THE MANY FACETS OF HOSPICE

The 30th Annual Convention of the
TEXAS & NEW MEXICO HOSPICE ORGANIZATION
TEXAS ACADEMY OF PALLIATIVE MEDICINE

March 15-17, 2013 • Houston Omni
# CONFERENCE AT A GLANCE

**Day 1, Friday, March 15, 2013**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30-8:45 AM</td>
<td>General</td>
<td>Regency Ballroom</td>
<td>Welcome &amp; Announcements</td>
</tr>
<tr>
<td>8:45-9:45 AM</td>
<td>Plenary</td>
<td>Regency Ballroom</td>
<td>View from Washington – Challenges for 2013 - Judi Lund Person (NHPCO)</td>
</tr>
<tr>
<td>9:45-10:00 AM</td>
<td>Break</td>
<td>Foyer</td>
<td></td>
</tr>
<tr>
<td>10:00 AM-11:00 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>A-1</td>
<td>Colonnade A</td>
<td>Ten Things We Can Do Better in EOL Care</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>A-2</td>
<td>Colonnade B</td>
<td>The Big Five: Strategies to Improve Labor, Pharmacy, Medical Equipment and Mileage Costs</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>A-3</td>
<td>Regency E</td>
<td>PGBA Workshop: Part 1</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>A-4</td>
<td>Regency F</td>
<td>Recording Psycho-social Care</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>A-5</td>
<td>Regency G</td>
<td>Hope for Hispanic Patients in the Context of Hospice</td>
</tr>
<tr>
<td>11:10-12:10 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>B-1</td>
<td>Colonnade A</td>
<td>Oncologic Emergencies</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>B-2</td>
<td>Colonnade B</td>
<td>Brand Building is Everyone’s Business</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>B-3</td>
<td>Regency E</td>
<td>PGBA Workshop: Part 2</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>B-4</td>
<td>Regency F</td>
<td>The Common Core of the Four Major Religions</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>B-5</td>
<td>Regency G</td>
<td>Bridging the Gap: A Collaborative Approach Between Bereavement and Chaplains</td>
</tr>
<tr>
<td>12:10-1:30 PM</td>
<td>Annual Awards Luncheon</td>
<td>No cost, included in conference registration</td>
<td></td>
</tr>
<tr>
<td>1:30-2:30 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>C-1</td>
<td>Colonnade A</td>
<td>Medication Changes Transitioning from Hospital to Hospice</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>C-2</td>
<td>Colonnade B</td>
<td>Nursing Facilities: Friends or Foes?</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>C-3</td>
<td>Regency E</td>
<td>PGBA Workshop: Part 3</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>C-4</td>
<td>Regency F</td>
<td>Grief: A Spiritual Journey</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>C-5</td>
<td>Regency G</td>
<td>QAPI - What Is It All About?</td>
</tr>
<tr>
<td>2:30-2:45 AM</td>
<td>Break</td>
<td>Foyer</td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------</td>
<td>---------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2:45-3:45 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>D-1</td>
<td>Colonnade A</td>
<td>Veterans and End of Life Part 1</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>D-2</td>
<td>Colonnade B</td>
<td>Resuscitating Your Hospice Leadership</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>D-3</td>
<td>Regency E</td>
<td>PGBA Workshop: Part 3</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>D-4</td>
<td>Regency F</td>
<td>Walking the Ethical Tightrope of Professional Boundaries</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>D-5</td>
<td>Regency G</td>
<td>A Time to Heal: Discovering Meaning Making in Life</td>
</tr>
<tr>
<td>4:00-5:00 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>E-1</td>
<td>Colonnade A</td>
<td>Veterans at End of Life (Part 2)</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>E-2</td>
<td>Colonnade B</td>
<td>Novice to Expert: A Professional Development Model for Core Team Members</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>E-3</td>
<td>Regency E</td>
<td>Hot Regulatory Topics</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>E-4</td>
<td>Regency F</td>
<td>Update on Beer's Criteria</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>E-5</td>
<td>Regency G</td>
<td>Called to Serve</td>
</tr>
</tbody>
</table>

