The 35th Annual Convention of the
TEXAS & NEW MEXICO HOSPICE
ORGANIZATION
&
TEXAS ACADEMY OF PALLIATIVE MEDICINE

Connecting People Today for a Better Tomorrow!

February 23-26, 2017 • Omni Galleria, Houston, TX
REGISTRATION FORM
T&NMHO Annual Convention – February 23-26, 2017

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 Includes Preconference

Please circle the option that applies

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<tr>
<th></th>
<th>Member</th>
<th>TAPM</th>
<th>Non-Member</th>
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<tr>
<td>Early Registration (postmarked by 12/01/16)</td>
<td>$329</td>
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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 02/11) for [ ] Fri or [ ] Sat. $199 $199 $279

One-Day Registration (after 02/11) for [ ] Fri. or [ ] Sat. $239 $239 $339

TAPM* TAPM rate does NOT apply to TAPM Associate Members

☐ I’m coming to the Free Compliance Preconference

☐ 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/2017Convention.html

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on February 15, 2017 will be entitled to a refund, less a $75 administrative fee. Cancellations after February 15th 2017 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.

Consent to Use of Photographic Images: Registration and attendance at, or participation in, T&NMHO meetings or other activates constitutes an agreement by the registrant to T&NMHO’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

**Free Preconference, Thursday February 23, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
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<tbody>
<tr>
<td>1:30-4:30 PM</td>
<td>Pre Con</td>
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<td>Hospice Enforcement and Regulatory Scrutiny Workshop – Howard Young, JP</td>
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**Day 1, Friday, February 24, 2017**

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<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
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<tbody>
<tr>
<td>8:00–8:15 AM</td>
<td>General</td>
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<td>Welcome &amp; Announcements</td>
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<tr>
<td>8:15-10:00 AM</td>
<td>General</td>
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<td>The Art of “Companioniing” the Mourner: Caring Versus Curing</td>
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<th>Time</th>
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<td>10:30-11:30 AM</td>
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<td>Sleep: the Elusive</td>
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<td>A-2</td>
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<td>Wound Care for Patients at End of Life</td>
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<td></td>
<td>A-3</td>
<td></td>
<td>Palmetto (PGBA) Billing and Medical Review Part 1 of 4</td>
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<td>A-4</td>
<td></td>
<td>There is a Rabbit in the Duck</td>
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<td>A-5</td>
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<td>Charting the Choppy Waters of Grief</td>
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<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
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<tbody>
<tr>
<td>11:30-1:00 PM</td>
<td>Lunch</td>
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<td>Lunch on Your Own</td>
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<tr>
<th>Time</th>
<th>Breakouts</th>
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<tbody>
<tr>
<td>1:00-2:00 PM</td>
<td>B-1</td>
<td></td>
<td>Hospice Medication Management</td>
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<td>B-2</td>
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<td>Documentation Painting: Stick Figure or Masterpiece</td>
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<td>B-3</td>
<td></td>
<td>Palmetto (PGBA) Medical Review and Billing Part 2 of 4</td>
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<td></td>
<td>B-4</td>
<td></td>
<td>Cultural Competence: An Interactive Panel Discussion * This session ends at 2:25</td>
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<td></td>
<td>B-5</td>
<td></td>
<td>Generational Grief: How Builder, Boomers, Gen X and Millennials Grieve</td>
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<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
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<tbody>
<tr>
<td>2:00-2:30 PM</td>
<td>Break</td>
<td></td>
<td>Break with Refreshments</td>
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<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
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<tr>
<td>2:30-3:30 PM</td>
<td>C-1</td>
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<td>Ethics at End of Life</td>
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<td>C-2</td>
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<td>Physical Therapy for the Hospice Patient and IDT</td>
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<td>C-3</td>
<td></td>
<td>Palmetto (PGBA) Medical Review and Billing Part 3 of 4</td>
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<tr>
<td></td>
<td>C-4</td>
<td></td>
<td>Embracing Your Grief</td>
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<tr>
<td></td>
<td>C-5</td>
<td></td>
<td>Presenting the Latest in Academic Research for EOL and Bereavement Care Needs</td>
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</tbody>
</table>

