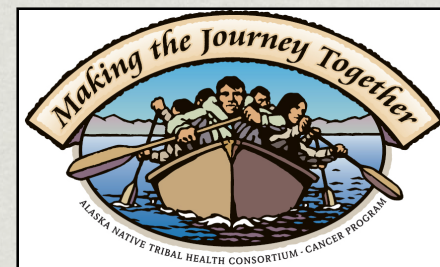


# An International Palliative Care Symposium

*Integrating Cutting- Edge Information Management Tools with Modern Social-Networking Technology to Create a Virtual Community Dedicated to Collaborative Communication of Rural Healthcare Providers*



**Christine DeCourtney, MPA  
Stacy Kelley, MPHc  
Jennifer Redman, BA  
Judith Muller, MA  
Karen M. Morgan, BA**



**American Public Health Conference  
November 10, 2009**

# **Presenter Disclosures**

## **An International Palliative Care Symposium**

**(1) The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:**

**No relationships to disclose**

# Background

- NCI funded 5-year palliative education program
  - Baseline & mid-grant provider surveys 2005 - 2008
  - 2½ day symposiums Anchorage, AK
- 2009 symposium
  - How to continue education in a cost effective manner?
  - How to expand outreach?

# International Telehealth Palliative Care Symposium

**SAVE THE DATE: MAY 5-7, 2009**



## International Telehealth Palliative Care Symposium

*A palliative care symposium for doctors, midlevel practitioners, nurses,  
pharmacists, social workers and other health care providers.*

*Opportunities to join in person at selected sites,  
Video-teleconferencing sites, and the Web.*

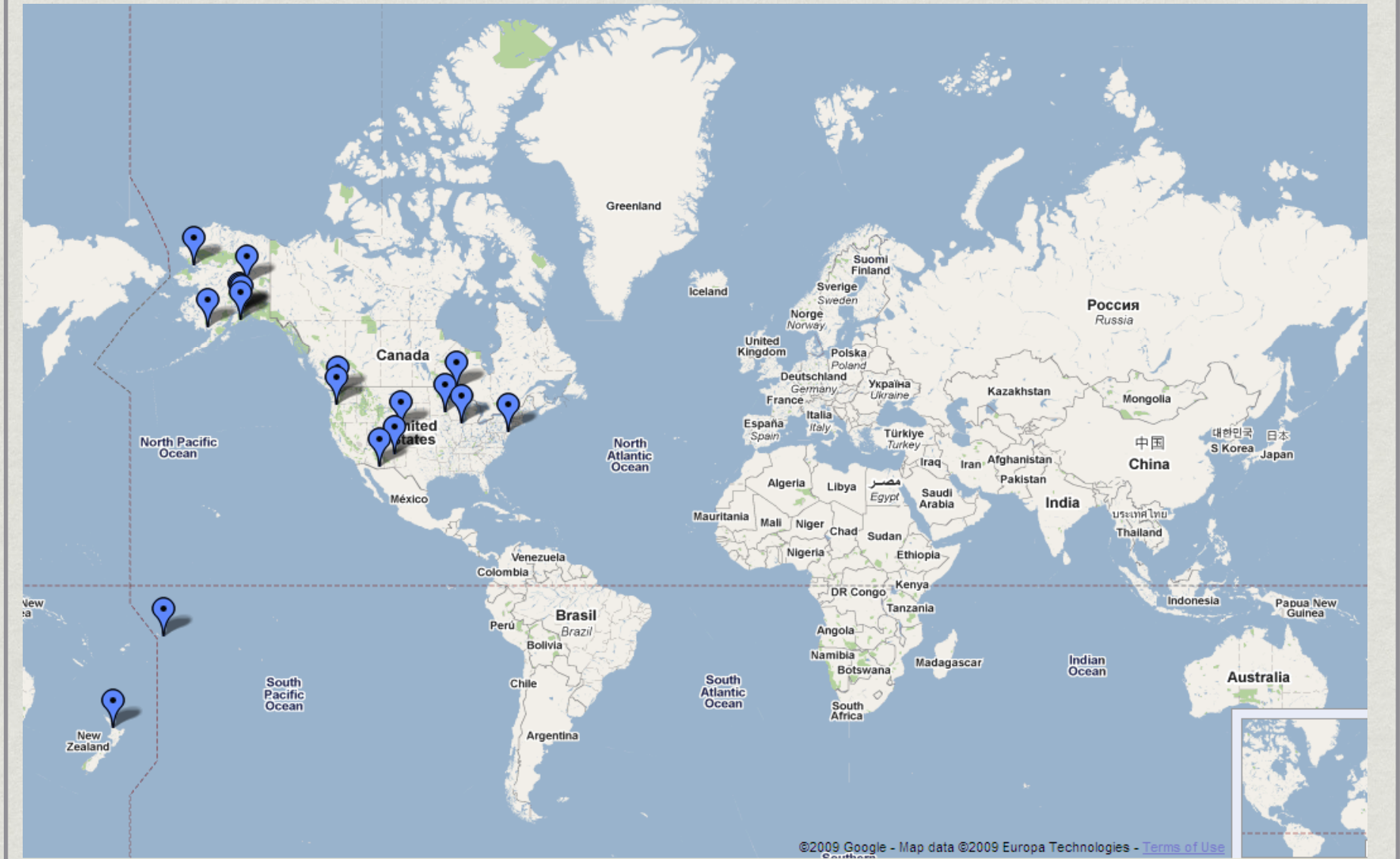
**Check [www.palliativeak.org](http://www.palliativeak.org) for updates**

