The 33rd Annual Convention of the
TEXAS & NEW MEXICO HOSPICE ORGANIZATION
&
TEXAS ACADEMY OF PALLIATIVE MEDICINE

March 28-30, 2015 • Las Colinas Omni
CONFERENCE AT A GLANCE

Day 1, Saturday, March 28, 2015

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<td>8:00-8:15 AM</td>
<td>General</td>
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<td>Welcome &amp; Announcements</td>
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<td>8:15-9:15 AM</td>
<td>Plenary</td>
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<td>When Did Ethics Become an Option?</td>
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<td>Non-Pain Symptom Management</td>
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<td>Eligibility for Hospice</td>
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<td>PGBA Medical Review Part 1</td>
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<td>Cultivating Hope at the End of Life</td>
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<td>Spiritual Care for Non-Theist</td>
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<td>The Grief of Suicide</td>
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<td>Recording Spiritual Care in a Clinical World</td>
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<td>Withholding and Withdrawing</td>
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<td>Keeping up with the Regulatory Changes in Pharmacy</td>
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<td>&quot;Why have a Memorial&quot;</td>
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<td>Compassion Fatigue: Managing Caregiver Stress</td>
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<td>2:00-2:45 PM</td>
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<td>Pain Pathways and Neurophysiology of Pain</td>
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<td>Working with Young Adult Patients in Hospice</td>
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<td>Caring for Patients Experiencing Dementia and their Loved Ones</td>
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<td>Essentials of Pain Management</td>
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<td>Team Dynamics, Creating a Positive Culture for Growth</td>
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<td>Practical Tips for Responding to Government Audits and Investigations</td>
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<td>The Arrival of &quot;Baby J&quot; - Psychosocial Concepts in Pediatric Hospice Care</td>
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<td>Ethics in IDT: How Chaplains Can Redirect Personal Judgment of Patient and Family Lifestyle Differences</td>
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**Day 2, Sunday, March 29, 2015**

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<tr>
<td>7:00-8:00 AM</td>
<td>Exercise</td>
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<td>Move, Be Moved, and Be Transformed with Nia Technique</td>
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<td>8:30-11:00 PM</td>
<td>Workshop</td>
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<td>Clinical Medical Ethics: A Philosophy &amp; Practice Primer</td>
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<td>Clinical Medical Ethics: A Philosophy &amp; Practice Primer (2 1/2 hours)</td>
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<td>Difficult to Manage Symptoms for Hospice Patients</td>
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<td>Hospice Regulatory Update</td>
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<td>Leading the Way to a Culture of Winning</td>
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<td>Helping Children and Teens with Grief</td>
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<td>Clinical Medical Ethics: A Philosophy &amp; Practice Primer (2 1/2 hours)</td>
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<td>Methadone Safety and Patient Selection</td>
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<td>Hospice Enforcement Update</td>
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<td>Considering Cremation</td>
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<td>An Effective IDT: Addressing Conflict Within the Interdisciplinary Team</td>
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<td>Appropriate Use of Neuroleptic Drugs</td>
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<td>Ventilation vs Perfusion</td>
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<td>Risk Management 101: Doing the Right Thing</td>
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<td>Compassion Fatigue: An Integrative Approach to Self-Care for the Hospice Worker</td>
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<td>H-5</td>
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<td>Talking to Families and Patients in Words They Understand</td>
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12:00-1:30 PM  Annual Awards Luncheon (Free for conference attendees!)
1:30-2:30 PM  Breakouts  Room  Overview
  I-1  Remedies for Common Pain Management Errors
  I-2  Managing COPD Can Be Done a Better Way
  I-3  DADS Hospice Utilization Reviews Part 1 (This is a 2 hour session)
  I-4  Advance Care Planning and a Proposal for Medical Orders for Scope of Treatment (MOST) in Texas
  I-5  Compassion Fatigue: Who Will Take Care of the Caretaker
2:40-3:40 PM  Breakouts  Room  Overview
  J-1  Treating Dementia at End of Life
  J-2  Anatomy of an Additional Development Request
  J-3  DADS Hospice Utilization Review Part 2 (This is the 2nd half of a 2 hour session)
  J-4  Managing Medicaid Room and Board - a New Perspective
  J-5  Sticky Communication Issues
3:40-3:55 PM  Break  Foyer
3:55-4:55 PM  Breakouts  Room  Overview
  K-1  Hospice Medical Director Documentation
  K-2  Abuse- A Duty to Report
  K-3  Do I Sell or Do I Grow: Legal Considerations When Buying and Selling a Hospice
  K-4  #Tweets, ‘Likes,’ HIPAA and Boundaries: Navigating the Ethics of Social Media
  K-5  Life of Remington
5:00-5:30 PM  T&NMHO Annual Business Meeting
  TAPM Annual Business Meeting