**Continuing Education Key: CME – Physicians  CNE– Nurses CEU – Admin, Social Work and others**
### 3:35-4:35 PM

**Breakouts**  
**Room**  
**Overview**  

D-1  
Are We Exempt From Narcotic Misuse and Diversion Concerns  

D-2  
Wound Care: Best Practices Simplified  

D-3  
Palmetto (PGBA) Billing Part 4 of 4  

D-4  
Managing Volunteers: Work Smarter, Not Harder  

D-5  
From and To: Living a Great Story  

**4:40-6:00 PM**  
**Gaming**  
**The Game Room**

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### Day 2, Saturday, February 25, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
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<tbody>
<tr>
<td>8:30-9:30 AM</td>
<td>E-1</td>
<td>Room</td>
<td>Palliative Pain Management Part 1</td>
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<td></td>
<td>E-2</td>
<td>Room</td>
<td>The Giant Leap Forward: From Care Provider to Care Manager</td>
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<td>E-3</td>
<td>Room</td>
<td>Hospice Billing-Getting the best start to your Medicare Collections</td>
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<tr>
<td></td>
<td>E-4</td>
<td>Room</td>
<td>Eradicating Conflict in the Hospice Workplace Using 10 Highly Effective Techniques</td>
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<tr>
<td></td>
<td>E-5</td>
<td>Room</td>
<td>Child Life Specialists in Hospice</td>
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<tr>
<td>9:40-10:40 AM</td>
<td>F-1</td>
<td>Room</td>
<td>Palliative Pain Management Part 2</td>
</tr>
<tr>
<td></td>
<td>F-2</td>
<td>Room</td>
<td>A Novel Approach to End Of Life Heart failure Symptom Management: Using Just a &quot;Whiff&quot; (1.25mg) of Metolazone for Dyspnea</td>
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<tr>
<td></td>
<td>F-3</td>
<td>Room</td>
<td>Avoiding the Cap Trap - What Every Hospice Needs to Know</td>
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<td></td>
<td>F-4</td>
<td>Room</td>
<td>Assessing and Treating Spiritual Pain</td>
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<tr>
<td></td>
<td>F-5</td>
<td>Room</td>
<td>The Death Talk: Breaking The News to Patients</td>
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<tr>
<td>10:40-11:00 AM</td>
<td>Breakout</td>
<td>Foyer</td>
<td>Delirium in the Frail and Elderly</td>
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<tr>
<td>11:00-12:00 PM</td>
<td>G-1</td>
<td>Room</td>
<td>DADS: Surveys</td>
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<tr>
<td></td>
<td>G-2</td>
<td>Room</td>
<td>Keys to Tulip Street: Alleviating Medical Homelessness for Medically Fragile Children and Their Families</td>
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<td></td>
<td>G-3</td>
<td>Room</td>
<td>Sustaining the Small Hospice</td>
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<td></td>
<td>G-4</td>
<td>Room</td>
<td>Compassion Fatigue, Burnout, and Moral Distress</td>
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<tr>
<td></td>
<td>G-5</td>
<td>Room</td>
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</tbody>
</table>
12:00-1:30 PM  Lunch on Your Own
1:30-2:30 PM  Breakouts  Room  Overview
   H-1  Dyspnea, Seizures and Anorexia
   H-2  Methadone: Safe and Effective Use for Hospice Pain Management
   H-3  Quality is Culture
   H-4  Caring for the Heart of Hospice: Self Care for the Hospice Professional
   H-5  Physician Aid in Dying: Current Realities and Preparing Ourselves for the Future
2:30-3:00 PM  Break  Break with Refreshments
3:00-4:00 PM  Breakouts  Room  Overview
   I-1  From Teeth to Tail: A Review of the GI tract
   I-2  Palliative Care & Hospice: Same Kind of Different as Need
   I-3  Palliative Care, Hospice, and Heart Failure Readmissions
   I-4  Denial or Hope? When a patient and doctor disagree at the end of life and a pastor is in the middle
   I-5  I want to Die a "Free man": The Psychological-Social-Spiritual Issues Surrounding Death in the Prison System
4:05-6:00 PM  Gaming  The Game Room

Day 3, Sunday, February 26, 2017

Times  Breakouts  Room  Overview
8:00-8:30 AM  Service  Celebration of Life – Remembrance Service
8:45-9:45 AM  Plenary  Optimizing Care Through Optimizing Confidence: Every Voice Counts
9:45-10:00 AM  Break
10:00-11:00 AM  Plenary  Music a Powerful Soul-ution
11:00-12:00 PM  Plenary  Laughter As a Powerful Healing Intervention

A BIG thank you to the Institute for Spirituality and Health for providing the Spiritual Leader Panel Session B-4!

Get Social: Get the latest updates from TSAE 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
Hospice Enforcement and Regulatory Scrutiny: Thurs. 1:30-4:30 PM

This workshop will address the current Medicare and Medicaid enforcement environment, focus areas, government program investigation methods, and tools to defend against and be prepared for such enforcement. The workshop will also provide tools for hospice managers, clinical directors and hospice medical directors to lead hospice organizations through this enforcement environment as well as through an active government inquiry.

