

## CAPC Central User Guide: How to Complete an Online Course

1. All of CAPC’s online courses are accessible from CAPC Central’s homepage. To browse the complete course catalog, click on “Training Curriculum.”

2. Click on your topic of interest. This will lead to you to the curriculum page which features all courses related to the topic.

- Click on a specific course within the chosen curriculum unit that you wish to take.

### ABOUT COMMUNICATION SKILLS COURSES

Palliative care clinicians spend as much time as it takes with a patient and family in order to fully explain their available treatment options and to explore these through the lens of the patient's personal values, needs and goals for quality of life. All frontline clinicians of CAPC member institutions are encouraged to take this curriculum and are eligible for free CMEs/CEUs.

Vital Talk, a nonprofit specializing in developing advanced communication skills courses directed at serious illness, has developed and implemented a series of CAPC communication skills courses that lead to CAPC Designation.

### COMMUNICATION SKILLS COURSES

 <div style="background-color: #4a86e8; color: white; padding: 5px;"> <p>Communication Skills <b>COURSE 1</b></p> </div>	<p><b>DELIVERING SERIOUS NEWS</b></p> <p>REQUIRED CONTENT: 0 OF 1 COMPLETE TESTS: 2 OF 2 COMPLETE</p>
 <div style="background-color: #4a86e8; color: white; padding: 5px;"> <p>Communication Skills <b>COURSE 2</b></p> </div>	<p><b>DISCUSSING PROGNOSIS</b></p> <p>REQUIRED CONTENT: 0 OF 1 COMPLETE TESTS: 2 OF 2 COMPLETE</p>
 <div style="background-color: #4a86e8; color: white; padding: 5px;"> <p>Communication Skills <b>COURSE 3</b></p> </div>	<p><b>CLARIFYING GOALS OF CARE</b></p> <p>REQUIRED CONTENT: 0 OF 1 COMPLETE TESTS: 2 OF 2 COMPLETE</p>
 <div style="background-color: #4a86e8; color: white; padding: 5px;"> <p>Communication Skills <b>COURSE 4</b></p> </div>	<p><b>CONDUCTING A FAMILY MEETING</b></p> <p>REQUIRED CONTENT: 0 OF 1 COMPLETE TESTS: 2 OF 2 COMPLETE</p>

- Once you have selected a course, you will be taken to the course page. Review the learning objectives, continuing education information, faculty and review information, and supplemental materials related to the course. To launch the course, scroll down to **“Step 2: Start Course.”** Click on the link within this section to launch course content (see yellow arrow).

### STEP 2: START COURSE

To exit a course, simply close the browser tab and re-launch from this page at any time. You will be given the option to resume progress from where you left off, or to restart the course from the beginning. Note that CAPC courses are compatible with the following web browsers: Google Chrome, Mozilla Firefox, Safari, and Internet Explorer (Version 9 and higher).