**Day 2, Saturday, March 16, 2013**

<table>
<thead>
<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30-9:30 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>F-1</td>
<td>Colonnade A</td>
<td>Medical Ethics at End of Life</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>F-2</td>
<td>Colonnade B</td>
<td>Using Memories to Facilitate End-of-Life Discussion</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>F-3</td>
<td>Regency E</td>
<td>DADS: Abuse, Neglect and Exploitation Reporting and Investigation</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>F-4</td>
<td>Regency F</td>
<td>Secular Bioethics in Relation to Judaism and Christianity and Its Implications in Interfaith Work</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>F-5</td>
<td>Regency G</td>
<td>Moving Your Volunteer Program From Good to Great (Part 1)</td>
</tr>
<tr>
<td>9:45-10:45 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>G-1</td>
<td>Colonnade A</td>
<td>Dealing with Issues of Suicide</td>
</tr>
<tr>
<td>CME, CNE, CEU</td>
<td>G-2</td>
<td>Colonnade B</td>
<td>Ethical Issues Related to Pandemic Influenza</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>G-3</td>
<td>Regency E</td>
<td>DADS: Texas State Licensure Requirements: What's new?</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>G-4</td>
<td>Regency F</td>
<td>Understanding and Helping Grieving Children (Part 1)</td>
</tr>
<tr>
<td>CNE, CEU</td>
<td>G-5</td>
<td>Regency G</td>
<td>Moving Your Volunteer Program from Good to Great (Part 2)</td>
</tr>
<tr>
<td>10:45-11:00 AM</td>
<td>Break</td>
<td>Foyer</td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Event</td>
<td>Room</td>
<td>Location</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------------------------</td>
<td>--------</td>
<td>---------------</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Breakouts</td>
<td>H-1</td>
<td>Colonnade A</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Breakouts</td>
<td>H-2</td>
<td>Colonnade B</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Breakouts</td>
<td>H-3</td>
<td>Regency E</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Breakouts</td>
<td>H-4</td>
<td>Regency F</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Breakouts</td>
<td>H-5</td>
<td>Regency G</td>
</tr>
<tr>
<td>12:00-1:30 PM</td>
<td>Lunch on Your Own</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:30-2:30 PM</td>
<td>Breakouts</td>
<td>I-1</td>
<td>Colonnade A</td>
</tr>
<tr>
<td>1:30-2:30 PM</td>
<td>Breakouts</td>
<td>I-2</td>
<td>Colonnade B</td>
</tr>
<tr>
<td>1:30-2:30 PM</td>
<td>Breakouts</td>
<td>I-3</td>
<td>Regency E</td>
</tr>
<tr>
<td>1:30-2:30 PM</td>
<td>Breakouts</td>
<td>I-4</td>
<td>Regency F</td>
</tr>
<tr>
<td>1:30-2:30 PM</td>
<td>Breakouts</td>
<td>I-5</td>
<td>Regency G</td>
</tr>
<tr>
<td>2:40-3:40 PM</td>
<td>Breakouts</td>
<td>J-1</td>
<td>Colonnade A</td>
</tr>
<tr>
<td>2:40-3:40 PM</td>
<td>Breakouts</td>
<td>J-2</td>
<td>Colonnade B</td>
</tr>
<tr>
<td>2:40-3:40 PM</td>
<td>Breakouts</td>
<td>J-3</td>
<td>Regency E</td>
</tr>
<tr>
<td>2:40-3:40 PM</td>
<td>Breakouts</td>
<td>J-4</td>
<td>Regency F</td>
</tr>
<tr>
<td>2:40-3:40 PM</td>
<td>Breakouts</td>
<td>J-5</td>
<td>Regency G</td>
</tr>
<tr>
<td>3:40-4:30 PM</td>
<td>Exhibitor’s Dessert Reception</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:30-5:00 PM</td>
<td>T&amp;NMHO Annual Business Meeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:30-5:00 PM</td>
<td>TAPM Annual Business Meeting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Day 3, Sunday, March 17, 2013**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Room</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:30 AM</td>
<td>Plenary</td>
<td>Regency Ballroom</td>
<td></td>
<td>Celebration of Life - Remembrance Service</td>
</tr>
<tr>
<td>8:45-9:45 AM</td>
<td>Plenary</td>
<td>Regency Ballroom</td>
<td></td>
<td>Do You See Me? African-American Cultural and End of Life Care</td>
</tr>
<tr>
<td>9:45-10:00 AM</td>
<td>Break</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00-11:00 AM</td>
<td>Plenary</td>
<td>Regency Ballroom</td>
<td></td>
<td>The Four Spiritual Laws of Marketing Hospice</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Plenary</td>
<td>Regency Ballroom</td>
<td></td>
<td>I Need to Live Until I Die</td>
</tr>
</tbody>
</table>

**ELNEC for Hospice Aides**

<table>
<thead>
<tr>
<th>Time</th>
<th>Room</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00-12:00 PM</td>
<td>Regency E</td>
<td></td>
<td>ELNEC Courses specific for Hospice Aides</td>
</tr>
</tbody>
</table>
PLENARY PRESENTATIONS

Friday, March 15
8:30 -9:30 AM | Plenary
Judi Lund Person, MPH, Vice President, Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization
View from Washington – Challenges for 2013 (NHPCO)
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.