This workshop will be led by Howard Young, leader of the Healthcare law practice at Morgan Lewis a national law firm, where he advises hospice organizations throughout the country on hospice regulatory, compliance, government and Medicare/Medicaid contractor investigations and audits. Mr. Young is a former HHS-Office of Inspector General senior lawyer.

KEYNOTE
Friday February 24, 2017

The Art of “Companioning” the Mourner: Caring Versus Curing: 8:15-10:00 AM

This informative keynote presentation will help you enhance your knowledge and skills related to supporting people experiencing grief and loss. Dr. Alan D. Wolfelt will explore his "companioning" model of grief care. He will recognize that grief is a normal and necessary process that is fundamentally a journey of the heart and soul. A critical distinction between caring versus curing will be outlined. You will go away with a wealth of knowledge surrounding the transformative nature of grief.

Dr. Alan D. Wolfelt is a noted author, educator, and grief counselor. Recipient of the Association for Death Education and Counseling’s Death Educator Award, he serves as the Director of the Center for Loss and Life Transition (www.centerforloss.com), in Fort Collins, Colorado. He is also a faculty member of the University of Colorado Medical School’s Department of Family Medicine.

Thank you to the Legacy Funeral Group for Support of Plenary Speaker Dr. Alan D. Wolfelt!
WORKSHOP SCHEDULE

Friday February 24, 2017
8:15 a.m. to 10:00 a.m. | Plenary | Dr. Alan D. Wolfelt

Group A
Friday February 24, 2017
10:30 a.m. to 11:30 a.m.

A-1 Sleep: The Elusive
Linda Tavel, MD, FAAHPM, Hospice Medical Director, Texas Home Health Hospice
Insomnia is a daunting problem for hospice/palliative care patients and their families. This session will explore sleep, non-pharmacologic and pharmacologic strategies such as sleep hygiene, and a workup to rule out other causes of elusive sleep.

Audience: Physicians, Nurses | Level: General

A-2 Wound Care for Patients at End of Life
T. Hanh Trinh, MD, Associate Medical Director at Houston Hospice
Wound care can be a challenging topic at the end of life. As the patient’s functional status declines, wounds tend to increase while the likelihood of healing decreases. This talk is meant to provide information on how to help patients, families, as well as medical professionals, to work toward making the patient and family comfortable with the wound care. Choosing the right wound care product for the patient may require a revisiting with the patient, family, and interdisciplinary team members as the goals of care change from curative to comfort.

Audience: Physicians, Nurses | Level: General

A-3 Palmetto Workshop: Billing and Medical Review Part 1
PGBA Senior RHHI Ombudsman and Senior Medical Review Representative
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 There is a Rabbit in the Duck
Danny Mack, Director of Spiritual and Social Services, Christian Care Hospice
There is a paradigm shift that is taking place in the world. Everything is changing and that means how we do hospice must change as well. It is time to re-think what it means to be a leader in the hospice industry. This presentation will reveal the importance of changing leadership styles and the value of viewing every member of the IDT as a leader. Danny Mack will give you the tools to create an EPIC leadership team that will transform your hospice.

Audience: All | Level: Intermediate
A-5 Charting the Choppy Waters of Grief
Gayle Weinstein, LMSW, Director of Beth Yeshurun Center for Healing
Bereavement support groups are critical for individuals suffering a loss. The universality of groups and the dynamic nature of the group help people to move through the rough waters in the journey of grieving. Group support along the way is critical to face the issues of end of life, mourning and losses and moving towards the "new normal".

**Audience:** All | **Level:** General

**Group B**
Friday February 24, 2017
1:00 p.m.– 2:00 p.m.

B-1 Hospice Medication Management
Ly Dang, VP of Operations, Hospice Pharmacy Solutions
This session will provide an overview of hospice medication management. Discussions will center around the clarification of relatedness and medical necessity. The session will include interactive case studies to assist with group discussions.

**Audience:** Physicians, Nurses, Administrators, Pharm | **Level:** Intermediate

B-2 Documentation Painting: Stick Figure or Masterpiece
Janet Mack, RN, Quality Improvement RN, VNA Dallas
We've all been told to "paint the picture" with our documentation. But does your painting look more like a stick figure than a masterpiece. This presentation will give you the tools to take your documentation from a stick figure to a masterpiece, reflecting the quality patient care you give.

**Audience:** Nurses, Physicians | **Level:** Intermediate

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

B-4 Cultural Competence: An Interactive Panel Discussion
Spiritual Care Leader Panel from The Institute of Spirituality and Health in Houston
A panel of religious leaders from different religions and cultures talking about healthcare and end of life customs through the eyes of the patients and families of these religions. Learn how we can improve and be more culturally competent when taking care of hospice patients from differing backgrounds, beliefs and customs.

