



TEXAS & NEW MEXICO
HOSPICE ORGANIZATION

Celebrating
THE MESSAGE OF HOSPICE



The 29th Annual Convention of the

TEXAS & NEW MEXICO HOSPICE ORGANIZATION

TEXAS ACADEMY OF PALLIATIVE MEDICINE

March 16-18, 2012 • La Fonda on the Plaza, Santa Fe, N.M.



CONFERENCE AT A GLANCE

Day 1, Friday, March 16, 2012

Time	Session	Room	Overview
8:15-8:30 AM	General	Ballroom	Welcome & Announcements
8:30-9:30 AM	Plenary	Ballroom	Resurfacing from the Depths of Grief and Loss
9:30-9:50 AM	Break	Foyer	
9:50 AM-10:50 AM	Breakouts	Room	Overview
CME, CNE, CEU	A-1	N. Ballroom	Falls
CME, CNE, CEU	A-2	New Mexico	Methadone Boot Camp
CNE, CEU	A-3	S. Ballroom	PGBA Workshop: Part 1
CNE, CEU	A-4	Santa Fe	How to Stay Motivated When No One Around You Is
CNE, CEU	A-5	La Terraza	New Bereavement Understandings and Implications for Hospice Care
CNE, CEU	A-6	Coronado	ELNEC: Nursing Considerations
11:00-12:00 PM	Breakouts	Room	Overview
CME, CNE, CEU	B-1	N. Ballroom	Subcutaneous Infusions: Treatment of Difficult Symptoms in the Hospice Patient
CME, CNE, CEU	B-2	New Mexico	A New Journey: The Continuum of Curative, Palliative and Hospice Care
CNE, CEU	B-3	S. Ballroom	PGBA Workshop: Part 2
CNE, CEU	B-4	Santa Fe	Ethical Boundaries in Hospice: Protecting Patients, Families, and Ourselves
CNE, CEU	B-5	La Terraza	Spiritual Care "To" and "In" the IDT
CNE, CEU	B-6	Coronado	ELNEC: Cultural Considerations in EOL Care
12:00-1:30 PM	Lunch on Your Own		
1:30-2:30 PM	Breakouts	Room	Overview
CME, CNE, CE	C-1	N. Ballroom	Cases in Hospice & Palliative Care Pain Management
CME, CNE, CEU	C-2	New Mexico	Assessment & Management of Nausea & Other Troublesome Symptoms
CNE, CEU	C-3	S. Ballroom	PGBA Workshop: Part 3
CNE, CEU	C-4	Santa Fe	Music Therapy and End of Life Care
CNE, CEU	C-5	La Terraza	Feel Less Like a Stranger- Introduction to Jewish End of Life Practices
CNE, CEU	C-6	Coronado	ELNEC: Communications
2:40-4:00 PM	Annual Awards Program Followed by the Annual Dessert Reception		



Day 2, Saturday, March 17, 2012

8:00-9:00 AM	Breakouts	Room	Overview
CME, CNE, CEU	D-1	N. Ballroom	Prognostication and Hospice Eligibility
CME, CNE, CEU	D-2	New Mexico	Wound Care (Part 1)
CNE, CEU	D-3	S. Ballroom	Preventative Care for Hospice Agencies
CNE, CEU	D-4	Santa Fe	Volunteer Administrators ROC and ROLL!
CNE, CEU	D-5	La Terraza	Your Bereavement Program: Solid Ground, or Shifting Sand?
CNE, CEU	D-6	Coronado	ELNEC: Pain at EOL (Part 1)
9:10-10:10 AM	Breakouts	Room	Overview
CME, CNE, CEU	E-1	N. Ballroom	Documentation of Eligibility (Narratives and Face-to-Face Encounters)
CME, CNE, CEU	E-2	New Mexico	Wound Care (Part 2)
CNE, CEU	E-3	S. Ballroom	What's Happening in the Nursing Home?
CNE, CEU	E-4	Santa Fe	When Comfort is Not Enough: Building Resilience in Hospice
CNE, CEU	E-5	La Terraza	Bereavement Counseling - Using techniques from Solutions Focused Grief Therapy Counseling
CNE, CEU	E-6	Coronado	ELNEC: Pain at EOL (Part 2) Symptom Management at EOL (Part 1)
10:10-10:30 AM	Break	Foyer	
10:30-11:30 AM	Breakouts	Room	Overview
CME, CNE, CEU	F-1	N. Ballroom	Cases in Hospice & Palliative Care Non-Pain Symptom Management
CME, CNE, CEU	F-2	New Mexico	Psycho-social Issues Related to Perinatal/Pediatric Palliative Care and Hospice
CNE, CEU	F-3	S. Ballroom	Hospice Under the Microscope
CNE, CEU	F-4	Santa Fe	Navigating the Needs of Difficult Patients and Families without Sinking the Boat
CNE, CEU	F-5	La Terraza	Normal and Complicated Grief
CNE, CEU	F-6	Coronado	ELNEC: Symptom Management at EOL
11:30-1:00 PM	Lunch on Your Own		
1:00-2:00 PM	Breakouts	Room	Overview
CME, CNE, CEU	G-1	N. Ballroom	Difficult Ethical Issues: A Case-Based Review
CME, CNE, CEU	G-2	New Mexico	Insurance 101 & How to Reduce your Premium
CNE, CEU	G-3	S. Ballroom	Prepare for Quality Reporting (NHPCO)
CNE, CEU	G-4	Santa Fe	Why Wont They Use My Volunteers?
CNE, CEU	G-5	La Terraza	Child Grievors- what they need, how to help
CNE, CEU	G-6	Coronado	ELNEC: Ethics and Legal Issues



