The 31st Annual Convention of the
Texas & New Mexico Hospice Organization
Texas Academy of Palliative Medicine

April 25-27, 2014 • San Antonio Omni
### CONFERENCE AT A GLANCE

**Day 1, Friday, April 25, 2014**

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<th>Time</th>
<th>Session</th>
<th>Room</th>
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<tr>
<td>8:15–8:30 AM</td>
<td>General</td>
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<td>Welcome &amp; Announcements</td>
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<td>8:30-9:30 AM</td>
<td>Plenary</td>
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<td>Life is What Happens to You While You’re Making Other Plans - Suzie Humphreys</td>
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<td>9:30-9:45 AM</td>
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<td>How Do Patients Arrive at Your Door?</td>
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<td>Interdisciplinary Pain Management</td>
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<td>Palmetto GBA Workshop: Part 1</td>
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<td>Help Me Understand</td>
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<td>Recording Psycho-social Care</td>
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<td>Utilizing Advanced Practice Paramedics to Reduce Hospital Readmissions</td>
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<td>The 3 “C”s of Providing Hospice Care in a SNF/NF or ICF/MR</td>
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<td>Pediatric Palliative Care</td>
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<td>Palmetto GBA Workshop: Part 2</td>
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<td>Moral Distress</td>
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<td>Ethics of Advocating for Your Patient</td>
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<td>Are You Ready to Respond to ADR’s?</td>
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<td>End of Life Respiratory Distress: Treating the Disease to Manage the Symptom.</td>
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<td>Reducing Readmissions and Length of Stay</td>
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<td>Palmetto GBA Workshop: Part 3</td>
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<td>How Do They Make Cheetos and Other Mysteries of Life</td>
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<td>Everything You Need to Know About Advance Directives</td>
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<td>The Hospice Regulatory Merry-Go-Round: Have you had your Antivert today?</td>
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<td>Breakouts Room Overview</td>
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<td>D-1</td>
<td>Conditions of Participation for RN Smarties</td>
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<td>D-2</td>
<td>The High Cost of Failure</td>
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<td>Palmetto GBA Workshop: Part 4</td>
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<td>D-4</td>
<td>Tough Questions, Honest Answers</td>
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<td>D-5</td>
<td>Grief and Loss for Hospice Social Workers</td>
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<td>The Giant Leap Forward: Care Provider to Care Manager</td>
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<td>3:45-4:45 PM</td>
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**Day 2, Saturday, April 26, 2014**

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<td>8:30-9:30 AM</td>
<td>Breakouts Room Overview</td>
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<td>E-1</td>
<td>Inpatient Palliative Care: What is it and why it's important</td>
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<td>E-2</td>
<td>Discontinuing Medications: Dialogues for Nurses, Physicians, Patients, and Families</td>
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<td>E-3</td>
<td>DADS: Top 10 Survey Violations and Deficiencies</td>
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<td>E-4</td>
<td>Mindfulness and Grief -- Leaning into the Sharp Points</td>
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<td>Hospice for Hispanics</td>
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<td>9:45-10:45 AM</td>
<td>Breakouts Room Overview</td>
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<td>F-1</td>
<td>Palliative Pain Management, Version 2.0</td>
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<td>Rethinking Debility and Adult Failure to Thrive: Determining Appropriate Diagnosis</td>
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<td>DADS: Timely Topics in Texas Regulation</td>
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<td>F-4</td>
<td>Never Document Again- &quot;Patient Refuses Chaplain or Social Work Visit&quot;</td>
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<td>F-5</td>
<td>When There Is More To Leave Behind Than Just Stuff...</td>
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<td>10:45-11:00 AM</td>
<td>Breakouts Foyer Overview</td>
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<td>Breakouts Room Overview</td>
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<td>G-1</td>
<td>CHF and Hospice- Where is the Interface?</td>
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<td>G-2</td>
<td>ICD-10 Coding Overview</td>
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<td>G-3</td>
<td>Improving Clinical &amp; Operational Performance</td>
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<td>G-4</td>
<td>Hospice Marketing Solutions</td>
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<td>G-5</td>
<td>Suicide in the Elderly: A Hospice Patient Focus</td>
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### Day 3, Sunday, April 27, 2014