**Audience:** All | **Level:** General

B-5 Generational Grief: How Builder, Boomers, Gen X and Millennials Grieve
Danny Mack, Director of Spiritual and Social Services, Christian Care Hospice
Not everyone grieves the same but everyone grieves. Everyone approaches grief from their own perspective. This creative and entertaining presentation will focus on four generations and how they process the grief experience. There will be an emphasis on how to have a conversation about end of life issues with different generations.

**Audience:** All | **Level:** Intermediate
C-1 Ethics at End of Life
Irene Prather, MD, Medical Director of Vitas Dallas
Discuss predicting prognosis in ES dementia patients, ethical dilemmas, such as aspects of self-determination, loss of self-control. Define Quality of Life for dementia patients, and list treatment issues and explain care give needs.

Audience: Nurses, Physicians | Level: Intermediate

C-2 Physical Therapy for the Hospice Patient and IDT
Teresa S. Gingles PT, DPT, Physical Therapist, Baylor, Scott and White Healthcare
Physical therapists may not always make a big difference in hospice patients, but for some, we can play a vital role. As your experts in movement, we can provide a wealth of information to your team, your patients, and their families. Our hands-on approach and expertise in efficient mobility can help patients and families move, lift and perform tasks to reach their goals safely and improve their end of life experience.

Audience: Physicians, Nurses, All | Level: Intermediate

C-3 Palmetto Workshop: Medical Review and Billing Part 3 of 4
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
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 Embracing Your Grief
Stephanie Rogers, GCCA-C, CT, Grief Counselor, Amarillo Hospice of the Plains
This session will explore ways to embrace grief with purpose, turning bereavement into a time not just of trial, but of transformation.

Audience: All | Level: General

C-5 Presenting the Latest in Academic Research for EOL and Bereavement Care Needs
Emily Eakin, MA and J. Worth Kilcrease, MBA, MA, LPC, FT, TrueFuneral
A presentation of the latest in academic research involving the tools, methods, efficacy benefits and risk of utilizing online tools for EOL and bereavement care needs.

Audience: All | Level: General

D-1 Are We Exempt from Narcotic Misuse and Diversion Concerns
John M. Halphen, MD, Director of Geriatrics and Palliative Medicine, UT Health at Harris Health System & McGovern Medical School
Patients with a life-limiting illness are usually chronic pain patients. They are often at risk for substance misuse or diversion. The dangers of drug misuse or diversion to the patient and the community are substantial. A risk-benefit analysis for narcotic use in those with life-limiting illness is needed.

Audience: Physicians, Nurses | Level: Intermediate
D-2 Wound Care: Best Practices Simplified
Shana Kubena, RNCM, Home Hospice of Grayson Cooke and Fannin Counties
This informative workshop presentation will cover current best practices in wound care as applied to hospice. Wound pathophysiology, assessment, treatments, and pain minimization will be primary topics with active participation activities to increase your retention of materials! Come learn how to improve your outcomes with commonly seen wounds in the hospice setting including pressure ulcers, skin tear, venous ulcers, arterial ulcers, and neuropathic ulcers.

**Audience: Nurses | Level: General**

D-3 Palmetto Workshop: Medical Review and Billing Part 4 of 4
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
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

D-4 Managing Volunteers: Work Smarter, Not Harder
Amanda Matts, Volunteer Coordinator, Christian Care Hospice
Managing volunteers, especially to new coordinators, can seem overwhelming at times. Don't settle for a program that just meets regulations and is barely surviving. Learn how to have a thriving, self-sufficient program that goes beyond regulation to new levels of patient care... without losing your mind in the process! Come with your own suggestions and ready to learn from your colleagues.

**Audience: All | Level: Intermediate**

D-5 From and To: Living a Great Story
Chris Gallarneau, Education Consultant, Foundation Management Services, Inc.
This session will offer attendees specific steps on how the use of story allows for patients and families to not be trapped by the choices of the past. It will focus on the importance of strengthening integral relationships. The attendee will learn how to utilize these tools in their areas of expertise, so that when the credits of life roll people will say "that was good". Relationships are what matter most in life. As hospice professionals, we need to have enhanced skills to allow for patients to craft the narrative of their life and better confront their choices of the past. This allows those left to grieve following a patient's death to have increased acceptance and carry on the legacy of their loved one.