Day 3, Monday, March 30, 2015
8:00-8:30 AM  Service  Celebration of Life – Remembrance Service
8:45-9:45 AM  Plenary  Communication Tips and Trips: Increasing Comfort, Compliance and Satisfaction
9:45-10:00 AM  Break
10:00-11:00 AM  Plenary  Walk with Me: Journey through Palliative Medicine and Hospice
11:00-12:00 PM  Plenary  7 Dumb Mistakes Smart People Make
PLENARY PRESENTATIONS

Saturday, March 28
8:15 - 9:15 AM | Plenary
When Did Ethics Become an Option?
Joelle K. Silva, LMSW, Federal Correctional Institute

Monday, March 30
8:45 - 9:45 AM | Plenary
Communication Tips and Trips: Increasing Comfort, Compliance, and Satisfaction
Rev. Dr. Carla Cheatham, Principal, Carla Cheatham Consulting Group, LLC and Chaplain, Buckner Hospice Austin

Monday, March 30
10:00-11:00 AM | Plenary
Walk with Me: A Journey through Palliative Medicine and Hospice
Thuy Hanh Thi Trinh, MD, Associate Medical Director, Houston Hospice

Monday, March 30
11:00-12:00 AM | Plenary
7 Dumb Mistakes Smart People Make
Danny Mack, Chaplain, Christian Care Hospice

WORKSHOP SCHEDULE

DAY 1
Group A
Saturday, March 28, 2015
9:30 a.m. to 10:30 a.m.

A-1 Non-Pain Symptom Management
Michael J. Moffit, MD PhD, Medical Director, Scott & White Hospice
Non-pain symptoms, such as dyspnea, nausea, anxiety and fatigue, are common in the hospice setting.
This session will describe the assessment and management of these common issues.
Audience: Physicians, Nurses | Level: General

A-2 Eligibility for Hospice
Linda Tavel, MD, MBA, FAAHPM, Program Medical Director, Gentiva Hospice
This presentation will discuss the current standards for determining hospice eligibility, applying and documenting measurable data to support eligibility, higher levels of care.
Audience: Physicians, Nurses | Level: Advanced

A-3 PGBA Workshop: Medical Review Part 1
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce the 2015 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 Cultivating Hope at the End of Life  
Alberto Magana, Chaplain, Vitas Innovative Hospice Care  
Hospice is not about death. Hospice is about finding meaning, hope, and life. Hospice is understanding the individual’s journey and the engine that provides energy for that journey. Then the goal of hospice providers is to find a way to be a companion by providing services and support from patients and families’ perspective. Hospice is a movement from Limiting/Curative to Limitless/Palliative a transition from biological existence to spiritual existence.  
Audience: All | Level: Intermediate

A-5 Caring Respectfully for the Existential and/or Spiritual Needs of Atheists, Agnostics, and Humanists: Honoring our Professional Requirements  
Rev. Dr. Carla Cheatham, Principal, Carla Cheatham Consulting Group, LLC and Chaplain, Buckner Hospice  
In an increasingly diverse society, staff must be able to respond to the existential needs of all patients and family members, including those of no professed faith. This session will provide basic information about non-theistic belief systems and the struggle many persons of faith have with them; discuss ways to honor the patient and/or family's views without violating one's own; and explore various interventions to effectively care for non-theists needs for meaning, hope, and peace in the midst of suffering.  
Audience: All | Level: General

Group B  
Saturday, March 28, 2015  
10:40 a.m. to 11:40 a.m.

