

Compassionate Communication: Skill Building for Care of Patients with Intellectual and Developmental Disabilities

November 10, 2023

8:30 A.M. – 3 P.M.

**DoubleTree by Hilton Cherry Hill
2349 Marlton Pike W.
Cherry Hill, NJ 08002**



This one-day conference will provide healthcare leaders and front-line team members resources and tactics focused on providing compassionate care for our patients with Neurodevelopmental and Developmental Disabilities. Skill labs will be focused to innovate delivery and equip participants with the necessary knowledge and tools to enhance their ability to connect, empathize, and respond effectively to the needs of patients, care partners and patient advocates. Through a combination of interactive lectures, case studies, and hands-on role-playing exercises, this lab will explore various key elements of compassion communication such as active family listening, therapeutic communication techniques, and non-verbal cues. Participants will also learn strategies for managing their own emotional and physical well-being while caring for others in challenging situations. This session strives not only to improve participants' technical skills but also foster an understanding of the importance of compassion in healthcare settings. By promoting self-awareness and cultivating empathy among caregivers, this skill building day ultimately seeks to create a more nurturing and patient-centered environment for our patients with these disabilities.

Session Objectives:

- Attendees will be able to articulate moments of truth for communicating compassionately with our patients with Neurodevelopmental and Intellectual Disabilities, their care partners and advocates.
- Attendees will be able to practice using sensory tools and communication devices to better engage and connect with patients who have Intellectual and Developmental Disabilities.
- Participants will understand the impact the necessary steps to create a safe and healing care environment for themselves and our patients with Intellectual and Developmental Disabilities.

Register for this free event:
Events.CooperHealth.org

Target Audience:

- Advanced practice providers (NPs, PAs, CRNAs)
- RNs
- Nurse Educators
- Students

*See symposium
schedule on
reverse side.*

Continuing Education:

- **5.5 Contact Hours**
- Cooper University Health Care is an approved provider of nursing continuing professional development by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. **P#101-11/2023**
- **LEARNING OUTCOME:** By the end of the conference, nurses will be able to articulate how to compassionately communicate with IDD patients, their care partners, and advocates.
- To successfully complete this activity and earn a contact hour certificate, participants must attend entire conference and complete and program evaluation.



Compassionate Communication

SYMPOSIUM SCHEDULE

To Register: Events.CooperHealth.org

8 – 8:30 a.m. CHECK IN: Networking, Registration, Breakfast

8:30 – 8:45 a.m. **Module 1: Executive Welcome/Kickoff**
Dr. Franziska Jovin, Erin Shipley, Cooper University Healthcare

8:45 – 9:45 a.m. **Module 2: Compassionate Communication**
Karen Cook, RN, Huron Consulting Group

9:45 – 10 a.m. BREAK

10 – 10:30 a.m. **Module 3: Creating the Ideal Care Environment**
Jillian Curnew
Sally French
Erin Shipley

Skill Lab Prep/Didactic overview

10:30 a.m. – 12 p.m. **Module 3: Skill Labs**

Skill Practice/Stations: 25 mins each (6 stations)

- Sensory Tools/Carts
- Assessing a Safe Environment (VS/blood draws)
- Patient Communication Devices (Picture Board)
- Simulation of Managing Behavior
- HARP basics
- Virtual Reality: What does the patient experience?

12 – 12:45 p.m. LUNCH

12:45 – 1:45 p.m. **Module 3: Skill Labs**

Skill Practice/Stations:

- Sensory Tools/Carts
- Assessing a Safe Environment (VS/blood draws)
- Patient Communication Devices (Picture Board)
- Simulation of Managing Behavior
- HARP basics
- Virtual Reality: What does the patient experience?

1:45 – 2:45 p.m. **Module 4: Trauma Informed Care and Healing Presence**
Iris Jones

We as providers need to recognize that many, many patients have a history of trauma, as well as serious illnesses and negative experiences in the medical setting. How can we respond with empathy and understanding to proactively address the care needs for this vulnerable patient population.

2:45 – 3 p.m. BREAK

3 – 3:15 p.m. **Module 5: Parent Perspectives**
Elizabeth Dalzell

Connect to Purpose: Parent Perspective

3:15 – 3:30 p.m. **Wrap UP: Key takeaways**

Participants share one thing they learned and will do differently. Executive Call to Action

3:30 p.m. SESSION END