**Audience: All | Level: Intermediate**

**THE GAMEROOM:**
4:40 p.m. to 6:00 p.m.
Come learn how to play educational. entertaining games that allow you to talk about what is most important to you. And add some new tools to your patient care toolbox while you are at it. Get a free deck of *Go Wish* cards when you come to play!
E-1 Palliative Pain Management Part 1  
L. Lee Grumbles, MD, Associate Professor, Division Director of Palliative Medicine at UT Medical Branch Galveston  
This presentation focuses on understanding the aspects of hospice pain management. This includes assessment of pain, documentation, pain types, available opioids, basic opioid use, basic conversions, opioid rotation and titration.  
Audience: Physicians, Nurses | Level: General

E-2 The Giant Leap Forward: From Care Provider to Care Manager  
Jennifer Hale, VP Clinical Services, Optum Palliative and Hospice Care  
The healthcare delivery environment is changing, and care providers are being asked to do more with less-to spend more time managing care vs. providing care, and to focus on the goals of their patients and caregivers in a broader perspective. Hospice care is a care provider model wrapped in a care management framework, which positions hospice and palliative care perfectly to respond to the new norm of patient-centered care in the broadest sense. This session explores how hospices can fit this model and be excellent healthcare partners while living up to the mission of supporting holistic care.  
Audience: All | Level: Intermediate

E-3 Hospice Billing-Getting the best start to your Medicare Collections  
Jill Schuerman, CEO of Schuerman Business Consulting, LLC  
Learn to use the HIQA/HIQH to look for hospice eligibility, benefit period information for certifications, and episodes of care information for the new tiered payment system. Know the difference between a Medicare Replacement HMO and an insurance that creates a potential MSP situation. Investigate the requirements for submitting the Notice of Election, Notice of Change, and when Notice of Termination/Revocations is needed. There are times you can get an exception to the 5 day NOE rule, so learn when you can and how to bill for that exception.  
Audience: All | Level: General

E-4 Eradicating Conflict in the Hospice Workplace Using 10 Highly Effective Techniques  
Demetress Harrell, CEO at Hospice in the Pines, Inc.  
The vision of hospice is defined as a place of compassion, comfort and exceptional care. Yet the workplace often cultivates an environment of conflict and chaos therefore diminishing the expectation of high level performances from energized employees. This motivational presentation will demonstrate ways to create superior and sustainable value for hospice leaders, employees, volunteers, patients and even shareholders. The techniques will provide methods to consistently exceed expectations and introduce effective activities to reduce workplace conflict while improving communication, collaboration, integrity and influence. Tips: What makes an ideal hospice employee? How do you develop a climate to increase outcomes? How to build managerial styles to the degree, essential for each disciplinary group? Incorporating resources to support rewarding your employees while gaining respect. Making environmental stewardship a part of each person’s job. Employ human resource processes to leverage lines for best practice.  
Audience: All | Level: General

E-5 Child Life Specialists in Hospice  
Sarah Piske, Child Life Specialist at Vitas Hospice  
Come learn the benefits of having a child life specialist within the hospice team.  
Audience: All | Level: General
F-1 Palliative Pain Medicine Part 2
Lyra Sihra, MD
This informative session will dive into the mechanism of neuropathic pain and nociceptive pain, NMDA receptors and Mu receptors, methadone pharmacology and use, and other opioid pharmacology and use.

*Audience: Physicians, Nurses | Level: General*

F-2 A Novel Approach to End of Life Heart Failure Symptom Management: Using Just a "Whiff" (1.25mg) of Metolazone for Dyspnea
Wendie DelaRosa, National Director of Clinical Operations at Season Hospice & Palliative Care
ACC/AHA guidelines recommend Metolazone for symptom management in end of life heart failure. Patient assessment, dosing, education, and outcomes will be discussed.

*Audience: Physicians, Nurses | Level: General*

F-3 Avoiding the Cap Trap - What Every Hospice Needs to Know
Matthew Gordon, CPA, Principal Consultant at Cap Doctor Associates, Inc.
More than 10% of hospices are required to make an aggregate cap payment each year, and those payments average more than a half of a million dollars per hospice. Even with so much at stake, many hospices choose to throw caution to the wind and simply "hope for the best" when the cap reporting period in February rolls around. With reimbursement complexities increasing and with greater adoption of the more nuanced pro-rated/proportional method of cap reporting, the current times demand a focus and attention on cap that didn't exist before. Knowing how and what to track, and understanding the cap warning triggers are vitally important to a hospice's financial health.

*Audience: All | Level: General*

F-4 Assessing and Treating Spiritual Pain
Rodney Bolejack, D.Min., Chaplain at Vitas Hospice
Illness and the dying experience evoke meanings that are applied to every significant realm of our existence. These meanings can bring comfort or they can bring a painful and struggling encounter with meaning at the end of life. While Hospice is devoted to treating total pain, there is often a focus on physical pain while spiritual pain is unrecognized, overlooked, and untreated. This session will help all hospice professionals be more aware of spiritual pain, recognizing expressions of spiritual pain, and learning helpful ways of responding to spiritual pain to process toward the goal of spiritual palliation.

