



The 37th Annual Convention of the
**Texas & New Mexico
Hospice Organization**

PASSION + PURPOSE

Feb. 23-25, 2019 • Omni Mandalay, Irving, TX



**TEXAS & NEW MEXICO
HOSPICE ORGANIZATION**

**This educational activity is jointly provided by AXIS Medical Education and
Texas & New Mexico Hospice Organization**

REGISTRATION FORM

T&NMHO Annual Convention – Feb. 23-25, 2019

REGISTRANT INFORMATION

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

Name _____

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

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____ Phone (____) _____

Email(required) _____

REGISTRATION FEES

**Full Registration

| <i>Please circle the option that applies</i> | Member | Non-Member |
|---|--------|------------|
| Early Registration (postmarked by 1/11/19) | \$350 | \$550 |
| Regular Registration (postmarked by 2/11/19) | \$400 | \$600 |
| Late Registration (postmarked after 02/11/19) | \$450 | \$650 |

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

One-Day Registration (by 02/11) for Sat or Sun. \$210 \$290

One-Day Registration (after 02/11) for Sat. or Sun. \$239 \$339

Presenter Discount of \$100.00

TOTAL AMOUNT REGISTRATION _____

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/2019conference

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on February 15, 2019 will be entitled to a refund, less a \$75 administrative fee. Cancellations after February 15th, 2019 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: TNMHO, 1108 Lavaca, Suite 727, AUSTIN, TX 78701 Tel: (512) 454-1247 Email: bbaker@txnmhospice.org with substitutions and cancelations.

Accommodations: Omni Mandalay Hotel - \$149 Per Night – Book Here: <https://www.omnihotels.com/hotels/dallas-mandalay/meetings/texas-new-mexico-hospice-org>

Consent to Use of Photographic Images: Registration and attendance at, or participation in, TNMHO meetings or other activates constitutes an agreement by the registrant to TNMHO's use and distribution (now and in the future) of the registrant or attendee's image or voice in photograph's, videotapes, electronic reproductions and audio tapes of such events and activities.

CONFERENCE AT A GLANCE

Day 1, Saturday, February 23, 2019

| Time | Session | Room | Overview |
|----------------|-------------------|------|---|
| 9:00-10:00 AM | General | | Plenary: Laughing in the Face of Death: Movies, Medicine and Mortality – Gail Rubin |
| 10:00-10:30 AM | General | | Annual Business Meeting |
| 10:30-11:30 AM | Breakouts | | Overview |
| | A-1 | | Beyond LCD - Identifying & Documenting Supportive Clinical Factors |
| | A-2 | | Simplifying Respiratory Drug Regimens |
| | A-3 | | Palmetto (PGBA) Billing and Medical Review Part 1 |
| | A-4 | | Trauma Sensitivity in Hospice Care |
| | A-5 | | What the Dying Teach Us about Living |
| 11:30-1:00 PM | Lunch on Your Own | | |
| 1:00-2:00 PM | Breakouts | Room | Overview |
| | B-1 | | Impact of a palliative care clinic embedded in oncology center on palliative care team, oncology team, and hospice |
| | B-2 | | What to Do When it All Falls Apart: Moving from Service Failure to Service Recovery |
| | B-3 | | Palmetto (PGBA) Medical Review and Billing Part 2 |
| | B-4 | | Managing Hospice Risk: Beyond HIPAA, Surveys, and Payment Compliance |
| | B-5 | | Spiritual Care Cultural Panel |
| 2:00-2:30 PM | Break | | Break with Refreshments |
| 2:30-3:30 PM | Breakouts | Room | Overview |
| | C-1 | | Having the Difficult Conversation : "We need to discharge you from Hospice" |
| | C-2 | | Medication Appropriateness at End-of-Life |
| | C-3 | | Palmetto (PGBA) Medical Review and Billing Part 3 |
| | C-4 | | Elevating Your "We Honor Veterans" program through Service (Saluting every retired Veteran incorporating compassionate empathy) |
| | C-5 | | How to be a BADASS Hospice Worker |

| 3:45-4:45 PM | Breakouts | Room | Overview |
|---------------------|----------------------|-------------|--|
| | | D-1 | Challenging Cases in Hospice |
| | | D-2 | Is Your Quality Showing? How to Incorporate Quality into Everyday Operations |
| | | D-3 | Palmetto (PGBA) Medical Review and Billing Part 4 |
| | | D-4 | The Anatomy of a Healthcare Fraud Case |
| | | D-5 | Putting Patients Second: Practical Solutions to Build Morale and Avoid Burnout |
| 5:30-6:30 | Welcome Party | | Join us for drinks and appetizers in a fun welcoming network environment |

