



30-Hour Chinese Hospice & Palliative Care Volunteer Training Program

Health Professionals Cultural Competency 4-Hour Training

Friday 12-4 pm, June 16, 2017

Time	Contents	Faculty & Panelists
12:00 -12:30 pm	Lunch Welcome and Introduction	Shirley Pan
12:30-1:20 pm	Culturally Competent End of Life Care for Chinese Patients	Sandy Chen Stokes, RN, MSN
1:20–2:15 pm	" Back to ABCs - Approaching Barriers to Communications"	Jeff Yee, MD, Dignity Health
2:15-2:25 pm	Break	
2:25-2:30 pm	group photos	All
2:30-3:15 pm	California End of Life Option Act	Lael Duncan, MD, CCCC
3:15 –3:50 pm	Panel Discussion	Shirley Pan, Jeff Yee, MD, Lael Duncan, MD, & Sandy Stokes
3:50-4:00 pm	Closing	Shirley Pan



30-Hour Chinese Hospice & Palliative Care Volunteer Training Program June 17, 18 & 24, 25, 2017

Saturday June 17, 2017

Interpreters: Jean Yih, Simon Chow, Yuaner Wu

Time	Contents	Faculty & Panelists
8:00-8:30 am	Registration	
8:30 –10:30 am	Welcome and Introduction Introduction to Chinese American End of Life Care Movement 在美華人生命末期療護關懷運動 CACCC & Chinese Hospice & Palliative Care Volunteer Training Interpreter, volunteers & Staff Partner Agencies Volunteer introduction Agenda · Pre-Post Test	Shirley Pan Sandy Chen Stokes Shirley Pan Jean Yih, Simon Chow, Yuaner Wu Agencies Shirley Pan-All
10:30 - 10:40 am	Break	
10:40 – 12 Noon	Pre-Post Test Exercise History and Philosophy of Hospice and Palliative Care 安寧及緩和療護	Simon Chow Sandra Lew, LCSW
12:00 - 12:30 pm	Lunch	
12:30 – 2:00 pm	Pre-Post Test Role Play Communication Skills 溝通技巧	CACCC Volunteers Sandy Chen Stokes
2:00-2:10 pm	Break	
2:10 – 3:30 pm	Pre-Post Test Exercise Advance Care Planning, Advance Health Care Directive & POLST 醫療照護事前指示與維持生命治療醫囑	Simon Chow Jeff Yee, MD
3:30-4:00 pm		CACCC Volunteers
4:00- 4:25 pm	AHCD & POLST forms	Jeff Yee & Sandy Stokes
4:25-4:30 pm	Panel Discussion	



30-Hour Chinese Hospice & Palliative Care Volunteer Training Program

Sunday June 18, 2017

Interpreters: Jean Yih, Simon Chow, Yuaner Wu

Time	Contents	Faculty & Panelists
8:30 – 9:20 am	Pre Test Role Play Cultural and Spiritual Aspects of Death and Dying 文化和心靈照護的死亡相關議題 Post Test	CACCC Volunteers Sandy Chen Stokes, RN, MSN
9:20 – 10:10 am	Pre Test Exercise Role Play Ethics 醫學倫理 Post Test	Simon Chow CACCC Volunteers Sandy Chen Stokes, RN, MSN
10:10 -10:30 am	Prep for the Team Presentation	All
10:30-10:40 am	Break	
10:40 – 12:00 noon	Pre Test Safety Issues - OSHA/HIPAA 志工服務的安全問題 Hand wash; Put on and remove gown, mask and gloves Panel Discussion Post Test	Yuaner Wu, PhD, RN, MS, MPH Simon Chow, Pharmacist Yuaner Wu, Simon Chow & Shirley Pan
12:00-12:30 pm	Lunch	
12:30 – 2:00 pm	Pre Test Exercise Role Play Family Dynamics & Psychosocial Issues 華人家庭面對死亡的議題; 死亡在心理社會的相關議題 Post Test	Simon Chow CACCC Volunteers Bai-Yin Chen, PhD, UC Davis
2:00-2:10 pm	Break	
2:10-3:00 pm	Communication Skills (Part II) Role Play	Sandy Chen Stokes, RN, MSN CACCC Volunteers
3:00 – 4:30 pm	Role Play; Pre-Post Test Heart to Heart Cards & Community Outreach	CACCC volunteers Shirley Pan



30-Hour Chinese Hospice & Palliative Care Volunteer Training Program

Saturday June 24, 2017

Interpreters: Jean Yih, Yuner Wu

Time	Contents	Faculty & Panelists
8:30 -8:45 am 8:45-10-00 am 10:00-10:50 am	Pre Test Role Play Volunteer Responsibilities and Appropriate Boundaries 志工職責及規範 Panel Discussion	CACCC Volunteers Jean Yih, MBA Shirley Pan, Jean Yih, Janice Tsai, Frances Choo, Christine Poon & Angela Hamilton
10:50-10-00 am	Break	
11:00-12 Noon	Pre Test Exercise Dying process and end of life care 瀕死症狀及生命末期療護 Post Test	Shirley Pan Sheila Kennedy, RN, BSN, Snowline Hospice
12:00 -12:30 pm	Lunch	
12:30 – 1:10 pm	Pre Test Patient Visit & Documentation 志工的訪視記錄 Post Test	Sandy Chen Stokes, RN, MSN
1:10-2:20 pm	Pre Test Volunteer Self Care and Stress Management 志工自我照護 Post Test	Carlye Wilder, Yolo Hospice
2:20-2:30 pm	Break	
2:30 – 4:30pm	Team Presentations	All



30-Hour Chinese Hospice & Palliative Care Volunteer Training Program

Sunday June 25, 2017

Interpreters: Jean Yih, Yuner Wu

Time	Contents	Faculty & Panelists
8:30-9:00 am	CACCC Volunteer Support Group & Volunteer Opportunity	Yan Huang, RN, MS
9:00-10:30 am	Pre-Test ❖ End of Life Comfort Measure, Diseases and Conditions ❖ Pain and Symptom Management and Related Clinical Issues 生命末期的疼痛與症狀控制 Post-Test	Tamara Grigoleit, RN, DPCS, Sutter Hospice
10:30 – 10:40 am	Break	
10:40 – 12:00 noon	Exercise Greif, Loss & Bereavement Support 悲傷與失落	Shirley Pan Chaplain Connie Johnstone MTS, BCC Kaiser Sacramento Hospice
12:00 – 12:30 pm	Lunch	
12:30-1:00 pm	Agency Presentations	Shirley Pan Agencies
1:00 – 2:40 pm	Volunteer Self Evaluation	Shirley Pan-All
2:40-3:30 pm	Volunteer Sign Up	Partner agencies and Volunteers
3:30 – 4:30 pm	Celebrations! Graduation, Cake and group photo	CACCC & Partner Agencies