

HELP REDUCE STRESS FOR YOUR OLDER PATIENTS AND THEIR FAMILY CAREGIVERS



Virtual & Onsite Presentations, Consulting & Coaching
Jennifer L. FitzPatrick & The Jenerations Health
Team Help YOU
Improve Outcomes for Older Adults and Family Caregivers

Jennifer is a good fit for your virtual or onsite meeting if you want:

- improved clinical outcomes when working with older patients and their family caregivers
- to discover the synergy of a partnership between the patient/provider/family caregiver
- less complaints and more compliance from patients and family caregivers
- to uncover more effective ways to build rapport with family caregivers
- to establish a more effective bedside manner while maintaining professional boundaries

Former psychotherapist Jennifer L. FitzPatrick, MSW, LCSW-C, CSP (Certified Speaking Professional) is the author of *Reimagining Customer Service in Healthcare and Cruising through Caregiving*. She has been featured in countless media outlets, including Forbes, The Washington Post, The Wall Street Journal, The Chicago Tribune and U.S. News & World Report. The founder of Jenerations Health Education, Inc., she is a Care Advisory Board member for Seth and Lauren Miller Rogen's non-profit Hilarity for Charity (HFC).



Speaker • Author
Jennifer FitzPatrick, MSW, LCSW-C, CSP

Sample Virtual & Onsite Keynote Presentations



Creating an (Almost!) Stress-Free Experience for Persons With Dementia and Their Family Caregivers
Do you look forward to needing a hospital, nursing home, hospice, or any other health/mental health service? Neither do our patients, clients and family caregivers, particularly when there's a dementia diagnosis! Even though clients, patients and caregivers dread needing us, we have a lot of control over how they ultimately perceive the experience of receiving necessary services. When we make a health or mental health experience less stressful for persons with dementia and their family members, there are better clinical outcomes, less complaints, and fewer malpractice claims. This engaging program will help you better understand the mindset of those you serve who are impacted by dementia, and make necessary changes so patients, clients and family caregivers are better set up for success.

Managing Compassion Fatigue, Burnout & Countertransference While Maintaining A Good Bedside Manner With Patients and Their Family Caregivers
Compassion fatigue, burnout and countertransference have always been an issue for physicians and other healthcare providers. But these last few years have created an unprecedented climate of stress, uncertainty and truly daunting work conditions. These factors, combined with a real or perceived lack of patience and appreciation from those we serve lead to tremendously risky situations. How do you help patient or caregiver who is experiencing compassion fatigue, burnout and countertransference when they come to you for help? What do you do if you see it in yourself, a colleague or a manager? How do you maintain an approachable bedside manner when experiencing difficult feelings? Join us for this candid discussion of how to handle such challenges with patients and family caregivers during these extraordinary times.

Creating a Caregiver-Inclusive Experience in Dementia Care
Engaging the caregiver of a person with dementia has the potential to increase patient satisfaction, reduce errors and improve your job satisfaction. In fact, the RAISE Caregiver Act was passed so caregivers receive this much needed support. This session will help you to better partner with the dementia patient's caregiver so everyone benefits.

RAVE REVIEWS FOR JENNIFER L. FITZPATRICK

"As keynote speaker for the Hospice & Palliative Care Network of Maryland Annual Conference, Jennifer's enthusiasm radiated and set the tone for our theme of Ready, Set, Grow! Her presentation gave us all a sense that we will most certainly endure and even thrive in this "New Normal".

-Peggy Funk, Executive Director, Hospice & Palliative Care Network of Maryland

"Jennifer was our opening keynote speaker, and she did a tremendous job inspiring our members with actionable ideas on how to provide excellent service while dealing with staffing challenges. She worked hard to customize content for our audience by interviewing members ahead of time, creating a "teaser" video and providing an article to build excitement about her topic prior to our event. A true professional, she was not deterred by some minor A/V snags encountered at our conference. I recommend her if you'd like an easy-to-work-with, high-energy speaker with content-rich topics."

-Mike Pochowski, CEO, Wisconsin Assisted Living Association

"Since Montcordia provides services to an exclusive clientele with very high standards, it's crucial that our team members possess excellent rapport building and customer service skills. Jennifer FitzPatrick's 'Hateful to Grateful' content was just what we needed. She is a dynamic speaker who took the time to understand our goals and create customized content that motivated our team to elevate their game."

-Rebekah Goetz, Vice President, Montcordia

"We've engaged Jennifer twice and both times she customized her presentations to meet the needs of our audience. She's a great speaker and receives glowing reviews from our conference attendees. We look forward to having her back again!"

-Lil Banchemo, RN, MSN, Senior Director, Anne Arundel Medical Center

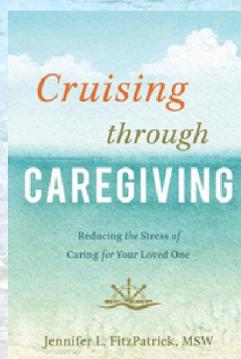
BOOK REVIEWS

"Jennifer FitzPatrick's second book is not so much an owner's manual for customer service as much as a thoughtfully structured narrative on how healthcare leaders can 'do it better.'"

--Miguel Paniagua, MD, Adjunct Professor of Medicine, The University of Pennsylvania & Vice President of Medical Education, The American College of Physicians

"This book provides easy to implement concepts and ideas that can make an immediate impact."

--Michelle Zinnert, CAE, Chief Executive Officer, American Urogynecologic Society



"Ms. FitzPatrick guides you through a discussion of concerns common to all caregivers while encouraging you to take care of yourself."

--Sandra Swantek, MD, FAPA, Chief, Geriatric Psychiatry, Rush University Medical Center

"This is a useful resource from someone with vast experience, both as a gerontologist and a caregiver."

-Kimberly Williams-Paisley, Actor and New York Times best-selling author of Where The Light Gets In

Featured in:



PARTIAL CLIENT LIST

Alert Pharmacy Services
 Alzheimer's Association
 American Case Management Association
 Anne Arundel Medical Center
 Artis Senior Living
 Connecticut Association For Healthcare At Home
 Bratton Estate & Elder Law Attorneys
 Erickson Living
 Farr Law Firm
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 Hospice & Palliative Care Network of Maryland
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 Life Care Planning Law Firms Association
 Montana Health Care Association
 Pennsylvania Assisted Living Association
 Rothkoff Law Group
 State of Delaware
 Suburban Geriatrics
 Texas Assisted Living Association
 Virginia Assisted Living Association
 The Arbor Company



JenniferLFitzPatrick

Ready to discuss how Jennifer can help your audience?

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