Presented By: Alaska Native Tribal Health Consortium  
Mayo Cancer Center Native American Program · Intercultural Cancer Council  
State of Alaska Comprehensive Cancer Program · Fort Defiance Hospital, Arizona  
University of Mexico School of Medicine – Palliative Care Section · Hospice of Anchorage  
Lakehead University, Thunder Bay, Ontario · Native American Cancer Research  
Indian Health Service · National Cancer Institute's Cancer Information Service

# Participation Opportunities

- Onsite at ANTHC
- Locations around the world
- Webcasting
- Teleconference
- Post-conference opportunities

# Participating Agencies & Site Facilitators



# Participating Agencies

- Alaska Tribal Health System Facility
- Maniilaq, AK
- BBAHC, Bristol Bay, AK
- Fairbanks Memorial, Fairbanks, AK
- Providence Medical Center, Anchorage, AK
- Providence Medical Center, Seward, AK
- Alaska Native Tribal Health Consortium, Anchorage, AK
- Hospice of Anchorage, AK
- Advocate Christ Medical Center, Oak Lawn, IL
- Wellpinit Service Unit, Wellpinit, WA
- Holy Spirit Hospital, Camp Hill, PA
- North Colorado Medical Center , Greeley, CO
- Fred Hutchinson Cancer Research Center - Seattle, WA
- University of Arizona, Tucson, AZ
- Northwest Portland Area Indian Health Board, Portland, OR
- Mayo Clinic, Rochester, MN
- University of New Mexico, Albuquerque, NM
- OTN - Thunder Bay, Ontario, Canada
- Pago Pago, American Samoa
- Indian Health Service
- Intercultural Cancer Council
- Lakehead University, Centre for Education and Research on Aging and Health (CERAH)
- State of Alaska Comprehensive Cancer Program
- University of Auckland – Goodfellow Unit, School of Population Health
- University of New Mexico School of Medicine – Palliative Care Section
- Upaya
- New research and study results (New Zealand)
- Indigenous palliative education and research (Canada)

# **Building the Virtual Community**

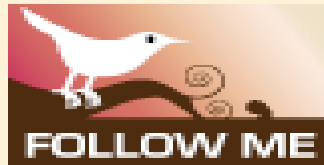


# A Sense of Community



USA Alaska	08/05 13:28
USA PT	08/05 14:28
USA MT	08/05 15:28
USA CT	08/05 16:28
USA ET	08/05 17:28
Canada ON(E)	08/05 17:28
Canada ON(W)	08/05 16:28
New Zealand	08/06 09:28
India	08/06 02:58
Australia ET	08/06 07:28

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## Palliative Care Symposium's photostream

[Sets](#) | [Tags](#) | [Archives](#) | [Favorites](#) | [Profile](#) | [Palliative... is a friend \(edit\)](#)



# Website Security

- Full Administrative Access- full access to view and change participant and any website information
  - ANTHC Program Staff - 4 staff
  - Web Designer
- Site Access- access to view site participant lists and manage content of their group website page
  - Site Facilitators - 1 per site

# ANTHC Web Content Development

- Coordinate with speakers for Web page information:
  - Head shot picture
  - Bio sketch
  - Quote
  - Presentation objectives



**International Telehealth Palliative Care**

RESOURCES | PALLIATIVE CARE | AGENDA | SPEAKERS | SITES | CME/CE

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**Audrey Armstrong**  
Alaska Native Medical Center Volunteer, Anchorage, Alaska  
Alaska Elder providing Symposium Closing Prayer