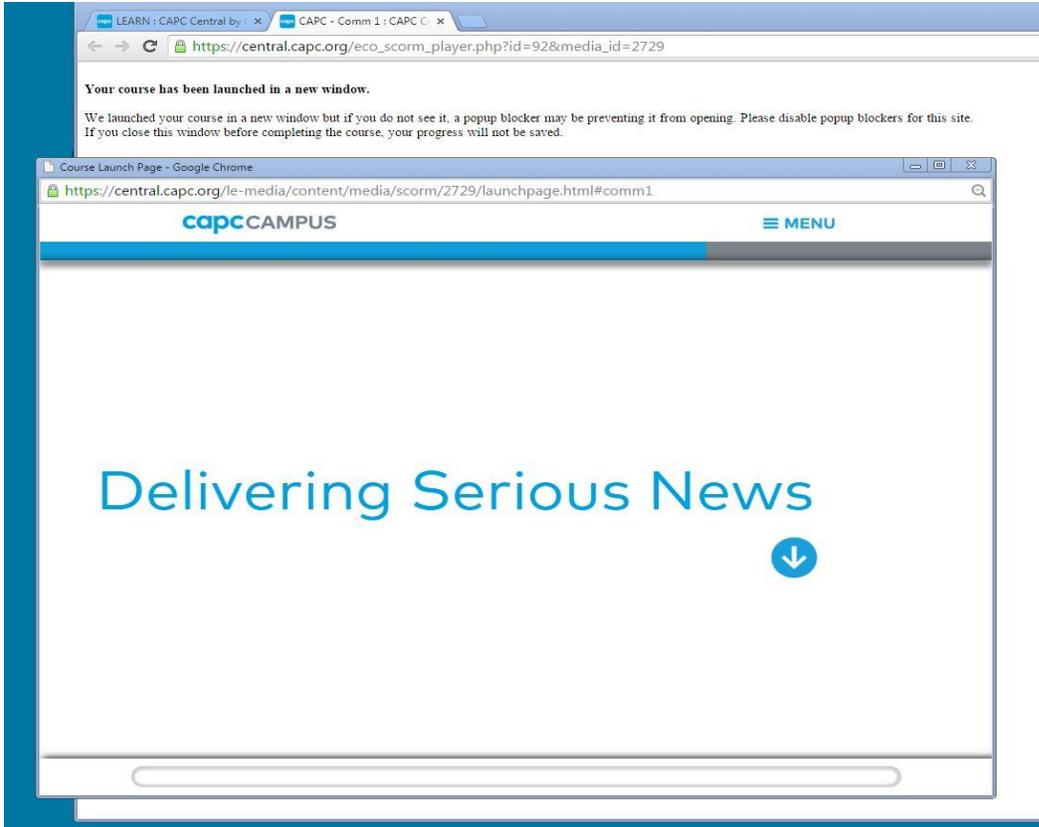
 **CLICK BELOW TO LAUNCH CONTENT**



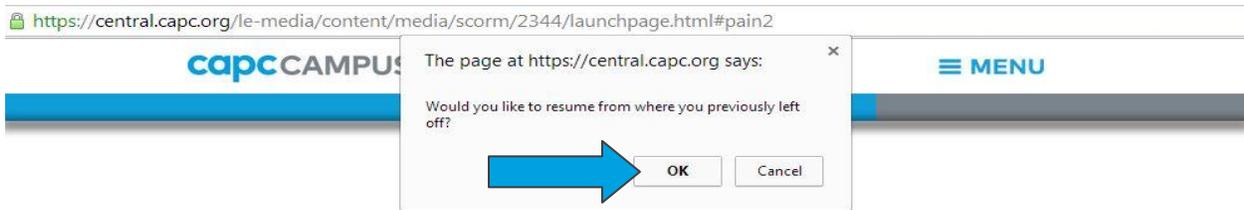

**DELIVERING SERIOUS NEWS**

Required

5. Depending on your computer settings, the course will launch in a new window AND a new tab will open in your browser (pictured below). **You MUST keep this tab open as you take the course because it records your progress.** To save your progress at any time during the course, first close the window with the course content, and then close the tab.



6. When the course launches, a pop-up message will appear in your browser (see blue arrow). Click “OK” in order to resume the course from where you previously left off. Clicking “Cancel” will take you back to the beginning of the course.



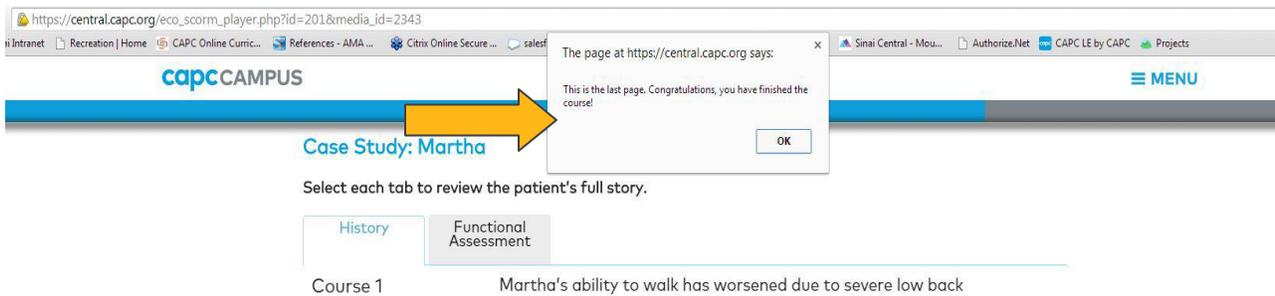
7. Click on the blue downward arrow buttons (see yellow arrow) and follow the subsequent instructions to complete the course.