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<tr>
<td>8:00-8:30 AM</td>
<td>Celebration of Life - Remembrance Service</td>
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<tr>
<td>8:45-9:45 AM</td>
<td>Plenary - Five Elements of Leadership</td>
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<td>9:45-10:00 AM</td>
<td>Break</td>
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<td>10:00-11:00 AM</td>
<td>Plenary - Keeping Your Finger on the Pulse of the Spirit of Hospice</td>
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<td>11:00-12:00 PM</td>
<td>Plenary - Prognostication</td>
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PLENARY PRESENTATIONS

Friday, April 25
8:30 - 9:30 AM | Plenary
Life Is What Happens To You While You’re Making Other Plans
Suzie Humphreys, Veteran broadcaster/motivational speaker
Take a roller coaster ride through Suzie Humphreys’ failures as she discovers at the end of the ride that “all the failures turned out to be the best things for her! Live and learn with Suzie!

Sunday, April 27
8:45 - 9:45 AM | Plenary
Five Elements of Leadership
Linda Tavel, MD, MBA, FAAHPM, Program Medical Director at Gentiva Hospice
As Hospice and Palliative Medicine aspire to incorporate into healthcare systems and participate fully in decision making and strategy, it is helpful to understand some common models used to describe principles of leadership and performance used by healthcare systems. This session will explore those models and apply them to the current environment for Hospice and Palliative care. The models are organized along the Greek classical elements of water, fire, air, earth, and ether. The healthcare skill models are: Whitewater (boundary scanning), Fire fighting (providing tools and training), Strategic Air Command (effective communication and measurements), Servant Leadership (honoring and growing staff), and Metaleadership (collaborative leadership across organizations).

Sunday, April 27
10:00 - 11:00 AM | Plenary
Keeping Your Finger on the Pulse of the Spirit of Hospice
Joelle K. Silva, LMSW, Federal Correctional Institute
Let’s face it, Hospice isn’t what it used to be. From mergers to make overs, from DRG’s to ICD’s, everything in the world of health care and hospice has morphed in the last 20 years. How do you become an expert in a field if it is forever changing? And how do you remember why you do this when sometimes you are not even sure if you are doing it “right.” We will be looking at how to maintain the balance between adjusting to the changes in the field without losing our purpose, and how the rules may change, but the paradigm of compassionate care for the dying never changes.

Sunday April 27
11:00 - 12:00 PM | Plenary
Prognostication
Jason Morrow, MD, PhD, Medical Director of the Inpatient Palliative Care Consultation Service & Assistant Professor of Medicine at UTHC San Antonio
Clinicians are not soothsayers, but they are expected to give meaningful advice to patients and families on how to manage and cope with advanced illness. This session will explore the challenges of prognostication, including the tendency to overestimate survival, and available tools for prognostication, including clinical judgment, prognostic indices, and illness trajectories. The discussion will examine three illustrative conditions, dementia, COPD, and heart failure. The session will close with a review of effective communication strategies and recommendations for embracing the role of prognostication.
WORKSHOP SCHEDULE

DAY 1
Group A
Friday, April 25, 2014
9:45 a.m. to 10:45 a.m.

A-1 How Do Patients Arrive at Your Door? Aggressive Measures vs Palliative Medicine vs Hospice
Hanh Trinh, MD, Associate Medical Director at Houston Hospice
Patients and family members often struggle with the decision of which plan of care to pursue: aggressive end-of-life therapies vs palliative medicine vs hospice. 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

A-2 Interdisciplinary Pain Management
Sandi Hebley RN, CHPN, LMSW, Nurse Educator at Faith Presbyterian Hospice
This presentation will focus on non-pharmacological measures the interdisciplinary team can use to manage patients’ pain. Strategies discussed will include psychosocial supports, spiritual interventions, massage therapy, music therapy, acupuncture, and pet assisted therapy.
Audience: All | Level: Intermediate

A-3 Palmetto GBA Workshop: Part 1
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce our 2014 Hospice workshop series, ‘Navigating the Medicare Maze’. These workshops are designed for hospice providers and their staff to equip them with the tools they need to successfully navigate the Medicare billing, coverage and documentation requirements.
Audience: Administrators, Billing, Nurses | Level: General