B-1 Palliative Management of Common Neurologic Diseases  
David P. Capper, MD FAAHPM, Medical Director, Covenant Hospice  
This session will review the palliative assessment and management of several common neurodegenerative disorders, including amyotrophic lateral sclerosis (ALS) and Parkinson’s disease.  
Audience: Physicians, Nurses | Level: Intermediate

B-2 Pain Management for Patients with Substance Use Disorder  
Emmanuel Elueze, MD, PhD, MPA, FACP, Program Director, Good Shepherd Medical Center  
Describe the prevalence of substance use disorders, acute pain, and chronic pain. Define a systematic approach in the management of acute and chronic pain in individuals with substance use disorders. Discuss the importance of cultural competence and the simultaneous management of both disorders in providing health care to this population.  
Audience: Nurses, Physicians | Level: Intermediate

B-3 PGBA Workshop: Medical Review Part 2  
PGBA Senior RHII Ombudsman and Senior Medical Review Representative  
Palmetto GBA is pleased to announce the 2015 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 Grief of Suicide  
Stephanie Rogers, GCCA-C, CT, Grief Counselor, Amarillo Hospice of the Plains  
An experienced-based look at the grief that follows a completed suicide. The session will review the singularities of suicide-related loss, with particular emphasis on the correlating trauma often found in such grief.  
Audience: All | Level: General
B-5 Chaplain Documentation: Recording Spiritual Care in a Clinical World
Rodney Bolejack, Chaplain, VITAS Innovative Hospice
This in-depth documentation presentation will cover the purpose of charting spiritual care, appropriate spiritual language, charting for non-responsive patients, and common mistakes.
Audience: Chaplains, Administrators, Supervisors | Level: Intermediate

Group C
Saturday, March 28, 2015
1:00 p.m. to 2:00 p.m.

C-1 Withholding and Withdrawing No Longer Beneficial Medical Interventions: Historical, Ethical and Practical Issues
Marcia Levetown, MD, FAAHPM, HealthCare Communication Associates
This session will stimulate thoughtful discussion of how healthcare professionals and families frame the concept of withholding and withdrawing medical interventions, and how this frame and the words to describe it predict unhelpful reactions. Alternate, less frightening phraseology will be suggested. Additionally, the need to plan for and manage symptoms after the withdrawal of selected interventions will be discussed.
Audience: Nurses, Physicians | Level: Intermediate

C-2 Keeping Up with the Regulatory Changes in Pharmacy
Ly Dang, PharmD, Director of Pharmacy Operations, Hospice Pharmacy Solutions
A look at any new CMS Change Request, Revised Guidance related to pharmacy and update on medications. The latest information will be reviewed and solutions will be proposed on how to increase patient care, reduce administrative burdens, and remain compliant.
Audience: Nurses, Physicians, Administrators | Level: Intermediate

C-3 PGBA Workshop: Billing Part 1
PGBA Senior RHHI Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce the 2015 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 “Why Have a Memorial Service”
Oscar Chavez, Chaplain, Area Community Hospice
This presentation will attempt to address the myriad of options facing hospice providers concerning final arrangements and services available when death occurs. Through diverse perspectives and discussion of personal experience of those who care for bereaved families, we can examine methods in delivery of these services, thereby providing invaluable assistance to those already dealing with grief process.
Audience: All | Level: General

C-5 Compassion Fatigue: Managing Caregiver Stress
Danny Mack, Chaplain, Christian Care Hospice
This entertaining and insightful presentation will identify the difference between burnout and compassion fatigue. It will reveal the warning signs of compassion fatigue and will give strategies for lowering stress that are practical, achievable and fun.
Audience: All | Level: General

Group D
D-1 Pain Pathways and the Neurophysiology of Pain
Dennis S. Pacl, MD, Central Texas Palliative Care Associates
This presentation will review the current understanding of the neuroanatomy and neurophysiology of pain, with discussion of applying pharmacologic and non-pharmacologic treatments in light of these findings.
Audience: Physicians, Nurses | Level: Advanced

D-2 The Comprehensive Assessment: When the Nurse has to do it All
Sandi Hebley, Nurse Educator, Faith Presbyterian Hospice
Every hospice must complete a comprehensive assessment of every patient and family on admission. This includes assessing their psychosocial, spiritual, and bereavement needs. What is the nurse to do if the patient/family decline visits from the social worker or chaplain?
Audience: Nurses | Level: General