## Delivering Serious News



8. Once you reach the end of the course, a “Congratulations” pop-up message will appear in your browser (see yellow arrow). Click “OK.”



9. The “Next Steps” screen pictured below is the final screen of the course. Once you reach this screen, you may close the course launch window.

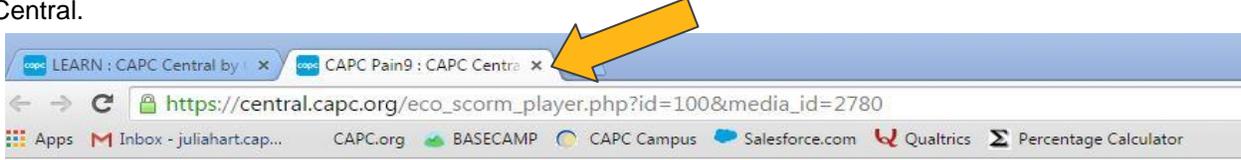


### Next Steps

Use the Menu to revisit any portion of this course. Otherwise, close this window and complete the post-test and evaluation to receive a certificate of completion.



10. To complete the course you must close the course launch window AND the tab tracking your progress (see yellow arrow). The tab underneath the course launch tab is the course page in CAPC Central.



**Content Finished**

It's ok to [close this window](#) now.

11. Once you close the tab, return to the course page in CAPC Central. The Post-test will now be unlocked. Click the orange "Take Test 1 of 2" button on the sidebar (see blue arrow) to take the Post-test.

Mozilla Firefox, Safari, and Internet Explorer (Version 9 and higher).

CLICK BELOW TO LAUNCH CONTENT

Complete

**STEP 3: DOWNLOAD COURSE TOOLS AND RESOURCES (OPTIONAL)**

CLICK BELOW TO OPEN FILE

Download

CLICK BELOW TO OPEN LINK

Share

**Peer Reviewers:**

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**COMPLETION INSTRUCTIONS**

Access or Complete the REQUIRED Content

Complete Module Tests

Click 'MARK DONE' below to complete this Module

TAKE TEST 1 OF 2

12. Complete the Post-test by clicking on the radio buttons next to the best answer. Once you have answered all of the questions, click "Submit Test" (see yellow arrow).

HOME
LEARN
FORUM
CONNECT

1) Please answer the following questions related to Mike's story: Mike is a 42-year-old man who was diagnosed with head and neck cancer two days ago. He's in clinic today to see the oncologist for the first time. His otolaryngologist did the biopsy and discussed the news with him. You are seeing Mike after he talked to the oncologist for the first time.

Mike says to you: "I'm not even sure why I'm seeing you. I guess this means I'm really in bad shape." Which of the following replies is the most appropriate initial response to Mike's statement?

- a) "No you're not, things will be fine."
- b) "I'm here to help with your symptoms and improve your quality of life."
- c) "Tell me what you heard from the oncologist."
- d) "It sounds like they didn't explain what is happening."

2) The clinician asks: "Tell me what you heard from the oncologist." Mike responds: "He said something about squamous cells, I read about them on the internet last night." Which of the following clinician responses is dismissive of Mike's effort to understand his diagnosis:

- a) "Well, squamous cells are like the cells on your skin."
- b) "You don't really need to know about squamous cells."
- c) "This is cancer."

