

Better Serving Patients and Clients Who Aren't Your Age: Different Generations, Different Strategies

a seminar presented by



PO Box 309, Chester, MD 21619 – 443-416-7710

**Social Workers, Case Managers, Certified Financial Planners, NHAs, ALMs
& CDPs– Please Join us:**

Thursday September 19, 2019

Holiday Inn Express: 1020 Kent Narrows Rd, Grasonville, MD 21638

Registration at 1pm – Program 1:30pm-4:45pm

COURSE DESCRIPTION

Most healthcare providers understand the need to be culturally competent when it comes to race, gender, religion, sexual orientation and socioeconomics. Cultural competence in age diversity is not always as well understood or practiced. Frequently healthcare providers don't stop to consider what communication and treatment strategies will be the most effective based on an adult patient or client's age. This interactive program will cover best practices in working with the GI Generation, Silent Generation, Baby Boomers, Generation X and Millennials and how to effectively implement them.

*This workshop is designed for intermediate and advanced level social workers & case managers who have practiced in counseling settings and/or with older adults.



Jennifer L. FitzPatrick, MSW, LCSW-C, CSP

The founder of Jenerations Health Education, Inc., Jennifer FitzPatrick has over 20 years' experience in healthcare and gerontology. The author of *Cruising Through Caregiving: Reducing The Stress of Caring For Your Loved One*, she is also a gerontology instructor at Johns Hopkins University. She helps you reduce stress and increase productivity, morale and revenue. Jennifer and *Cruising Through Caregiving* have been featured in *Forbes*, *U.S. News & World Report*, *The Huffington Post*, *Reader's Digest*, *Univision* and *The Chicago Tribune*. She has also appeared on ABC and Sirius XM.

REGISTRATION INFORMATION

For questions, concerns or to register, contact Darlene Snow at darlene@jenerationshealth.com. Please indicate if you need special accommodations at the time of registration.

Objectives:

After attending this course, participants will be able to:

- List at least 2 identifying characteristics of the 5 generations of adult patients and clients
- Identify at least 3 areas of healthcare decisions/preferences that are shaped by generational affiliation.
- Discuss preferred adaptations and communication strategies for patients of different generations, which ensure quality treatment and confidentiality.
- Recognize which generation they most affiliate with in order to develop self-awareness
- Identify at least 3 best practices in working with adults of different generations.

Agenda:

1:30pm-2:15pm: Discussion and review features and characteristics of each generation
2:15pm-2:45pm: The impact of generations as it pertains to healthcare decisions and options
2:45pm-3pm: Break
3pm-3:30pm: Effective Communication Strategies when working with various generations
3:30pm-4pm: Self awareness of generational affiliation and it's impact
4pm-4:40pm: Best Practices for working with different generations
4:40pm-4:45pm: Summary, Evaluations

Jenerations Health Education, #1494, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Jenerations Health Education maintains responsibility for this course. ACE provider approval period: 01/26/2018-01/26/21. Social Workers completing this course receive 3 continuing education credits.

- Pending approval for 3 credits for case managers through CCMC
- Pending approval for 3 contact hours for nursing home administrators through NAB
- Approved for 3 hours for assisted living managers through the Office of Healthcare Quality's Assisted Living Unit
- Pending approval for Certified Financial Planners for 3.5 hours
- Jenerations is a Certified Sponsor of professional continuing education with the National Council of Certified Dementia Practitioners and International Council of Certified Dementia Practitioners for members holding certifications as CDP, CDCM and CADDCT. This is approved for 1 CEU

*Certificates distributed by presenter at the end of the program.

For grievances, contact Jenerations Health Education at 443-416-7710 or contact@jenerationshealth.com.