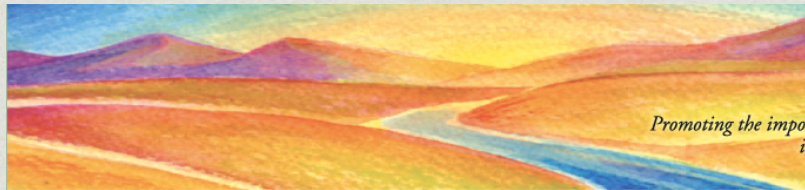
Ms. Armstrong is Koyukon Athabascan. She was born in Galena, Alaska, and raised in Nulato, Alaska. She is a 2006 recipient of the YWCA "Women of Achievement" award. She retired after working 34 years at the Alaska Native Medical Center (ANMC) in Anchorage, Alaska. Audrey was the Manager of Auxiliary Patient Services, and Director of the ANMC Volunteer Program. She is a member of the American Indian Science and Engineering Society, serving as the Regional Governor recruiting students for the organization.

**Sue Bailey, RN CHPCN[c]**  
Lakehead University, Ontario, Canada  
**Presentation: Case Panel - Family Matters: Effective Communication at End-of-life (It's Worth It)**

*"Communication with patients and families at end of life will not only impact the experience of the patient, but will also impact the bereavement of the whole family unit."*

Ms. Bailey has been the Palliative Care Clinician at Thunder Bay Regional Health Sciences Centre, Thunder Bay, Ontario since 1999. Prior to that, she was a hospice nurse with St. Joseph's Care Group in Thunder Bay. She has worked in acute care, community and long-term care. She was a board member of Hospice Northwest Palliative Care Volunteers and the Ontario Palliative Care Association in Thunder Bay. She is a palliative care educator with a strong focus on interdisciplinary palliative education.

# Content for the Virtual Community



## International Telehealth Palliative Ca

RESOURCES | PALLIATIVE CARE | AGENDA | SPEAKERS | SITES | CME/CE

Home

### SYMPOSIUM AGENDA

All times Alaska Daylight Time (scroll down to bottom of page for one-page agenda)

#### Tuesday, May 5 - Current Issues in Palliative Care

7:30-  
8:00am

Test Connections

8-8:10am

Opening Prayer: Larry Mercurieff, Elder (St. Paul Island, Aleut)

8:10-  
8:30am

Welcome : Gregory Marino, DO, FACP (ANMC, Anchorage, Alaska)

**"When You Lose a Colleague" - Honoring Ted Heffernan, MD**

8:30-  
9:00am

Bret R. Benally Thompson, MD, Red Lake Service Unit, Indian Health Service (Minnesota) / Joan Halifax Roshi, PhD, Upaya Zen Center (New Mexico)

9:00-  
9:30am

**Interdisciplinary Continuing Education in Palliative Care: A Regional Model**

Mary Lou Kelley, MSW, PhD, Lakehead University (Ontario, Canada)

9:30-  
10:00am

**Palliative Telehealth for Providers, Patients & Families**

Greg Marino, DO, Laura Trawick, RN, Michelle Moran, RN, MPH, Amy Maitland, MSW (ANMC Oncology Clinic Alaska)

- Agenda page linked to individual speaker page

### Interdisciplinary Continuing Education in Palliative Care: A Regional Model



**Mary Lou Kelley, MSW, PhD**  
Lakehead University, Ontario, Canada

*"Educational initiatives not only improve professional and personal satisfaction and retention of rural health care providers but also represent a key way to develop health service capacity in a community ... Within a capacity building model, developed for rural palliative care delivery, education and staff support were the most important factors in community engagement."*

#### Objectives:

- Participants will understand how the Center for Education and Research on Aging and Health's (CERAH) model of interdisciplinary continuing education in palliative care works.
- Participants will understand the challenges of implementing the CERAH model in a large geographic region.
- Participants will understand the outcomes of education initiatives that build capacity amongst palliative care providers.

Login or register to post comments

# Registration and Reporting

**Hear palliative care experts followed by local facilitated sessions to discuss how to improve palliative care in your community.**

Join us at an on-site location in the United States, Canada or New Zealand, through video-teleconference coordinated by the on-site location nearest you, or through web-streaming.

After registering, please be sure to activate your

*virtual community*

account to take advantage of the online conference collaboration tools.

Watch for your web-site account activation details in a separate email from your registration confirmation.

We look forward to seeing you in May!

