



## Joy Berger, DMA, FT, BCC, MT-BC

Composing Life Out of Loss, LLC

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**Bio.** Dr. Joy Berger is the Founder and CEO for Composing Life Out of Loss. Joy brings 25+ years of serious illness, hospice, and grief care expertise: providing direct patient care with all types of hospice teams; leading hospice and palliative care educators regionally and nationwide; developing strategic partnerships; teaching and writing internationally.

As the Director of Education for Weatherbee's Hospice Education Network (acquired by Relias), Joy developed new curriculums with nationwide Subject Matter Experts. She was the "go to" consultant and coach for hospice Education, HR, Clinical, and Volunteer leaders, nationwide.

As the Director of Hospice Institute (Louisville, KY), Joy led comprehensive education programs for 600+ employees, 400+ volunteers, and community partnerships with Louisville's hospitals, universities, Long Term Care Facilities, and healthcare agencies (i.e. Alzheimer's Organization, ALS.). She chaired NHPCO's Research/Academics/Education professional section for 2 terms, 2005-2010.

As a direct patient/family care professional with Hospice & Palliative Care of Louisville, Joy was honored with the National Heart of Hospice – Psychosocial/Spiritual Caregiver Award, given by the National Council of Hospice and Palliative Care Professionals.

### Composing Life Out of Loss, LLC. [www.composinglife.com](http://www.composinglife.com)

Composing Life Out of Loss equips end-of-life care organizations with empathic, 24/7 resources to improve quality, increase access, and cut costs. To date, Composing Life's client organizations provide patient care in 21 states, with patients' *family* education and support (via Composing Life's services) to all states nationally and internationally (25 countries, thus far).

Joy has a long history of developing innovative education/communication services several years before they become cultural norms: [www.hospices.org](http://www.hospices.org) (1998), community education with DVD's (2004), online education for hospice professionals and volunteers (2007), Share-Point/Intranet systems for Policies and Procedures (2010), Zoom meetings for hospices (2015), Composing Life's videos for caregivers and families (2017).

### Teaching: [www.composinglife.com/services/teaching](http://www.composinglife.com/services/teaching)

Dr. Joy Berger is a prolific, passionate, creative educator. She's adept at adapting to the target audience, topic, educational backgrounds, setting, and education format (conference, workshop, 1:1, web-based, online formats, etc.). Sample national and international teaching include:

- National Hospice & Palliative Organization (NHPCO)
- Community Health Accreditation Program (CHAP)
- Hospice Compliance Network
- Association for Death Education & Counseling (ADEC)

- Association of Professional Chaplains (APC)
- Dying & Death in Europe in the 18<sup>th</sup>-21<sup>st</sup> Centuries: East Meets West (Alba Iulia, Romania)
- World Congress of Music Therapy
- State Hospice Organizations: California, Georgia, Iowa, Kentucky, Louisiana/Mississippi, Texas/New Mexico

**Videos:** [www.composinglife.com/services/video](http://www.composinglife.com/services/video), **Sample videos at**  
<https://www.research.net/r/01-ContactPgPreviews>

Composing Life's Video Libraries equip the hospice organization (or other end-of-life care agency) with short, empathic videos for reaching, teaching, and supporting the patients' **caregivers and family members**. CMS's Hospice Conditions of Participation name the "family" 423 times. Today's short Length of Stays and high acuity increase the family's needs and limit what hospices can provide within the Visit. These tools empower hospice's adult learners: caregivers and family members; employees and volunteers; donors and community partners. Always growing, today's libraries include the following.

- **Family Support Through Serious Illness**
  - 30 videos, approx 3 minutes each
  - For caregivers/family members through serious illness, palliative & hospice care
  - To familiarize employees/volunteers with this library: "Empathy for Hospice Professionals"
- **Hospice Training for Caregivers & Families**
  - 12 videos, approx 5 min each
  - Written to the CAHPS content, with "Visit Summary" tool for teams to use at visits
  - Rolled out "Coronavirus: Keys to Care for Most Hospice Families" on March 3<sup>rd</sup>, 2020; with 6 major updates.
  - "CAHPS Training for Hospice Teams": auto-graded quiz for all IDG members and volunteers. What CAHPS is. Why it matters. What you need to know and do.
  - **Add-On: Entrenamiento paliativo cuidadores y familias:** Spanish translations of the 10 main videos
- **Want to Understand Your Grief?**
  - 12 videos, approx 7 min each
  - Grounded in evidence-based grief research and clinical best practices
  - "COVID's Grief: What's Your Story?" rolled out June 2020, addressing grief needs of all persons affected by COVID in any way (ex. job, isolation, securities, etc.)
  - **New:** 12 Grief Reflection/Activity PDFs, correlated with the 12 videos, for grief counselors to use with their support groups, counselees; with donors, community, staff and volunteers, etc.

## Consult, Moral Distress: [www.composinglife.com/services/consult](http://www.composinglife.com/services/consult)

“Moral Distress” can occur when the hospice professional is not able to fulfill one’s “obligations for the patients due to intractable value conflicts, ineffective communication, lack of teamwork, organizational oversights, staffing policies, and pressures on health care systems undermines the integrity and well being of everyone.”<sup>1</sup>

**2020 COVID Crisis:** COVID-19 presents unprecedented challenges for hospice professionals, especially fears of (1) getting infected with COVID-19 and (2) infecting one’s own family and others with this deadly disease. This presents a moral dilemma for the hospice professional.

Everything in the delivery of hospice care has undergone rigorous upheaval: extreme infection control, telehealth, work from home, extreme restrictions with our healthcare partners (hospitals, LTC/ALF, funeral homes), restricted volunteer support, COVID testing and tracing, and more. Furthermore, many patients’ families do **not** want team members to visit. For the hospice professional, this can feel like rejection.

### Education Outline:

- Define Moral Distress and Relate to Hospice Care Nationwide
  - Relate to Colorado Crisis Standards of Care – Hospice Leadership Group
- Identify Potential Negative Outcomes: i.e. ineffective patient care, organizational systems breakdown, extreme compassion fatigue, retention, referrals, etc.
- Identify and Describe Organization Interventions
  - William Bridges’ Transitions Model: Endings, Neutral Zone, Beginnings
- Identify and Describe Personal, Professional Interventions
  - From Joy’s E-Book, “5 Key Stressors Hospice Professionals Face”
  - Emotional Intelligence: Self-Regulation, Empathy
  - Resilience
- Participants’ Applications, as time allows

<sup>1</sup>Cynda Rushton, “Moral Distress and Building Resilience, Johns Hopkins Nursing Magazine, February 2017. Retrieved 9/2/200: <https://magazine.nursing.jhu.edu/2017/02/moral-distress-and-building-resilience/>

Thank you for considering me and Composing Life as a resource!

**Joy S. Berger, DMA, FT, BCC, MT-BC**  
Owner/CEO, Composing Life Out of Loss