*Audience: All | Level: General*

F-5 The Death Talk: Breaking The News to Patients
Amanda Matts, Volunteer Coordinator, Christian Care Hospice
New to hospice? Regardless of your discipline or job title, you will eventually find yourself in the position of having to talk to a patient and their family about hospice... and you are the FIRST person to bring it up. The conversation doesn't have to be scary or awkward. It can, in fact, set the tone of the rest of their time on hospice. Learn how to speak with confidence, and compassion and face the elephant in the room: death.

*Audience: All | Level: Beginning*
G-1 Delirium in the Frail and Elderly  
Tommie Farrell, MD FAAHPM HMCD, Associate Medical Director for Hospice and Palliative Medicine,  
Pathways Supportive, Palliative and Hospice Care  
Correctly recognizing, diagnosing and treating delirium is critical in caring for elderly and vulnerable patients. This presentation will review the literature on appropriate techniques to recognize, diagnose, prevent and treat delirium.  
Audience: Nurses, Physicians | Level: General

G-2 DADS: Surveys  
Katy Vedlitz, HCSSA Policy Specialist, DADS  
An overview of the survey process, using information from the Texas Administrative Code and the Code of Federal Regulations. The most frequently cited deficiencies for hospice agencies in Texas, using information and data from DADS annual report; A review of sample survey citations for each of the top ten, including examples of actual deficiencies from DADS Regulatory surveys; and a discussion of the above to help agencies recognize areas where they may improve patient services.  
Audience: All | Level: General

G-3 Keys to Tulip Street: Alleviating Medical Homelessness for Medically Fragile Children and Their Families  
Jan Wheeler, Ed. D., Founder and ED at Project Joy and Hope  
Studies indicate children constitute the largest segment of the homeless population, and this trend is expected to continue. This session will explore the scope and triggers for homelessness & a model that meets this need for families who do not qualify for housing through other agencies because of age limitations or other medical or psychosocial issues. Physical, psychological and social effects of homeless for children will be discussed, as well as an innovative model (The Tulip Project) that addresses this challenge. Central to the effectiveness of this program is the concept that empowerment helps clients identify their own needs, recognize the choices they have, create options for themselves and plan strategies for improving their lives.  
Audience: All | Level: General

G-4 Sustaining the Small Hospice  
Bill Taylor, GM at Multi-View Incorporated Systems  
Small Hospice leaders walk a tightrope. A swift move in census either way can rattle the whole organization. Sustaining the Small Hospice helps Hospice leaders focus on the essentials--Mission, Model and Marketing. Special emphasis is given to building your Hospice Model and the reports that help you stick to it. MVI's Bill Taylor leads this lively and entertaining hour.  
Audience: All | Level: General

G-5 Compassion Fatigue, Burnout, and Moral Distress  
Sandi Hebley RN, CHPN, LMSW, Nurse Educator at Faith Presbyterian Hospice  
This presentation compares the three concepts and explores how they are related. Participants should be better able to continue providing compassionate care while protecting themselves from the effects of working in a stressful field.  
Audience: All | Level: Basic
H-1 Dyspnea, Seizures and Anorexia
Lyra Sihra, MD
*Audience: Physicians, Nurses | Level: Intermediate*

H-2 Methadone: Safe and Effective Use for Hospice Pain Management
Nathaniel Hedrick, PharmD, Hospice Clinical Pharmacist, ProCare HospiceCare
Methadone is a long-acting, synthetic opioid approved in the United States for the treatment of chronic pain. Its unique pharmacokinetic properties and activity against different types of pain make it an excellent choice for complicated pain management. However, methadone is not without its risks and its use has been steeped in controversy since its approval in 1947. As a result, many practitioners remain unfamiliar with its prescribing. The intention of this presentation is to discuss the history of methadone, describe its appropriate use in the hospice population, provide the risks and benefits associated with its use, and demonstrate dosing and monitoring strategies using patient case examples.
*Audience: Physicians, Nurses | Level: Intermediate*

H-3 Quality is Culture
Danielle Pierotti, RN, PhD, CENP, VP of Quality at Visiting Nurse Association of America
Quality. Value. QAPI. Data. Triple Aim. Performance Improvement. National Quality Goals. Value Based Purchasing. Public Accountability. These and many more words are changing the way we talk about our work. But what does it really mean? How are these words changing our daily work? In this session, we will connect these ideas and conversations directly to how all hospice professionals, from CEOs to volunteers to RNs to office personnel; work each day. By understanding the language of quality, everyone can participate in making the team culture one built for success for patients and the bottom line.
*Audience: All | Level: Intermediate*