D-3 PGBA Workshop: Billing Part 2
PGBA Senior RHHI Ombudsman and Senior Medical Review Representative
Palmetto GBA is pleased to announce the 2015 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 Working with Young Adult Patients in Hospice
Marcia Levetown, MD, FAAHPM, HealthCare Communication Associates
The diseases affecting young adults and the social and psychological constructs that govern their needs and reactions to terminal illness will be described. Cases elicited from the audience and from the presenter’s experience will be discussed, and the session will end with principles to guide care for these challenging, needy and often neglected patients.
Audience: Nurses, Physicians | Level: Intermediate

D-5 Connecting with That Which IS Still “There”: Caring for Patients Experiencing Dementia and their Loved Ones
Rev. Dr. Carla Cheatham, Principal, Carla Cheatham Consulting Group, LLC and Chaplain, Buckner Hospice
Often called the "long, slow goodbye", dementia is often feared and misunderstood by healthcare staff and loved ones, alike. This discomfort leads many to avoid or “brush by” amazing and dignified individuals who may simply require us to take a little more time to truly be able to see the person is IS still "there". This presentation will review a basic understanding of this cluster of symptoms; provide practical techniques for finding, engaging, and supporting patients experiencing dementia; and describe tips for caring for their loved ones.
Audience: All | Level: Intermediate

Group E
E-1 Essentials of Pain Management  
Amy Moss, DO, FACOI, Assistant Professor of Medicine, University of North Texas Health and Science Center  
This session will describe pain assessment, the utilization of opioid and non-opioid analgesics, as well as the essentials of opioid prescribing in the hospice and palliative care setting.  
Audience: Physicians, Nurses | Level: General

E-2 Team Dynamics, Creating a Positive Culture for Growth  
Emily Bradford, RN, Hospice Care Manager, VNA of Dallas  
A team approach is the core of Hospice care. Learn how to maximize your impact as a team member and leader. We will explore individual roles within the team and learn how creating a positive culture creates internal and external growth.  
Audience: All | Level: Intermediate

E-3 Practical Tips for Responding to Government Audits and Investigations  
Mark S. Armstrong, Attorney, Epstein, Becker & Green, P.C.  
The Department of Justice, the Department of Health and Human Services’ Office of Inspector General, and other state and federal governmental authorities have intensified their investigative focus. Hospice providers are being targeted in these investigative actions and they should not wait for government contact before developing a strategy to respond to a government investigation or audit. This program will provide practical strategies for responding to a government investigation or audit and will offer ways to improve an organization’s compliance efforts.  
Audience: All | Level: General

E-4 The Arrival of “Baby J” - Psychosocial Concept in Pediatric Hospice Care  
Demetress Harrell, CEO, Hospice in the Pines, Inc.  
Pediatric hospice care presents many hurdles and the goals are for the next hour, as well as the next day yet often revisit the question of curative intervention and working to sustain the comfort of the child. While more than 50,000 children die in the US each year it remains difficult to refer to hospice. This session will address the various psychosocial elements surrounding the hospice admission among children. This presentation will also identify some controversial issues in pediatric ethics and the boundaries the hospice team often cross.  
Audience: All | Level: General

E-5 Ethics in IDT: How Chaplains Can Redirect Personal Judgment of Patient and Family Lifestyle Differences  
Rev. Janet Ihne, M.Div., CT, Chaplain/Bereavement Coordinator, Heart to Heart Hospice  
Society holds Chaplains to a higher standard of behavior. When personal judgment or beliefs regarding patient and family lifestyle differences are voiced in a negative manner by members of the interdisciplinary team, how can Chaplains redirect the conversation to a more productive topic regarding the standard of care? This presentation will examine the Core Bioethical Concepts by reviewing the Foundations of Modern Ethics regarding End-of-Life care. We will examine how the role of IDT members extends beyond the walls of the conference room to our patients and family members, preserving their dignity despite lifestyle differences.  
Audience: All | Level: General
7:00 AM - 8:00 AM | Nia Class
Move, Be Moved, and Be Transformed with Nia Technique
Jule Aguirre, M.Ed., LPC, NCC, Mind-Body Psychotherapist, Jule in the Lotus
Nia is a conscious movement practice that delivers the creative expression of dance, the power of the martial arts, the flexible/meditative/healing effects of yoga, and MORE! Nia will ignite your spirit, balance your emotions, stimulate your mind, pump your heart, release your tension, and condition your WHOLE body! More than “working out,” Nia moves you from the inside out! Nia is user-friendly, playful, and is medicine for body & soul. Nia is for everyBODY! Beginners, intermediate, & advanced movers welcome! (Wear comfortable clothes that allow you to move freely.)