Day 2, Sunday, February 24, 2019

| | | | |
|-----------------------|------------------|--------------|--|
| 9:00-10:00 AM | General | | Plenary: The Hospice Movement – Tommie Farrell, MD |
| 10:30-11:30 AM | Breakouts | Room | Overview |
| | | E-1 | The Role of Touch in Pain Management |
| | | E-2 | Deciphering Smoke Signals: An Update on Cannabis Use in Hospice and Palliative Care |
| | | E-3 | The “H” Word - Demystifying the Hospice Experience Using 6 Steps to Grow your Program |
| | | E-4 | Beginning the Hospice Dialogue with Staff of Home Health Staff and Patients |
| | | E-5 | Ethical Issues that Challenge Hospice Chaplains (and just about everyone else working for hospice) |
| 11:30-1:00 PM | Lunch | | |
| 1:00-2:00 PM | Breakouts | Room | Overview |
| | | F-1 | Methadone: A Most Interesting Drug |
| | | F-2 | Wound Care |
| | | F-3 | Hiring & Firing: Employment: How to Protect Your Agency and Your Profits |
| | | F-4 | Building Bridges With Long Distance Family Members |
| | | F-5 | Personality Styles & Grief |
| 2:00-2:15 PM | Break | Foyer | |

| 2:15-3:15 PM | Breakouts | Room | Overview |
|---------------------|------------------|-------------|--|
| | G-1 | | Adjuvants in Pain Management--Beyond the Poppies |
| | G-2 | | Medicare Care Choices Model: A Home Based Palliative Care Pilot |
| | G-3 | | Leadership and Patient Care: Understanding the Generational Influences |
| | G-4 | | Working with Difficult Patients and their Families |
| | G-5 | | TBA |

3:15-3:45 PM Break with Refreshments

| 3:45-4:45 PM | Breakouts | Room | Overview |
|---------------------|------------------|-------------|---|
| | H-1 | | Hospice Pain Management in the Midst of the Opioid Crisis |
| | H-2 | | Recent Investigation and Enforcement Trends |
| | H-3 | | HHSC Hospice Policy and Utilization Review |
| | H-4 | | They Keep Asking for Money Back? Learn How to Calculate your Prorated Cap |
| | H-5 | | Disenfranchised Grief |

Day 3, Monday, February 25, 2019

| Times | Breakouts | Room | Overview |
|-----------------------|------------------|-------------|---|
| 8:00-8:30 AM | Service | | Celebration of Life – Remembrance Service |
| 8:45-9:45 AM | Plenary | | Cultivating Emotional Intelligence for the Hospice Team |
| 9:50-10:50 AM | Plenary | | Facing the Labyrinth of Issues When Treating the Mentally Ill with a Terminal Illness |
| 11:00-12:00 PM | Plenary | | The Emergency Wound Kit You Wish You Had Before You Went In |

**Continuing Education Key: CME – Physicians CNE-- Nurses
CEU – Admin, Social Work and others**

Get Social: Get the latest updates from TNMHO before the event and onsite, share your own experience, and photos and get a live feed of what your fellow attendees are saying!
#tnmhoconf facebook.com/TNMHO  @TNMHO 

WORKSHOP SCHEDULE

Saturday Feb. 23, 2019

9:00 a.m. to 10:00 a.m. | Plenary | Laughing in the Face of Death: Movies, Medicine and Mortality

Gail Rubin, CT, The Doyenne of Death at A Good Goodbye, LLC



Medical professionals, patients, and families primarily focus on maintaining life and returning to health. Yet, despite great advances in medical care, humans still have a 100% mortality rate. Hospice personnel face The Grim Reaper almost daily. Using funny and serious clips from films and television programs, we will examine hospice and medical personnel reactions to mortality and offer ways to relieve the pressure of working around death.

