



**SCHCA 2015  
FALL SOCIAL  
WORK SEMINAR  
SEPTEMBER 23**

**COLUMBIA CONFERENCE  
CENTER  
169 LAURELHURST AVE  
COLUMBIA, SC**

**CLICK HERE TO REGISTER:  
[FALL SOCIAL](#)**

**FOR ADDITIONAL INFORMATION  
CALL KIM WILKERSON OR  
LAUREN SHULL  
803-772-7511**

***SEMINAR IS FOR SCHCA  
MEMBERSHIP ONLY***



**Paige Hector, LMSW  
Clinical Educator & Consultant  
Paige Ahead Healthcare  
Education & Consulting L.L.C.**

Paige Hector earned her Bachelor of Social Work and Sociology degree from Nebraska Wesleyan University, and a Master of Social Work degree from Arizona State University. She has over 20 years experience in medical social work and has worked in many health care settings including pain and palliative medicine, acute

care, long term care, adult day care and case management.

As a clinical educator and consultant, she gives workshops and seminars in a variety of settings and demonstrates a wide range of clinical knowledge and skills that encompasses the entire interdisciplinary team. Paige is skilled at inspiring staff to critically evaluate their own organizations and then gives them the resources and guidance to make necessary changes. She is committed to maintaining the most current knowledge on best practices, regulatory changes and clinical advances and strives to share that information in her lectures and written reports.

In May 2009, Paige initiated The Arizona Long-term Care Social Work Task Force to promote the highest level of social work services in the long-term care setting. In 2004, she was instrumental in the development of the TLC HealthCare™ Pain & Palliative Medicine Practice. As an active member of the Nursing Home Social Work Webinar Planning Committee and a member of the Social Work Long-Term Care Research Network, a national group of social work leaders, and a CMS Social Work Research Call Group, she works hard to improve the quality of social work services which then directly impacts residents' psychosocial well-being and quality of life. Paige holds membership in the American Medical Directors Association (AMDA) and the National Association of Social Workers (NASW).

**Causal Business Attire.  
Please dress in layers and  
bring a light jacket or sweater  
to insure your comfort.**

**Agenda**

**8:30-9:00: Registration**

**&**

**Breakfast**

**9:00-10:30:**

**Education**

**10:30-10:45:**

**Break**

**10:45-12:15:**

**Education**

**12:15-1:00:**

**Lunch**

**1:00-2:30:**

**Education**

**2:30-2:45:**

**Break**

**2:45-4:15 Education**



## ***Ethical Considerations When Adults Decline Care***

People refuse care for a number of reasons, to the dismay and frustration of the interdisciplinary team. This talk will create a paradigm shift for how we think about refusal of care and will provide concrete suggestions on achieving patient-centered care as well as ethical and defensible outcomes.

- Describe a resident-centered approach to refusal of care using a structured framework.
- Utilize strengths assessments to help guide ethical decision-making.
- Identify major components necessary to document declination of care.

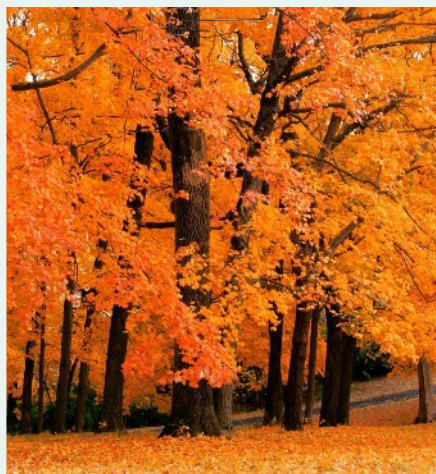
Analyze a case using all the components discussed in the presentation.



## ***Grievances- Accepting & Managing Complaints in the Nursing Home***

Do you dread complaints? If so, you're not alone. Skills like validation and critical thinking help staff successfully resolve and document even the most challenging of issues. This presentation will help you evaluate your approach to accepting and handling complaints and empower you to take charge of this sometimes tricky aspect of health care.

- Demonstrate why critical thinking and listening are essential skills to manage complaints.
- Explain why it is important to validate perceptions and how to do this.
- Discuss the process of completing a complaint form.
- Demonstrate strategies to document a complaint in the medical record.



## ***Your Life Your Choices***

Advance care planning, the process of making and communicating health care decisions, is not only important but crucial in order for the medical community to honor a resident's wishes. Talking about advance directives and choices related to medical care can be difficult. This class will empower attendees with the words and the tools to engage residents and family members in discussion about quality of life, advanced illness and treatment decisions. The foundation of this presentation is the comprehensive workbook titled *Your Life, Your Choices*.

- Describe how to make and communicate health care decisions
- Discuss how beliefs and values impact health care decisions
- Explain common medical situations such as stroke and dementia and how these diagnoses impact treatment decisions
- Discuss how to start difficult conversations about end-of-life issues
- Share helpful resources to supplement discussions