8:30 AM - 11:00 PM | Workshop
Clinical Medical Ethics: A Philosophy and Practice Primer
Robert L. Fine, MD, FACP, FAAHPM, clinical director, Office of Clinical Ethics and Palliative Care, Baylor Health Care System
This is an interactive ethics workshop moderated by Dr. Fine. The first hour will include an overview of clinical ethics, and how to formulate ethical opinions and analyze ethical conundrums. The second block will discuss the practical application of these ethical concepts. For the last portion of the workshop, cases from participants will be reviewed to illustrate real-world application of clinical ethics.

Group F
Sunday, March 29, 2015
8:30 a.m. to 9:30 a.m.

F-2 Difficult to Manage Symptoms for Hospice Patients
Irene Prather M.D., Medical Director Dallas, VITAS Innovative Hospice
This presentation is a medley of difficult to manage symptoms and solutions. Topics include: insomnia, nausea and vomiting, urinary tract infections, constipation and end of life nutrition/hydration and Complex Pain Syndromes.
Audience: All | Level: General

F-3 Hospice Regulatory Update
Holly Swiger, PhD, MPH, PHN, RN, Owner and Lead Consultant, Stellar Concepts, Inc.
To provide an up-to-date summary of recent, current and proposed regulatory changes impacting the hospice industry.
Audience: All | Level: General

F-4 Leading the Way to a Culture of Winning
Krystal M. Alvarado, Vice President and Chief Nursing Officer, VNA of Dallas
VNA's Krystal Alvarado shares the lessons learned in her career on becoming an effective leader and instilling a culture of winning in your program.
Audience: All | Level: General

F-5 Helping Children and Teens with Grief
Heidi H Stoddard,PsyD, Self Employed Licensed Psychologist
This presentation examines the similarities and differences in the grief of children and teens versus adults. It will also help attendees identify the impact of developmental stages on the expression of grief. In addition, attendees will learn techniques and strategies to assist with the grief process during different developmental stages.
Audience: All | Level: Beginning
Group G
Sunday, March 29, 2015
9:45 a.m. to 10:45 a.m.

G-2 Methadone Safety and Patient Selection
Allison M. Webb, PharmD, CGP, CDP, Clinical Pharmacist, HospiScript, a Catamaran Company
Pain management with opioids is a large component of hospice care that we manage on a regular basis. While methadone is a very useful analgesic, barriers such as patient or family fears, misconceptions, drug interactions, or comorbid conditions often limit its use. The goals of this presentation are to review known barriers to use, increase comfort with the basics of methadone, provide guidance to assess when a patient may or may not be a suitable candidate for methadone, and to review basic dosing information.

Audience: Nurses, Physicians | Level: General

G-3 Hospice Enforcement Update
Marie C. Berliner, Senior Counsel, Joy & Young, LLP
This presentation will examine the most recent trends in enforcement actions against hospice providers, whether initiated by government agencies or private individuals. It will identify patterns in enforcement issues and OIG reports that often serve as red flags for future scrutiny and actions.

Audience: All | Level: General

G-4 Considering Cremation
Frank W. Seddio, Sr., Manager, aCremation of Texas
So.....the family you are caring for has considered cremation as an option for the disposition of the remains. Do you really know how to answer their questions when they ask you for help? Get the true facts concerning who has the legal authority to sign for cremation, what are the actual processes of cremation, and a behind the scenes look at a top notch crematory and their above and beyond the state required deceased identification process!

Audience: All | Level: General

G-5 An Effective IDT: Addressing Conflict Within the Interdisciplinary Team
Dede L. Sparks, LMSW, Clinical Assistant Professor of Social Work, The University of Texas at Austin
Assessing the emotional health of your IDT, turning conflict into problem-solving opportunities, and defining the role of the social worker will be discussed.

Audience: All | Level: General

Group H
Sunday, March 29, 2015
11:00 a.m. to 12:00 p.m.