A-4 Help Me Understand (Tools to help patient understand expectations)
Anna Sallee, PhD, MSN, RN & Anne Dare, BA, LMSW at Houston Hospice
It’s such a helpless feeling to know there is much more we could do for the patient. Oftentimes patient/family expectations are labeled unrealistic when in reality they have never processed what dying looks like or what hospice has to offer. This presentation investigates tools to help them understand.
Audience: All | Level: Intermediate

A-5 Recording Psycho-social Care
Diane Datz, 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: Beginning

A-6 Utilizing Advanced Practice Paramedics to Reduce Hospital Readmissions
Kevin Yarrow, General Manager at VITAS Innovative Hospice Care
Limitations for hospice team members responding to crisis symptom management in the home often lead to families calling 911. Learn how to avoid hospital readmissions and keep your patients at home by utilizing advanced practice paramedic agreements.
Audience: Nurses, Admin | Level: Beginning
Group B
Friday, April 25, 2014
10:55 a.m. to 11:55 a.m.

B-1 The 3 "C"s of Providing Hospice Care in a SNF/NF or ICF/MR
Janet Mack, RN, Director of Clinical Services at Hospice Compassus
This presentation will look at the Hospice Conditions of Participation for hospices who provide hospice care to residents of a SNF/NF or ICF/MR. Among the terms to be defined are "professional management" and "coordination of care" and what they look like in day-to-day provision of hospice care.
Audience: Nurses, Physicians | Level: Intermediate

B-2 Pediatric Palliative Care
Glen Medellin, MD, FAAP, Interim Division Chief of General Pediatrics, Greehey Distinguished Chair in Palliative Care for Children, UT Distinguished Teaching Professor and Associate Professor of Pediatrics
Pediatric palliative care differs from adult palliative care in many important ways. This talk will discuss the epidemiology of patients needing pediatric services as well as illness trajectories. Opportunities for adult providers to provide end-of-life services for pediatric patients will be explored.
Audience: Nurses, Physicians | Level: Intermediate

B-3 Palmetto GBA Workshop: Part 2
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce our 2014 Hospice workshop series, ‘Navigating the Medicare Maze’. These workshops are designed for hospice providers and their staff to equip them with the tools they need to successfully navigate the Medicare billing, coverage and documentation requirements.
Audience: Administrators, Billing, Nurses | Level: General

B-4 Moral Distress
Rodney Bolejack, D.Min., Chaplain at Gentiva Hospice
Moral distress occurs when one knows the right thing to do, but is powerless or prevented from doing it. Hospice care providers regularly encounter such struggles when patients and families choose aggressive treatments, refuse complete pain management, or deny other end-of-life realities. Moral distress can occur when facing organizational constraints such as budgets, communication, staffing and training. The impact on hospice staff can be loss of compassion, isolation, feeling devalued and ignored, and can lead to burnout, job-hopping, and even a departure from the profession. This presentation will explore ways to recognize and respond to moral distress from an individual and organizational perspective.
Audience: All | Level: General

B-5 Ethics of Advocating for Your Patient
Dede L. Sparks, LMSW, Clinical Assistant Professor at The University of Texas at Austin
This social work specific presentation highlights the ethical issues surrounding being your patient’s best advocate. We will review interesting and tough case studies and have an open dialog with the audience.
Audience: ALL | Level: Intermediate

B-6 Are You Ready to Respond to ADR's?
Karla Lykken, Director of Medical Review at Gentiva Health Services/Hospice Division
This presentation will discuss the current standards for determining hospice eligibility, applying and documenting measurable data to support eligibility, higher levels of care, and documenting live discharges to support full reimbursement with additional development requests (ADR's).
Audience: All | Level: General
Group C
Friday, April 25, 2014
1:25 p.m. to 2:25 p.m.