Group A

Saturday Feb. 23, 2019

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

A-1 Beyond LCD - Identifying & Documenting Supportive Clinical Factors

Karla Lykken, RN, AVP Denials Management – Hospice at Kindred at Home

The purpose of the presentation is not to review Local Coverage Determination (LCD) guidelines, but assist the learner with better describing some factors from LCD guidelines and/or expanding upon clinical information that can assist with supporting eligibility in day to day documentation and care planning.

Audience: Admin, Nurses, Physicians | Level: General

A-2 Simplifying Respiratory Drug Regimens

Ly Dang, PharmD, VP Clinical Operations at Hospice Pharmacy Solutions

This session will provide an overview of respiratory medications. We will discuss the different categories of inhalers and how to best manage dyspnea in our patient population. The session will include interactive case studies to assist with group discussions. **Audience: Nurses, Physicians | Level: General**

A-3 Palmetto Workshop: Billing and Medical Review Part 1

Charles Canaan, MPH, BSN, RN, CCA, CPC, Senior Provider Education Consultant, Palmetto GBA

This four-part 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 Trauma Sensitivity in Hospice Care

Jennie Birkholz, Principal at Breakwater Light

It is estimated that 70% of adults have experienced some sort of traumatic event in their life. When approaching the end of life responses to these traumatic events can be activated. It is important that caregivers identify symptoms that may be a result of this activation, and know how to support and respond appropriately to better support ones end of life experience. This session will go over trauma, the symptoms of trauma at end of life, how to respond and how to create a trauma-sensitive system of care.

Audience: All | Level: Intermediate



A-5 What the Dying Teach Us about Living

Rodney Bolejack, D.Min., Chaplain at Vitas Healthcare

The dying offers a unique perspective on living. One of the great privileges of working in hospice occurs when we recognize the patient as our teacher and ourselves as their student. This session utilizes a collection of hospice stories and experiences to reflect on the life-lessons taught by the dying. The presentation includes approaches to engage the patient in reflections over the lessons of life. **Audience: All | Level: Intermediate**

Group B

Saturday Feb. 23, 2019

1:00 p.m.– 2:00 p.m.

B-1 Impact of a Palliative Care Clinic Embedded in Oncology Center on Palliative Care Team, Oncology Team, and Hospice

Tommie Farrell, MD, Palliative Care Physician at Hendrick Medical Center

The American Society of Clinical Oncology and other professional organizations have advocated for the inclusion of early palliative care in cancer care. Hendrick Cancer Center and the Palliative Care team at Hendrick Medical Center in Abilene Texas collaborated and created a new Palliative Care Clinic embedded at the cancer center staffed by a social worker and a Hospice and Palliative Medicine Board Certified Physician. We will share the impact of this collaboration including outcomes for patients, referral patterns to hospice care, work load for the palliative care team and satisfaction of the various key stakeholders. **Audience: All | Level: General**

B-2 What to Do When it All Falls Apart: Moving from Service Failure to Service Recovery

Carla Cheatham, Principal Lead Trainer at Carla Cheatham Consulting Group

Service failures are a regrettable reality. The goal may be to have none, but it is realistic to expect we will and wise to prepare to not just survive but actually thrive through them for the sake of the patient and family as well as the team and organization. This presentation will cover ways all disciplines may effectively respond to, heal, and learn from these events while being hard on systems but gentle with people. **Audience: All | Level: Intermediate**

B-3 Palmetto Workshop: Medical Review and Billing Part 2

Charles Canaan, MPH, BSN, RN, CCA, CPC, Senior Provider Education Consultant, Palmetto GBA

This four-part 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, Managers, Billing, Nurses | Level: General



B-4 Managing Hospice Risk: Beyond HIPAA, Surveys, and Payment Compliance

Kathleen A Hessler, RN, JD, CHC, CHPC, Director of Compliance & Risk at Simone Healthcare Consultants

