April 4 – 6, 2017
La Crosse, Wisconsin

• First Steps® ACP Design and Implementation
• First Steps® ACP Facilitator Certification
• First Steps® ACP Instructor Certification

Respecting Choices®
PERSON-CENTERED CARE
A System for Person-Centered Decision Making that Transforms Healthcare
First Steps® Advance Care Planning (ACP) is the foundation for weaving ACP discussions into person-centered care and preventive healthcare for all adults. When integrated in the outpatient or community setting, and early in the course of healthcare, First Steps ACP discussions help to normalize the concept of planning, and orient individuals to the importance of regular review and update of written plans.

Course Content
- First Steps® ACP Design and Implementation
- First Steps® ACP Facilitator Certification
- First Steps® ACP Instructor Certification

Organizations interested in replicating the First Steps ACP model will find it valuable to send representatives to all three days; however, participants are welcome to attend First Steps ACP Facilitator Certification or Design and Implementation independently, based on their objectives.

First Steps ACP Design and Implementation
First Steps ACP Design and Implementation is intended for healthcare and community leaders (administrators, managers, program directors, and others) and intermediate to advanced level social work practitioners who are interested in implementing an effective ACP program within their organization or community.

Purpose
The purpose of this program is to describe the key elements in designing an effective ACP program within an organization or community.

Objectives
1. Describe the Respecting Choices evidence-based, systematic approach to creating a sustainable ACP program.
2. Identify five leadership strategies that guide the cultural transformation of person-centered ACP.
3. Explain four key elements and related strategies in designing a First Steps ACP implementation plan.
4. Participate in small group problem-solving activities.
7:30 a.m.  Continental Breakfast
8:00  Welcome and Introductions
   • Respecting Choices faculty and staff
   • Participants
   • Overview of objectives and materials
8:45  Respecting Choices ACP Program Overview
   • The heart of Respecting Choices
   • NBC’s Rock Center video: The Conversation
   • Definition of ACP and the Staged Approach to Planning
   • Key elements in sustaining an effective ACP system
   • Respecting Choices: The evidence and return on investment
9:45  Break
10:00  Transforming the Healthcare Culture:
   Leadership Matters
   • Creating conditions for change
   • Characteristics of leaders in the midst of cultural change
10:30  Small group activity
11:00  Debrief
11:15  Key Elements in Sustaining an Effective ACP System: A Closer Look
   • Key Element #1: System Redesign
     – AMA EPEC video: The Role of the Provider
12:00 p.m.  Lunch
12:45  Key Elements in Sustaining an Effective ACP System: A Closer Look (continued)
   • Key Element #2: ACP Education and Facilitator Certification
   • Key Element #3: Community Engagement
     – Frasier Health video: Personal Stories
   • Key Element #4: Continuous Quality Improvement
     – The 5 Promises
2:30  Break
2:45  Small Group Implementation Planning
3:45  Debrief
4:15  Summary and Evaluation
   • It’s About the Conversation
     – Person-centered and family-oriented care — The “WHY”
     – Honoring Choices Wisconsin video: It’s About the Conversation
4:30  Adjourn
First Steps ACP Facilitator Certification
First Steps ACP Facilitator Certification is intended for healthcare providers (nurses, all levels of social workers, health educators, and physicians), clergy, and others involved in providing ACP facilitation.

Purpose
The purpose of this program is to assist participants in learning effective communication and interview skills for person-centered ACP facilitation.

Prerequisite
First Steps ACP Facilitator Online Core Curriculum (included in registration fee)

CME credit available for online curriculum only; additional $200 fee applied at time of registration. Please see www.respectingchoices.org/respecting-choices/online-curriculum/cme-accredited-acp-facilitator/ for more information.

Objectives
1. Identify interview skills for facilitating First Steps ACP conversations with healthy adults.
2. Identify interview skills for facilitating First Steps ACP for adults with chronic illness.
3. Create strategies to communicate the plan, including the completion of an advance directive document.
4. Examine the ACP Facilitator’s role in implementing three key systems for ACP effectiveness.
5. Demonstrate beginning competency in facilitating First Steps ACP conversations through role-play activities.

