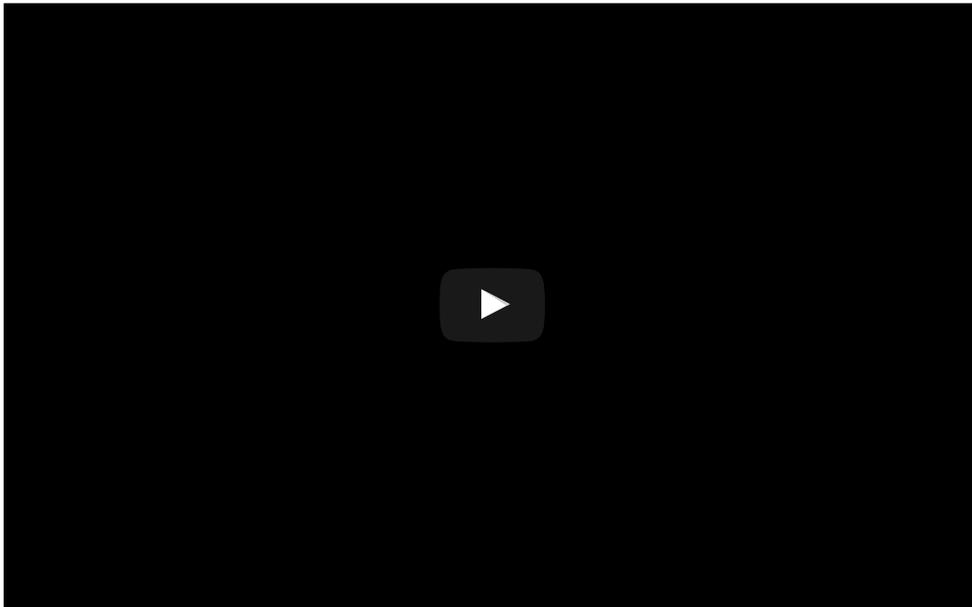


## Chapters Health System unveils new learning center

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Chapters Health System, based in Tampa, Florida, and its affiliates (Good Shepherd Hospice, HPH Hospice and LifePath Hospice) unveiled the new 8,600-square foot Learning Center featuring a state-of-the-art simulation lab, clinical skills lab and special educational training room.

Funded by a sizeable grant from the Hospice Women of Philanthropy, the simulation lab is one of a handful in the country dedicated to offering clinicians, staff and volunteers the opportunity to practice skills needed for difficult and often times emotionally charged end-of-life discussions.

“The purpose of the Learning Center is to deliver consistent, efficient training across all of our affiliates, putting the Chapters Health vision up front for anyone who touches a patient or a family,” said Pam Saucier, Chief Compliance and Clinical Officer for Chapters Health. “According to research studies and surveys, 80 percent of Americans desire to age and die in the comfort of their own home. Therefore, it’s important for us to make sure our employees have clear and concise conversations with patients as well as their families in order to allow their wishes to be met.”

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Whether staff members are providing hospice, palliative care or home-health services, the Learning Center is designed to assist them in performing at their best. In the sim lab, employees and volunteers learn empathetic ways in which to interact with patients and families, especially when anger, frustration and fear are the predominant emotions. Monitored from a connected control room during each simulation, debriefing discussions are possible with the review of the recorded session. In the skills lab, clinicians are able to practice administering IVs, catheter placement and other procedures on medical mannequins. With an occupancy range of 48 to 100 depending on set-up, the training room presents a vast array of continuous educational opportunities for employees. The Learning Center is expected to be fully operational at the end of the month.

“Our end-of-life simulation lab is set up like a patient’s home, complete with a furnished bedroom,” Saucier continued. “It was important to create an environment as close to the real world as possible ensuring that patients and families know that they’re our whole world when we visit them in the comfort of their own homes.”

#### **About Chapters Health System**

Founded in 1983 as a compassionate not-for-profit organization, Chapters Health System provides choices, education and guidance for those affected by advancing age or advancing illness through its managed affiliates: Good Shepherd Hospice, HPH Hospice, LifePath Hospice and Chapters Health Palliative Care, located in Citrus, Hardee, Hernando, Highlands, Hillsborough, Pasco and Polk counties. In addition, Chapters Health operates HPH Home Health, which serves the needs of patients in Pasco and Pinellas counties. Learn more at [www.chaptershealth.org](http://www.chaptershealth.org).

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