HIPAA compliance does not equal survey compliance and survey readiness does not equal compliance with payment and billing requirements. Gain a better understanding of the various "buckets" of compliance and the "spill-over" effect from each. Identify the different types of government surveys and audits and gain an understanding of the focus of each. Discuss best practices to stay in compliance and to thrive as a hospice company in today's chaotic and evolving world of scrutiny. **Audience: All | Level: General**

B-5 Spiritual Care Cultural Panel

Speakers Spiritual Leaders & Scholars from a Variety of World Religions

All physicians and nurses, over the course of their clinical activities, are likely to be impacted by the spiritual beliefs of their patients and their families. AMA leadership emphasized that 41% of patients want to discuss religious or spiritual concerns in the health care setting, but less than half reported being offered the opportunity to receive such care. This panel session will explore cultural and spiritual practices at end of life from the perspective of many different world religions. **Audience: All | Level: General**

Group C

Saturday Feb. 23, 2019

2:30 p.m.-3:30 p.m.

C-1 Having the Difficult Conversation: "We need to discharge you from Hospice"

Janet Mack, RN, QAPI Manager at VNA of Texas

This presentation will explore the recurring themes of unexpected suffering among the hospice "graduates", their families and their caregivers. We will take a look at how early anticipation of a potential discharge, special counseling and thorough coordination of care will provide support for the patient and family during this time of transition. It will also include an overview of the regulatory requirements surrounding discharge planning and key components of a consistent discharge process. **Audience: Admin, Managers, Nurses, Physicians | Level: Intermediate**

C-2 Medication Appropriateness at End-of-Life

Ellen Fulp, PharmD, MSPC, BCGP, Clinical Education Coordinator at AvaCare, Inc.

This session will provide an overview of medication appropriateness and how to apply the concept to your seriously ill patients and their medication lists. Examples of how to continually evaluate medication lists, including frequently used palliative medications, will be provided. We will review maintenance medications, nonessential medications, and formulary medication selection. Additionally, this session will discuss regulatory concerns surrounding medication use after hospice election and how to maximize your resources to ensure patient comfort and hospice compliance. **Audience: Admin, Nurses, Physicians | Level: Intermediate**



C-3 Palmetto Workshop: Medical Review & Billing Part 3

Charles Canaan, MPH, BSN, RN, CCA, CPC, Senior Provider Education Consultant, Palmetto GBA

This four-part 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 Elevating Your "We Honor Veterans" program through Service (Saluting every retired Veteran incorporating compassionate empathy)

Jacob Antony Thomas, Social Services Supervisor at Hospice in the Pines

This presentation will demonstrate ten effective strategies used to redefine your We Honor Veterans program. This session will energize your program by motivating the social service team associates and present best practice avenues to expand your veteran hospice services. Attendees will observe new creative concepts that will increase referrals and reduce negative satisfaction survey outcomes.

Audience: All | Level: General

C-5 How to be a BADASS Hospice Worker

Danny Mack, Director of Spiritual and Social Services at Christian Care Hospice

You are a hospice worker and you love it! You can't imagine doing anything else but you want to take your hospice career to the next level. You want to be a badass hospice worker! This presentation is just for you. You will find the four keys to tapping into your inner badass as well as three ways to release your badass self on the hospice world. ***Audience: All | Level: General***

Group D

Saturday Feb. 23, 2019

3:45 p.m. to 4:45 p.m.

D-1 Challenging Cases in Hospice (This session runs from 3:45-5:15)

Linda Tavel, MD, Tommie Farrell, MD & Robert Friedman, MD, Hospice Medical Directors

This 90 minute session will have several rapid-fire challenging cases for hospice. Topics will include difficult to manage symptoms, unusual regimens, controversial/costly medications, medication streamlining, family dynamics, difficult communication, the nature of compassion. Three physicians will present with collaboration and wisdom of the audience. ***Audience: Physicians, Nurses | Level:***

Intermediate

D-2 Is Your Quality Showing? How to Incorporate Quality into Everyday Operations

Colleen Bryan, MSNEd, RN, Consultant and Educator at JCC Consulting

QAPI is not only a requirement, it's a means to ensure your agency, staff and services are the best they can be. Incorporate quality state and federal quality regulations into your daily operations and ensure compliance and recognition for the art and science of care you provide to your hospice patients.