2:10-3:10 PM	Breakouts	Room	Overview
CME, CNE, CEU	H-1	N. Ballroom	Differentiating Dementias - A Key to Communication
CME, CNE, CEU	H-2	New Mexico	Assessment & Management of Constipation
CNE, CEU	H-3	S. Ballroom	Top 10 Deficiencies and Violations (DADS)
CNE, CEU	H-4	Santa Fe	Hospice Disease Specific Documentation Using the ICFS
CNE, CEU	H-5	La Terraza	Healing Through Ritual and Ceremony
CNE, CEU	H-6	Coronado	ELNEC: Final Hours

3:10-3:20 PM Break Foyer

3:20-4:20 PM	Breakouts	Room	Overview
CME, CNE, CEU	I-1	N. Ballroom	Palliative Management of End Stage Liver Disease
CME, CNE, CEU	I-2	New Mexico	Burial Benefits for Veterans & Spouses in National Cemeteries
CNE, CEU	I-3	S. Ballroom	Be The Bridge
CNE, CEU	I-4	Santa Fe	Art of Blessing: Sustenance & Challenge for the Soul
CNE, CEU	I-5	La Terraza	Grief: A Journey Towards Wholeness
CNE, CEU	I-6	Coronado	ELNEC: Loss, Grief and Bereavement

4:30-5:30 PM
General New Mexico T&NMHO Annual Business Meeting
General Santa Fe TAPM Annual Business Meeting

5:00-7:00 PM
General Reception, Museum of Contemporary Native Arts (Across the Street from the La Fonda)
(Join us for fellowship, networking & "Rita"s & snacks)

Day 3, Sunday, March 18, 2012

8:00- 8:30AM			Celebration of Life - Remembrance Service—Loretto Chapel
8:45-9:45 AM	Plenary	Ballroom	Relationships with Nursing Facilities: Legal Issues in Marketing and Coordination of Care
9:45-10:00 AM	Break	Foyer	
10:00-11:00 AM	Plenary	New Mexico	Quality Reporting in Hospice: Prepare Now
10:00-11:00 AM	Plenary	Ballroom	Burnout Prevention and Intervention
11:00-12:00 PM	Plenary	Ballroom	Crossing Bridges: A Caregiver's Path

Sunday ELNEC Train the Trainer Special Track

8:45-9:45 AM		Coronado	ELNEC- Train the Trainer
9:45-10:00 AM	Break	Foyer	
10:00-11:00 AM		Coronado	ELNEC- Train the Trainer
11:00-12:00 PM		Coronado	ELNEC- Train the Trainer



PLENARY PRESENTATIONS

Friday, March 16

8:30 -9:30 AM | Plenary

Rev. Ted Wiard, LPCC, CGC Co-Founder and Director Golden Willow Retreat

Resurfacing from the Depths of Grief and Loss

Aspects of the grief process and the importance of conscious grieving in order to heal, grow and re-connect into the world after loss. This workshop is for professionals, as well as laypeople, to help one decrease chances of burn-out within one's job as well as in life. Conscious grieving offers the opportunity to reconnect with life, one's self and find passion in their life.

Sunday, March 18

8:45 -9:45 AM | Plenary

Marie C. Berliner, JD, Lambeth & Berliner, PLLC

Relationships with Nursing Facilities: Legal Issues in Marketing and Coordination of Care

This presentation will evaluate the legal challenges faced by hospices in establishing and building relationships with nursing facilities in the wake of published OIG reports and the 2012 OIG work plan. The presenter will examine legal constraints on marketing activities, analyze regulatory requirements for coordination of care between hospices and nursing facilities, and identify opportunities for improving communications and meeting documentation obligations.

Sunday, March 18

10:00-11:00 AM | Plenary

Judi Lund Person, MPH, Vice President, Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization

Quality Reporting in Hospice: Prepare Now

Hospices will begin mandatory quality reporting in October 2012. What is required? And how can your hospice use the months ahead to prepare so that implementation in October is smooth and problem-free? Learn more about quality reporting for 2012 and what's ahead for hospice quality reporting in the future.

Sunday, March 18

10:00-11:00 AM | Plenary

Marcia Levetown, MD, FAAHPM, HealthCare Communication Associates

Burnout Prevention and Intervention

Burnout is an increasing problem among healthcare providers. Not only are the individuals impacted by burnout, but so are their families, colleagues and patients. Thankfully, there are strategies to prevent and heal from burnout, which will be explored in this session.

Sunday, March 18

11:00 -12:00 PM | Plenary

Rev. Ted Wiard, LPCC, CGC Co-Founder and Director Golden Willow Retreat

Crossing Bridges: A Caregiver's Path

This interactive presentation describes how to support inspiration and health through the natural healing process. The presenter and audience will discuss vicarious grief, compassion fatigue and self-care.



WORKSHOP SCHEDULE

DAY 1

Group A

Friday, March 16, 2012

9:50 a.m. to 10:50 a.m.

A-1 Falls

Linda Tavel, MD MBA FAAHPM, Symptom Management Consultants

Falls are a common problem in community dwellers, and represent a significant cause of morbidity and mortality.

Hospice patients are at even higher risk due to medications, advanced illness, functional status. This session reviews common causes of falls and strategies to reduce injury from falls.

