

2012 ELNEC AWARD WINNERS**ELNEC-Core**

Carol Kelley, PhD, CNP, is an assistant professor at the Frances Payne Bolton School of Nursing, Case Western Reserve University in Cleveland, Ohio. After returning from a Graduate ELNEC training course in 2006, she gained the support of the Dean and faculty to integrate ELNEC as a requirement for Adult APRN students at the School of Nursing. The first ELNEC course was held in January 2007 and since that time, ELNEC has been offered to Adult APRN students and preceptors twice yearly. Since January 2007, 262 nurses have completed an ELNEC course taught by a core group of faculty who have been ELNEC trained and have end-of-life expertise. A few years after the Adult ELNEC course was initiated, she helped to facilitate a required Pediatric ELNEC course for Pediatric APRN students. Over the years she has collected data from ELNEC course participants to gain information about end-of-life care and education. The description of participants' perceptions about specific aspects of end-of-life care, their views on the ELNEC education requirement and a report of the ELNEC implementation experience at the Frances Payne Bolton School of Nursing will be published in the *Journal of Hospice and Palliative Nursing* in July 2013. In addition to her commitment to end of life education, she is in clinical practice as a nurse practitioner with the Vinney Hospice at Montefiore in Beachwood, OH. Carol.Kelley@case.edu



Mary Beth Steiner, RN, BSN, MEd, is the director of education for Harden Healthcare's Hospice Division. She has more than 20 years of experience in nursing education and leadership. Since attending the ELNEC Train-the-Trainer course in 2009, Mary Beth has worked to expand ELNEC training throughout her organization, first within Harden Hospice Kansas and then throughout Harden Healthcare. She has coordinated more than 60 sessions with more than 1,000 attendees, including employees from Harden, local hospitals, long-term care facilities and other hospices attending. She invites all members of the community to ELNEC sessions to increase knowledge about the importance of end-of-life/palliative care. Mary Beth has found that those participating in an ELNEC-Core session, increases the confidence and competence of the hospice team, which translates into better patient care and comfort for the family. Since Mary Beth began focusing on ELNEC training, Harden Hospice has educated 75 ELNEC trainers located across five states. The mission of Harden Healthcare is to offer a continuum of healthcare services, providing the best care for its patients and a sense of pride and purpose for its employees. ELNEC is a key component of meeting that mission. Harden's core values are compassion, motivation, personal integrity, operational excellence and communication—all of which reinforce the ELNEC concepts. "We are very fortunate that Harden Healthcare recognizes the value of ongoing education and training and is willing to commit time and resources for all hospice employees to attend ELNEC.

This would not be possible without their support,” stated Mary Beth.
MaryBethSteiner@hardenhealthcare.com.

ELNEC-For Pediatrics



Renee Snyder, RNC, BSN, CHPN is director of the Emogene Dolin Jones Hospice House in Huntington, West Virginia, where she leads a team of nursing staff in the daily care of patients nearing the end of life. With more than 28 years of combined cardiac nursing and hospice care experience, Renee has been a driving force for many of the agency’s specialized programs, including congestive heart failure and chronic obstructive pulmonary disease. Her commitment to end-of-life care is demonstrated not only by her board certifications including medical-surgical certification and certified Hospice Palliative Care Nurse, but also

through her commitment to the advancement of quality end of life care across the lifespan. Most recently, under Renee’s direction, the agency expanded its care at the inpatient unit from respite, pain management and symptom control for adult patients into launching a highly specialized program for pediatric patients. The effort began following a conversation Renee had with a pediatric case manager at a local hospital. Renee was simply asked if children could go to the Emogene Dolin Jones Hospice House for end-of-life care. Realizing that caring for children at the facility was an important missing link in the agency’s services there, Renee began the process of developing an inpatient pediatric hospice program, known as *Project Noah’s Ark*. With a keen understanding of the education and teaching process, Renee and several of her nursing team members went to Los Angeles, California and Washington, DC to become Pediatric ELNEC trainers. Soon thereafter all 18 registered nurses at the Emogene Dolin Jones Hospice House received ELNEC-Pediatric training. In addition Renee not only visited other pediatric hospice programs to gain a better understanding about this level of care for children, but also involved experts from an area hospital’s pediatric intensive care and neonatal intensive care units to begin training her nursing staff at the Hospice House. In all, the group has received more than one thousand hours of training for *Project Noah’s Ark*. This multi-pronged collaborative effort laid the foundation for ensuring that hospice nurses were prepared to care for children who were near the end of life. A frequent speaker and presenter throughout the State of West Virginia at various medical conferences and symposiums, Renee is committed to advancing the cause of hospice care on behalf of seriously ill adults and children to ensure they, along with their families, receive the best care available. rsnyder@hospiceofhuntington.org