Precourse Preparation
1. Review the Advance Directive (AD)/Power of Attorney for Healthcare forms and AD guidelines used in your state.
2. Complete “practice” Advance Directive document (submit to Instructor on day of course for review; document will be returned to participant).
3. Attempt personal discussion exercise.

AGENDA
7:30 a.m. Continental Breakfast
8:00 Introductions and Welcome
   • Welcome
   • Introduction of faculty and participants

Overview of Course
   • Program description, objectives, and agenda
   • Competency evaluation expectations
8:30  Review of First Steps ACP Facilitation Skills
- General interview skills
- First Steps ACP Interview Tool (meeting with individual, agent not selected)
  - Video role-play: First Steps ACP Introduction
  - Group evaluation of observed skills
- First Steps ACP Interview Tool (meeting with individual and agent)

9:30  Break

9:45  Practice Role-Play Activity (work in groups of three)
- First Steps ACP Interview Tool (meeting with individual, agent not selected)
- First Steps ACP Interview Tool (meeting with individual and agent)
  - Debrief: What skills did you learn?

10:30  Review of ACP Facilitation Skills
- First Steps ACP Interview Tool: Adults with Chronic Illness (meeting with individual, agent not selected)
- First Steps ACP Interview Tool: Adults with Chronic Illness (meeting with individual and agent)
  - Video role-play: First Steps ACP for Adults with Chronic Illness
  - Focus on exploring understanding of illness, experiences, and living well
  - Debrief: What skills did you observe?
- Help make informed treatment decisions:
  The Decision-Making Framework
  - Video role-play: First Steps ACP for Adults with Chronic Illness: The CPR Conversation
  - Debrief: What skills did you observe?

11:30  Practice Role-Play Exercises (work in groups of three)
- First Steps ACP Interview Tool: Adults with Chronic Illness (meeting with individual and agent)
  - Focus on exploring understanding of illness, experiences, and living well
- First Steps ACP Interview Tool: Adults with Chronic Illness (meeting with individual and agent)
  - Focus on goals for sudden illness or injury and CPR decision

12:15 pm  Debrief: What skills did you learn?

12:30  Lunch
1:15 The Personal Engagement Activity
• What did you learn when attempting to have an ACP conversation with a loved one?
• Why is this a valuable activity?
• What are the common themes?

1:30 Create Strategies to Communicate the Plan
• Creating an advance directive
• Review of the legal issues and requirements for completing a written advance directive in your organization/community; discuss common issues and concerns
• Interview Tool: Summary of ACP conversation and follow-up
• Create individualized strategies for follow-up

2:15 Break

2:30 Making ACP Work: What the Facilitator Needs to Know
• Strategies to promote ACP
• Define the ACP Team and responsibilities
• Document storage and retrieval expectations

3:00 Final Competency Role-Plays (work in groups of four, 15 minutes/Facilitator)
• First Steps ACP Interview Tools
• Competency Checklists (completed by observer)

4:00 Summary/Evaluation
• What did you learn today?
• What do you need to improve your skills?
• Next steps
• Video, an agent’s testimonial: In Pam’s Own Words: The Value of ACP for Healthcare Agents

4:30 Adjourn

For those intending to become certified as a First Steps Instructor and who have completed a FS Facilitator Certification course prior to September 2015, it is recommended that you attend the FS Facilitator Certification course as an auditor and active participant for the following reasons:
• To refresh your facilitation skills in preparation for Instructor Certification role-play competency;
• To receive all updated course materials and tools; and
• To observe RC Faculty teaching strategies in preparation for Instructor Certification group discussion.

The auditor fee is $200 and includes a current set of FS Facilitator interview tools and materials.
First Steps ACP Instructor Certification
First Steps ACP Instructor Certification is intended for healthcare educators, community leaders, intermediate to advanced level social work practitioners, and chaplains who are interested in becoming certified to replicate the First Steps ACP Facilitator Certification course in their own organization or community.