Audience: Physicians, Nurses, Aides | Level: Beginning

A-2 Methadone Boot Camp

Irene Prather, MD, VITAS Innovative Hospice

Recognize Methadone's unique role in pain management. Identify potential limitations associated with the use of Methadone in pain management. Recognize patient specific factors that may or may not make methadone an appropriate option for pain management.

Audience: Physicians, Nurses, All | Level: Intermediate

A-3 PGBA Workshop: Part 1

PGBA Senior RHHI Ombudsman and Senior Medical Review Representative

Billing portion will cover higher level billing with case scenarios about the top issues we see at Palmetto GBA, MAC updates, Clinical portion will be tailored for more advanced clinicians, Case scenarios.

Audience: Administrators, Billing, Nurses | Level: General

A-4 How to Stay Motivated When No One Around You Is

Joelle Koncelik Maltos, LMSW, Federal Bureau of Prison, FCI Fort Worth

How do we continue to "love what we do" when surrounded by bitter or disgruntled people? This session will help participants understand what they can and cannot control and how to reduce their stress, increase their happiness and improve their productivity based on this. Other coping strategies will be addressed and participants will have the opportunity to utilize techniques to improve the environment in which they care.

Audience: All | Level: Intermediate

A-5 New Bereavement Understandings and Implications for Hospice Care

Barbara Bouton, Director of Professional Development, National Hospice and Palliative Care Organization

Hospice professionals must keep current in their understanding and practice to ensure the provision of high quality services.

Audience: All | Level: Advanced

A-6 ELNEC: Nursing Considerations

Teri Church, RN, Heritage Home Health and Hospice

This module creates the foundation for the ELNEC curriculum. It is an overview of the need to improve palliative care and the role of the nurse as a member of an interdisciplinary team in providing quality care. Basic definitions and principles of hospice and palliative care are presented within a quality of life (QOL) framework.

Audience: All | Level: Intermediate

Group B

Friday, March 16, 2012

11:00 a.m. to 12:00 p.m.

B-1 Subcutaneous Infusions: Treatment of Difficult Symptoms in the Hospice Patient Walter B. Forman, MD, FACP, FAAHPM, Hospice Medical Director Alliance Home Care and Hospice

The use of SQ infusions administered via pump or syringe driver is a valuable addition to hospice for the care of the dying. In this presentation, cases will be presented of hospice patients exhibiting symptoms that may be difficult to control by other means. We will also discuss the various medications that can be administered by SQ infusion to produce the desired clinical effect.

Audience: Nurses, Physicians | Level: Intermediate



B-2 A New Journey: The Continuum of Curative, Palliative and Hospice Care**Jonathan Williams MD, Medical Director, American Hospice of Wichita Falls**

As a Former Pastor, FP Physician BC 1999, Hospice Physician BC 2007, Bereaved family member, I wish to offer a perspective on integration and transition of care from standard preventative and curative medicine to integration of palliation of chronic disease to recognition of terminal disease and integration of Hospice care. Emphasis on team approach and aspects of Neuro-Psycho-Spiritual interaction.

Audience: Physicians, Nurses | Level: General

B-3 PGBA Workshop: Part 2**PGBA Senior RHHI Ombudsman and Senior Medical Review Representative**

Billing portion will cover higher level billing with case scenarios about the top issues we see at Palmetto GBA, MAC updates, Clinical portion will be tailored for more advanced clinicians, Case scenarios.

Audience: Administrators, Billing, Nurses | Level: General

B-4 Ethical Boundaries in Hospice: Protecting Patients, Families, and Ourselves**Rev. Dr. Carla Cheatham, Heart To Heart Hospice, Chaplain**

A discussion of healthy boundaries, that balance the need for human connection with our professional responsibility, to prevent unhealthy connections and compassion fatigue.

Audience: All | Level: Intermediate

B-5 Spiritual Care “To” and “In” the IDT**Rodney Bolejack, D. Min., American Hospice, Chaplain**

This presentation is designed to enhance the understanding of the role of the chaplain as a member of the interdisciplinary team. Ideas and guidelines will be offered to enhance the chaplain's care to the team, and to individual IDT members, and in reporting spiritual care during the IDT meeting.

Audiences: All | Level: General

B-6 ELNEC: Cultural Considerations in EOL Care**Fran Briem, RN, Alliance Home Health and Hospice**

This module reviews dimensions of culture, which influence care in advanced disease. Assessment of culture is emphasized as essential to adequate communication and in providing culturally competent care.

Audience: All | Level: General

Group C**Friday, March 16, 2012****1:30 p.m. to 2:30 p.m.****C-1 Cases in Hospice & Palliative Care Pain Management****John Manfredonia, DO, FAAHPM, National Medical Director, Gentiva**

Using an Audience Response System, cases of pain situations commonly encountered in hospice and palliative care will be presented, with management and assessment discussed.

Audience: Physicians, Nurses | Level: Advanced

C-2 Assessment & Management of Nausea & Other Troublesome Symptoms**Michael Moffit, MD, PhD, Scott & White Hospice**

Nausea is a commonly encountered, but often unrecognized, problem in hospice and palliative care settings. This session will discuss the recognition, assessment, and management of nausea.

Audience: Physicians, Nurses | Level: Intermediate

C-3 PGBA Workshop: Part 3**PGBA Senior RHHI Ombudsman and Senior Medical Review Representative**

Billing portion will cover higher level billing with case scenarios about the top issues we see at Palmetto GBA, MAC updates, Clinical portion will be tailored for more advanced clinicians, Case scenarios.