Audience: All | Level: General



D-3 Palmetto Workshop: Medical Review & Billing Part 4

Charles Canaan, MPH, BSN, RN, CCA, CPC, Senior Provider Education Consultant, Palmetto GBA

This four-part Palmetto GBA 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 The Anatomy of a Healthcare Fraud Case

Troy Brooks, JD, Attorney at the Brooks Law Group

This presentation will go beyond the headlines to determine what makes a healthcare fraud case. With a particular focus on hospice, we will examine real cases where real people have been indicted, convicted or both. These cases will show us the items upon which prosecutors focus -- including the recent inclusion of medical necessity in these cases. This is a good opportunity to learn from the mistakes of others before it happens to you. **Audience: All | Level: General**

D-5 Putting Patients Second: Practical Solutions to Build Morale and Avoid Burnout

Carla Cheatham, Principal Lead Trainer at Carla Cheatham Consulting Group

The exact factors that lead to staff burnout and decrease morale are no secret. The research shows they are 1) work overload, 2) lack of control, 3) lack of reward, 4) lack of community, 5) lack of fairness, and 6) values conflict (Maslach, Schaufeli, & Leiter, 2001). This session will explore practical techniques to score / evaluate, prevent, and treat each of these factors in ourselves and our teams, including a year's worth of activities in which organizations can engage staff. Participants will be invited to brainstorm and share their own ideas in small and large groups so they may return to their organizations with inexpensive, practical, and easily implemented solutions to improve morale, increase retention and engagement, and decrease the risks for burnout for their teams. **Audience: All | Level: General**

THE WELCOME PARTY

Saturday Feb. 23, 2019- 5:30 p.m. to 7:00 p.m.

Soon after the sessions end on Saturday please head to the party (location TBD) for some networking, appetizers, and adult beverages.



Day 2

Sunday Feb. 24, 2019

9:00 a.m. to 10:00 a.m. | Plenary | The Hospice Movement

Tommie Farrell, MD, Hospice & Palliative Care Physician at Hendrick Hospice



A people without the knowledge of their past history, origin or culture is like a tree without roots. - Marcus GarveyAs Hospice and palliative medicine grow as both inter-related but separate fields so has the number of stakeholders including educational institutions, professional organizations, regulators, payer sources, legislators and more. In this growth do we remember where we came from? What made hospice special is found in its origin stories and we still have the same principles we can feel proud to carry forth today. We are the standard of medicine and the clinical care we provide when we do it correctly is the best

clinical care that any patient and family can receive. The presenter will review the origin stories and the growth stories of the Hospice Movement and highlight ways we can live both in the regulated field and business of Hospice while still keeping the heart and art of the care of the dying patient at its best.

Audience: All | Level: General

Group E

Sunday Feb. 24, 2019

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

E-1 The Role of Touch in Pain Management

Sandi Hebley, RN, CHPN, Nurse Educator and Susanna Quintero and Cindy Spence, Massage Therapists at Faith Presbyterian Hospice

This presentation will address the impact that touch has on pain management. It will enable participants to provide more holistic approaches to helping patients with pain issues. **Audience: All | Level: General**

E-2 Deciphering Smoke Signals: An Update on Cannabis Use in Hospice and Palliative Care

Nathaniel Hedrick, PharmD, Manager of Clinical Services at ProCare HospiceCare

Cannabis (Marijuana) has recently garnered significant national attention as more states vote to legalize both medicinal and recreations forms of the substance. Cannabis use in end-of-life care is increasingly being sought by patients and organizations are caught between strict federal regulations and waning state laws. The purpose of this presentation is to review the evidence-based indications for medical cannabis use as well as a discussion of where it fits into hospice and palliative care. **Audience: All | Level: General**

E-3 The H Word Demystifying the Hospice Experience Using 6 steps to Grow your Program

Demetress Harrell, Chief Executive Officer at Hospice in the Pines

This session will appraise the invaluable techniques use to demystify the anxiety associated with hospice and examine the impactful methods used to promote referrals among hospitals, ACO's and residential facilities. "The H Word" is a new innovative resource created to reduce the fear in patients and families considering hospice. **Audience: All | Level: General**



E-4 Beginning the Hospice Dialogue with Staff of Home Health Staff and Patients

Diane Datz, RN, Independent Consultant

People receiving home health care may be reluctant to elect their hospice benefit. Home health professionals can facilitate this transition when they are equipped with the language to engage frank and non-threatening conversation about end-of-life. Join us to explore the obstacles to effective communication and to learn questions and responses that foster open dialogue about death and dying.