Purpose
The purpose of this program is to assist participants in becoming certified as Respecting Choices First Steps ACP Instructors.

Prerequisite
Participants must attend the First Steps ACP Design and Implementation course and be certified as First Steps ACP Facilitators (if certified prior to September 2015, consider auditing the FS ACP Facilitator Certification course as described previously).

Registration Requirements
To attend First Steps ACP Instructor Certification, the healthcare or community organization(s) the Instructor candidate represents (or Instructors themselves if attending independently) must commit through a written agreement to replicate the standardized Respecting Choices First Steps ACP curriculum. Please contact Britt Welnetz at bwelnetz@respectingchoices.org for more information.

Objectives
1. Define Instructor responsibilities and common strategies for teaching the Respecting Choices First Steps ACP Facilitator Certification course.
2. Facilitate a brief discussion on a selected ACP topic.
3. Demonstrate ACP facilitation skills and role of the Instructor through a selected role-play.
4. Complete a First Steps ACP Instructor Certification Exam.

AGENDA
7:30 a.m. Continental Breakfast
8:00 Instructor Responsibilities and Strategies for Teaching the First Steps ACP Facilitator Certification Course
• Instructor certification expectations and copyright restrictions
• Role of the Instructor
• Preparing to teach your own First Steps ACP Facilitator course
– Course preparation checklist, including strategies for customization and the role of the online instructor
– Instructor’s guide to agenda
• Teaching and presentation strategies
• Learning Management System (LMS) features

10:15 Break
10:30 Instructor-Led Discussions
Each instructor candidate will facilitate a 10-minute discussion with other participants who will role-play typical questions that arise during the First Steps ACP Facilitator Certification course.

11:45 Certification Exam
12:15 p.m. Lunch
12:45 Role-Play Demonstration with Faculty; Group Observation and Feedback
Role-play one of the following First Steps ACP discussions:
• First meeting with individual, agent not selected
• Second meeting with individual and agent
• Adults with Chronic Illness, meeting with individual, agent not selected
• Adults with Chronic Illness, meeting with individual and agent

4:00 Adjourn

Certification Disclaimer
Respecting Choices issues a certificate upon fulfillment of the following elements:
1. Completion of a specified Respecting Choices educational program with standardized content and processes;
2. Successful demonstration of skills associated with the specified program; and
3. If applicable, an 80 percent or higher score on a written examination associated with the specified program.

The Respecting Choices certification programs are not credentialed by a national accreditation body.

Continuing Education (CE)
Nursing Contact Hours
Gundersen Lutheran Medical Center, Inc., is an approved provider of continuing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

First Steps ACP Design and Implementation provides 7.0 contact hours.
First Steps ACP Facilitator Certification provides 7.0 contact hours.
First Steps ACP Instructor Certification provides 7.0 contact hours.
The required online Facilitator course modules provide a total of 6.25 contact hours.
California Provider (Gundersen Lutheran Bereavement and Advance Care Planning Services) approved by the California Board of Registered Nursing, provider #12245, for 7.0 contact hours for First Steps ACP Design and Implementation, 7.0 contact hours for First Steps ACP Facilitator Certification, 7.0 contact hours for First Steps ACP Instructor Certification, and a total of 6.25 contact hours for the prerequisite four online modules.

Social Work Credits Gundersen Lutheran Medical Center, Inc., provider #1089, is approved as a provider for continuing education by the Association of Social Work Boards (ASWB), www.aswb.org. ASWB current approval period can be found at www.respectingchoices.org/respecting-choices/online-curriculum/cme-accredited-acp-facilitator/. Gundersen Lutheran Medical Center, Inc., maintains responsibility for the program. Licensed social workers should contact their individual state jurisdiction to review current continuing education requirements for licensure renewal.