H-1 Appropriate Use of Neuroleptic Drugs
Linda Tavel, MD MBA FAAHPM, Senior Medical Director, Gentiva Hospice
Neuroleptics are a staple in Hospice and Palliative Medicine. This session reviews their mechanism of action, benefits, and risks, as well as, indications for use.

Audience: All | Level: Intermediate

H-2 Ventilation vs Perfusion. Oxygen is Just a Pulse Ox. Band-Aid
David E. McDermott, Respiratory Consultant, Vitas Innovative Hospice Care
Bombarding the lungs with oxygen may increase a pulse oximeter, but its just a useless Band-Aid. Most often oxygen levels and SOB are secondary to ventilatory issues. Don't chase a pulse ox, it's a race you can't win.
Audience: All | Level: Intermediate

H-3 Risk Management 101: Doing the Right Thing
Charley Wasson, MS, ED/CEO, Hospice of Lubbock
This session will focus on being proactive in addressing risks in any agency. Utilizing a proactive and genuine approach, when mistakes occur leads to better outcomes for the patient/family and the agency. Providing clear, consistent and honest documentation is critical in tough situations.
Audience: All | Level: Intermediate

H-4 Compassion Fatigue: An Integrative Approach to Self-Care for the Hospice Worker
Jule Aguirre, M.Ed., LPC, NCC, Mind-Body Psychotherapist, Jule in the Lotus & Sharyn Fein
President, Ed-U-Care, Inc.
Compassion Fatigue is the profound emotional and physical exhaustion that helping professionals and caregivers develop over the course of working with those who are suffering. This session will offer a comprehensive exploration of Compassion Fatigue, how to assess for symptoms, and integrative, holistic methods to employ self-compassion, self-care, and healing for optimal work/life balance. Facilitators will guide participants through various experiential exercises to initiate the sensation of relaxation, mindfulness, and somatic embodiment that can be applied to their personal compassionate, self-care practice.
Audience: All | Level: General

H-5 Talking to Families and Patients in Words They Understand.
Jeff Boynton, RN, Patient Care Manager, Houston Hospice
Families and patients have had doctors and nurses talk to them in “medical-ese” in the hospital, but part of hospice is communicating with families and patients in terms they relate to. Let’s explore ways to talk with words that relate to our audience’s experiences.
Audience: All | Level: Basic

Group I
Sunday, March 29, 2015
1:30 p.m. to 2:30 p.m.

I-1 Remedies for Common Pain Management Errors
Ronald Crossno, MD FAAFP FAAHPM, Senior National Medical Director, Gentiva Health Services
Hospice and palliative clinicians routinely supervise the provision of analgesics for our patients. As a result, we develop our individual ways of doing things, often including shortcuts, which in turn can lead to errors. This session reviews commonly encountered pain management errors and offers suggests for performance improvement by clinicians.
Audience: Physicians, Nurses | Level: Intermediate

I-2 Managing COPD Can Be Done a Better Way: a Proactive Approach
David E. McDermott, Respiratory Consultant, Vitas Innovative Hospice Care
End stage COPD patients aren’t ready to give up and neither should we. If we can manage anxiety, secretions, and ventilation, the airway constriction and perfusion will take care of themselves. Let’s change in how we see this disease and stop doing the same old thing. It is not working and our patients are the ones who suffer.
Audience: Physicians, Nurses | Level: Intermediate

I-3 DADS Hospice Utilization Reviews Part 1
Patricia T. Mussey, RN, Lead Hospice Utilization Review Nurse, Dept. of Aging and Disability Services
This presentation will help educate hospice agencies on the types and processes of utilization review for the Medicaid Hospice Program. The focus is on information required to support hospice eligibility and continuous home care, and on common reasons for recoupment.
Audience: Admin, Nurses, Billing | Level: General

I-4 Advance Care Planning and a Proposal for Medical Orders for Scope of Treatment (MOST) in Texas
Kendra J. Belfi, MD, Part Time Consultant for North Texas Respecting Choices
The POLST initiative (Physician Orders for Life Sustaining Treatment) has been gaining momentum across the country. This presentation will discuss the Respecting Choices approach to planning conversations for patients likely to die within 12 months and the MOST form (Medical Orders for Life Sustaining Treatment).
Audience: All | Level: Intermediate

I-5 Compassion Fatigue: Who Will Take Care of the Caretakers?
Gayle Kamen-Weinstein, LMSW, Professional Social Worker
Compassion fatigue is a feeling of depression experienced by a person who provides counseling to others. Being exposed to crisis, loss, trauma and grief, caregivers experience times of mental, physical and emotional symptoms of intense stress. Recognition and awareness are the first steps to developing a plan for stress management in order to deal with the symptoms of compassion fatigue.
Audience: All | Level: General

Group J
Sunday, March 29, 2015
2:40 p.m. to 3:40 p.m.