Audience: All | Level: General

E-5 Ethical Issues that Challenge Hospice Chaplains and Clinicians

Rodney Bolejack, D.Min., Chaplain at VITAS Healthcare

Ethics is an everyday event, yet, in the rush to check boxes, meet compliance requirements and get to the next patient, we can easily neglect the thoughtful process necessary to assure ethical practice. This session, presented by three hospice chaplains, will reflect on a range of ethical topics that arise often in hospice. The application of ethical principles will guide the discussion. Participants will not only see how ethics is applied to these topics, but will also learn how to think ethics in other circumstances. Topics will include the ethics of proper staffing, withdrawing/withholding certain treatments, hanging out with patient families after work, not documenting coherent dialogue with patients who have an Alzheimer's diagnosis, buying sodas and candy bars for patients, and more! **Audience: All | Level: General**

Group F

Sunday Feb. 24, 2019

1 p.m. to 2 p.m.

F-1 Methadone: A Most Interesting Drug

M. Thomas Beets, MD FAAFP HMDC FAAHPM, Medical Director at The Hospice of East Texas

Methadone is a potent mu-opioid receptor agonist and a NMDA receptor antagonist that is useful for pain management in patients with serious illness. Methadone also has characteristics (long and variable elimination half-life, QT interval prolongation, etc.) that need to be understood in order to use it safely and wisely. This presentation will cover the pharmacokinetics, side effects, benefits, dose conversion and role of methadone. **Audience: Physicians, Nurses | Level: General**

F-2 The Well Dressed Wound - Palliative Wound Care Considerations

Faith Holmes MD, FAAFP, AAHPM, HMDC

One third of patients dying on hospice do so with a wound of some type, which has an effect on not only the patient, but the caregiving unit. It is essential to provide palliative wound care in a manner which incorporates the whole person approach to goals of care for each individual. An understanding of different wound etiologies, wound bed preparation, dressing categories as well as strategies to deal with the peri-wound, exudate, pain and odor are essential in the stepwise approach to a well-dressed wound. **Audience: Nurse, Physicians | Level: General**



F-3 Hiring & Firing: Employment: How to Protect Your Agency and Your Profits

David Lindsay, JD & Carlos Mejias, Partners at Mejias Lindsay, PLLC

This presentation will discuss some of the most common employment issues attorneys see with healthcare clients. Topics include: Employment agreements; Texas Payday Law; Fair Labor Standards Act; understanding Anti-Kickback and Stark Law as it related to employment agreements; HR documentation; and other pitfalls in employment law. **Audience: All | Level: General**

F-4 Building Bridges With Long Distance Family Members

Joy Berger, DMA, FT, BCC, MT-BC, Owner of Composing Life Out of Loss

The Hospice Conditions of Participation identifies the family's needs 423 times, yet too often we only think of those who are present when we visit. The National Institute of Aging defines a "long distance family member" as one who lives only 1 hour away. What gaps do we take for granted? What solutions can we easily develop? Explore how you can significantly improve family education and care, without negatively affecting your costs and staff time. **Audience: All | Level: General**

F-5 Personality Styles & Grief

Denise Donofrio, Mental Health Therapist at Frisco Counseling and Wellness

A common experience in grief is the feeling that we don't know who we are, or feel like ourselves anymore. Although every person is unique and experiences grief differently, a reminder of some shared traits of personality can help re-establish our sense of self, as well as explain why one person expresses grief different than another. Each participant will have the opportunity to complete a simple personality inventory to explore how 4 temperament styles grieve as they do. **Audience: All | Level: General**

Group G

Sunday February 24, 2019

2:15 p.m. to 3:15 p.m.