C-1 End of Life Respiratory Distress: Treating the Disease to Manage the Symptom
David E McDermott CRRT, Respiratory consultant at VITAS Innovative Hospice
End of life symptoms often look similar but can’t be treated the same. Symptom management requires an understanding of the physiology behind them.
Audience: Physicians, Nurses | Level: Advanced

C-2 Reducing Readmissions and Length of Stay
Marcia Levetown, MD, Regional Medical Director at VITAS Innovative Hospice Care
The session will explore the epidemiology of readmissions and explain why there is legislation to discourage them. Identify patients with terminal prognoses and understand the role of hospice in preventing readmissions. Discuss why there is an ethical obligation to inform patients of their prognosis, treatment options and their consequences, and engage in advance care planning.
Audience: Physicians, Nurses, Admin | Level: Intermediate

C-3 Palmetto GBA Workshop: Pt 3
PGBA Senior RHHI Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce our 2014 Hospice workshop series, ‘Navigating the Medicare Maze’. These workshops are designed for hospice providers and their staff to equip them with the tools they need to successfully navigate the Medicare billing, coverage and documentation requirements.
Audience: Administrators, Billing, Nurses | Level: General

C-4 How Do They Make Cheetos and Other Mysteries of Life (Finding Meaning in Grief and Suffering)
Danny Mack, Chaplain at Christian Care Hospice
From his experience as a hospice chaplain and bereavement coordinator Danny Mack will present the different spiritual perspectives on suffering, the need to find meaning for suffering, and how embracing mystery can help relieve the intensity of the grief experience.
Audience: All | Level: General

C-5 Everything You Need To Know About Advance Directives
Chris DeMeo, Attorney at Munsch Hardt, Kopf & Harr PC
Audience: All | Level: General

C-6 The Hospice Regulatory Merry-Go-Round: Have you had Your Antivert Today?
Holly Swiger, PhD, MPH, PHN, RN, Principal Consultant at Swiger Consulting Services
The rapidly change in the regulatory & reimbursement environments can set your hospice into a chronic case of vertigo. This session will help stop the spinning by bringing you up to date on those overseeing our activities, what they are finding in our industry, what are the recent and proposed changes that hospice faces and how can we stop the spinning and focus on great care.
Audiences: All | Level: General
Group D
Friday April 25, 2014
2:45 p.m. to 3:45 p.m.

D-1 Conditions of Participation for RN Smarties
Kendall Carnie, Director of Quality and Education at Gentiva Health Services
A condition-by-condition interpretation of what the Medicare Hospice CoPs mean for the Registered Nurse.
Audience: Nurses | Level: Intermediate

D-2 The High Cost of Failure (Case Based Review of End Stage Liver and Renal Disease)
Linda Tavel, MD, MBA, FAAHPM, Program Medical Director at Gentiva Hospice
With Medicare’s expectations that hospice provide more pharmacological support for hospice patients who have multiple life-limiting diseases, pharmacy decisions are becoming more critical. This session will review medications common to the care of patients with the serious diseases of end stage liver disease and end stage renal disease with focus on their role, the literature supporting their use, when these medications can safely/effectively be discontinued, and any alternatives. Case studies will be presented.
Audience: Nurses, Physicians | Level: General

D-3 Palmetto GBA Workshop: Part 4
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
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Audience: Administrators, Billing, Nurses | Level: General

D-4 Tough Questions, Honest Answers (Cultural and Faith Based Decisions at End of Life)
Rev. Janet Ihne, M.Div. & Rev. Dr. Cherie Wallis Jackson, BCCC, CFHPC, Chaplain, Bereavement Coordinator at Heart to Heart Hospice
How many times have you been asked to speak to family members regarding tough questions or examine how culture and faith practices affect the end of life decisions? Often, family members are the decision makers for: nursing facility placement, artificial nutrition, withdrawing medication and the use opiates to control pain, and resist signing a DNR. Others do not want to tell their loved one that they are on hospice. Families may lack the financial resources to bury their loved one but believe it is against their faith tradition to choose cremation. There are few events in life which both depend upon and stress a person’s spiritual resources. From a spiritual standpoint, the questions we face regarding end of life issues can both facilitate and complicate the process. In this presentation we will provide answers to these tough questions based on validated research by clinical and faith professionals.
Audience: All | Level: General