Sunday, March 17
8:45 -9:45 AM | Plenary
Lyla J Correoso-Thomas, MD, National Medical Director at Gentiva Health Services
Do You See Me? African-American Cultural and End of Life Care
This presentation will provide overview of African American history and culture juxtaposed in hospice and palliative medicine milieu.

Sunday, March 17
10:00-11:00 AM | Plenary
Danny Mack, Public Speaker, Chaplain & Bereavement Coordinator at Christian Care Hospice
The Four Spiritual Laws of Marketing Hospice
This humorous, insightful and encouraging presentation will challenge the traditional marketing approach to hospice. Non-marketers will finally have someone to speak what they have been thinking. You will learn how going back to the spiritual roots of why we work in hospice and will set the course for increasing census and increase employee morale.

Sunday, March 17
11:00 -12:00 PM | Plenary
Marcia Levetown, MD, FAAHPM, Regional Medical Director and Educator at Vitas Innovative Hospice Care
I Need to Live Until I Die
Patients between the ages of 15 and 39 (AYA) have unique needs and concerns when they are terminally ill. Case examples and film clips will illustrate the issues. Learners will better understand and be better able to meet AYA needs following this session.

Sunday, March 17
9:00 -12:00 PM | Workshop
ELNEC for Hospice Aides
This three hour workshop is encouraged for all Hospice Aides. This workshop will provide a great foundation for giving excellent care to hospice patients.
DAY 1
Group A
Friday, March 15, 2013
10:00 a.m. to 11:00 a.m.

A-1 Ten Things We Can Do Better in End of Life Care
Brandii Niles RN BSN CHPN, Clinical Director at Seasons Hospice & Palliative Care of Texas- Houston
There's always room for improvement! This presentation will look at ten things we could do better in EOL care. A broad spectrum of topics will be covered including Medication Reconciliation, Pain Assessment, Pain Management, Delirium and hospice “portmanteaus”.
Audience: Physicians, Nurses, Aides | Level: Beginning

A-2 The Big Five: Strategies to Improve Labor, Pharmacy, Medical Equipment, Medical Supplies and Mileage Costs
Debbie Crowe, Hospice Management Consultant at The Crow Group
A hands-on session for non-financial managers and leaders, participants will learn practical strategies for the five biggest cost incurred by home based providers. Based on per day of care budgeting, this presentation will employ the use of five worksheets-one each for labor, pharmacy, DME, medical supplies and mileage costs-designed to help the participant evaluate costs and the potential efficiencies which may be realized.
Audience: All | Level: Intermediate

A-3 PGBA Workshop: Hospice Billing Part 1
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce the 2013 Hospice workshop series. This series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.
Audience: Administrators, Billing, Nurses | Level: General

A-4 Recording Psycho-social Care
Diane Thomas, RN, MA, Hospice Program Director at HealthCare ConsultLink
Hate documentation? In this workshop you will learn to document in ways that reflect excellence in care, pride as a SW professional, and creative engagement with patients.
Audience: All | Level: Intermediate

A-5 Hope for Hispanic Patients in the Context of Hospice
Alberto Magana, Chaplain at Vitas Innovative Hospice Care
Research shows that ethnic minorities access hospice care less often than Caucasians. In part, this issue has been attributed to the lack of cultural competence among hospice staff. This project examines the meaning attached to the stories of hope for Hispanic hospice patients and how their belief system about their future has an impact on their anticipatory grief or waiting experience and how hospice psychosocial staff can provide better and more culturally sensitive care.
Audience: All | Level: Advanced

Group B
Friday, March 15, 2013
11:10 a.m. to 12:10 p.m.

B-1 Oncologic Emergencies
Carol A. Stephenson, Ed.D., RN, CHPN, Professor at Mountain View College
Although hospice nurses don't handle ER/ICU emergencies, they care for patients with serious cancers, coming off cancer therapy, and who experience end stage emergencies. Awareness can assist to recognize, in decision making, and to manage end stage patients appropriately.
Audience: Nurses, Physicians | Level: Intermediate
B-2 Brand Building is Everyone's Business
Stan Massey, Partner & Chief Branding Officer at Transcend Hospice Marketing Group

The increase in competition among hospice providers, skilled nursing facilities and hospitals; combined with the community’s lack of detailed understanding about the range of options for care and support near end of life and their ability to choose the type of care they want are just some of the external factors prompting hospice programs to implement robust strategic marketing plans. This session will explore the fundamentals of effective branding along with the importance of defining the brand identity for your hospice program, building upon your program’s strengths and understanding what sets your program apart from the competition. Effective branding occurs inside and outside of your organization. Learn how brand building is the responsibility of staff at all levels of your organization.