G-1 Adjuvants in Pain Management--Beyond the Poppies

Linda Tavel, MD, Hospice Medical Director at Texas Home Health Hospice/Accentcare

Pain management is an essential part of what we do in Hospice and Palliative Medicine. This is even a focus in the CAHPS survey (Consumer Assessment of Healthcare Providers and Systems). With the attention on opioids recently, alternatives to morphine and its derivatives have become more important in our "toolkit". We will discuss the different classes of adjuvant medications and how they improve symptoms. **Audience: Physicians, Nurses | Level: General**



G-2 Medicare Care Choices Model: A Home Based Palliative Care Pilot

Sarah Miles, RN, BSN, MCCM Coordinator & Neeta Nayak, MD, Medical Director at VNA of Texas

The Medicare Care Choices Model is a pilot study designed to determine if home-based pt access to select hospice services at end of life will result in improved patient healthcare satisfaction and outcomes, decreased utilization of hospital services, and encourage more appropriate transition to the Medicare Hospice Benefit. This presentation, using audience participation and case studies, will demonstrate the implementation and successes of this model. **Audience: All | Level: General**

G-3 Leadership and Patient Care: Understanding the Generational Influences

Danny Mack, Director of Spiritual and Social Services

For the first time in American history four generations are working at the same time. The attitudes and behaviors of each generation effect the IDT and patient care. Creating an atmosphere for acceptance of generational diversity is not an option, it is a necessity. This entertaining and insightful presentation will provide harmony in the workplace and improve patient care.

Audience: All | Level: General

G-4 Working with Difficult Patients and their Families

Valencia Gill-Hooper, Social Worker at Christian Care Hospice

No one is immune to the encounter with a "difficult" or "multiple problem" patient. When presented with the situation it can be exhausting and time consuming. This presentation will provide practical skills to address the problems which will result in a positive outcome for both the practitioner and patient.

Audience: All | Level: General

G-5 TBA.

Audience: All | Level: General



Group H

Sunday February 24, 2019

3:45 p.m. to 4:45 p.m.

H-1 Hospice Pain Management in the Midst of the Opioid Crisis

Joshua Reed, DO, Physician Advisor & Tommie Farrell, Medical Director at Hendrick Hospice

This presentation will review the background, scope and impact of current regulation of opioid prescribing from the vantage point of hospice and palliative care. In addition, real case examples will be discussed to highlight opportunities to use current guidelines and regulations to provide best practices toward a comprehensive and safe pain management plan. **Audience: All | Level: Intermediate**

H-2 Recent Investigation and Enforcement Trends

Mark S. Armstrong, Shareholder at Polsinelli, PC

This presentation will focus on recent investigations and enforcement trends impacting hospice providers. The program will discuss recent enforcement trends and False Claims Act litigation affecting hospice providers, including recent settlements and decisions. The program will further discuss best practices for auditing and monitoring and practical steps that a hospice provider can take to mitigate risks and enhance compliance. **Audience: All | Level: Intermediate**

H-3 HHSC Hospice Policy and Utilization Review

Heather J. Cook Manager UR at HHSC

Come and explore upcoming changes to Chapter 30, TAC. Directions for Hospice providers to coordinate w/ MCOs for STAR+PLUS MMP members. Discuss Utilization Review, Documentation requirements and how to direct inquiries to correct entity. **Audience: All | Level: General**

H-4 They Keep Asking for Money Back? Learn How to Calculate your Prorated Cap

Jill Schuerman, Owner at Schuerman Business Consulting

All new Hospices must file using the Prorated Method for calculating their Hospice CAP. Learn the calculation and tools to use to monitor your CAP monthly. Find out how patients with prior hospice days, or hospice days after your live discharge affect your CAP. **Audience: All | Level: Intermediate**

H-5 Disenfranchised Grief

Valerie Sanchez, Faith Presbyterian Hospice

We will all die. We will all experience the death of a loved one, some at a young age and some not until well into adulthood. Even with this knowledge we struggle with understanding how that loss that death affects us. Many experience a sense of isolation and suffer alone with little to no family or community support. The griever is left to mourn in silence. This has a tremendous impact on how a person adapts to the loss and adjusts to the rest of their lives. When the bereaved is not allowed to grieve and mourn openly, their grief is disenfranchised. In this session we will explore one such vulnerable population, the LGBTQ bereaved. **Audience: All | Level: Intermediate**



Day 3

Monday, February 25, 2019

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

8:00 AM to 8:30 PM | Celebration of Life

As healthcare continues to grow and change, many fear we are losing our heart. One way to make certain we keep it is to continue practicing exquisite self-care by honoring and sharing our personal grief and allowing others to support us as much as we care for others. Join us Monday morning at 8 a.m. as we gather to remember those we care for who have died.