Cheryl Ann Thaxton, RN, MN, CPNP-PC, CHPPN, has enjoyed over 21 years of experience in Pediatrics and Neonatology. She is both an ELNEC-Core and ELNEC-Pediatric Palliative Care trainer. She is currently serving as the Duke Children’s Pediatric Quality of Life (PQoL) Program Coordinator and provides direct patient care for the inpatient and outpatient pediatric palliative care service. Cheryl has worked in collaboration with the program’s Medical Directors Dr. Barfield and Dr. Bidegain to develop the infrastructure of the (PQoL) program. The pediatric palliative care consult service has provided care to over 230

patients since the start of the program in 2010. Cheryl serves as the Committee Chair for the Duke Children’s Pediatric End-of-Life Nursing Education Consortium (ELNEC) Committee and is an active member of the Duke Children’s Family Advisory Committee. The Duke Children’s

Pediatric ELNEC Committee consists of parent speakers, nurses, chaplains, social workers, a music therapist, an art education therapist, and child life specialists; all of whom work together to deliver a multidisciplinary approach during the biannual ELNEC-Pediatric Palliative Care training sessions. Cheryl is also a clinical associate professor at the Duke University School of Nursing and she provides lectures to both ABSN and APRN students. Cheryl was recently selected to serve on the Pediatric Examination Development Committee for the National Board for Certification of Hospice and Palliative Nurses (NBCHPN®). Cheryl has co-authored several publications related to pediatric palliative care and the needs of children with life-limiting illnesses. Cheryl's overall interest in caring for children with chronic pain and life-limiting illness is driven by her passion to serve pediatric and neonatal patients and their families. Her desire to promote the implementation of culturally sensitive initiatives has helped to develop strategic models of care through education and to facilitate interdisciplinary team involvement during end-of-life care. Cheryl.thaxton@duke.edu

ELNEC-Critical Care



Tercia Soares Sharpe, RN, BSN, MA originally began her nursing career in Brazil, where she worked in critical care, management and education. She has 35 years of experience in nursing and over the past 5 years she has been working in the ICU at Inova Loudoun Hospital (ILH), Leesburg, Virginia. Tercia attended the ELNEC-Critical Care train-the-trainer course in January, 2012 in Glendale, CA. In March, she organized the first Memorial Service, honoring the patients who died in 2011. Every six months a Memorial Service is held and it has been an opportunity for closure for the nurses, respiratory therapists and physicians. She was invited to present a Poster on how to organize a Memorial Service, at the national ELNEC course in Washington DC in August 2012, where she also received training in ELNEC-Core. During the past year, she initiated an end-of-life committee and created the need of having more trainers in the ICU and Oncology units. In August 2012, 5 more RNs from ILH became ELNEC trainers after attending ELNEC in DC. In November 2012 Tercia organized and taught the first ELNEC training course in collaboration with the other 5 trainers. There were 40 interdisciplinary participants attending, from all 5 Inova Hospitals. tercias@mac.com

ELNEC-Geriatric



Ann Minor, RN-BC, HN-BC, QTTT, CHPN has over 36 years of nursing experience. She is a Holistic Nurse, a Therapeutic Touch Teacher, a Hospice and Palliative Care Nurse, a HPNA-Approved Educator and an ELNEC-Geriatric Trainer. Ann is currently the *Tranquill Passages Director* at Southington Care Center in Southington, Connecticut and the *Holistic Care Coordinator* at Southington Care Center and Jerome Home in New Britain, Connecticut. The scope of Ann's nursing career is multifaceted and has been far-reaching, including travel to China and Mongolia to teach Therapeutic Touch to nurses and physicians at the Beijing Medical University. In 1999 she joined the staff at Southington Care Center as their Holistic Nurse and within a short period of time incorporated into clinical practice several complementary therapies including; Therapeutic Touch, Massage Therapy, Reflexology, and Pet