D-5 Grief and Loss for Hospice Social Workers
Sandi Hebley RN, CHPN, LMSW, Nurse Educator at Faith Presbyterian Hospice
Caring too much can hurt. When caregivers focus on others without practicing self-care, destructive behaviors can surface. Grief and loss reactions can become Compassion Fatigue with symptoms such as apathy, isolation, and stress from bottled-up emotions. This presentation will invite you to give yourself permission to explore ways to take care of yourself while caring for others.
Audience: All | Level: General

D-6 The Giant Leap Forward: Care Provider to Care Manager
Jennifer Hale, Vice President, Clinical Operations - Evercare Hospice and Palliative Care
Hospices are facing a crisis of purpose as healthcare models change. Redefining our role in the continuum provides an opportunity to establish ourselves as partners and collaborators rather than vendors in emerging systems of care.
Audience: All | Level: General
DAY 2  
Group E  
Saturday, April 26, 2014  
8:30 a.m. to 9:30 a.m.

E-1 Inpatient Palliative Care: What is it and why it’s important  
Lyra Sihra MD, Associate Medical Director at Gentiva Hospice  
Inpatient Palliative Care is a valuable resource to all hospitalized patients with life-limiting illness. It is important to understand its function and how it relates and integrates with hospice care.  
Audience: All | Level: General

E-2 Discontinuing Medications: Dialogues for Nurses, Physicians, Patients, and Families  
Allison M. Webb, RPh, PharmD, CGP, Clinical Pharmacist at HospiScript Services  
On hospice admission, patients frequently have lengthy medication profiles, and many medications may no longer be necessary for comfort, quality of life, or symptom management. This presentation will help prepare you for those difficult conversations about rational pharmacy and discontinuing medications at the end of life by introducing principles of rational medication decision-making and offering communication strategies for patients, families, and healthcare practitioners. The BUILD model will be presented to help guide both planned and impromptu conversations with patients, families, and clinicians.  
Audience: All | Level: Intermediate

E-3 DADS: 10 Ten Survey Violation and Deficiencies  
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

E-4 Mindfulness and Grief -- Leaning into the Sharp Points  
Stephanie Rogers, GC-C, CT, Grief Counselor at Amarillo Hospice of the Plains  
A session exploring the technique of Mindfulness in grief counseling and grief therapy. This session will acquaint attendees with Mindfulness practices (including Mindfulness Meditation) and their efficacy as tools to help the bereaved of all ages, across all aspects of grief and loss.  
Audience: All | Level: General

E-5 Hospice for Hispanics  
Shirley Higdon, RN, BSN, Owner of Ave Maria Hospice  
In this workshop, we will discuss how there is a process of death and dying that is unique to the Hispanic culture. We will discuss the distinct traditions of Hispanic funerals and mourning. These insights will give you a better understanding of your Hispanic hospice patients that will allow you to be more effective in caring for them.  
Audience: All | Level: General
Group F
Saturday, April 26, 2014
9:45 a.m. to 10:45 a.m.

F-1 Palliative Pain Management, Version 2.0
Robert Friedman, MD FAAFP FAAHPM, Chief Medical Officer at Hospice Austin
Pain and suffering are extremely common at the end of life. Via case discussion we will develop a framework for recognizing, assessing and managing pain in this setting. In addition we will explore the various treatment modalities with a focus on opioids. As a bonus, we'll also cover pitfalls and pearls of opioid use.
Audience: Physicians, Nurses | Level: General

F-2 Rethinking Debility and Adult Failure to Thrive: Determining Appropriate Diagnosis
Diane Datz, RN, MA, Hospice Program Director for HealthCare ConsultLink
CMS is re-focusing definitions of primary diagnosis, and terminal and related conditions. Learn how this impacts debility and adult failure to thrive, and discuss new ways to re-think admissions certification and recertification.
Audience: All | Level: General

F-3 DADS: Timely Topics in Texas Regulation
Rosalind Nelson-Gamblin, Program Manager, Policy, Rules and Curriculum, Regulatory Services, Department of Aging & Disability Services
Texas Department of Aging and Disability will report on new happenings in the hospice regulatory arena and host an open comment and question session on the common questions and clarifications they are asked, and what problems the surveyors are seeing out in the field.
Audience: All | Level: General