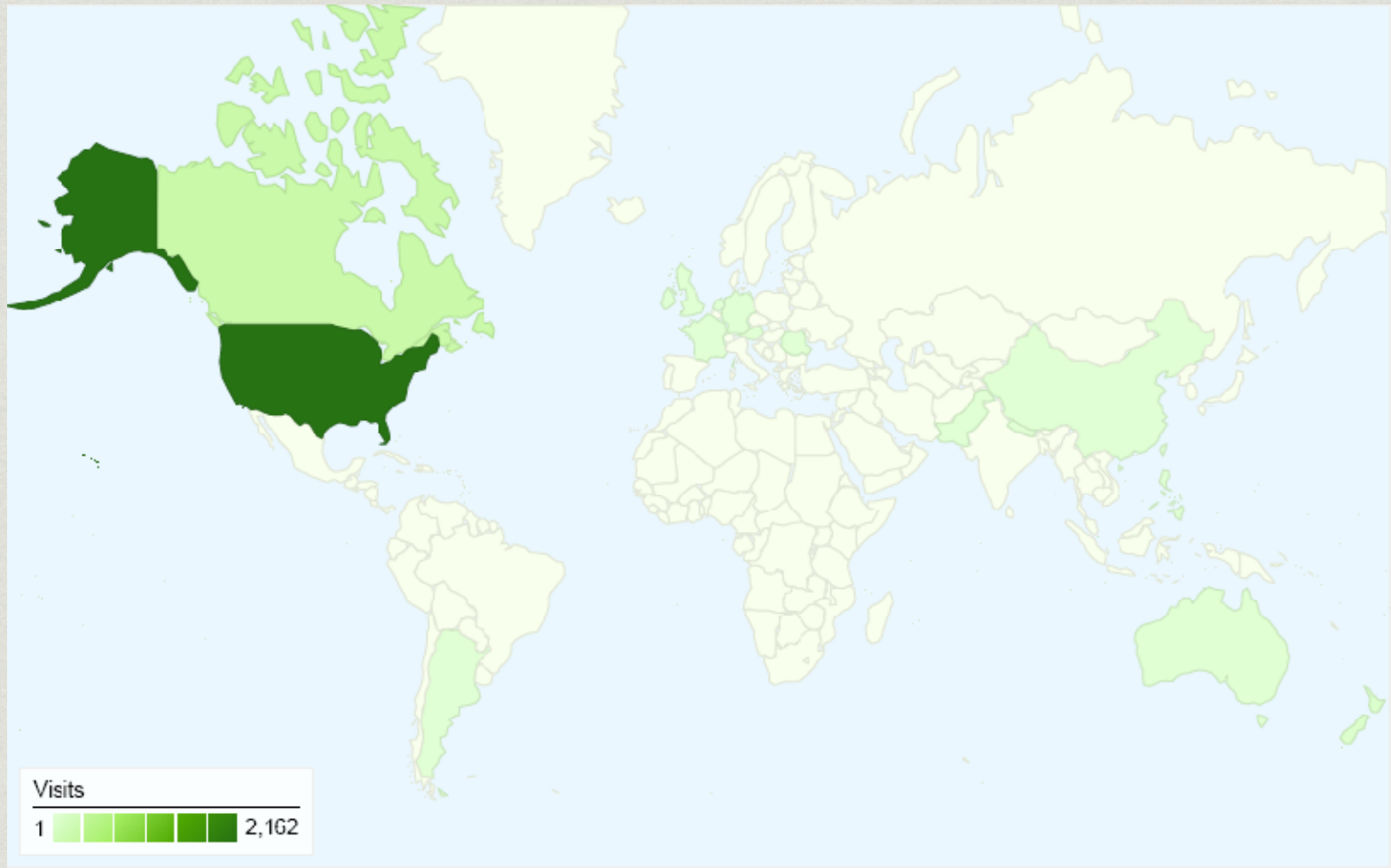
When      May 5th, 2009 8:00 AM    through    May 7th, 2009 12:30 PM

Contact    Email: [palliativesymposium@anthc.org](mailto:palliativesymposium@anthc.org)

**» You Must Click Here to REGISTER!**



**ICAL**



**2,536 visits came from 19 countries/territories**



# Site Facilitation

# Site Facilitation

- The ANTHC Facilitators Handbook and acted as a liaison between sites
- All conference materials were offered via email and online

# Site Facilitators

- Site were responsible for recruitment and registration
- Collection of CEU forms
- Testing connections
- Local sessions & reports