Social workers will receive 7.0 continuing education hours for First Steps ACP Design and Implementation; 7.0 continuing education hours for First Steps ACP Facilitator Certification; 7.0 continuing education hours for First Steps ACP Instructor Certification; and a total of 6.25 continuing education hours for the prerequisite four online modules.

Continuing Medical Education (CME) Required online Facilitator course modules provide a total of 4.0 CME credits. An additional $200 fee is applied at time of registration. Please see www.respectingchoices.org/respecting-choices/online-curriculum/cme-accredited-acp-facilitator/ for more information.

To receive CE credit, nurses and social workers must complete the online modules (if applicable), sign in at the beginning of the day, and be present entirely for each of the onsite programs for which they register. No partial credit will be given. Completed evaluation is required for contact or continuing education hours. CE certificates will be sent following online submission of course evaluation.

Note: After completing the online modules, you will receive a CE certificate for 6.25 contact or continuing education hours. The Respecting Choices office can verify your completion of the online modules. You do not need to bring your certificate to the onsite course.

Planning Committee Bernard J. Hammes, PhD; Linda Briggs, MSN, MA, RN; Pat Tadel, MSN, RN; Stephanie Anderson, MSN, RN; and Kathleen Ziemba, MSW, LCSW. Speakers and planners have an employment relationship with Gundersen 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.

Additional information on speakers is available by emailing info@respectingchoices.org.

In accordance with the Americans with Disabilities Act, Gundersen Medical Foundation seeks to make this conference accessible to all. If you have any questions or concerns about this program or require special assistance/accommodations, please email bwelnetz@respectingchoices.org.
Course location
The Cargill Room
328 Front Street South
La Crosse, WI 54601

Lodging
Courtyard Marriott
500 Front Street South
La Crosse, WI 54601
(608) 782-1000

Room Rates: $139 (city view) / $149 (river view)
Please reserve your room by March 3, 2017, and mention Respecting Choices to receive the special rate.

Date/Time
Tuesday, April 4  8 a.m. – 4:30 p.m
Wednesday, April 5  8 a.m. – 4:30 p.m.
Thursday, April 6  8 a.m. – 4:00 p.m.
(Sign-in and continental breakfast begins at 7:30 a.m. each day.)

Registration Fees
First Steps ACP Design and Implementation  $350
First Steps ACP Facilitator Certification  $420
First Steps ACP Facilitator Audit  $200
(for previously certified First Steps ACP Facilitators)
First Steps ACP Instructor Certification  $475
CME Fee (4.0 CME Credits Available)  Add $200

Fees include online Facilitator course, classroom instruction, course materials, continuing education credit, continental breakfast, lunch, and refreshments.

Payment can be made by Visa, MasterCard, American Express, or Discover.

Register at: respectingchoices.org

Cancellation policy
We offer a full refund minus a $50 administrative fee for cancellations made more than 30 days prior to the course date. Seating is limited so registrations cancelled within 30 days of the course date will not be refunded. If online modules have been started, the cost of the modules ($110 non CME, $310 CME) will also be deducted from your refund.

Transfer Policy
Registrations cannot be transferred to another person. Registrations must be cancelled according to the cancellation policy and a new registration submitted.

Individuals from countries other than the United States cannot be certified as Respecting Choices Instructors unless it is part of a license agreement with an organization.

If you are interested in becoming certified as an Instructor, please contact Respecting Choices at info@respectingchoices.org.
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Learn from the experts in advance care planning

Respecting Choices®
PERSON-CENTERED CARE
respectingchoices.org

Space is limited.
Register today!

What others are saying about this course

“Amazing…
These 3 days are exquisitely designed. I do a lot of teaching and the content, pace and competence of faculty are superb.”

“Great programs.
Loved the dynamics and role-playing.”

“Thank you for allowing conversations.
Well balanced videos, presentations, practice sessions.”

“Excellent, rich program.
Applicable to real life situations.”

“Very good program.
really makes me hopeful that we can have the conversation. It was an excellent day. I’m excited about the possibilities for implementing change in practice.”