J-1 Treating Dementia at End of Life
Amy Moss, DO, FACOI, Assistant Professor of Medicine, University of North Texas Health and Science Center
The healthcare professional will apply comprehensive palliative and end of life care to the end stage dementia patient through the incorporation of goal directed and patient centered care approaches.
Audience: Nurses, Physicians | Level: Intermediate

J-2 Anatomy of an Additional Development Request
Karla Lykken, RN, Director of Medical Review, Gentiva Hospice
The presentation will review steps a program should take to understand the reason for the request, the technical components, clinical components, the need for strong and supporting documentation, how to address omissions/errors, how to present the Additional Development Request to the MAC and the key points if writing a summary.
Audience: Administrator, Office | Level: Intermediate

J-3 DADS Hospice Utilization Reviews Part 2
Patricia T. Mussey, RN, Lead Hospice Utilization Review Nurse, Dept. of Aging and Disability Services
This presentation will help educate hospice agencies on the types and processes of utilization review for the Medicaid Hospice Program. The focus is on information required to support hospice eligibility and continuous home care, and on common reasons for recoupment.
Audience: Administrators, Nurses, Billing | Level: General

J-4 Managing Medicaid Room and Board - a New Perspective
Shirley Sommer, CPA, CHPCA, ED, Momentum Resources
Texas Administrative Code required hospices to bill Medicaid for the room and board for all hospice patients residing in nursing homes and qualify for that benefit. This presentation will review how this can be very complex (especially with ZPIC’s, etc) can affect the hospice’s relationship with the nursing home and their bottom line. A new accounting method will be analyzed where this function is a fiduciary function and not a part of the hospices operational revenue expenses. Using fiduciary principles, the hospice can better track the ins and outs of a patient’s accounts as there may be take-back by Medicaid, ZPICS, overpayment and underpayments. A special excel spreadsheet will be introduced, reviewed and given to all participants to help improve Medicaid room and board accuracy and efficiencies.
Audience: Administrators, Billing | Level: Intermediate

J-5 Sticky Communication Issues
Anna Sallee, PhD, RN, CCRN, Adjunct Faculty, Alvin Community College & Anne Dare, BA, LMSW
Just as described in the popular TV series "What Would YOU Do?" we all encounter uncomfortable communication situations in our work environment and struggle with how to respond. In this interactive session, volunteers (bribes available) will respond to actual hospice based situations. Then, the audience will offer additional suggestions for the best way to respond to awkward, emotion-laden, and sometimes volatile situations. Audience: All | Level: General

Group K
Sunday, March 29, 2015
3:55 p.m. to 4:55 p.m.

K-1 Optimizing Hospice Medical Director Documentation
Ronald Crossno, MD FAAFP FAAHPM, Senior National Medical Director, Gentiva Health Services
This session will describe the regulatory requirements for physician documentation in the hospice setting, as well as discussing best practices for documentation of face-to-face evaluations, physician narratives, and other hospice physician documentation.
Audience: Physicians, Nurses | Level: General

K-2 Abuse- A Duty to Report
Charley Wasson, MS, CEO/ED, Hospice of Lubbock
Knowing how to identify and report abuse in hospice patients is a legal and ethical responsibility for all hospice team members. An actual case and the state requirements are discussed in this presentation.
Audience: All | Level: General

K-3 Do I Sell or Do I Grow: Legal Considerations When Buying and Selling a Hospice Business
Chris DeMeo, Shareholder, Munsch, Hardt, Kopf, & Harr, P.C.
Discussion of market and regulatory pressures facing small to mid-size hospice organizations and explanation of the regulatory, legal and financial considerations for selling and acquiring hospice businesses.
Audience: Admin, Owners, Others | Level: Intermediate