Audience: Administrators, Billing, Nurses | Level: General



C-4 Music Therapy and End of Life Care

Lori Sunshine, Music Therapist MT-BC, Del Corazon Hospice

Music Therapy for end of life care is the therapeutic intervention using all aspects of music to support a person's physical, emotional, cognitive and social/spiritual needs which can also include their families and loved ones. The nature of music and our innate connection with this beautiful tool for healing is a resource that can bring solace and completion for all.

Audience: All | Level: General

C-5 Feel Less Like a Stranger - Introduction to Jewish End of Life Practices

Rabbi Michael T. Cohen, Chaplain/ Supervisory Candidate, ACPE, VITAS Innovative Hospice Care & Martha Rutland, Supervisor, ACPE Director CPE

Identify ways be a supportive presence through awareness of stories, melodies, forms of observances and meanings of practices within diverse orientations of Judaism.

Audiences: All | Level: Beginning

C-6 ELNEC: Communications

Bobbie Dockins, BSW, Alamogordo Home Health and Hospice

This module emphasizes the importance of good communication in end-of-life care. The complexities of communicating with patients and families at this critical time are described along with suggestions for care.

Audiences: All | Level: General

DAY 2

Group D

Saturday March 17, 2012

8:00 a.m. to 9:00 a.m.

D-1 Prognostication and Hospice Eligibility

John Manfredonia, DO, FAAHPM, National Medical Director, Gentiva

Determining that an individual's prognosis is terminal is the foundation of hospice eligibility. Using an Audience Response System, this session will review the major disease categories encountered in hospice and discuss indicators for a poor prognosis.

Audience: Physicians, Nurses | Level: Intermediate

D-2 Wound Care (Part 1)

James McLean, RN, CWOCN, CDFN, Advantage Home Care, Wound Care Specialist

Because skin breakdown is not always avoidable in these patients, the participant will learn in this presentation techniques for assessing and managing skin breakdown in patients in the palliative care setting.

Audience: Physicians, Nurses | Level: General

D-3 Preventive Care for Hospice Agencies

Rebecca McMinn, Hospice Program Director, HealthCare ConsultLink

This presentation covers those internal and external processes all hospice agencies need to have in place to improve customer care, and to prevent heartache should program integrity surveyors come calling.

Audience: Administrators, Nurses, Other | Level: General

D-4 Volunteer Administrators ROC and ROLL!

Debbie Leo, American Hospice, Volunteer Coordinator

Volunteer Administrators ROC! Volunteer Administrators are spiritual companions guiding volunteers in the spiritual areas of Relationship, Organization and Creativity.

Audience: Chaplain, Volunteer, Office | Level: Beginning



D-5 Your Bereavement Program: Solid Ground, or Shifting Sand?

Janet Ihne, M.Div., Bereavement Coordinator and Chaplain & Janet Mack, Education and Compliance Manager, Heart to Heart Hospice of Texas

Is your Bereavement program on solid ground or shifting sand when a state surveyor walks through the door? This presentation will provide helpful resources and information to prepare you for a State Survey. Also, this presentation will provide ways to encourage your Interdisciplinary Team members to become champions for your Bereavement program, and to view the Bereavement Coordinator as a valued member of the team.

Audience: All | Level: General

D-6 ELNEC: Pain at EOL

Walter B. Forman, MD, FACP, Geriatric Associates

This module reviews basic principles of pain assessment and symptom management with a focus on pain at the end of life.

Audience: All | Level: Intermediate

Group E

Saturday, March 17, 2012

9:10 a.m. to 10:10 a.m.

E-1 Documentation of Eligibility (Narratives and Face-to-Face Encounters)

Ronald J. Crossno MD, FAAFP, FAAHPM, Gentiva, Senior National Medical Director

The regulatory landscape for documenting eligibility of hospice patients has changed. This session reviews those changes with an emphasis on determining hospice eligibility and providing accurate and compliant documentation.

Audience: Physicians, Nurses | Level: Beginning

E-2 Wound Care (Part 2)

James McLean, RN, CWOON, CDFN, Advantage Home Care, Wound Care Specialist

Because skin breakdown is not always avoidable in these patients, the participant will learn in this presentation techniques for assessing and managing skin breakdown in patients in the palliative care setting.

Audience: Nurses, Physicians | Level: Intermediate

E-3 What's Happening in the Nursing Home?

Cherry Meier, VP of Public Affairs, VITAS Innovative Hospice Care

At a time when hospice care in the nursing homes is under increased regulatory scrutiny, it is incumbent upon hospice and nursing homes to evaluate their relationships to ensure regulatory compliance. This session will review the current regulations for hospice care in the nursing homes, examining the pertinent reports from the Office of the Inspector General (OIG) and discussing issues that impact reimbursement. Participants will be provided practical information and strategies on how to comply with the regulations while building partnerships.

Audience: All | Level: Intermediate

E-4 When Comfort is Not Enough: Building Resilience in Hospice

Paul Gleason, Bereavement Coordinator, & Amy Ramos, Community Liaison, Hospice de la Luz

An exploration into building resilience as an inner strength for handling stress and adversity in life with a goal of success and satisfaction. This strength can be built in clients, professional care givers as well as organizations. Everyone needs resilience.

Audience: All | Level: General

E-5 Bereavement Counseling - Using Techniques from Solutions Focused Grief Therapy Counseling Dorthy Meyer-Levine, Grace Hospice, Bereavement Coordinator

Through demonstration and practice groups participants will learn techniques to assist Bereavement Coordinators in grief counseling using concepts and tools from Solution Focused Brief Therapy. Applying these techniques can help heal the grief by focusing on the strengths and copying skills of the bereaved to create hope and life purpose.