F-4 Never Document Again- "Patient Refuses Chaplain or Social Work Visit"
Gordon Robertson, Chaplain at Houston Hospice
Have you known a Hospice patient or patient family to refuse a Chaplain or Social Worker initial visit? Is such an event common or a rare occurrence? How do you provide care which is mandated and at the same time respect the patients’ “right to refuse” any portion of care? A refusal visit can be a warning sign as to deficiencies that are already present in the staff and plan of care. This presentation is meant to provide education awareness and preventative care to staff who experience first had “refusal visits”.
Audience: All | Level: General

F-5 When There Is More To Leave Behind Than Just Stuff... (End of Life Issues with Special Populations)
Dede L. Sparks, LMSW, Clinical Assistant Professor at The University of Texas at Austin
Grief and end of life issues with older adults will be addressed with emphasis on special populations such as veterans, incarcerated individuals and those in residential care.
Audience: All | Level: Beginning
Group G  
Saturday, April 26, 2014  
11:00 a.m. to 12:00 p.m.

G-1 Congestive Heart Failure and Hospice- Where is the Interface?  
Marcia Levetown, MD, Regional Medical Director at VITAS Innovative Hospice Care  
This session will describe the demographics of and trends in congestive heart failure (CHF), the regulations imposed by the Affordable Care Act related to CHF, prognostication indices and symptom management.  
Audience: Physicians, Nurses | Level: Intermediate

G-2 ICD-10 Overview  
Linda Parker, RN, BSN , HealthCare ConsultLink  
ICD-10 is coming! Everyone knows the transition is going to be difficult and that the key to success will be good preparation. What does your agency need to be doing right now? This presentation will focus on an overview of ICD-10 new coding requirements.  
Audience: Nurses, Physicians, Admin, Billing | Level: General

G-3 Improving Clinical & Operational Performance  
Charley Wasson, MS, Executive Director/CEO at Hospice of Lubbock  
A focused, interactive process that when utilized increase communication, improves clinical excellence, safety and operation performance.  
Audience: All | Level: General

G-4 Hospice Marketing Solutions  
Kathy Zeleskey, Hospice Marketing Director at Dimedius  
Focus on hard to access call points (physicians). Learn how to identify potential customers, give a value proposition, and get patient referrals. Evaluate the costs of different diagnosis, and referral data to develop a marketing strategy for differing case loads.  
Audience: All | Level: General

G-5 Suicide in the Elderly: A Hospice Patient Focus  
Jolene Senek, LBSW, CT, GC-C, Bereavement Coordinator at Home Hospice of Grayson, Cooke & Fannin Counties  
This presentation will address warning signs related to elderly suicide with a direct focus on our hospice’s experience with 3 suicides in less than one year. Additionally the focus on care for hospice staff after a patient suicide will be explored.  
Audience: All | Level: General
Group H  
Saturday, April 26, 2014  
1:30 a.m. to 2:30 p.m.

**H-1 Delirious About End-of-Life Delirium?**  
Robert Friedman, MD, FAAFP, FAAHPM, Chief Medical Officer at Hospice Austin  
End-of-life delirium can be difficult to recognize and manage. Via case discussion we will focus on improving our recognition and management skills in order to minimize the impact of end-of-life delirium on patients, families and caregivers.  
Audience: Physicians, Nurses | Level: General

**H-2 ICD-10 Hospice Specific Changes**  
Diane Datz, RN, MA, Hospice Program Director at HealthCare ConsultLink  
This presentation will focus on ICD-10 coding specific changes for hospices.  
Audience: Nurses, Physicians, Admin, Billing | Level: General

**H-3 National Hospice & Palliative Care Organization: Hospice Policy Update**  
Angie Truesdale, NHPCO’s Vice President of Public Policy  
A forum on the legislative landscape for hospice. Attendees will learn about the challenges hospice faces in Washington, and how the current political climate will affect hospice going forward.  
Audience: All | Level: Intermediate

**H-4 Got Bounce?**  
Jane W. Barton, Founder and Principal at Cardinal, LLC  
It’s during the difficult times that we realize the importance of resilience - the ability to “bounce back” from adversity. Resilience is not a trait. It’s a process of adaptation.  
Audience: All | Level: Basic

