study guide.

Audit RTS Coordinator Training?
Are you an RTS Coordinator? Would you like to refresh the knowledge and skills you previously learned? Audit RTS Coordinator Training to be sure you have completed the most updated version. Auditing is a great opportunity to strengthen your leadership skills. Network and develop a support system with professionals across the country who serve in similar roles and share your passion. For audit pricing, see page 9.
Presenters
(Full bios available at www.ResolveThroughSharing.org.)

Jane Heustis, RN, BSN, CPLC
Former Pathways Perinatal Loss Coordinator
Indiana University Health
Indianapolis, IN

Jane brings 41 years of experience in pediatric, neonatal, high-risk obstetrical and labor and delivery nursing. She has served as the perinatal loss support coordinator for a large urban hospital that offered inpatient and outpatient support and a perinatal hospital/perinatal palliative care program. Newly relocated to southern Indiana, she works as a home care nurse for medically fragile children. She is the co-author of *Companioniing at a Time of Perinatal Loss*. Jane is also a bereaved parent, experiencing the loss of her preterm twins in 1983.

Darryl Owens, MDiv., BCC, CT, CPLC
Womens Services Chaplain and Bereavement Counselor
Department of Pastoral Care, UNC Hospital
Chapel Hill, NC

Darryl received his Bachelor of Arts in Industrial Relations from the University of North Carolina (UNC) at Chapel Hill and his Master of Divinity from Duke University. After graduating, he served as a clinical chaplain at Central Prison in Raleigh. In 2001, Darryl took on his current role as a women’s services chaplain and grief counselor at UNC Hospitals where he provides pastoral care services and grief counseling to patients, families, and staff cared for by NC Women’s Hospital. Additionally, he manages the perinatal bereavement program, serves on the hospital bereavement team, and co-facilitates community bereavement support groups.

Darryl is certified as a clinical chaplain through the Association for Professional Chaplains and is a former president of the organization. He is also certified in thanatology through the Association for Death Education and Counseling and in perinatal loss care through the National Board for Certification of Hospice and Palliative Nurses.

Education Credit

**Nursing contact hours**
Gundersen Lutheran Medical Center, Inc. is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Resolve Through Sharing (RTS) Bereavement Training: Perinatal Death provides 12.25 contact hours. Resolve Through Sharing (RTS) Bereavement Training: Neonatal and Pediatric Death provides 12.25 contact hours. Resolve Through Sharing (RTS) Coordinator Training provides 7 contact hours.

**California** – Provider (Gundersen Lutheran Bereavement and Advance Care Planning Services) approved by the California Board of Registered Nursing, provider #12245, for 12.75 contact hours for Resolve Through Sharing (RTS) Bereavement Training: Perinatal Death; 12.75 contact hours for Resolve Through Sharing (RTS) Bereavement Training: Neonatal and Pediatric Death; and 7 contact hours for Resolve Through Sharing (RTS) Coordinator Training.

**Social work continuing education hours**
Gundersen Lutheran Medical Center, Inc. provider #1089, is approved as a provider for continuing education by the Association of Social Work Boards (ASWB). aswb.org. ASWB Approval period: Nov. 15, 2015 – Nov. 15, 2018. Gundersen Lutheran Medical Center, Inc. maintains responsibility for the program. Licensed social workers should contact their regulatory board to determine course approval. Social workers will receive 12.75 continuing education hours by participating in Resolve Through Sharing (RTS) Bereavement Training: Perinatal Death; 12.75 continuing education hours by participating in Resolve Through Sharing (RTS) Bereavement Training: Neonatal and Pediatric Death; and 7 continuing education hours by participating in Resolve Through Sharing (RTS) Coordinator Training.

**Other credits**
Chaplains may apply for continuing education credit through the Association for Professional Chaplains (APC) for all Resolve Through Sharing Bereavement and Coordinator Trainings. Other disciplines may request an electronic certificate of completion from the RTS National Office.

To receive continuing education (CE) credit, nurses, social workers, and chaplains must be present for each full day of training (no partial credit will be given). downloadable CE certificate is available upon completion of the evaluation. CE certificates for online courses are awarded upon completion of the three-module set.

Presenters and planners have an employment relationship with Gundersen Lutheran Medical Foundation, Inc. We are a provider of the program, but we do not endorse any commercial products in conjunction with the program. Off-label use of any products will not be discussed. Presenters will vary. Presenter credentials are available upon request.

**ADEC recognition**
Resolve Through Sharing (RTS) Bereavement Trainings help meet the thanatology-related contact hour requirement to be certified by the Association for Death Education and Counseling.
Beaumont Health is Michigan’s largest healthcare system (based on inpatient admissions and net patient revenue). Beaumont, Royal Oak opened on Jan. 24, 1955 as a 238-bed community hospital. Today, that hospital is a 1,100-bed major academic and referral center with Level I adult trauma and Level II pediatric trauma status. A major teaching facility, Beaumont, Royal Oak has 55 residency and fellowship programs with 454 residents and fellows. Beaumont is the exclusive clinical partner for the Oakland University William Beaumont School of Medicine, with more than 1,400 Beaumont doctors on faculty and more than 2,100 on its medical staff.