# Online Materials

## Welcome Site Facilitators!

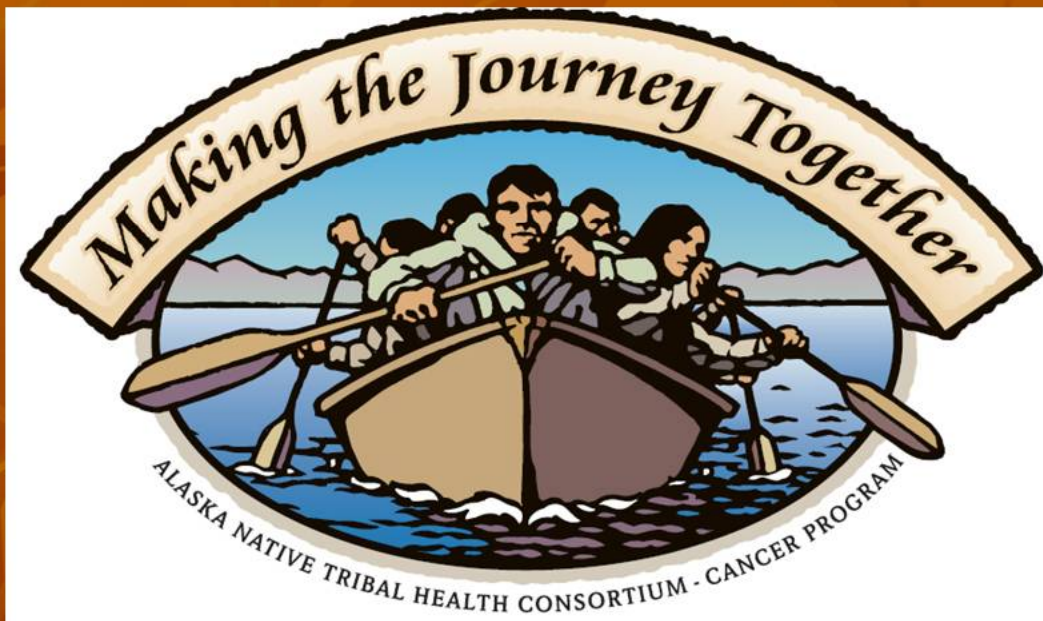
This is the spot to check for additional resources. Please login to download the conference brochure and additional documents.

Attachment	Size
<a href="#">Conference Flyer</a>	815 KB
<a href="#">Understanding Cancer play script</a>	96.5 KB
<a href="#">Understanding Cancer play script directions</a>	24.5 KB
<a href="#">Resource Listing Guide</a>	168.5 KB
<a href="#">CEU Conference Sign In Sheet</a>	92.79 KB
<a href="#">Understanding Cancer Series Module</a>	202.44 KB
<a href="#">Site Facilitator Guide</a>	1.57 MB
<a href="#">Palliative Care Symposium Press Release NEW!</a>	52 KB
<a href="#">Cheat Sheet NEW!</a>	41 KB
<a href="#">Scripted Agenda NEW!</a>	147.5 KB

# The Symposium

# Houston, We Have a Problem

Please Stand By



*We are experiencing technical problems  
Thank you for your patience*

# ANTHC “Command Center”



- Staff tested connections with sites
- Loaded DVD's
- Coordinated with site facilitator at each location
- Made it work







# Results

- Enabled world-wide providers to participate
  - Near home and work
  - With no transportation/registration/CEU expenses
- Strengthened connection of tribal providers, IHS, universities, hospices, state organizations world-wide, palliative care providers & educators

# Results

- Over 400 registrants
- Symposium cost less than previous onsite offerings
  - \$28,000 vs. \$125,000
- Registration/continuing education offered at no cost

2009	2007	2006	2005
407	175	193	271

- Continuing education
- Attendee feedback positive

# Next Steps

- Future Symposiums April 27-29, 2010!!
- Conversion to Education Site
- Encourage use of virtual communities
- Possible transition to full internet teleconferencing technology

# Comments

- “You did a great job. This whole conference has been amazing in terms of the use of technology. Being able to look at the power point slides on line is really effective.”
- “I was able to join the symposium for portions of the past 3 days; my method of connecting to it was via desktop videoconferencing. As a pediatrician, I was interested in the topic. As a telehealth person, I was very interested in the format. For me, the format was very effective. More importantly, the program was extremely engaging. I believe that it used new technology and tools in a very creative and effective way, helping create of sense of respectful community around a difficult but extremely vital topic. I felt like I was in the room with the presenters in Anchorage, Rochester, Ontario, and Tucson.”

## Comments (cont.)



- “It is wonderful to have such a great venue and an opportunity to hear speakers from all over without having to leave the village! I think we are seeing a technology that will become very important in the future and really could benefit our Health Aides in the villages.”

**SAVE THE DATE!!**

**April 27-29, 2010**

[www.palliativeak.org](http://www.palliativeak.org)

# Contact Information

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