Audience: All | Level: General

B-3 PGBA Workshop: Hospice Billing Part 2
PGBA Senior RHII Ombudsman and Senior Medical Review Representative

Palmetto GBA is pleased to announce the 2013 Hospice workshop series. This series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.

Audience: Administrators, Billing, Nurses | Level: General

B-4 The Common Core of the Four Major Religions
Rev. Bruce Wade, Bereavement Services Manager at Vitas Innovative Hospice Care

There are four common core elements in Buddhism (Hinduism), Judaism, Christianity, and Islam. Knowing & using them improves IDT care as well as pre and post death Bereavement care for patient & care givers. Hospice staff’s personal spiritual & emotional care also is strengthened when these are used caring for others.

Audience: All | Level: Intermediate

B-5 Bridging the Gap: A Collaborative Approach Between Bereavement and Chaplains for IDT, Community Support and Memorial Services.
Jolene Senek, LBSW, CT, GC-C & Jerryd Wallace, Home Hospice of Grayson, Cooke & Fannin Counties

Session will demonstrate collaboration between bereavement and Spiritual Care in creating a meaningful death review at IDT that not only honors the patient but allows the staff to share their experiences and to meet one another’s grief/support needs. Strategies will be offered to respond beyond the initial crisis in the community through offering support as well as identifying ways to create a memorial service not only for the family but for the staff.

Audience: All | Level: General

Group C
Friday, March 15, 2013
1:30 p.m. to 2:30 p.m.

C-1 Medication Changes Transitioning from Hospital to Hospice
Thuy Hanh Trinh, MD and Maxine DelaCruz, MD, Associate Medical Director of Houston Hospice and Assistant Professor of MDACC

This presentation addresses the rationale for the medication changes patients may have transitioning from the hospital to hospice and some ways to mitigate the anxiety and confusion that can take place for the patients and families as a result of the medication changes.

Audience: Physicians, Nurses | Level: Advanced

C-2 Nursing Facilities: Friends or Foes?
Marie C. Berliner, JD, Senior Counsel at Joy Young, LLP

The presentation will describe ongoing and new legal challenges in hospice relationships with nursing facilities in the context of increased scrutiny, enforcement, and anticipated budget-tightening. First, competition among hospices for nursing facility referrals has led to some aggressive marketing techniques that may run afoul of the federal and state anti-kickback laws. Second, the proliferation of “palliative care” services offered by nursing facilities is creating a new atmosphere of competition with the facilities themselves.

Audience: All | Level: Intermediate

C-3 PGBA Workshop: Hospice Clinical Part 1
PGBA Senior RHII Ombudsman and Senior Medical Review Representative

Palmetto GBA is pleased to announce the 2013 Hospice workshop series. This series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.

Audience: Administrators, Billing, Nurses | Level: General
C-4 Grief: A Spiritual Journey
Rodney Bolejack, D.Min., Chaplain at American Hospice
Grief is often experienced as a journey of faith. This presentation will explore some of the many pathways of spirituality that confront, inform, comfort, and guide individuals through the journey called grief.
Audience: All | Level: General

C-5 QAPI - What Is It All About?
Rebecca McMinn, RN, Chief Compliance/Nursing Officer at New Century Hospice
This presentation describes why Quality Assurance Performance Improvement is necessary, how to do it, and what steps are involved. There will be discussion on processes and what indicators may be monitored to meet regulations and improve customer care.
Audiences: All | Level: Beginning

Group D
Friday March 15, 2013
2:45 p.m. to 3:45 p.m.

D-1 Veterans and End of Life - Part 1
Lucinda Perkins, RN, CHPN, Patient Care Manager at Odyssey Hospice
The purpose of this activity is to educate healthcare professionals on the special needs of the veteran population, especially at end of life due to the nature of their military experiences.
Audience: All | Level: Intermediate

D-2 Resuscitating Your Hospice Leadership
Demetress Curl-Harrell, Senior Executive Director at Hospice in the Pines, Inc.
Quality leadership skills are essential to developing productive hospice programs and this session will feature powerful tools to promote growth in your organization. Leadership is less about your needs, and more about the needs of the people and the organization you’re leading. The strategies and tactics discussed during this session will improve business results through exceptional leadership styles and leadership approaches in healthcare. The presentation will define the difference between management & leadership as well as guide attendees in developing communication patterns to enhance the hospice vision. The presentation will also include ethical leadership philosophies necessary in building successful outcomes in our diverse healthcare industry.
Audience: All | Level: General

