

PROMOTING QUALITY OF LATER LIFE THROUGH EFFECTIVE COMMUNICATION

Friday, October 4, 2019

8:00 am – 12:00 pm

8:00 am – 8:30 am

Sign-in and Continental Breakfast

8:30 am – 8:45 am

WELCOME and PROGRAM INTRODUCTION

8:45 am – 10:15 am

“Benefits of and Barriers to Effective Communication”

10:15 am – 10:30 am

Break

10:30 am – 12:00 pm

**“Enhancing Communication with Older Adults and Questions
& Answers**

12:00 pm – 12:15 pm

Conference Concludes/Evaluation/Certificates



Diane Martin, PhD, Director of the Geriatrics & Gerontology Education and Research (GGEAR) program and Senior Lecturer in the Graduate School at the University of Maryland, Baltimore

Prior to joining the University of Maryland, Baltimore in June 2019, Dr. Martin served as the Director of the Center for the Study of Aging and Assistant Professor of Gerontology at McDaniel College in Westminster, MD. Dr. Martin is a member of the Academy for Gerontology in Higher Education (AGHE) and the Gerontological Society of America (GSA) and routinely attends sponsored conferences and workshops. Her areas of teaching and research interests and recent presentations & publications have focused on aging in place, improving quality of life for older adults, promoting intergenerational relationships, reducing ageism, and facilitating optimal aging. Dr. Martin earned a Ph.D. in Psychology from Northcentral University, an M.A. in Experimental Psychology from Towson University and a B.A. in Psychology from the College of Notre Dame of Maryland. She and her husband of nearly 30 years live in New Freedom, PA and have two now adult children.

Course Description:

Effective communication is an important component of person-centered care and necessary to promote quality of later life. During this empathy-based educational conference, attendees will learn to recognize factors that negatively impact medical and non-medical communication and discover communication strategies that effectively enhance interactions with older adults. Therapeutic communication will also be discussed, including how it can be successfully used to interact with older adults and when working with persons with dementia to reduce resistance to care.

PROGRAM PROVIDED by:

- The Nursing Education Department of Meritus Health, *jointly with:*
- Geriatrics and Gerontology Education and Research program, University of Maryland, Baltimore
- Allegany College of Maryland
- Maryland Area Health Education Center West (AHEC West)

LOCATION: Robinwood Professional Center, Room 142, 11110 Medical Campus Rd, Hagerstown, MD

I-70 E/W to Exit 32B - 40 West; 1.4 mile, right to N. Edgewood Dr., straight on Robinwood Dr., Left at light on Medical Campus Road, Left Robinwood Professional Center; follow to SILVER Parking/Entrance.

Upon completion of the training, participants should be able to:

- Identify common communication barriers for older adults in health care settings
- Increase awareness of the importance of communication for older adults and persons with dementia
- Understand elderspeak, it's negative messages and recent research findings
- Identify strategies to improve communication

Continuing Education:

Social Workers: AHEC West is authorized by the Board of Social Work Examiners in Maryland to sponsor social work continuing education programs and maintains full responsibility for this program. The training qualifies for three (3) Category I Continuing Education Units upon completion of the program.

Psychologist: A certificate for 3.0 CEUs will be awarded upon completion of this course. Allegany College of Maryland is authorized by the State Board of Examiners of Psychologist as a sponsor of Continuing Education.

Professional Counselors: A certificate for 3.0 CEUs will be awarded upon completion of this course. Allegany College of Maryland has been approved by the State Board of Examiners as an authorized sponsor who may provide Category A CEUs for certified professional counselors, marriage and family therapists and alcohol and drug counselors.

Nurses: Nursing Education Department of Meritus Health is accredited with distinction as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. 3 ANCC contact hours will be awarded.

Other: Certificate of Attendance; with hours indicated. *(Indicate certificate preference on registration form)*

ADVANCED REGISTRATION REQUIRED. No Charge to Attend

Friday, October 4, 2019

Please REGISTER by: Sept 27 ➡ Meritus Employees may register via HealthStream

****Questions:** email jbooth@ahecwest.org or jtaylor@ahecwest.org

❖ **REGISTRATION REQUIRED ----- NO CHARGE TO ATTEND** **online registration: Click [HERE](#)

***SPACE IS LIMITED**, if unable to attend, please notify us so someone else can use your slot.