Therapy. As a result of her innovative practice in long-term care, Southington Care Center was awarded the 2000-2001 CANFA (Connecticut Association of Not for Profit Providers for the Aging) Best Practice Award for their Holistic Nursing Program. Ann's commitment to compassionate end-of-life care began in 2004 when she coordinated Southington Care Center's first ELNEC training. In 2005, after completing the ELNEC Core Train-the-Trainer program in Rhode Island, she became the catalyst for the development of Southington Care Center's "Tranquill Passages" palliative care program. This unique program is specifically designed to meet the needs of residents and their families in the long-term care setting. In 2006 Ann became nationally board certified as a Hospice and Palliative Nurse and she then developed a comprehensive 40-hour end-of-life care training program for nurses and CNAs. In 2009, after attending the National ELNEC-Geriatric Train-the-Trainer program in Pasadena, California, she became qualified as an ELNEC-Geriatric Trainer. Ann is an active member of The Connecticut Coalition to Improve End-of-Life Care and in 2010 she received their Safe Passage Award for Outstanding Clinical Care. In October of 2011 she participated in Connecticut's first statewide ELNEC-Geriatric Train-the-Trainer Program and then initiated a multidisciplinary ELNEC-Geriatric training. As a result, 25 health care professionals attended her training and several nurses and CNAs became board certified in hospice and palliative care. Ann continually shares her passion of holistic nursing and end-of-life care by educating others. Frequently, she and her Pet Partners therapy dog Jake, provide lectures and seminars in the community. "To be with, and to care for, someone who is dying requires knowledge, strength, courage and compassion. ELNEC provides the tools to help caregivers do this sacred work" stated Ann.

minora@southingtoncare.org

ELNEC-For Veterans



Matthew Earnest, RN, BSN, CHPN has been fortunate to combine both his love of hospice and his love of the military as a nurse manager, overseeing the operation of the Oklahoma City (OKC) VA Medical Center's (VAMC) in-patient palliative care unit. After completing his BSN and having a stint in the emergency room, he found his calling as a hospice nurse. In 2005 Matt joined the Oklahoma Air National Guard as a flight nurse and has been deployed overseas three times. Matt attended the ELNEC-For Veterans train-the-trainer course in 2010.

Through the ELNEC-for Veterans training, he recognized that the majority of veterans will receive hospice care outside the VA. Matt felt the need to provide veteran-specific end-of-life education to not only VA staff but those working in hospice agencies. He made the decision to open the consortium up to both the VA Medical Center as well as outside hospice agencies. After returning from his deployment in 2012, Matt coordinated with the Oklahoma Hospice Veterans Partnership to host the ELNEC for Veterans training course. Matt also made the training available through Microsoft Live Meeting as to allow rural agencies who were not able to attend to receive the training. To date, over 80 people in 3 different states have participated in the training. Matt has also conducted veteran-specific end-of-life training at both the Oklahoma Hospice & Palliative Care's annual conference as well as with the Oklahoma Department of Corrections. Matt has orchestrated and developed several programs at the OKC VA, including the *No Veteran Dies Alone* program.

matthew.earnest@va.gov



Gina McWhirter, RN, BSN is an ICU & Oncology/Infusion Nurse Manager at the Cheyenne VA in Cheyenne, Wyoming. After attending the ELNEC- for Veterans ICU training, she began to form a vision for how palliative care could become a part of the culture at the Cheyenne VAMC. This three-fold vision is currently being implemented. In order to see the vision come to fruition, Gina wrote and received grant funding to spend on the educational needs of staff, veterans, and families. First, the medical center has expanded its idea of a palliative care team to include the core team as well as ICU, Oncology/Infusion, and Hospice/CLC inpatient areas. All staff in these

areas are completing the ELNEC for Veterans or ICU Veterans training on the Hospice Education Network (HEN). Secondly, all Hospice RNs have completed certification training that was offered on site, and in March, 2013 they will all sit for their certification exam. Additionally, there is now a library of information for staff, patients, and families available for check-out on various end-of-life care issues through the Palliative Care Team and in each of the three areas. The final implementation phase later this year will include support groups for patients and families that have life limiting diagnoses as well as a bereavement support group for spouses of deceased veterans. "Ultimately, we are all passionate about our veterans, their families, and are learning to take care of ourselves," said Gina. "That has been the crux of this entire movement and in the end the very best thing is that palliative care is not about death, and people are understanding that now. It is about helping veterans and families **live** life to the fullest while planning for a phase of life that we all must face someday, the last days of our life. It is about honoring the wishes of our veterans, helping them to tell their stories, helping them to say goodbye. It is about honoring their families and providing a place they feel safe and secure. And it is about realizing that all of these pieces of peoples' lives that our staff are involved in are wonderful and hard; and that our staff need education to be able to successfully help our veterans, their families, and themselves." Gina.mcwhirter@va.gov