D-3 PGBA Workshop: Hospice Clinical Part 2
PGBA Senior RHHI Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce the 2013 Hospice workshop series. This series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.
Audience: Administrators, Billing, Nurses | Level: General

D-4 Walking the Ethical Tightrope of Professional Boundaries: Therapeutic Relationships and Patient-Centered Care
Jo Carolyn Chambers, LCSW, Clinical Social Worker at Home Hospice of Grayson County
Ethical care and professional boundaries can present dilemmas when trying to “do no harm”. During this interactive presentation, participants will delineate and define their own personal beliefs, baggage and boundaries. We will explore ethical issues through the use of case studies and vignettes.
Audience: All | Level: Beginning

Paul Gleason, MDiv, BCC & Sharon McBride, MSW, LISW, Bereavement Coord. & Social Worker at Hospice de la Luz
As humans we are creatures of meaning making. Based on anecdotal, experiential and research evidence, this presentation will explore the sources, components and significance of meaning making in our lives as well as our client’s as well as the applications of such.
Audience: All | Level: General
Group E
Friday, March 15, 2013
4:00 p.m. to 5:00 p.m.

E-1 Veterans and End of Life - Part 2
Lucinda Perkins, RN, CHPN, Patient Care Manager at Odyssey Hospice
The purpose of this activity is to educate healthcare professionals on the special needs of the veteran population, especially at end of life due to the nature of their military experiences
Audience: All | Level: Beginning

E-2 Novice to Expert: A Professional Development Model for Core Team Members
David A. Eubanks, AVP Clinical Development, Lori Thompson, Regional HR Director & Sally Parnell, VP Clinical Affairs at Gentiva Health Services - Hospice Division
This session will describe one hospice's approach to implementing a formal professional development process. The session will discuss the Clinical Ladder Program and how it provides a way to encourage the highest standards of professional care by rewarding the achievements and competencies of clinical associates. Additionally, the session will provide the learner how the ladder encompasses a process to move direct care professionals from a novice to expert with the highest level equivalent to a vice president in title, scope, and compensation.
Audience: All | Level: Intermediate

E-3 Hot Regulatory Topics
Judi Lund Person, MPH, Vice President, Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization
As the regulatory and compliance issues increase, hospice providers can only ask, "Is this the new normal?"
Management of hospice regulatory issues and ongoing attention to compliance with the various regulatory agencies is becoming increasingly challenging. This session will highlight details, deadlines, and tasks your hospice can do to be compliant and remain compliant with the up to the minute details on issues from the face-to-face encounter to ADR medical review, quality reporting, and external auditors.
Audience: All | Level: General

E-4 Update on Beer's Criteria
Linda McMahan, Pharm.D.
This program is an update on medications for the elderly, both in palliative care and hospice, ones that are the best and ones that should not be given and reasons why for both.
Audience: Nurse, Physician, Admin | Level: General

E-5 Called to Serve
Jane W. Barton, MTS, MASM, National Speaker, Educator, Writer and Listener, Cardinal, LLC
Serving those at the end-of-life is an honor and a privilege for hospice and palliative care specialists. But that does not mean that the journey is always an easy one.
Audience: All | Level: General

DAY 2
Group F
Saturday, March 16, 2013
8:30 a.m. to 9:30 a.m.

F-1 Medical Ethics at the End of Life
Irene Prather M.D., Medical Director at Vitas Innovative Hospice Care Dallas
Presentation will include definition of Ethics and Bioethics, discussion of history of Bioethics via court cases/legislation, 'Ethical Conflict', identify the purpose of Ethics commination, and a list of end-of-life ethical issues.
Audience: Physicians, Nurses | Level: General

F-2 Using Memories to Facilitate End-of-Life Discussion
Cheryl Brohard-Holbert, Director of Education at Houston Hospice
Research study about using autobiographical memories for end-of-life discussions and advance care planning. A specific intervention to help facilitate advance care planning was conducted with patients with terminal cancer.
Audience: All | Level: General
F-3 DADS: Abuse, Neglect and Exploitation Reporting and Investigation
Rosalind Nelson-Gamblin, Program Manager, Policy, Rules and Curriculum, Regulatory Services, Department of Aging & Disability Services
How do you decide what to report when the alleged incident occurs in the client's home versus in a facility? This presentation will focus on the top 10 complaint reasons as noted in the Annual Report. The speaker will relate these complaint reasons to the requirements for reporting and investigating ANE allegations and non-reportable grievances.
Audience: All | Level: General

