As a result of this program, participants should be able to:
1. Explain how prescriptive training for clinicians delivering bad news can lead to misunderstandings and poor communication outcomes.
2. Identify how to effectively facilitate a family meeting in the clinical setting and how to deliver unfavorable news.
3. Describe methods to improve interdisciplinary and team communication in health care.
4. Discuss ways to improve office communication utilizing efficiency and empathy.
5. Describe a relational perspective to feedback and personal challenges that may be associated with providing feedback.
6. Review case studies to determine areas where communication could be improved.

Target Audience
Physicians, nurses, advanced practice clinicians, pre-hospital personnel, social workers and other health care interdisciplinary providers

Designation Statement
It is Lehigh Valley Health Network’s policy to ensure balance, independence, objectivity and scientific rigor in all of our sponsored educational programs. Faculty and all others who have the ability to control the content of continuing education activities sponsored by Lehigh Valley Health Network are expected to disclose to the audience whether they do or do not have any real or apparent conflict(s) of interest or other relationships related to the content of their presentation(s).

Lehigh Valley Health Network is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians. Lehigh Valley Health Network designates this live educational activity for a maximum 6.0 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the educational activity.

Lehigh Valley Health Network is an approved provider of continuing nursing education by the PA State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Registered nurses attending the entire program and completing the evaluation tool will receive 6.0 contact hours. Approval of this continuing nursing education activity refers to recognition of the educational activity only and does not imply ANCC Commission or PA Nurses approval or endorsement of any product.

This educational activity is seeking 6 CEUs pending social worker provider status renewal.

Application has been made to the PA Department of Health, Division of EMS for continuing education credits.

The Ethics Planning Committee gratefully acknowledges DeSales University for the use of their facilities and support of this conference.
**Conference Information**

**Registration**
Registrations can be made by calling 610-402-CARE. On-site registrations are welcome, but be prepared to take a little longer at the registration desk when you arrive. Cash or check is the only method of payment acceptable.

**Payment**
Payment must accompany this form. Registration forms received without payment will not be processed until payment is received.

**Evaluation Email Policy**
LVHN respects your right to privacy and will not sell, lease or provide your contact information to a third party. By registering for this event, you agree to be contacted after the event for a post-event evaluation survey. RNs should note that contact hours may only be awarded when the completed evaluation is received.

**Fees, Cancellations and Substitutions**
Registration fee for the conference includes the educational program and any food event listed in this brochure. Refunds will be granted up to one week prior to the conference, minus an administrative fee. After that date no refunds will be granted. Lehigh Valley Health Network reserves the right to substitute faculty listed in this brochure and will provide comparable alternative faculty.

**Planners, presenters have nothing to disclose.**

**Directions**

**General Directions**
DeSales University is located on Station Avenue in Center Valley, Pa., 1 mile south of Route 378; just a mile from where Route 309 meets Route 378. At the intersection of Route 309 and Route 378, follow Route 378 North to Preston Lane. Make a right on Preston Lane to campus, and follow to Landis Mill Road. Turn right and take Landis Mill Road to Station Avenue. Turn left onto Route 309 North, and proceed 8 miles to the intersection of Route 309 and Route 378. Follow General Directions above.

**From Points South**

**Philadelphia and South Jersey**: Take I-76 West through Philadelphia to I-476, the Northeast Extension of the Pennsylvania Turnpike, to Exit 32/44 (Quakertown). Turn left onto Route 663 North toward Quakertown, turn left onto Route 309 North, and proceed 8 miles to the intersection of Route 309 and Route 378. Follow General Directions above.

**From Points West**

**Harrisburg and Southcentral Pa.**: Take Route 81 North and proceed East on I-78 to Route 309 South (Exit 60). Continue south on Route 309 for about 3 miles to the intersection of Route 309 and Route 378. Follow General Directions.

**From Points North**

**Scranton and North**
Scranton and North: Take I-476, the Northeast Extension of the Pennsylvania Turnpike, to Exit 33/56 (Lehigh Valley). Follow Route 22 East from the interchange exit for 1 1/8 miles to Route 309 South (direction of Scranton). In a few miles Route 309 joins with I-78 East. Continue south on this combined road until Route 309 branches off toward the south at Exit 60. Continue south on Route 309 for about 3 miles to the intersection of Route 309 and Route 378. Follow General Directions.

**From Points East**

**Northern/Central New Jersey**: Take the New Jersey Turnpike and/or Route 287 to I-78. Follow I-78 West across New Jersey and into Pennsylvania to Route 309 South (Exit 60A). Continue south on Route 309 for about 3 miles to the intersection of Route 309 and Route 378. Follow General Directions.

**Conference Agenda**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>7:15–7:45 a.m.</td>
<td>Registration and breakfast</td>
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<tr>
<td>7:45–8 a.m.</td>
<td>Welcome</td>
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<td>Robert Barraco, MD</td>
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<tr>
<td>8–9 a.m.</td>
<td>Beyond Good Intentions and Patient Perceptions: Completing Definitions of Effective Communication at the End of Life</td>
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<td>Lori Roscoe, PhD</td>
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<td>9:15–10:30 a.m.</td>
<td>Concurrent Channels:</td>
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<td></td>
<td><em>Family Matters</em>—Family conferences and bad news</td>
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<td></td>
<td>Sarah Nicklin, MD</td>
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<td><em>The A Team</em>—Interdisciplinary and Team communication among colleagues</td>
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<td></td>
<td>Everitt Brins, PhD, Robert Barraco, MD</td>
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<td></td>
<td><em>The Office</em>—Effective communication with empathy</td>
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<td>Eric Gertner, MD</td>
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<tr>
<td>10:30 a.m.</td>
<td>Break</td>
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<tr>
<td>10:45 a.m.–noon</td>
<td>Repeat Channels</td>
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<td>Noon-1 p.m.</td>
<td>Lunch</td>
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<td>Dry Your Tears, selections</td>
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<td>Doc Martin</td>
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<td>A Doctor’s Touch</td>
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<td>Abraham Verghese</td>
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<td>1:10–2:30 p.m.</td>
<td>Feedback as a Relational Investment</td>
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<td></td>
<td>Krista Hirschmann, PhD</td>
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<tr>
<td>2:40–3:50 p.m.</td>
<td>Case studies, panel discussion and evaluation</td>
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</tbody>
</table>

**Registration Form**

**6th Annual Ethics Symposium**

**Walk the Talk**

**Wednesday, April 17, 2013**
Lehigh Valley Health Network sponsored
DeSales University, University Center
2755 Station Ave., Center Valley, PA 18034

**Registration Deadline: April 4, 2013**

**Name**

**Affiliation/Employer**

**If LVHN: User ID**

**If Non-LVHN: Email Address**

**Address**

**City/State/Zip**

**Telephone Number (Including Area Code)**

**Please check one:**
- RN
- MD
- DO
- SW
- Pharm
- EMS
- Resident
- Student
- Other

**SW License #**

**Pre-Hospital License #**

**Registration Fee: $50**
Residents and Students: Free but must register for the entire day.

Registrations can be made by either calling 610-402-CARE with a credit card or by writing a check payable to Lehigh Valley Health Network and mailing it to:

**402 CARE**
Lehigh Valley Health Network
2100 Mack Blvd., Allentown, PA 18103-5622

**Special Needs**
- I will need assistance.
- I have special dietary requirements
- Please include me on your CE activity mailing list.