

The Heart of Hospice: Core Competencies for Reclaiming the Mystery

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Learning Objectives:

- Understand the negative impact current business models may be having on hospice care
- Describe 12 core competencies for reclaiming the heart of hospice
- Design organizational structures to change to a hospice culture that fosters, honors and celebrates competencies which reclaim the heart of hospice



Hospice Dilemmas

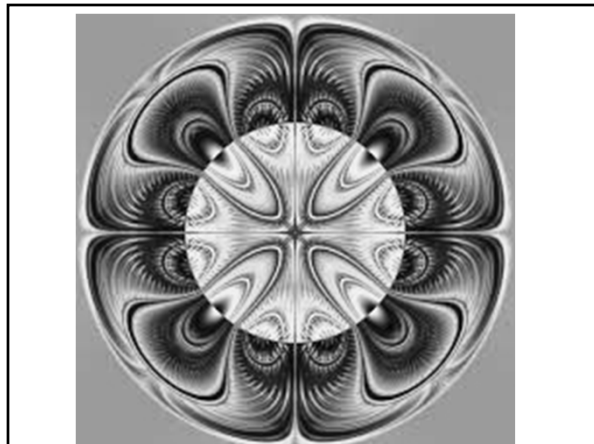
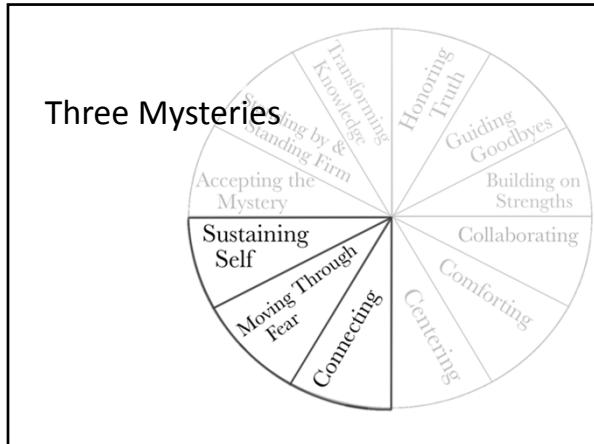
- Challenging Environment
- Regulatory Scrutiny
- Demands for Compliance
- Financial Constraints
- Staff Turnover
- Competitive Marketplace
- Defining the Founding Principles

Core Competencies



Mystery Competencies





Mystery Path

- Novice
- Apprentice
- Artisan
- Sage/Master/Elder

Novice



Apprentice



Artisan



Sage/Master/Elder



Mystery Model

- Workplace Values
- Honor Self-Care as a Retention Strategy
- Integrate Core Competencies into Orientation
- Professional Development of Team Members and Managers

Mystery Model Tools

- Implement Self-Assessment Plans for All
- Systematic Evaluation of Mystery Markers
- Tools to Capture Family Evaluation of Core Competencies

TAKE CARE OF YOUR LIFE: TAKE CARE OF THE WORLD

Adapted from the work of Joan Halifax who asserts that keeping your personal life together is not an optional indulgence but an absolute necessity when it comes to being of use to others in the world. When it comes to Mystery Watching practitioners develop a personal care plan to maximize their efforts regardless of where they are on the Mystery Path.

Mystery Model Tools

- Implement Self-Care Plans for All
- Systematic Evaluation of Mystery Markers
- Tools to Capture Family Evaluation of Core Competencies

Evaluation of Mystery Markers

Employee _____ Title _____ Initial Mystery Markers Self-Assessment Phase _____

Mystery Markers Scale	Phase	Competency Level	Date	Date of Completion – Self Disclosure
N = Novice				
AP = Apprentice				
A = Artisan				
S = Sage/Master/Expert				

Competency Measures	Phase	Dates of Discussion for Mystery Markers	Coach Initials	Comment/Plan
Sustaining Self	ALL			
Moving Through Fear	ALL			
Connecting	ALL			
Centering	AP-S			
Comforting	AP-S			
Collaborating	AP-S			
Building on Strengths	A-S			
Quitting Goodbyes	A-S			
Honoring Truth	A-S			
Transforming Knowledge	A-S			
Standing By & Standing Firm	A-S			
Accepting the Mystery	A-S			

Name/Initials of Coach: _____ Date: _____

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Mystery Model Tools

- Implement Self-Care Plans for All
- Systematic Evaluation of Mystery Markers
- Tools to Capture Family Evaluation of Core Competencies

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Questions?