F-4 Secular Bioethics in Relation to Judaism and Christianity and Its implications In Interfaith Work
David D. Gonzalez Guajardo, Chaplain
In our modern society the medical field regards religious bioethics as only one of the many ways to make medical decisions. Both western monotheistic religious traditions, Judaism and Christianity, have much to offer in the personal decision making process, but at times these perspectives can come into conflict with secular bioethics. Chaplain David Gonzalez Guajardo research sheds light on the often the ignored issue of how personal biases inform the way we support our patients as we assist them in the decision making process. By surveying both Christian and Jewish books on bioethics Chaplain David Gonzalez Guajardo will uncover insights that will help chaplains and social workers in their pluralistic work as health care professionals.
Audience: All | Level: General

F-5 Moving Your Volunteer Program from Good to Great- Part 1
Muffin Clark, Instructor and Non-Profit Consultant at Muffin Clark Consulting
To provide participants with the tools and knowledge needed to develop a top notch volunteer program.
Audience: All | Level: Intermediate

Group G
Saturday, March 16, 2013
9:45 a.m. to 10:45 a.m.

G-1 Dealing with Issues of Suicide
Sandi Hebley, RN, Hebley & Associates and Faith Presbyterian Hospice
This presentation will explore the factors leading to a person's considering suicide and factors specific to a terminally ill patient. Speaker will discuss warning signs for suicidality and interventions that can help.
Audience: All | Level: General

G-2 Ethical Issues Related to Pandemic Influenza and the Role of Palliative Care
Kendra J. Belfi, MD, Retired
Infectious disease experts say when discussing pandemic influenza that it is not a matter of IF it will occur but WHEN. This presentation will focus on ethical dilemmas which may arise in the event of an overwhelming, respiratory disaster such as pandemic influenza and will raise the issue of the role hospice organizations may play.
Audience: All | Level: General

G-3 DADS: Texas State Licensure Requirements: What’s new?
Rosalind Nelson-Gamblin, Program Manager, Policy, Rules and Curriculum, Regulatory Services, Department of Aging & Disability Services
This presentation will outline the new DADS requirements for operating a hospice in Texas.
Audience: All | Level: General

G-4 Understanding and Helping Grieving Children, Part 1
Charles Lindsey, MED, LPC, Director of the Grief Recovery Center at Hospice of Lubbock
This session will discuss practical ideas and interventions rooted in a flagship grief recovery program for children, and provide a foundational and developmental basis for helping children who have lost a loved one.
Audience: All | Level: General

G-5 Moving Your Volunteer Program from Good to Great- Part 2
Muffin Clark, Instructor and Non-Profit Consultant at Muffin Clark Consulting
To provide participants with the tools and knowledge needed to develop a top notch volunteer program.
Audience: All | Level: Intermediate
H-1 Palliative Pain Management
Robert Friedman, MD, FAAFP, FAAHPM, Chief Medical Officer at Hospice Austin
This presentation is designed to capture the essence of palliative pain management. The focus will be on recognizing pain/suffering, discussing treatment choices, discussing the use of various opioids and adjuvants, developing the pain management plan of care, and identifying some key pitfalls and pearls in regards to opioid use.
Audience: Physicians, Nurses | Level: General

H-2 Blended Voices: Essence of the Team
Anna Sallee, PhD, MSN, RN, Staff Nurse and Educator and Anne Daree, LMSW, Social Worker at Houston Hospice In-Patient Unit
The final journey is complicated by a myriad of physical, emotional, and spiritual needs for patients and their families. Those needs are best met by a dedicated team of blended voices. In this presentation, a registered nurse and a social worker come together to talk about the words they use to help patients and families navigate these last days. Issues such as pain management, fluids and feeding, family discord and others are investigated.
Audience: Nurses, Physicians | Level: Beginning

H-3 Interdisciplinary Teams: Walking the Walk
Jennifer Hale, Executive Director at Georgia Hospice and Palliative Care Organization
The interdisciplinary team has the ultimate responsibility for quality patient outcomes. This session addresses the function of the IDT as well as common barriers to effective team cohesion. Suggestions for team assessment and solutions for team dysfunction are also discussed.
Audience: All | Level: Intermediate

H-4 Understanding and Helping Grieving Children, Part 2
Charles Lindsey, MEd, LPC, Director of the Grief Recovery Center at Hospice of Lubbock
This session will discuss practical ideas and interventions rooted in a flagship grief recovery program for children, and provide a foundational and developmental basis for helping children who have lost a loved one.
Audience: All | Level: Intermediate

H-5 Music the Powerful Soul-ution
Cynthia Jordan, Author, Speaker, Composer, Radio personality at Emerald Eagle Productions
Although instinctively most people understand the effects of music, most people are unaware that it can be intentionally used as very powerful tool. Cynthia’s presentation is so enlightening you will never listen to music the same way again!
Audience: All | Level: Basic

Group I
Saturday, March 16, 2013
1:30 p.m. to 2:30 p.m.

