



hospice education network, inc.

Important Information Regarding HEN Courses

It is the policy of the Hospice Education Network (HEN) that all its courses are balanced, scientifically rigorous, objective, and independent of commercial influence. To this end, all faculty and planners for HEN course are expected to disclose any economic or other personal interests that create, or may be perceived as creating, a conflict related to the material discussed. The intent of this disclosure is not to prevent a speaker with significant financial or other relationship from making a presentation, but rather to provide viewers with information on which they can make their own judgments.

Unless noted in information regarding a specific course, faculty and planners have provided full disclosure information, and the presenter does not intend to discuss an unapproved/investigative use of a commercial product/device, and has no significant financial relationship(s) to disclose. If unapproved uses of products are discussed, the presenters are expected to disclose this to viewers. Unless otherwise noted, there is no commercial support associated with any HEN courses.

How to Complete the Course Evaluation:

We value your feedback. After viewing the course you are asked to complete a short evaluation before starting the posttest. The information is useful for the continued improvement of our courses and the improvement of the complete viewing experience. Please refer to the course objectives listed in the course handout when completing the evaluation of courses.

Continuing Education

HEN maintains control over all continuing education content. Topic selection for HEN courses is based on assessed needs of hospice professionals including nurses, social workers, chaplains, physicians and other hospice and palliative care clinicians. Participant evaluations and comments are regularly reviewed and monitored by HEN. HEN and content experts update content as needed to assure program integrity.

The Hospice Education Network is an approved provider of continuing nursing education by the Massachusetts Association of Registered Nurses, Inc., P.O. Box 285, Milton, MA 02186 www.marnonline.org Provider #PA84, approval period: **August 7, 2011 – August 7, 2012**, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation, 8515 Georgia Ave, Suite 400, Silver Spring, MD 20910-3492 www.nursecredentialing.org.

The Hospice Education Network is an approved as a provider of continuing social work education by the Association of Social Work Boards, 400 South Ridge Pwy, Culperper, VA 22701 www.aswb.org. ASWB Approval Period: **November 15, 2009 - November 15, 2012**. Provider # 1182. Social Workers should contact their regulatory board to determine course approval.

The Hospice Education Network is an approved as a provider of continuing social work education by the Board of Behavioral Sciences (BBS) 1625 North Market Blvd, Suite S-200, Sacramento, CA 95834 www.aswb.org. BBS Approval Period: **January 25, 2010 – January 31, 2012**. Approval #PCE 4695. Social Workers should contact their regulatory board to determine course approval.

Notice of requirements for successful completion: Certificates verifying course participation can only be printed after you complete the course evaluation and pass the on-line test with a score of 70% or higher. You can take the on-line test as many times as needed until you pass. Each time you take the test your score is recorded in your testing history file that can be reviewed by selecting "history" from the employee menu. If you pass a test, this will be recorded in your history file and your certificate is then available for printing.

Conflicts of Interest: Content experts and presenters must disclose potential conflicts of interest and mention of investigational drugs or unapproved uses; disclosures are posted online.

Commercial Support: Notice of commercial support related to any educational activity is acknowledged online.

Non-endorsement of products: Approval of programs for continuing education does not imply endorsement by HEN, MARN or ANCC of any commercial product displayed in conjunction with an educational activity.

Off-Label Use: Notification is provided online when an educational activity related to any product use for a purpose other than that for which it was approved by the Food and Drug Administration.

Non-CE Programs: In the event a program is not eligible for continuing education credits, a certificate of completion is provided without the approver statement.

Certificate Icon: Programs that include continuing education credits are easily identified by the small certificate icon that appears below the program description, immediately to the right of the “start test” button on the Program Catalog page. When you place your cursor over this icon information on credits offered for the program are displayed. If the certificate icon does not appear for a particular course, no credit is offered and a participation certificate is not available.

Certificates: To view and print certificates, select “certificates” from the employee menu. This takes you to a page displaying a list of courses for which you have passed the test. The course name, credits awarded and date on which you passed the test are displayed. If credits are awarded for a particular course, a “display certificate” link also appears on the screen. You can view your certificate by clicking on this link. A separate window opens displaying an image of your certificate.

You can print the certificate by selecting File then Print from your browser’s main menu or you can use the <Ctrl><p> key combination. The certificate prints in portrait mode on an 8 1/2 x 11 sheet of paper. You can print the certificate in color or black and white, depending on the printer that you are using. You can print multiple copies of a certificate if you wish.

Support: In the unlikely event that you experience difficulty with any HEN course please contact our support specialists. You can expect to receive follow up within 24 hours and no later than 48 hours. Should you wish to lodge a complaint or grievance regarding HEN you will receive verbal acknowledgement of your complaint or grievance within 24-48 hours and a written response outlining HEN’s investigation and outcome within 7 days.

SUPPORT TOLL FREE LINE: 866-969-7124 SUPPORT EMAIL: support@hospiceonline.com

Special Accommodations: Viewers in need of special accommodation for disability are instructed to contact the HEN Administrator at their organization to access HEN courses.