H-4 Caring for the Heart of Hospice: Self Care for the Hospice Professional
Jerry Fenter, Harbor Hospice and Helen Bauer, HealthCare ConsultLink
Hospice professionals experience a high rate of burnout and compassion fatigue. You will learn the signs of compassion fatigue, how to create a self-care program for mind, body, and spirit that enhances personal health as well as career satisfaction. Hospice managers will also learn techniques for team self-care following crisis events, utilization of debriefings, self-assessment tools for identifying self-care needs, and planning for Remembrance Services, as well as resources for self-care help.
*Audience: All | Level: General*
H-5 Physician Aid in Dying: Current Realities and Preparing Ourselves for the Future
Rev. Dr. Carla Cheatham, Chaplain and Bereavement Coordinator
The national conversation around this topic is especially charged as it extends past politics, past legalities, and into the heart of what we believe about the extent (or limits) of dignity, self-determination, sanctity of life, and who gets to decide when and how it’s “ok” to die. How do professionals and agencies respond when the professional ethics honoring patient choice conflicts with personal morals’ ours or others? Exploring research from areas in which PAD is legal, this presentation will invite dialogue about how we feel, what we think, and how we can prepare for the future.

Audience: All | Level: General

Group I
Saturday, February 25, 2017
3:00 p.m. to 4:00 p.m.

I-1 From Teeth to Tail: A Review of the GI Tract
Linda Tavel, MD, Hospice Medical Director at Texas Home Health Hospice
Two very common problems encountered in hospice and palliative care are nausea and vomiting plus that pesky constipation. This session will review anatomy, means to assess the GI tract, and medications aimed at relieving nausea and constipation.

Audience: Physicians, Nurses | Level: Intermediate

I-2 Palliative Care & Hospice: Same Kind of Different as Needed
David Capper, MD, FACP, FAAHPM, Medical Director at Covenant Hospice/Hospice Compassus
In this presentation we will explore the scope of hospice & palliative care in our current medical system, particularly as is delivered in the southwest region of the US. We will discuss the similarities and differences, identify the overlaps and gaps in coverage, and explore the opportunities to meet those needs. We will also identify other future possible areas applying this mode of caring, and discuss various methods to address these.

Audience: Physicians, Nurses, Social Workers, Admins | Level: Intermediate

I-3 Palliative Care, Hospice, and Heart Failure Readmissions
Brandii Niles, ED of Season Hospice & Palliative Care
Palliative and hospice care for heart failure patients’ may improve quality of life and decrease readmissions. Prognostic indicators, barriers to care, and nurse roles will be discussed.

Audience: All | Level: General

I-4 Denial or Hope? When a Patient and Doctor Disagree at the End of Life and a Pastor is in the Middle
Rev, Dr. Alberto Magana, Chaplain, Vitas Hospice
Research shows that ethnic minorities access hospice care less often than Caucasians. Sometimes Hispanic patients disagree with their doctors when discussing care at the end-of-life and choose conversations about continuity-of-life. This presentation explores how the spiritual belief system fits in with the end-of-life care in a multicultural and post-modern world. It is important for hospice professional caregivers to have an understanding of the cultural context and spiritual dynamics when providing care for Hispanic patients. End-of-life care in a post-modern world requires the collaboration of medical and spiritual communities together in order to engage patients and families in dialogue from limiting/curative to limitless/palliative.

Audience: All | Level: Intermediate
I-5 I want to Die a "Free man": The Psychological-Social-Spiritual Issues Surrounding Death in the Prison System
L. Lee Grumbles, MD, Associate Professor, Palliative Medicine at UT Medical Branch Galveston
This presentation will describe the collaborative effort for end of life care between the Texas Department of Criminal Justice and UTMB/Galveston.

Audience: All | Level: General

THE GAMEROOM:
4:05 p.m. to 6:00 p.m.
Come learn how to play educational, entertaining games that allow you to talk about what is most important to you. And add some new tools to your patient care toolbox while you are at it. Get a free deck of Go Wish cards when you come to play!

Day 3 - Sunday, February 26, 2017
7:45 a.m. to 12:00 p.m.

7:45 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 Sunday morning at 7:45 a.m. as we gather to remember those we care for who have died. Live music will be a part of our program this year. We will close with a Blessing of the Hands to honor the service all members of the team provide that, together, contribute to exceptional patient care.

8:45 a.m. to 9:45 a.m. | Plenary
PLENARY: Optimizing Care Through Optimizing Confidence: Every Voice Counts
Marcia Levetown, MD, CEO of HealthCare Communications
Is yours a "listening" organization? While we often struggle to unlock the best care possible, the key may be in the hands of your staff and those you serve. From Aides to Chaplains, Secretaries to Nurses, Pharmacists to Physicians, Administrators to Volunteers and especially Patients and Family Members, the answer is already there. Learn how to benefit from the knowledge and wisdom of the people in your organization, while increasing employee, patient & family satisfaction.