Audience: Bereavement Coordinators | Level: General

E-6 ELNEC: Pain at EOL/Symptom Management at EOL Walter B. Forman, MD, FACP, Geriatric Associates & Jennifer Chadwick, RN, Administrator, Ruidoso Home Care and Hospice

This module builds on Module 2: Pain Management, by addressing other symptoms common in advanced disease and the role of the nurse in managing these symptoms.

Audience: All | Level: Intermediate



Group F

Saturday, March 17, 2012

10:30 a.m. to 11:30 a.m.

F-1 Cases in Hospice & Palliative Care Non-Pain Symptom Management

Ronald J. Crossno MD, FAAFP, FAAHPM, Senior National Medical Director, Gentiva

Using the Audience Response System, cases of difficult symptoms commonly encountered in hospice and palliative care will be presented, with management and assessment discussed.

Audience: Physicians, Nurses | Level: Advanced

F-2 Psycho-Social Issues Related to Perinatal/Pediatric Palliative Care and Hospice

Sue Krauter MD, FAAHPM, Associate Medical Director, Houston Hospice

There are many psycho-social issues related to perinatal and pediatric hospice. In this presentation we will cover perinatal hospice programs and the associated ethical issues, strategies to support parents and sibling facing the death of a child, and talking with children about illness and death.

Audience: All | Level: General

F-3 Hospice Under the Microscope

Jennifer Hale, Executive Director, Georgia Hospice and Palliative Care Organization

ZPIC, RAC, MAC, CERT - the list of auditors is growing! Learn about the different audit types, what they're looking at and how you can reduce your risk going forward.

Audience: All | Level: General

F-4 Navigating the Needs of Difficult Patients and Families without Sinking the Boat

Jo Carolyn Chambers, LCSW, Home Hospice of Grayson County

When faced with end-of life experiences, patients and their families can at times demonstrate difficult behavior. This workshop is designed to help healthcare professionals identify these behaviors and what is really behind them, develop strategies to manage the difficult behavior including the use of cognitive restructuring, and define personal coping skills which will help the practitioner, as well as recognize and develop positive coping methods that will help and validate the efforts of other team members.

Audience: All | Level: General

F-5 Normal and Complicated Grief

Larry Barber, Director, Grief Works

Delineates the differences between the natural, healthy process of grief and complicated grief. Provides insight for hospice and bereavement staff into the potential causes, symptoms and consequences of complicated mourning.

Gives valuable information about the nature and purpose of grief to help mourners, their supporters and caregivers.

Audience: All | Level: Intermediate

F-6 ELNEC: Symptom Management (cont.)

Jennifer Chadwick, RN, Administrator, Ruidoso Home Care and Hospice

This module builds on Module 2: Pain Management, by addressing other symptoms common in advanced disease and the role of the nurse in managing these symptoms.

Audience: All | Level: General

Group G

Saturday, March 17, 2012

1:00 p.m. to 2:00 p.m.

G-1 Difficult Ethical Issues: A Case-Based Review

David Capper, MD, FAAHPM, Covenant Hospice and Palliative Care

Using the Audience Response System, presentations of some commonly encountered ethical/medico-legal issues from the hospice and palliative care setting will be given, with interactive discussion regarding management.

Audience: Physicians, Nurses | Level: Advanced



G-2 Insurance 101 & How to Reduce Your Premium

Stephanie Dew, Director of Sales and Marketing, Regnier and Associates, Inc.

Insurance - often referred to as necessary evil. Join us as we review basic insurance terms, discuss exposures your organizations face and learn what insurance coverage is available to protect your organization. Discover money saving tips and how to take better control of your insurance premiums.

Audience: All | Level: General

G-3 View from Washington – Challenges for 2012 (NHPCO)

Judi Lund Person, MPH, Vice President, Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization

Hospices are experiencing massive changes due to health care reform and intense regulatory scrutiny. Washington is in turmoil over debt ceiling discussions and a sluggish economy. Hospice payment reform, quality reporting, reductions in rates, additional data requirements, increased physician involvement and healthcare fraud are a part of this future. What is ahead? And why? And how can hospices prepare today for the coming changes so that care to patients and families is not affected? This “view from Washington” will provide a “not to be missed” summary of what is and what is ahead for hospice and palliative care providers.

Audience: All | Level: General

G-4 Why Won't They Use My Volunteers?

Maralee Self, Volunteer Coordinator, Hospice of the Sandias

How open is your organization to meaningful volunteer engagement? How do you train management/staff to work with volunteers? Do staff confidentiality or other objections to utilizing volunteers? Discuss ways to encourage management/staff to utilizing volunteers.

Audience: All | Level: General

G-5 Child Grievers- What They Need, How to Help

Marcia Levetown, MD, FAAHPM, Independent Educator, HealthCare Communication Associates

Child grievers' needs are too often neglected in the face of serious illness, death and bereavement, in part due to a lack of recognition of their needs and in part due to ignorance of how to help. This presentation will increase awareness of and capacity to assist children whose grief will last longer and have greater life trajectory impact than any others affected by illness and death.

Audience: All | Level: General

G-6 ELNEC: Ethics and Legal Issues

Donna Brown, Administrator, Mesilla Valley Hospice

This module discusses some of the key ethical issues and legal concerns in end-of-life/palliative care and resources to address these in practice.

Audience: All | Level: General

Group H

Saturday, March 17, 2012

2:10 p.m. to 3:10 p.m.