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

PLENARY: Cultivating Emotional Intelligence for the Hospice Team

Joy Berger, DMA, FT, BCC, MT-BC, Owner of Composing Life Out of Loss



The Hospice Conditions of Participations and CAHPS Hospice Surveys expect hospice professionals and volunteers to serve patients, families, care partners, and each other with the highest, most mature competencies of Emotional Intelligence. However, we often blow it, and over small, seemingly insignificant matters. Learn how to cultivate your best Emotional Intelligence specifically for hospice care within yourself and with others.

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

PLENARY: Facing the Labyrinth of Issues When Treating the Mentally Ill with a Terminal Illness

Joelle K. Silva, LMSW, Social Worker, Federal Bureau of Prisons

Treating the mentally ill can always be a challenge. But is your IDT prepared to care for someone with a chronic mental illness who has a terminally ill diagnosis? This session will address the psychosocial, communication and treatment issues that face a treatment team when a mentally ill patient is admitted for hospice services.

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

PLENARY: The Emergency Wound Kit You Wish You Had Before You Went In

T. Hanh Trinh, MD Team Physician at Houston Hospice



Managing wounds at the end of life can be a challenging task for the patient, family, and for the hospice team. This may require helping patients and families with odor control, bleeding precautions, and the social isolation that can accompany having a burdensome wound. The wound may not heal, even with the best of care, but the hospice team can support the patient and family to keep the wound clean and the patient and family comfortable. Having an emergency wound kit with essential supplies to offer patients and patients can empower them with tools they can use to help their loved one along the way.



CONFERENCE INFORMATION

*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.

RECORDING SALES: The majority of sessions will be audio recorded. The recordings will be available for purchase at Convention Media's booth by the Registration desk during the conference.

Target Audience: Hospice Physicians, Nurses, Clinical and Support Staff, Billers, Social Workers, Chaplains, Administrators, Owners, Managers, Volunteer Coordinators, Bereavement Professionals, Aides and Volunteers.

Overview:

The purpose of this education activity is to enhance the comfort and skills of the General and Hospice and Palliative Care Professional in the area of Interdisciplinary pain management by addressing skills for working with patients and families with multiple disciplines in an effort to serve the patients and families.

Learning Objectives:

- Identify appropriate ethical boundaries that honor the professional role.
- Identify appropriate means of managing personal needs to protect the professional role.
- Discuss techniques to help patients and their families to validate their decisions at the end of life.
- Describe current standards for determining hospice eligibility.
- Describe guidelines regarding coverage of medication under the Hospice Medicare Benefit and its revisions.
- Discuss trends related to healthcare delivery which impact hospice and palliative care.
- Demonstrate a working knowledge of what hospice faces in terms of federal policy.
- Identify the role of clinicians in providing realistic prognoses for patients with advanced illness.

Continuing Education for Admin, SW, LPC:

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

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

Texas & New Mexico Hospice Organization is an approved provider of continuing education for Hospice Administrators by the Texas Health and Human Services Commission.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.



CONTINUING EDUCATION PHYSICIANS AND NURSES

Accreditation Statement



JOINTLY ACCREDITED PROVIDER[®]
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Texas & New Mexico Hospice Organization. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of 13.5 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

Disclosure of Unlabeled Use

This educational activity may contain discussion of published and/or investigational uses of agents that are not indicated by the FDA. The planners of this activity do not recommend the use of any agent outside of the labeled indications.

The opinions expressed in the educational activity are those of the faculty and do not necessarily represent the views of the planners. Please refer to the official prescribing information for each product for discussion of approved indications, contraindications, and warnings.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact TX & NM Hospice Organization at bbaker@txnmhospice.org or 512-454-1247 before the meeting dates.



Requirements for Physician and Nursing credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Attestation form online by **11:59 pm ET April 12, 2019**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.