**H-5 Creating a Safe Space**  
Bob Coberly, Bereavement Services Manager, VITAS Innovative Hospice  
Exploring the emotional vulnerability of hospice patients and their families, a model of care is offered that improves our ability to develop trust and create a safe space.  
Audience: All | Level: Intermediate
I-1 Ethical Issues at EOL: Deciding When to Use Oxygen and Antibiotics
Marcia Levetown, MD, FAAHPM, Regional Medical Director at VITAS Innovative Hospice Care
While "simple" and often seen as "comfort measures", the use of oxygen and antibiotics should be subjected to the same critical and ethical thinking process as other interventions at the end of life. Using case based exemplars, the presenter will engage attendees in an analysis of when to use oxygen and antibiotics based on evidence of efficacy as well as patient-centered best interest paradigms.

Audience: Physicians, Nurses | Level: Intermediate

I-2 Tangled Up in Blue: Conflict over Code Status in Patients with Advanced Cancer
Jason Morrow, MD, PhD, Medical Director of the Inpatient Palliative Care Consultation Service & Assistant Professor of Medicine at UTHC San Antonio
Attempted resuscitation in patients with cancer has been shown to have poor outcomes, with rates of survival to hospital discharge ranging from 0-16%. Healthcare providers are obligated to respect patient autonomy related to code-status determination, but are there limits to patient autonomy? If surgeons and oncologists can refuse invasive, low-benefit, and harmful procedures, can other clinicians refuse attempted resuscitation in patients who are otherwise at the end of life? This case-based discussion will identify the risks, benefits, and harms of attempted resuscitation in patients with cancer. The session will explore ethical criteria for overriding patient or surrogate requests for “everything” in a “code blue,” including professional judgment, personal conscience, and the principle of doing no harm, and will compare key strategies for managing conflict in the setting of anticipatory futility or harm.

Audience: Physicians, Nurses | Level: Intermediate

I-3 Enforcement Update
Marie C. Berliner, Attorney at Joy & Young, LLP
Whether initiated by random claims review, targeted investigation, or whistleblower, enforcement activity is on the rise. This presentation will examine the most recent case law and determinations related to findings of MACs, RACs, ZPIC, and Civil Qui Tam Suits, and will explore trends and identify areas of potential future scrutiny for hospice providers.

Audience: All | Level: General

I-4 Relating to Families of Patients that are Dying
Catherine R. Hausenfluke, Volunteer Manager
There are rules in almost every area of life. Rules help us to know what is expected of us, how to act appropriately, and stay on track...except when it comes to the grieving process. We will explore the “Rules of Grief” as described by Danny Mack and expound on his publication with examples and feedback.

Audience: All | Level: Intermediate

I-5 Music: A Powerful Soul-ution
Cynthia Jordan, Musicologist at Cynthia Jordan Productions
Music is harmonic energy and can be used as a powerful catalyst in wellness environments. You will learn how to use music to relieve stress for caregivers, patients and their families. The program is fun. After Cynthia’s presentation she frequently hears, “I will never listen to music the same way again!”

Audience: All | Level: General
J-1 Alzheimer's: The Looming Problem and Our Role in the Solution
Melanie Oblender, MD, Associate Medical Director at Hospice of Lubbock
Alzheimer's, a form of dementia, is exploding in its diagnosis. Underfunded in research and best practices in care, the US faces a generation of patients who will demand best care and strain existing resources. Palliative Medicine and hospice play a key role in providing care for the patient and the caregivers.
Audience: All | Level: Advanced

J-2 Medical Ethics for Hospice Clinicians
Emmanuel Elueze MD, PhD, FACP, Medical Director, Beacon Hospice
In this session Dr. Elueze will discuss the four cardinal medical ethical principles and the difficult decisions at end of life. Critique the role of advanced care planning. Describe steps in ethical decision making for patients, families and care givers.
Audience: All | Level: General

J-3 National Hospice & Palliative Care Organization Advocacy: The Key to Controlling the Future
Tony Kudner, NHPCO’s Manager of Grassroots Advocacy
Tony will walk attendees through the reasons their voices matter in the legislative process, and provide concrete roadmaps for how to affect positive change for the hospice community. Learn how to make your Members of Congress into hospice champions!
Audience: All | Level: General

