

# OVERVIEW OF CONFERENCE

A wide range of topics will be covered, relating to how compassionate care can support goals including:

- Workforce well-being
- Resident and patient experience
- Long-Term Care
- Safety
- Quality
- Innovation

Participants will learn how healthcare organizations around the world are improving quality, lowering costs, and strengthening patients' and providers' experience using compassionate, collaborative care. Our vision is to form a powerful community where every participant plays an integral role in sharing ideas, stimulating new thinking, and inspiring the change that will better our healthcare system.

Through interactive experiential sessions with experts from diverse care settings and communities, this innovative conference focuses on fostering compassionate leaders across all healthcare professions and roles. Participants will leave the conference having gained inspiration as well as the knowledge and skills to improve care quality and outcomes, resident/patient experience, and workforce well-being through compassion and collaboration.

# SCHEDULE

More details are available at [Phoebe.org/pia-conference](http://Phoebe.org/pia-conference).

7:00–8:00 a.m.

**SIGN-IN, HOT BUFFET BREAKFAST**

7:45–8:00 a.m.

**WELCOME, CONFERENCE ORIENTATION, INTRODUCTION OF OPENING SPEAKER**

**MORNING SESSION**

8:00–9:00 a.m.

**THE IMPORTANCE OF COMPASSION IN THE JOURNEY OF AGING**

Lisa Hoffman and Mimi Leinbach, Executive Director and Senior Wellness Coordinator, Pathstones

9:15–10:15 a.m.

**“COMPASSIONOMICS AND THE WONDER DRUG” THE REVOLUTIONARY SCIENTIFIC EVIDENCE THAT CARING MAKES A DIFFERENCE**  
Keynote Speaker: Dr. Stephen W. Trzeciak, MD, MPH

10:30–11:30 a.m.

**COMPASSION RESILIENCE FOR CAREGIVERS**  
Missy Wise and Erika Newhard, Resiliency Project Coordinator and Dementia Outreach Coordinator, United Way of the Greater Lehigh Valley

11:30 a.m. –12:30 p.m.

**LUNCH**

**AFTERNOON SESSION**

**TRACK DESCRIPTIONS\***

**TRACK 1** . . . . . EMPATHY & COMPASSIONATE CARE

**TRACK 2** . . . . . DIVERSITY, EQUITY, & INCLUSION

**TRACK 3** . . . . . ECONOMICS & THE ETHICS OF HEALTHCARE

\*Tracks do not have to be followed throughout the day; for example, attendees may choose Track 2 for their first session and Track 1 for the second.

12:30–1:30 p.m.

**Track 1, Session 1** . . . . . Compassion in Long Term Care: Some Initial Thoughts

**Track 2, Session 1** . . . . . Open & Affirming: True Inclusion for Our Communities

**Track 3, Session 1** . . . . . Caregivers Are Fine Now That the Pandemic is Over, Right? No, They Are Not, And Here is How You Can Help

1:45–2:45 p.m.

**Track 1, Session 2** . . . . . Navigating the River of Grief

**Track 2, Session 2** . . . . . Marketing with Compassion

**Track 3, Session 2** . . . . . Geriatric Emergency Rooms: Reality vs. Aspirations

3:00–4:00 p.m.

**CLOSING SESSION:**

**COMPASSION RESILIENCE TOOLKIT**

Missy Wise and Erika Newhard, Resiliency Project Coordinator and Dementia Outreach Coordinator, United Way of the Greater Lehigh Valley



**Keynote Speaker:**  
**Stephen W. Trzeciak, MD, MPH**

Chairman and Chief, Department of Medicine at Cooper University Health Care and author of *Compassionomics: The Revolutionary Scientific Evidence that Caring Makes a Difference* and *Wonder Drug: 7 Scientifically Proven Ways That Serving Others is the Best Medicine for Yourself*.

# REGISTRATION OPENS JANUARY 22, 2024

**REGISTER** at [Phoebe.org/pia-conference](http://Phoebe.org/pia-conference) by **April 1, 2024**.

Detailed information about the sessions and speakers is available on our website.

## COST:

- Early Registration is **\$35** from **January 22–February 29**.
- Regular Registration is **\$50** starting on **March 1**. Registration closes on **April 1**.

No refunds are available after **April 1**.

**QUESTIONS:** Call 610-794-5152 or email [events@phoebe.org](mailto:events@phoebe.org) if you have any questions about the conference or your registration.

# CONTINUING EDUCATION UNIT (CEU) HOURS

## SIX TOTAL CEU HOURS ARE AVAILABLE FOR THE DAY.

- **NURSING CEUs:** Phoebe has applied for six CEUs from the Pennsylvania State Board of Nursing for the full day.
- **LONG TERM CARE ADMINISTRATOR CEUs:** Phoebe has applied for six CEUs from the National Association of Long Term Care Administrator Boards (NAB) to be awarded for the full day. To earn these CEUs, you are required to register for an NAB Continuing Education Registry ID to receive continuing education hours from a National Continuing Education Review Service (NCERS) sponsor. To create and manage your account, visit: [nabweb.org/manage-my-account](http://nabweb.org/manage-my-account).
- **SOCIAL WORK CEUs\*:** Phoebe has applied for six CEUs to be awarded for completion of the full-day course, from the National Association of Social Workers-PA (NASW-PA).
- **COMMUNITY LIFE PROFESSIONAL CEUs:** Phoebe has applied to the National Certification Council for Activity Professionals (NCCAP) for six CEUs for the full day.
- **PASTORAL CARE CEUs:** Six units are available for the full day.
- **CERTIFICATE OF ATTENDANCE:** Phoebe Ministries offers a certificate of attendance.

***It is each attendees' responsibility to submit their Certificate of Attendance to their respective agencies, along with payment for their credits. More details are available on our conference website.***

\*NASW-PA Chapter is a co-sponsor of this workshop. 6 CEUs will be awarded for completion of this course. NASW has been designated as a pre-approved provider of professional continuing education for Social Workers (Section 47.36), Marriage and Family Therapists (Section 48.36), and Professional Counselors (Section 49.36) by the PA State Board of Social Workers, Marriage & Family Therapists, and Professional Counselors.

DISCLAIMER: The information presented at this event is for educational and informational purposes only, and is not intended to replace medical advice offered by your physician or other qualified medical providers.



## Institute on Aging

### PHOEBE INSTITUTE ON AGING:

The Phoebe Institute on Aging (PIA) promotes improved quality of life and care for the aging and their families. The Institute is well-known for its innovative educational programs, cooperative ventures, and outreach activities. Phoebe Ministries is able to provide this educational conference at a low cost thanks to the continued generosity of our sponsors and donors. Thank you for your ongoing support!

### INTERESTED IN BECOMING A SPONSOR?

Please contact Jamie Schiffer at 610-794-5154 or [jschiffer@phoebe.org](mailto:jschiffer@phoebe.org) to find out more about becoming a sponsor.



Institute on Aging

1925 W. Turner Street  
Allentown, PA 18104

Phoebe has applied for 6 CEUs for activity professionals, nurses, long-term care administrators, and social workers. Pastoral Care CEUs and a Certificate of Attendance are also available.

## 2024 PIA CONFERENCE



# Compassion in Action

Thursday, April 18, 2024  
7:45 a.m. to 4:00 p.m.  
DeSales University



Institute on Aging

Register at [Phoebe.org/pia-conference](http://Phoebe.org/pia-conference)  
by April 1, 2024