H-1 Differentiating Dementias - A Key to Communication

Lena G Smith, Ph.D., Clinical Consultant, Hospice de la Luz

This presentation will review the major domains of cognition and will differentiate the many types of dementia while providing practical strategies for hospice practitioners.

Audience: All | Level: General

H-2 Assessment & Management of Constipation

Linda Tavel, MD MBA FAAHPM, Symptom Management Consultants

Constipation is a common problem in hospice patients. This session explores etiology of constipation and its treatment. Diarrhea is less frequent, but still can be a challenge. Its causes and therapy will also be discussed.

Audience: Nurses, Physicians | Level: Beginning



H-3 Top 10 Deficiencies and Violations (DADS)

Rosalind Nelson-Gamblin, Program Manager, Policy, Rules and Curriculum, Regulatory Services, Department of Aging & Disability Services

Using data from the most recent Department of Aging and Disability Services Annual Report, the speaker will provide education for administrators and directors of hospice agencies regarding the most frequently cited areas of non-compliance in agencies. The survey process will be discussed briefly.

Audience: Administrators | Level: Intermediate

H-4 Hospice Disease Specific Documentation Using the International Classification of Functioning System

Cheryl Parchman, RN, BSN, Independent Consultant, HealthCare ConsultLink

Complete, focused documentation of your hospice patient/family's status and services performed is key to ensuring compliance. Learn how to accurately document hospice appropriateness and patient decline using the International Classification of Functioning System.

Audience: Nurses, Physicians, Social Workers | Level: Beginning

H-5 Healing Through Ritual and Ceremony

Rev. Ted Wiard, LPCC, CGC, LPCC, CGC Co-Founder and Director Golden Willow Retreat

The presenter will describe aspects of healing through loss, and develop a path within shattering to connect with one's understanding of spirit. Importance of connection, ritual and ceremony, comparison and contrast of religion and spirituality will be discussed.

Audience: All | Level: Basic

H-6 ELNEC: Final Hours

Sarah Rochester, RN, BA, ED, Los Alamos Visiting Nurse Service

This module focuses on care at the actual time of death, emphasizing the preparation necessary to insure the best care at this critical event in the trajectory of illness.

Audience: All | Level: General

Group I

Saturday, March 17, 2012

3:20 p.m. to 4:20 p.m.

I-1 Palliative Management of End Stage Liver Disease

Ronald J. Crossno MD, FAAFP, FAAHPM, Senior National Medical Director, Gentiva

Liver disease remains a leading cause of death in the United States; however, other more common disease entities received relatively more attention in hospice and palliative care training. This session will discuss the etiology, demographics, assessment and management of end-stage liver disease.

Audience: Physicians, Nurses | Level: Advanced

I-2 Burial Benefits for Veterans and Spouses in National Cemeteries

Clifford Shields, Cemetery Director, Dallas Fort Worth National Cemetery

A presentation including a brief history of the NCA, and how to arrange burial in a National Cemetery. Presentation ends with a Q&A Session.

Audience: Chap, Ber. Vol., Others | Level: Beginning

I-3 Be the Bridge

Anna Sallee, PhD, MSN, RN, Staff Nurse, Houston Hospice

This presentation, which is geared for members of all disciplines, addresses the unique requirements for each and how we can help each other provide optimal care. The more transparent we become to each other, the more we can blend our talents and continue to improve our approach to outstanding client care. Ultimately, when a team of dedicated individuals makes a commitment to act as one, the sky's the limit.

Audience: All | Level: General

I-4 Art of Blessing: Sustenance & Challenge for the Soul

Jean Hopkins, MS, CT, Bereavement/Chaplain, Advantage Home Health and Hospice & Martha Rutland, D. min., BCC, Director of CPE at VITAS Innovative Hospice Care

Explore using blessing as a fulcrum for recognition, intimacy, reconciliation and legacy within IDT, patient care, and bereavement support contexts.

Audience: All | Level: Intermediate



I-5 Grief: A Journey Toward Wholeness

Danny Mack, Bereavement Coordinator/Chaplain, Christian Care Hospice

Danny Mack will give an overview of the significant people who impact of grief therapy. The presentation will reveal how the grief experience can lead a person to a new place of wholeness. There will be a grief model “The Four Awakenings” will be presented.

Audience: All | Level: General

I-6 ELNEC: Loss, Grief and Bereavement

Phyllis Jackson, SW, Mesilla Valley Hospice

This module addresses the challenging aspects of grief, loss and bereavement of patients and families as well as the loss experiences of health care professionals.

Audience: All | Level: General

Day 3

Sunday, March 18, 2012

8:45 a.m. to 12:00 p.m.

8:45 a.m. to 9:45 a.m.

PLENARY: Relationships with Nursing Facilities: Legal Issues in Marketing and Coordination of Care

Marie C. Berliner, J.D., Lambeth & Berliner

This presentation will evaluate the legal challenges faced by hospices in establishing and building relationships with nursing facilities in the wake of published OIG reports and the 2012 OIG work plan. The presenter will examine legal constraints on marketing activities, will analyze regulatory requirements for coordination of care between hospices and nursing facilities, and will identify opportunities for improving communications and meeting documentation obligations.

Audience: All | Level: General

8:45 a.m. to 12:00 p.m.

ELNEC: Train the Trainer

Walter B. Forman, MD & Nancy Wertz, RN

The final few hours of this ELNEC training program are designed to teach nurses to become effective trainers. On completion of the entire program you will become an ELNEC trainer. You must be a nurse to become an ELNEC trainer, but anyone can attend this course.