J-4 Hope for Hispanic Patients in the Context of Hospice
Alberto Magana, Chaplain at VITAS Innovative Hospice Care
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: General

J-5 Laughing in the Face of Loss - You Need a Sense of Humor to Survive!
Jane W. Barton, Founder and Principal at Cardinal, LLC
It is important to remember that humor is one of THE best methods of coping when faced with a situation that is “no laughing matter”. Humor helps us to deal with life losses.
Audience: All | Level: General
Day 3  
Sunday, April 27, 2014  
8:45 a.m. to 12:00 p.m.

8:45 a.m. to 9:45 a.m.  
PLENARY: Five Elements of Leadership  
Linda Tavel, MD, MBA, FAAHPM, Program Medical Director at Gentiva Hospice  
As Hospice and Palliative Medicine aspire to incorporate into healthcare systems and participate fully in decision making and strategy, it is helpful to understand some common models used to describe principles of leadership and performance used by healthcare systems. This session will explore those models and apply them to the current environment for Hospice and Palliative care. The models are organized along the Greek classical elements of water, fire, air, earth, and ether. The healthcare skill models are: Whitewater (boundary scanning), Fire fighting (providing tools and training), Strategic Air Command (effective communication and measurements), Servant Leadership (honoring and growing staff), and Metaleadership (collaborative leadership across organizations).  
Audience: All  |  Level: Beginning

10:00 a.m. to 11:00 a.m.  
PLENARY: Keeping Your Finger on the Pulse of the Spirit of Hospice  
Joelle K. Silva, LMSW, Social Worker, FCI Fort Worth  
Let’s face it, Hospice isn’t what it used to be. From mergers to make overs, from DRG’s to ICD’s, everything in the world of health care and hospice has morphed in the last 20 years. How do you become an expert in a field if it is forever changing? And how do you remember why you do this when sometimes you are not even sure if you are doing it “right.” We will be looking at how to maintain the balance between adjusting to the changes in the field without losing our purpose, and how the rules may change, but the paradigm of compassionate care for the dying never changes.  
Audience: All  |  Level: General

11:00 a.m. to 12:00 p.m.  
PLENARY: Prognostication  
Jason Morrow, MD, PhD, Medical Director of the Inpatient Palliative Care Consultation Service & Assistant Professor of Medicine at UTHC San Antonio  
Clinicians are not soothsayers, but they are expected to give meaningful advice to patients and families on how to manage and cope with advanced illness. This session will explore the challenges of prognostication, including the tendency to overestimate survival, and available tools for prognostication, including clinical judgment, prognostic indices, and illness trajectories. The discussion will examine three illustrative conditions, dementia, COPD, and heart failure. The session will close with a review of effective communication strategies and recommendations for embracing the role of prognostication.  
Audience: All  |  Level: General

CONVENTION HOTEL/LOCATION  
Omni Hotel at the Colonnade, 9821 Colonnade Blvd., San Antonio, Texas 78230
Phone: (210)691-8888, Fax: (210)691-1128
Conference Dates: April 24 - 26, 2014
Additional Dates: April 21 - 29, 2014
Special Rates: $125.00 Single \ $135.00 Double
Book By: April 3 to receive special rate
Book on-line with the following link:
Based on availability, the group rate will be honored 3 days prior and post.
*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
Attendees must attend each session in its entirety to claim credit for continuing education. 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 any continuing education. This is included in your registration fee.

CONTINUING MEDICAL EDUCATION
Determination of credit is pending. Check our website for updates.

NURSING AND SOCIAL WORK CONTINUING EDUCATION
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. Determination of continuing education hours is pending.

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 – April 25-27, 2014

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

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

One-Day Registration (by 02/28) for ☐ Friday or ☐ Sat.) $180 $180 $260
One-Day Registration (after 04/11) for ☐ Fri. or ☐ Sat.) $200 $200 $300
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)

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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/2014Convention.html

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on April 2, 2014 will be entitled to a refund, less a $75 administrative fee. Cancellations after April 2, 2014 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 cancelations.