I-1 Integrative Symptom Management in Hospice: Outside the Box?
Linda Tavel, MD, MBA, FAAHPM, Program Medical Director at Odyssey Hospice of Houston
Palliative medicine is at its heart holistic in its approach to suffering with its focus on the patient and family and aimed at relieving physical, spiritual, psychological issues. Practitioners would benefit from understanding how integrative medicine can be incorporated into treatment of distressing symptoms. This session will review modalities of treatment available for management of distressing symptoms common to palliative care such as pain, dyspnea, nausea, anxiety, and constipation.
Audience: Physicians, Nurses | Level: Advanced

I-2 Practical Strategies to Improve Family Perceptions of Hospice Care
Ellen E. Martin, Director of Performance Improvement at Hospice Austin
In this presentation participants will learn how perceptions are formed and develop communication strategies that positively influence patient and family perceptions of care.
Audience: All | Level: Beginning
I-3 Making Meaning of Loss: The Arts in the Grieving Process
Emily Taylor, MA, LPC-Intern, Volunteer in the Bereavement Department at Odyssey Hospice of Corpus Christi
This session will discuss the role the arts have when used intentionally and therapeutically to benefit individuals in hospice as they process grief and loss. Patients, families, and all hospice care providers confront grief and loss; the arts provide a tangible and often beautiful means to make sense of this complex experience. Attendees will garner resources and ideas for integrating the arts into the care they provide for others and the care they take of themselves.
Audience: All | Level: General

I-4 Goal Alignment: Aligning an Organization for Great Outcomes
Charley Wasson, MS, Executive Director/CEO at Hospice of Lubbock
Aligning goals throughout an organization is key to produce clinical excellence, patient satisfaction and accountability. By strategically aligning goals every organization can produce great results and increase staff and physician buy-in.
Audience: All | Level: Intermediate

I-5 Managing Difficult Personalities
Maralee Self, Volunteer Coordinator at Hospice of the Sandias
Volunteer Managers/Coordinators recruit volunteers regardless of gender, race, age, background, physical or intellectual capacity and skill level. It is inevitable that managers will be forced to deal with trying people. This presentation deals with the components of a proactive program, dealing with difficult personalities and resolving conflicts as well as actual applications.
Audience: All | Level: General

Group J
Saturday, March 16, 2013
2:40 p.m. to 3:40 p.m.

J-1 How Do Patient Arrive at Your Door? Aggressive Measures vs Palliative Medicine vs Hospice
Thuy Hanh Trinh, MD, Associate Medical Director of Houston Hospice
Patients and family members struggle with the decision of which plan of care to pursue: palliative medicine vs hospice vs. aggressive end-of-life therapies. This presentation will discuss the dynamics of who are the key players influencing this decision and the potential benefits that the three settings offer.
Audience: Physicians, Nurses | Level: Advanced

J-2 Nausea, Dyspnea and Delirium
Lyra Sihra MD, Medical Director at Odyssey
This presentation will focus on the evaluation, assessment and treatment of nausea, dyspnea and delirium. Treatment discussions will focus on both pharmacological and non-pharmacological management.
Audience: Physicians, Nurses | Level: Beginning

J-3 DADS: General Inpatient Care
Rosalind Nelson-Gamblin, Program Manager, Policy, Rules and Curriculum, Regulatory Services, Department of Aging & Disability Services
This presentation will compare and contrast the hospice levels of care, including routine home care, continuous home care, general inpatient care, and respite care. The speaker will address the surveyor probes and guidance for the agency’s determination of the patient’s needs as it relates to the levels of care and identify the individuals responsible for these determinations. She will provide a general discussion of the elements that must be present in an agreement with a Medicare/Medicaid-certified facility as provided in the CMS State Operations Manual; and discuss two options for inpatient care, by arrangement or provided directly by the hospice.
Audience: All | Level: General

J-4 Go Wish Cards: A Strategy to Improve Communication
David Garvis, Chaplain at St Lukes Episcopal Hospital
Understanding patient’s preferences regarding care at the end of life can be challenging to determine. The Go Wish Cards are one of many tools available to Palliative Care and Hospice team members to communicate effectively with patients and family members.
Audience: All | Level: Intermediate
J-5 Creative Ways to Retain and Appreciate Volunteers
Vicki Harvey, Director of Community Outreach & Development at Hospice of East Texas
Creative ideas attract creative people. Creative organizations attract creative volunteers. Creativity can solve almost any dilemma. Discuss what motivates and attracts volunteers to your agency and how to keep them once they are on-board.
Audience: All | Level: General

Day 3
Sunday, March 17, 2013
8:45 a.m. to 12:00 p.m.