3) Asking permission to give serious news is an important initial step because:

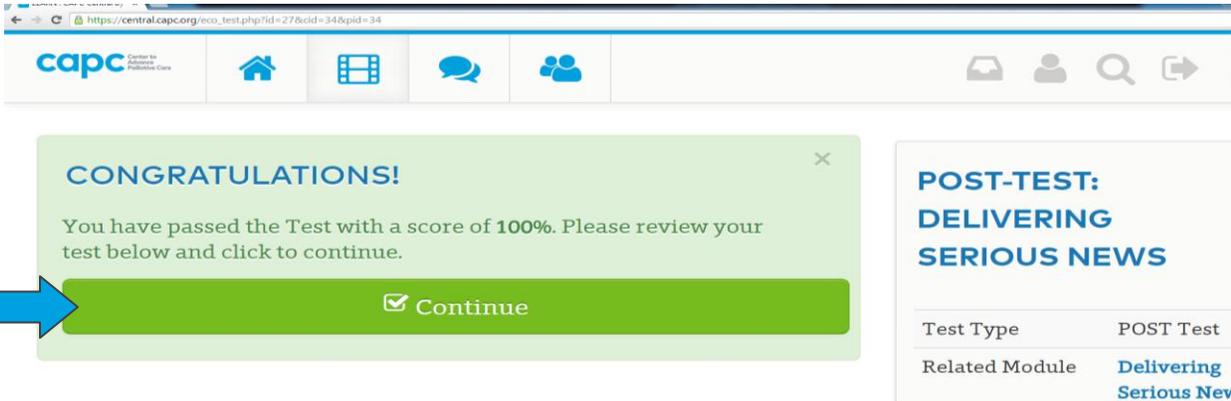
- a) It is a medical legal requirement
- b) It assesses the patient's understanding of illness
- c) It enables the patient to prepare themselves to hear serious news

**POST-TEST: DELIVERING SERIOUS NEWS**

Test Type	POST Test
Related Module	<b>Delivering Serious News</b>
# of Questions	10
Attempt #	1
Min Passing Score	80%
Highest Score	%

Submit Test

13. Once you submit your test, a box will pop up displaying your score. You will have the opportunity to review your answers and, if needed, retake the test. Please note that a minimum score of 80 percent is required to pass the test. Once you have reviewed your answers, click on the green “Continue” button (see blue arrow).



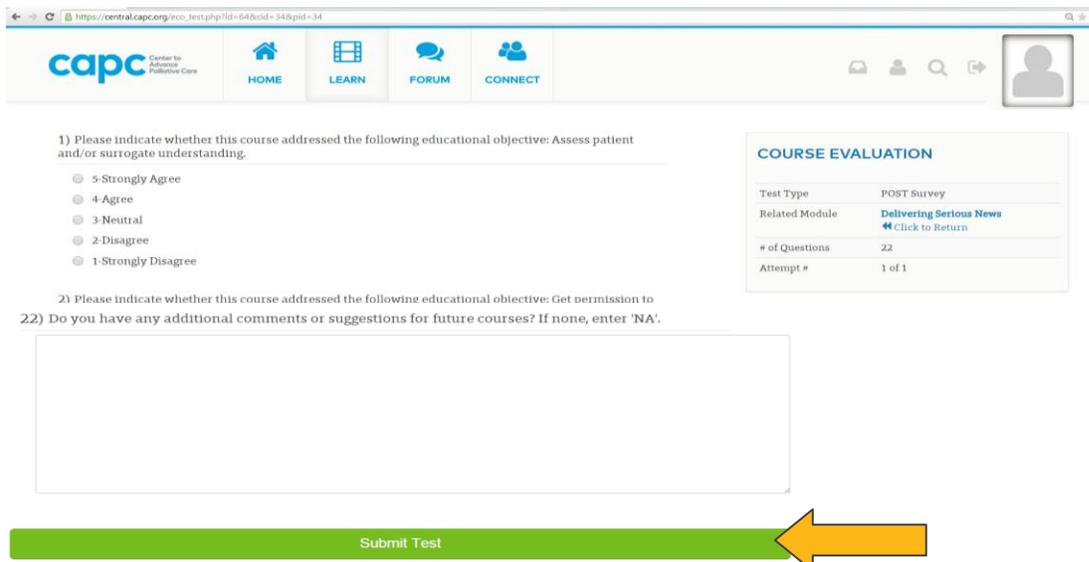
14. After you have completed the Post-test, you will be returned to the course page. Scroll down to “Step 4.” The Course Evaluation (see blue arrow) will now be unlocked; click on the link to take to the course evaluation.