Audience: Nurses | Level: General

10:00 a.m. to 11:00 a.m.

PLENARY: Quality Reporting in Hospice: Prepare Now

Judi Lund Person, MPH, Vice President, Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization

Hospices will begin mandatory quality reporting in October 2012. What is required? And how can your hospice use the months ahead to prepare so that implementation in October is smooth and problem-free? Learn more about quality reporting for 2012 and what's ahead for hospice quality reporting in the future.

Audience: All | Level: General

10:00 a.m. to 11:00 a.m.

PLENARY: Burnout Prevention and Intervention

Marcia Levetown, MD, FAAHPM, HealthCare Communication

Burnout is an increasing problem among healthcare providers. Not only are the individuals impacted by burnout, but so are their families, colleagues and patients. Thankfully, there are strategies to prevent and heal from burnout, which will be explored in this session.

Audience: All | Level: General

11:00 a.m. to 12:00 p.m.

PLENARY: Crossing Bridges: A Caregivers Path

Rev. Ted Wiard, LPCC, CGC Co-Founder and Director Golden Willow Retreat

This interactive presentation describes how to support inspiration and health through the natural healing process. The presenter and audience will discuss vicarious grief, compassion fatigue and self-care.

Audience: All | Level: General



CONVENTION HOTEL/LOCATION

HOST HOTEL

As Santa Fe's oldest, best known hotel, La Fonda on the Plaza has set the standard for warm and elegant accommodations since the early 1900s. Located in the historic heart of the city across from the 1887 St. Francis Cathedral Basilica, we have long been the destination for discriminating travelers, earning a reputation as the crossroads of the world. The legendary Santa Fe Trail ends at La Fonda, signaling to travelers that, wherever their journey began, they've finally arrived.

La Fonda Hotel, 100 E. San Francisco, Santa Fe, NM 87501 (505) 982-5511 Fax: (505) 988-2952 (Reservation Cut-off is February 25, 2011). T&NMHO has a room block for Friday, March 16, 2012 through Sunday, March 18, 2012 with the following rates:

Room	Single	Double
Standard King or Double	\$149	\$149

Based on availability, the group rate will be honored 3 days prior and post. Individual reservations should be made by calling La Fonda's Reservations Department at 800.523.5002 and selecting option #1. For faxed reservations: the number is 505.954.3599.

HOTEL TEMPERATURES

Even though we attempt to work with the hotel to insure a comfortable meeting temperature, we strongly urge you to bring a sweater or light jacket to the meetings as meeting rooms are often too cold.

HOW TO REGISTER

Each registrant must complete a separate Registration Form (photocopy form as needed) or register on-line at <http://www.txnmhospice.org/2012Convention.html>. TYPE or PRINT IN BLOCK LETTERS all information requested. Typed address and information you provide will be used to create your badge.

CONFERENCE & WORKSHOPS

(March 16-18, 2012)

Use this section to register for the Conference and Workshops only. The amount due T&NMHO depends on your membership status and the date your registration is postmarked. Payment of the conference registration fee includes entrance to all concurrent sessions, T&NMHO exhibits, meals and social events. Conference rates are listed on the Registration Form. You need not register for specific concurrent sessions. Rooms will be filled on a first come basis.

REGISTRATION FEES

All events are included in the basic registration. For additional (guest) tickets, each event is listed with the required fees. Indicate the amount due for each item in the column provided. Texas Academy of Palliative Care members will be accorded the same rates as T&NMHO members.

ONE DAY FEES ARE AVAILABLE FOR SINGLE DAY ATTENDANCE ONLY. YOU MAY NOT PAY ONE-DAY FEES FOR MORE THAN ONE DAY IN ORDER TO AVOID LATE REGISTRATION FEE INCREASES.

PRESENTERS/SPEAKERS DISCOUNT

Presenters at this year's conference are given a \$100 discount on the conference registration. Please check the appropriate block on the registration form. Those presenters who do not desire to attend the conference will be issued special nametags and will, of course, pay no fee.

TOTAL AMOUNT DUE

Full payment must accompany all registrations. Registrations will not be accepted if payment is not enclosed or if checks are not drawn on U.S. banks or in U.S. funds. Make checks payable to the Texas & New Mexico Hospice Organization.

REGISTRATION AND PAYMENT ADDRESS:

Mail the payment along with the registration form to: Texas & New Mexico Hospice Organization, PO Box 1525, Austin, Texas 78767. (If using FedEx or UPS) 1108 Lavaca, Ste 727, Austin, TX 78701) If you wish to pay by credit card, you may use the secure on-line registration www.txnmhospice.org/2012Convention.html. For additional information call (800) 580-9270.



AMERICANS WITH DISABILITIES ACT (ADA)

Please check the appropriate box on the Registration Form if you require special services to fully participate in the T&NMHO Conference. You should attach a written description of your needs to your registration form.

CANCELLATION/REFUNDS

Cancellations received via email (bbaker@txnmhospice.org) by 5:00pm on March 2, 2012, will be entitled to a refund, less a \$75 administrative fee. Cancellations after March 2, 2012 and Conference “no-shows” forfeit their entire registration fee. Substitutions are welcome. Please advise T&NMHO by email if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted; emailed cancellations are accepted.