K-4 #Tweets, ‘Likes,’ HIPAA and Boundaries: Navigating the Ethics of Social Media
Stacy C Smith, MLS, BSN, RN, CHPPN  
Social media is a useful tool that has changed how we communicate. In this session we will examine legal and ethical concerns that may arise from the use of social media by health care team members.  
Audience: All | Level: General

K-5 Life of Remington "Life Lessons from a Chocolate Lab"  
Scott Owens, Chaplain, PCMH Home Health and Hospice  
You will hear funny and touching stories about my journey with Remington. You will learn how I have shared these stories with people that I have found to be at a place of hopelessness and how these stories took what seemed to be hopelessness and put a spirit of hope back into the hearts of those who are struggling with terminal illness.  
Audience: All | Level: General

Day 3  
Monday, March 30, 2015  
8:45 a.m. to 12:00 p.m.

8:45 AM to 9:45 a.m. | Plenary  
PLENARY: Communication Tips and Trips: Increasing Comfort, Compliance, and Satisfaction  
Rev. Dr. Carla Cheatham, Principal, Carla Cheatham Consulting Group, LLC and Chaplain, Buckner Hospice  
Some circumstances provide unique communication challenges such as language barriers, cultural variables, personality differences, etc. For this presentation, theories of Healthcare Communication and Behavior will be briefly reviewed and their applications discussed. Participants will then be led through practical techniques to consider their own reactions and experiences, which will empower them to be more effective in all their future communications, both professional and personal, as they are able to truly "show up" for others in a connected way.

10:00 a.m. to 11:00 a.m. | Plenary  
PLENARY: Walk with Me: Journey through Palliative Medicine and Hospice  
Thuy Hanh Thi Trinh, MD, Associate Medical Director, Houston Hospice  
Transitioning a patient from active therapies to comfort measures is often challenging for the patient, the family, the referring physicians, and the hospice team who receives the patient. This talk is meant to illustrate the potential differences in goals and care and resources among palliative medicine groups and hospices, which may help streamline the journey patients and their families undergo.

11:00 a.m. to 12:00 p.m. | Plenary  
PLENARY: 7 Dumb Mistakes Smart People Make  
Danny Mack, Chaplain, Christian Care Hospice  
Improve your job performance and accomplish personal and professional goals after learning the seven mistakes that hinder people from accomplishing their professional goals. Become motivated, encouraged and inspired to improve your skills!
CONVENTION HOTEL/LOCATION
Omni Mandalay Hotel at Las Colinas, 221 E. Las Colinas Blvd, Irving, TX 75039
(972) 869-5533
Conference Dates: March 28-30, 2015
Additional Dates for special rates: March 28-31, 2015
Special Rates: $149.00 Single \ $165.00 Double \ $185.00 Suite
Book By: February 23, 2015
Book on-line with the following link: http://www.omnihotels.com/hotels/dallas-mandalay/meetings/texas-new-mexico-hospice-organization-3
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
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
This activity has been reviewed and is acceptable for up to 11.0 Prescribed credit(s) by the American Academy of Family Physicians. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA category 1 credit toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as category 1.

NURSING, SOCIAL WORK and LPC 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.

Texas & New Mexico Hospice Organization is an approved provider of continuing education by the Texas State Board of Examiners of Professional Counselors. Determination of continuing education hours is pending.

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 28-30, 2015

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>Early Registration (postmarked by 02/28/15)</th>
<th>Member</th>
<th>TAPM</th>
<th>Non-Member</th>
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<td>$325</td>
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| Regular Registration (postmarked by 03/11/15) | $375 | $375 | $550 |

| Late Registration (postmarked after 03/11/15) | $425 | $425 | $625 |

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

| One-Day Registration (by 04/11) for Sat or Sun | $185 | $185 | $265 |

| One-Day Registration (after 04/11) for Sat or Sun | $220 | $220 | $320 |

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 (03/29) | #___ | $45 | $45 | $55 |

| Guest Ticket—Awards Dessert Reception (03/28) | #___ | $30 | $30 | $40 |

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/2015Convention.html

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on March 10, 2015 will be entitled to a refund, less a $75 administrative fee. Cancellations after March 10th 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.