#### STEP 4: COMPLETE POST-TEST AND COURSE EVALUATION

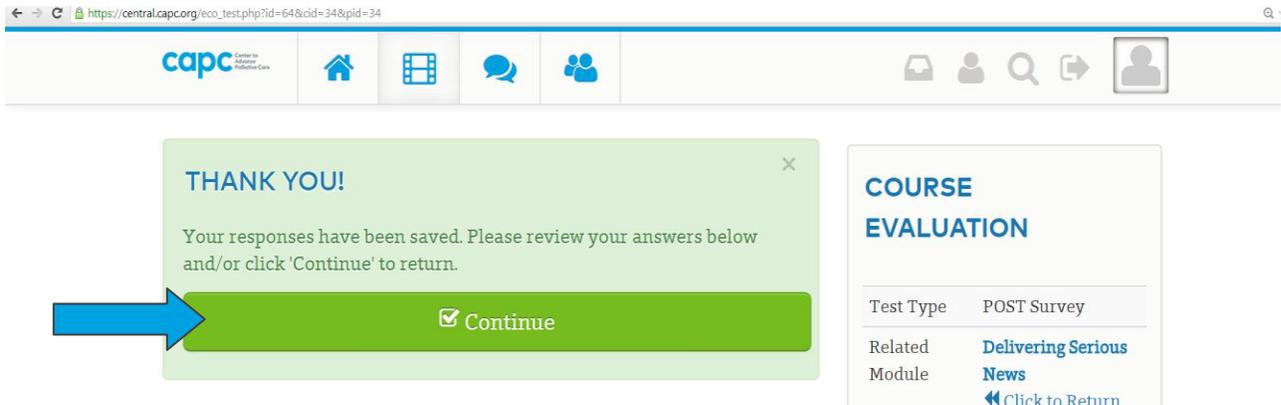
\*\*A score of 80% or higher on the course post-test and completion of a mandatory continuing education course evaluation are required to receive a certificate for continuing education credits.



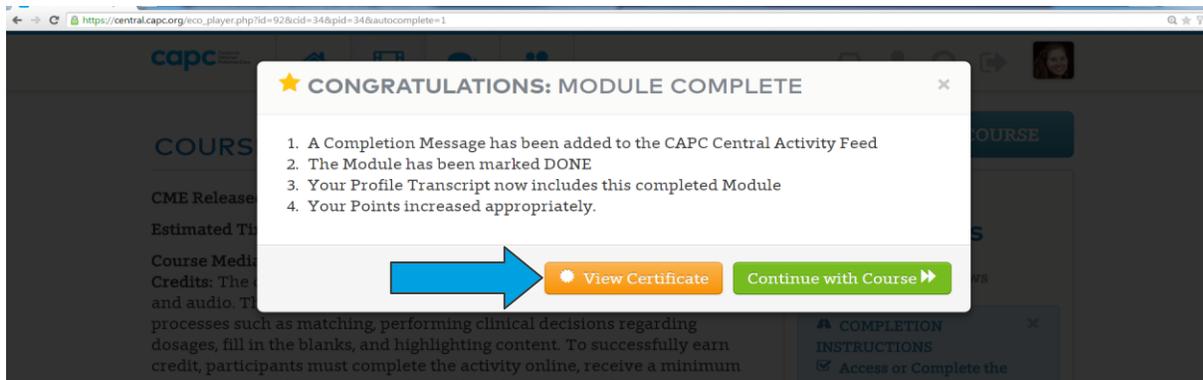
15. Complete the evaluation by clicking on the radio buttons next to the answer that best reflects your opinion of the course and/or typing your answer in the open-ended fields. Once you have answered all of the questions, click on “Submit Test” (see yellow arrow).



16. After you submit your evaluation a box will pop up showing that your responses have been saved. You will have the opportunity to review your answers. Once you have reviewed your answers, click on the green “Continue” button (see blue arrow).



17. The following screen will pop up notifying you that you have completed the course. Click the orange “View Certificate” button (see blue arrow).



Note that the “View Certificate” button will now appear on the specific course page when you return to it in the future (see blue arrow). Click on this button to view/download your certificate at any time.