8:45 a.m. to 9:45 a.m.
PLENARY: Do You See Me? African-American Cultural and End of Life Care
Lydia J Correoso-Thomas, M.D., National Medical Director at Gentiva
For over 26 years Dr. Correoso-Thomas has served as a hospice physician in the South Bronx in New York City. This presentation will provide an overview of African American history and culture juxtaposed in hospice and palliative medicine milieu.
Audience: All | Level: General

9:00 a.m. to 12:00 p.m.
ELNEC: For Hospice Aides
Renee Tillman
The Role of the Nursing Assistant Modules include: Principles of Palliative Care and Hospice 101, Pain and Symptom Management, Non-Pain Symptom Management, Ethical Issues in Palliative Nursing, Loss, grief and Bereavement, Preparation and Care at Time of Death, Special addition Self Care
Audience: Nurse Aides | Level: General

10:00 a.m. to 11:00 a.m.
PLENARY: The Four Spiritual Laws of Marketing Hospice
Danny Mack, Chaplain and Educator at Christian Care Hospice
This humorous, insightful and encouraging presentation will challenge the traditional marketing approach to hospice. Non-marketers will finally have someone to speak what they have been thinking. You will learn how going back to the spiritual roots of why we work in hospice will set the course for increasing census and increase employee morale.
Audience: All | Level: General

11:00 a.m. to 12:00 p.m.
PLENARY: I Need to Live Until I Die
Marcia Levetown, MD, FAAHPM, Regional Medical Director at Vitas Innovative Hospice Care
Patients between the ages of 15 and 39 (AYA) have unique needs and concerns when they are terminally ill. Case examples and film clips will illustrate the issues. Learners will better understand and be better able to meet AYA needs following this session.
Audience: All | Level: General
CONVENTION HOTEL/LOCATION
HOST HOTEL
Omni Hotel Four Riverway Houston, Texas 77056
Phone: (713) 871-8181, Fax: (713) 871-0719
(Reservation Cut-off is February 21, 2013). T&NMHO has a room block for Friday, March 15, 2013 through Sunday, March 17, 2013 with the following rates:
$145 per night for single/double with two double beds or one king
Book on-line with the following group code: 1330607105 http://www.omnihotels.com/FindAHotel/Houston.aspx
Based on availability, the group rate will be honored 3 days prior and post.
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.

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.

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.

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
Determination of credit is pending.
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, 2014.

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. It is good for administrators, chaplains, volunteers, volunteer coordinators, and bereavement coordinators.

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 15-17, 2013

REGISTRANT INFORMATION
TYPE or PRINT the following information. Please complete a separate form for each participant, photocopy as needed.

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 & Awards Luncheon
Please circle the option that applies
<table>
<thead>
<tr>
<th>Member</th>
<th>TAPM</th>
<th>Non-Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Registration (postmarked by 01/29/13)</td>
<td>$300</td>
<td>$300</td>
</tr>
<tr>
<td>Regular Registration (postmarked by 03/02/13)</td>
<td>$350</td>
<td>$350</td>
</tr>
<tr>
<td>Late Registration (postmarked after 03/02/13)</td>
<td>$400</td>
<td>$400</td>
</tr>
</tbody>
</table>

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

One-Day Registration (by 01/31) for ☐ Friday or ☐ Sat.: $175 $175 $250
One-Day Registration (after 01/31) for ☐ Fri. or ☐ Sat.: $195 $195 $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-Awards Luncheon (03/15) #___ $40 $40 $50
Guest Ticket—Awards Dessert Reception (03/16) # ___ $25 $25 $35

TOTAL AMOUNT REGISTRATION _____________

☐ 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/2013Convention.html

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on March 2, 2013 will be entitled to a refund, less a $75 administrative fee. Cancellations after March 2, 2013 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, 1108 Lavaca, Suite 727, AUSTIN, TX 78701 Tel: (512) 454-1247 Email: bbaker@txnmhospice.org with substitutions and cancellations.