



## 2021 Diversity & Inclusion During End-of-Life Care Package

*(Two 60-minute webinars – recorded only)*

**Wednesday, May 5, 2021**

Available to view/download on release date

[Register Here](#)

This essential webinar package combines two important topics on diversity and inclusion. You will receive two 60-minute recorded webinars with the ability to re-watch and share with all team members.

### **WEBINAR DETAILS**

#### **Diversity & Inclusion Part 1:**

#### **Cultural Influences in End-of-Life Care – Appropriate Outreach**

Review and discuss end-of-life care and the dynamics of cultural biases in both sales development and operations. Discuss sales strategies in markets to identify key partners and operational strategies to ensure diversity is acknowledged and show that you have a plan in place to provide care for all patients and families without cultural bias.

#### **Diversity & Inclusion Part 2:**

#### **Recognizing Unconscious & Implicit Bias – Providing Inclusive & Excellent Care**

Understand how we define implicit bias and recognize the specific characteristics. This webinar will review how a person's environment and experiences mold one's thoughts, assumptions, and interactions with others. This is a challenging dynamic in healthcare as agencies and staff may serve patients and families of different cultures and beliefs. Resources for educational opportunities for staff and team members will also be provided.

### **THIS WEBINAR WILL BENEFIT THE FOLLOWING AGENCIES:**

- Hospice
- Home Health
- Home Care
- Palliative Care

### **WHO SHOULD ATTEND?**

This essential webinar package is designed for all team members, including administrators, clinical managers, business development leaders, hiring managers, agency staff, and field staff, especially those who participate in direct patient and family care.

## **TAKE-AWAY TOOLKIT**

- Useful websites and reference links
- List of helpful books
- PDF of slides and speaker's contact info for follow-up questions

## **MEET THE PRESENTER**

### **Gloria Turner, Turner Healthcare Consulting**

For over 25 years, Gloria Turner has dedicated herself to healthcare clients in operations and business development. She has successfully lead teams, analyzed growth cycles, implemented solutions to deliver quality care and improve hospice and home health organizations, and designed strategies for business growth across all payers. She has worked in new market development, business turnarounds, and organizational financial success. Gloria has held national leadership positions with major hospice/home health/infusion and skilled nursing providers.

Gloria is the CEO of Turner Healthcare Consulting. She and her team work with providers across the United States and are passionate about advocating for those who need care. She attended the University of Wisconsin and is certified in various training programs.

## **RECORDED ONLY REGISTRATION OPTION – WHAT YOU GET**

### **Recorded Webinar Includes**

- Available on release day to view/download immediately
- Handout and Take-Away Toolkit
- Available on desktop, mobile & tablet
- Free Digital Download, yours to keep
- Share link with anyone at your organization
- Presenter's contact info for follow-up

If you need help with anything, please drop us an email at [support@eewebinarnetwork.com](mailto:support@eewebinarnetwork.com) or call 406.442.2585