

Case Management

This learning pathway includes training, tools, and techniques case managers can use to identify and address the needs of patients living with a serious illness, and their caregivers.

Palliative Care: You Are a Bridge

Video explaining the role that palliative care plays supporting patients and families through a serious illness.

The Human Connection of Palliative Care: 10 Steps for What to Say and Do

Ten important steps for improving communication between clinicians and patients/families.

NOTE: This video does not provide CE credits.

An In-Depth Look At Palliative Care And Its Services

Defining palliative care, which patients need it, how it is delivered, and how palliative care differs from hospice.

Care Coordination

Guidance for all clinicians on improving communication and ensuring smooth transitions of care for patients living with serious illness.

Supporting the Family Caregiver: The Burden of Serious Illness

Assessing and supporting caregivers of people with serious illness.

Course 1: Comprehensive Pain Assessment

Conducting a comprehensive pain assessment to guide safe and effective treatment.

Advance Care Planning Conversations

How to initiate and conduct conversations about advance care planning.

Clarifying Goals of Care

Strategies for eliciting patient goals and preferences to inform treatment decisions.

Care Coordination

Guidance for all clinicians on improving communication and ensuring smooth transitions of care for patients living with serious illness.

[View this page online](#)