Beaumont Children’s offers comprehensive health services for infants, children and adolescents in nearly every medical and surgical subspecialty with 80 pediatric subspecialists and 500 board-certified pediatricians. Facilities include the William and Marie Carls Children’s Medical Center at Beaumont, Royal Oak; inpatient pediatric units in Dearborn, Troy and Farmington Hills; and outpatient locations throughout Metro Detroit. Pediatric services include emergency care, hematology-oncology, newborn and pediatric intensive care, pediatric surgery and craniofacial surgery. Beaumont Children’s Hospital is a Children’s Miracle Network Hospitals affiliate.

**Location**
Beaumont Hospital
44201 Dequindre Road
Troy, MI 48085
Moceri Learning Center
Ground Floor, Area F

### RTS Training schedule

<table>
<thead>
<tr>
<th>Training Site</th>
<th>Training Dates</th>
<th>Coordinator Training Dates</th>
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</thead>
<tbody>
<tr>
<td>Edward-Elmhurst Health – Plainfield, IL</td>
<td>• Perinatal Death, October 17 – 18, 2018</td>
<td>• Coordinator Training October 19, 2018</td>
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<td></td>
<td>• Neonatal and Pediatric Death, November 8 – 9, 2018</td>
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<tr>
<td>NYU Langone Medical Center, New York, NY</td>
<td>• Perinatal Death, November 5 – 6, 2018</td>
<td>Coordinator Training, November 7, 2018</td>
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<tr>
<td></td>
<td>• Neonatal and Pediatric Death, November 8 – 9, 2018</td>
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<tr>
<td>BSW McClane Children’s Medical Center, Temple, TX</td>
<td>Neonatal and Pediatric Death, January 30 – 31, 2019</td>
<td>Coordinator Training, February 1, 2019</td>
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<tr>
<td>University of New Mexico Hospital, Albuquerque, NM</td>
<td>• Neonatal and Pediatric Death, February 4 – 5, 2019</td>
<td>Coordinator Training, February 6, 2019</td>
</tr>
<tr>
<td>Gundersen Health System, La Crosse, WI</td>
<td>• Perinatal Death, June 10 – 11, 2019</td>
<td>Coordinator Training, June 12, 2019</td>
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</tbody>
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**Bring RTS training to your organization!**
We look forward to consulting with you regarding your bereavement training needs. Contact us at rts@gundersenhealth.org.
Registration Fees
Space is limited! Register today at www.ResolveThroughSharing.org.

<table>
<thead>
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<tbody>
<tr>
<td>RTS Bereavement Training: Perinatal Death</td>
<td>$550</td>
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<tr>
<td>RTS Bereavement Training: Neonatal and Pediatric Death</td>
<td>$550</td>
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<tr>
<td>RTS Coordinator Training</td>
<td>$450</td>
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<tr>
<td>RTS Bereavement Training and Coordinator Training Combo</td>
<td>$950</td>
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<tr>
<td>RTS Coordinator Training Audit</td>
<td>$275</td>
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</tbody>
</table>

**GROUP DISCOUNT**

Groups of three or more take $100 off each training registration. To receive the discount, you MUST obtain a group discount code PRIOR to registering. Submit the names of those in your group to rts@gundersenhealth.org to receive the code. The code MUST be applied during the registration process.

Pricing includes online modules, in-person training, course materials, resource manual, certificate of completion, continuing education credit, and lunch and refreshments each day.

**Payment:** Registration fee payment can be made by Visa, MasterCard, American Express, or Discover.

**Transfers:** Registrations can be transferred to a different training location for a $25 administrative fee.

**Cancellation policy:** We offer a full refund minus a $75 administrative fee for each canceled registration. Cancellations must be made 48 hours in advance of the training in to receive a refund.

**Accommodations:** If you have questions or concerns about this course, or require assistance or special accommodations, please contact us at rts@gundersenhealth.org.

In accordance with the Americans with Disabilities Act, Gundersen Medical Foundation seeks to make this training accessible to all. If you have a disability that might require special accommodations, please contact us at rts@gundersenhealth.org.

**Contact us:** If you have questions or grievances, please contact us at (608) 775-4747, (800) 362-9567, ext. 54747, or rts@gundersenhealth.org.
Resolve Through Sharing®
BEREAVEMENT EDUCATION SINCE 1981
Gundersen Medical Foundation
1900 South Avenue, AVS-003
La Crosse, WI 54601
rts@gundersenhealth.org

Check out other locations and dates for RTS Perinatal Death, Neonatal and Pediatric Death, or Adult Death at www.ResolveThroughSharing.org

Please share this information with the following:
- Nursing
- Social Services
- Spiritual Care
- Maternal Health
- Emergency Services
- Pediatrics

Join the 50,000+ who have attended RTS Training!

“This was my first bereavement training and the information and tips I gathered are beyond valuable. I feel more confident entering a bereavement situation and knowing what to say—or when to not say anything at all! Thank you for this wonderful training.” – Social Worker, Pennsylvania

“This program was incredible. So emotional, inspiring and empowering. Thank you so much for what you are doing for families by offering this education. The BEST conference EVER!!!!!” – Registered Nurse, California

“The information was very helpful and will definitely change the way I practice as a child life specialist. I really appreciate how uplifting and motivating the conference was….The presenters did a great job switching up activities and giving the audience information in different ways.” – Child Life Specialist, Texas

RTS Bereavement Training and RTS Coordinator Training help you comply with The Joint Commission standards for end-of-life care (PC.02.02.13) and other regulatory standards.