ELNEC PROGRAM

The End-of-Life Nursing Education Consortium (ELNEC) Project is a national end-of-life educational program administered designed to enhance palliative care in nursing. The ELNEC train-the-trainer curriculum has been developed to prepare qualified nurse educators to provide end-of-life education for nursing students and practicing nurses, and to provide resources to facilitate that instruction. This is a “train-the-trainer” course and upon completion, you will be able to take this information back to your institution and teach others. Anyone may take the training, but only nurses can become certified ELNEC Trainers. During the two-day course, you will be reviewing the ELNEC-Core syllabus. Eight modules will be covered. Each module is accompanied by objectives, outline, power point slides, “talking points” for each slide, references, case studies, and supplemental teaching materials. This course is designed to give you a syllabus that will support you in future educational endeavors within your institution and community. The eight modules that will be reviewed include: Palliative Nursing Care at the End of Life; Pain Management; Symptom Management; Communication; Cultural Considerations; Ethical Issues; Final Hours; Loss, Grief & Bereavement. In order to receive CE’s and be considered an ELNEC trainer, you must attend the course in its entirety. (Friday through Sunday) Space may be limited, so it is very important that you check the ENEC box on your registration form.

CONTINUING EDUCATION CREDITS

All the continuing education certificates and evaluations are being offered on-line through a link that we will send via email after the conference. Please check your email after the conference and complete the on-line evaluation. Your certificate will appear after you complete the on-line evaluation. There will not be a separate fee for CME’s, CNE’s, CEU’s or CE’s. This is included in your registration fee.

CONTINUING MEDICAL EDUCATION

Determination of credit is pending. An application for CME credit has been filed with the American Academy of Family Physicians.

NURSING AND SOCIAL WORK CONTINUING EDUCATION

Pending Approval, check back soon for actual hours

Texas & New Mexico Hospice Organization is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Centers Commission on Accreditation.

Texas & New Mexico Hospice Organization is an approved provider of continuing education by the Texas State Board of Social Work Examiners, expiration January 31, 2013.

Additional information on CEU registration and number of credit hours will be available to all registrants in their registration packet at the time of the conference.

CERTIFICATE OF ATTENDANCE

Conference participants will receive a Certificate of Attendance in their Registration Packets. This certificate will not provide identification of Continuing Education Credits.

RECORDING SALES

The majority of sessions will be audio recorded. The recordings will be available for purchase at Rollin Recording’s booth in the Registration Center during the conference.



REGISTRATION FORM

T&NMHO Annual Convention - March 16-18, 2012

REGISTRANT INFORMATION

TYPE or PRINT the following information. Please complete a separate form for each participant, photocopy as needed. Early Bird Registrants will receive a free event T-Shirt at the conference registration desk.

Name _____

Badge Name (Nickname) _____

Professional Designation (i.e., RN, LVN, MSW, etc.) _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____ Phone (____) _____

Email _____

REGISTRATION FEES

Registration Includes Awards Dessert Reception & Saturday Evening Reception

Please circle the option that applies

	Member	TAPM*	NMAC	Non-Member
Early Registration (postmarked by 01/29/12)	\$300	\$300	\$400	\$450
Regular Registration (postmarked by 03/02/12)	\$350	\$350	\$450	\$525
Late Registration (postmarked after 03/02/12)	\$400	\$400	\$500	\$600

(An individual may not register for multiple single days in order to avoid paying the full registration fee)

One-Day Registration (by 03/02) for Friday or Sat.) \$175 \$175 \$215 \$250

One-Day Registration (after 03/02) for Fri. or Sat.) \$195 \$195 \$245 \$290

TAPM* TAPM rate does NOT apply to TAPM Associate Members

Presenter Discount of \$100.00

The Receptions are ALREADY INCLUDED in your registration

(for one-time reception guests ONLY)

Guest Tickets-Night-Reception at the Museum (03/16) # ___ \$40 \$40 \$40 \$50

Guest Ticket—Awards Dessert Reception (03/17) # ___ \$25 \$25 \$25 \$35

TOTAL AMOUNT REGISTRATION _____

Check if you plan on attending the ELNEC track (Seating is limited)

Check if you plan on attending the museum reception

Check if Vegetarian

Check if you require special services to fully participate in the program. Attach a written description of your needs.

Full payment MUST accompany all registrations. Registrations without payment attached will be returned. The postmarked date of mailing will determine the registration rate. Make checks and charges payable to Texas & New Mexico Hospice Organization. (T&NMHO TAX ID #: 75-1870672)

METHOD OF PAYMENT Money Order Check

If paying by credit card please register at: www.txnmhospice.org/2012Convention.html

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on March 2, 2012 will be entitled to a refund, less a \$75 administrative fee. Cancellations after March 2, 2012 and conference "no-shows" forfeit their entire registration fee. Substitutions are welcome. Please advise T&NMHO by email if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted; emailed cancellations will be accepted. MAIL PAYMENT TO: T&NMHO, P.O. Box 1525, AUSTIN, TX 78767 Tel: (512) 454-1247 Email: bbaker@txnmhospice.org with substitutions and cancelations.



DRAGONFLY LEGEND

In the bottom of an old pond lived some grubs who could not understand why none of their groups ever came back after crawling up the stems of the lilies to the top of the water. They promised each other that the next one who was called to make the upward climb would return and tell what happened to him. Soon one of them felt an urgent impulse to seek the surface; he rested himself on the top of a lily pad and went through a glorious transformation, which made him a dragonfly with beautiful wings. In vain, he tried to keep his promise.

Flying back and forth over the pond, he peered down at his friends below.

Then he realized that even if they could see him they would not recognize such a radiant creature as one of their number.

The fact that we cannot see our friends or communicate with them after the transformation, which we call death, is no proof that they cease to exist.

- Walter Dudley Cavert