10:00 a.m. to 11:00 a.m. | Plenary
PLENARY: Music A Powerful Soul-ution
Cynthia Jordan, Musicologist, 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!"

11:00 a.m. to 12:00 p.m. | Plenary
PLENARY: Laughter as a Powerful Healing Intervention
Janet Carroll RN - The Laughter Nurse
This special presentation is a joyful, fun and powerful experience especially designed for Hospice Healthcare Professionals. The focus is on the science and practice behind Therapeutic Laughter and Deep Breathing that quickly reduces physical, mental, emotional and spiritual pain simultaneously. The end result is: relief of anxiety and pain, increased relaxation, enhanced communication and easier transitions for patients. It also reduces stress for families and all involved in the life-transition process.
CONFERENCE INFORMATION

CONVENTION HOTEL/LOCATION: Omni Galleria Houston, Four Riverway, Houston, Texas 77056
Toll Free Reservation number: Phone: (713) 871-8181
Event Dates: February 23 - 26, 2017
Special Rate: From $153 per night
Book By: January 23 to receive this special rate
Book Here: Omni Houston Hotel - Texas & New Mexico Hospice Organization

*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. Texas Academy of Palliative Care members will be accorded the same rates as T&NMHO members.

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.

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.

MEDICAL, NURSING, SOCIAL WORK and LPC CONTINUING EDUCATION
CME is Pending. More information on CME will be posted soon. Check the conference website.

Texas & New Mexico Hospice Organization is an approved provider of continuing nursing education by the Texas Nurses Association - Approver, an accredited approver by the American Nurses Credentialing Center's 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 Department of Aging and Disability for Hospice Administrators. 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.

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.
Disclosure to Participants

2017 Texas & New Mexico Hospice Organization Conference

Accreditation Statement:
Texas & New Mexico Hospice Organization is an approved provider of continuing nursing education by the Texas Nurses Association - Approver, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Requirements for Successful Completion:
The purpose of this education activity is to enhance the knowledge and practice of the Hospice Registered Nurse by addressing evidence-based best practice in Hospice care delivery, standards and ethical practices in an effort to promote quality, compassionate care for the terminally ill and their families, as evidenced by attendee rating of intended learning objectives for each session.
The objectives of this education activity are detailed by session on the evaluation tool.

To receive contact hours for this continuing education activity, the participant must:
• Register for the conference;
• Attendance of the entire session for which credit is claimed; and
• Completion/submission of the evaluation tool
Once successful completion has been verified, a “Certificate of Successful Completion” will be awarded.

Conflicts of Interest:
A conflict of interest occurs when an individual has an opportunity to affect or impact educational content with which he or she may have a commercial interest or a potentially biasing relationship of a financial, professional or personal nature. All planners and faculty/content specialist(s) must disclose the presence or absence of a conflict of interest relative to this activity. All potential conflicts are resolved prior to the planning, implementation, or evaluation of the continuing nursing education activity. All activity planning committee members and faculty/content specialists have submitted Conflict of Interest Disclosure forms.

The planning committee members and faculty/content specialists of this CNE activity have disclosed no relevant professional, personal or financial relationships related to the planning or implementation of this CNE activity.

This CNE activity has not received commercial support.

Reporting of Perceived Bias:
Bias is defined by the American Nurses Credentialing Center’s Commission on Accreditation (ANCC COA) as preferential influence that causes a distortion of opinion or of facts. Commercial bias may occur when a CNE activity promotes one or more product(s) (drugs, devices, services, software, hardware, etc.) This definition is not all inclusive and participants may use their own interpretation in deciding if a presentation is biased.
The ANCC COA is interested in the opinions and perceptions of participants at approved CNE activities, especially in the presence of actual or perceived bias in continuing education. Therefore, ANCC invites participants to access their “ANCC Accreditation Feedback Line” to report any noted bias or conflict of interest in the educational activity. The toll free number is 1(866) 262-9730.
In Honor of Maggie Lesley Hanson

Born on October 2nd, 1947, in Pudsey, Yorkshire and died on February 29th, 2016 in Dallas, Texas. After moving to the United States in 1970 Maggie worked at Methodist Hospital, Doctors Hospice and found her love for Hospice in the mid 80’s. Maggie held many hospice positions in her more than 20-year hospice career, Case Manager, Team Manager, In Patient Director, Regional Clinical Director and Regional Vice President of Clinical Affairs. She was a mentor, teacher, educator and friend all of us. She retired on 2011 but continued to work part time in hospice. Maggie served on the Texas New Mexico Hospice Organization Board of Directors and later she served as Chair of the Education Committee. Maggie was a dedicated Hospice clinician and believed in education and the advancement of hospice.
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See Kinnser Hospice® during the conference or visit kinnser.com/hospice

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