Paula Muehlbauer, RN, MSN, AOCNS is an oncology clinical nurse specialist and academic educator for the VA San Diego Healthcare System (VASDHS). The VASDHS instituted a new graduate nurse residency program in 2010 and Paula has coordinated and taught the ELNEC-For Veterans curriculum to 52 new graduate RNs since the start of that program. During the course, Paula and her team use embedded actor simulation which is based on the ELNEC-For Veterans role play, with the goal of incorporating theory from all the modules directly into practice. There is a heavy emphasis on ethical issues and they have an ethics team consulting on a case. Communication, symptom

management and spiritual concerns are also incorporated into the simulation. Post-mortem care is addressed and a flag and bell ceremony are performed. Feedback has been positive regarding this simulation and the program in general. Paula states that this is a "safe" place for people to learn. Paula wishes to acknowledge Mary Beth Parr, RN, MSN, the Simulation Educator for San Diego State University, who assisted in developing this work. For more information on Paula and her team's work related to simulation, go to <http://www.simlearn.va.gov/> or contact Paula directly at paula.muehlbauer@va.gov

ELNEC-International



Nessa Coyle, PhD, RN, FAAN has been caring for cancer patients with advanced disease and their families over several decades at Memorial Sloan Kettering in New York City. “ It became very clear to me early on that although I had certain skills and knowledge, patients and families taught me what really matters,” stated Nessa. “ I also learned of the importance of recognizing and respecting broad cultural differences in patients and staff and how that recognition and respect both bonded us as individuals and also as part of the larger human family.” The patients, interdisciplinary staff and trainees she has worked with over the years came from many different countries both those that were economically advanced and those that were developing. Belief systems and ways of viewing the world were varied but the commonality was that all wanted to give the best possible care for those confronting a life-threatening illness and those who were dying. Nessa witnessed the evidence that even within one cancer center people were crossing borders and forming a global community. It was also apparent that despite differences in backgrounds and culture, nurses speak the same language. These realizations have focused her practice over the past year since retirement from full time practice at the cancer center to communication and ethics – both critically important aspects of palliative care and end-of-life care. Her work as a non-employee consultant at the cancer center has allowed her to devote more time to these areas, both as a member of the ethics committee and ethics clinical consultation team. In addition, she facilitates in the communication skills laboratory. Lecturing on palliative care and end-of-life care both nationally and internationally are also part of her ongoing work as well as serving as a Board Member of the Visiting Nurse Service of New York’s hospice program. Since 2006, Nessa has taught with other ELNEC International faculty in the Czech Republic, Tanzania, Nigeria, Austria, Mexico, Armenia, Tajikistan, Kyrgyzstan, the Republic of Georgia, and the Philippines. She has trained hundreds of nurses and physicians. “The ability to spend the first one or two days in a country to visit hospitals, hospices, and patients’ homes allows us to have a more intimate understanding of the circumstances of those nurses we will be teaching and working with,” stated Nessa. “No matter how often we visit a country, there is always something new to appreciate, a cultural dimension not previously recognized.” Sadly, she has found that the majority of patients in resource poor countries have advanced disease, with poorly controlled pain and other symptoms. Nessa is proud to be a part of a global community, committed to improving the care of the seriously ill and dying. “ I have seen the difference that one nurse can make in bringing about this change,” stated Nessa. nessacoyle@aol.com



Angela Lee RN, BSN is a hospice nurse for Group Health Cooperative and Nursing Director for Hospice Without Borders. She believes that increased access to palliative care is a powerful vehicle in returning the sanctity to living and dying in marginalized, traumatized and impoverished communities. She co-founded Hospice Without Borders in 2010 with a physician colleague. The mission of the organization is to build peace at the grass roots, which is achieved by supporting and mentoring leaders throughout the world who are working to improve both the access to and the quality of palliative care in their communities. Angela attended ELNEC Core Training in 2011 as preparation for a sequence of clinical trips to Rwanda. During these trips, Angela used the ELNEC-International curriculum to train more than 500 doctors, nurses, physiotherapists, social

workers, students and community health workers (village volunteers) in palliative care. In addition to trainings, Angela provides clinical support and mentorship to the Rwanda Hospice and Palliative Care Center, a grassroots home hospice team, consisting of two nurses and 13 volunteers. The Hospice Without Borders team travels to Rwanda 1-2 times per year providing medical supplies, medication donations, and clinical support in home visits. Angela believes education in palliative care is fundamental in creating a global community which practices peace and compassion. This idea is best summed up in the words of Kadu, caregiver to a hospice patient in Rwanda, "I now know death can be peace." angela@hospicewithoutborders.com