The 36th Annual Convention of the

TEXAS & NEW MEXICO HOSPICE
ORGANIZATION

Anything is Possible When You Bring People Together!
March 2-5, 2018 • Omni Colonnade, San Antonio, TX

This educational activity is jointly provided by AXIS Medical Education and Texas & New Mexico Hospice Organization
REGISTRATION FORM
TNMHO Annual Convention – March 2-5, 2018

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

<table>
<thead>
<tr>
<th>Membership Type</th>
<th>Member</th>
<th>Non-Member</th>
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<tbody>
<tr>
<td>Early Registration (postmarked by 1/01/18)</td>
<td>$350</td>
<td>$550</td>
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<tr>
<td>Regular Registration (postmarked by 02/11/18)</td>
<td>$400</td>
<td>$600</td>
</tr>
<tr>
<td>Late Registration (postmarked after 02/11/18)</td>
<td>$450</td>
<td>$650</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 Sat or Sun. $210 $290
One-Day Registration (after 02/11) for Sat. or Sun. $239 $339

☐ I’m coming to the Free 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/2018Convention.html

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on February 15, 2018 will be entitled to a refund, less a $75 administrative fee. Cancellations after February 15th 2018 and conference “no-shows” forfeit their entire registration fee. Substitutions are welcome. Please advise T&NMHO by email if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted; emailed cancellations will be accepted. MAIL PAYMENT TO: T&NMHO, 1108 Lavaca, Suite 727, AUSTIN, TX 78701  Tel: (512) 454-1247 Email: bbaker@txnmhospice.org with substitutions and cancelations.

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

### Free Preconference, Friday March 2, 2018

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
<th>Overview</th>
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<tbody>
<tr>
<td>12:30-4:00 PM</td>
<td>Pre Con</td>
<td></td>
<td>Compliance and Legal Workshop (Free for Full Conference Registrants)</td>
</tr>
<tr>
<td>5:00-6:30 PM</td>
<td>Tour</td>
<td></td>
<td>Tour of the Abode House in San Antonio</td>
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### Day 1, Saturday, March 3, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
<th>Overview</th>
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</thead>
<tbody>
<tr>
<td>8:00–8:15 AM</td>
<td>General</td>
<td>Ballroom D</td>
<td>Welcome &amp; Announcements</td>
</tr>
<tr>
<td>8:15-10:00 AM</td>
<td>Plenary</td>
<td>Ballroom D</td>
<td>The Future of Hospice &amp; Palliative Care</td>
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<thead>
<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
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</thead>
<tbody>
<tr>
<td>10:30-11:30 AM</td>
<td>A-1</td>
<td>Ballroom AB</td>
<td>Hospice Pain Management - Part 1: Back to Basics</td>
</tr>
<tr>
<td>10:30-11:30 AM</td>
<td>A-2</td>
<td>Ballroom C</td>
<td>The Art of Building a Cohesive Interdisciplinary Team</td>
</tr>
<tr>
<td>10:30-11:30 AM</td>
<td>A-3</td>
<td>Ballroom D</td>
<td>Palmetto (PGBA) Billing and Medical Review Part 1 of 4</td>
</tr>
<tr>
<td>10:30-11:30 AM</td>
<td>A-4</td>
<td>Ballroom E</td>
<td>MUSIC &amp; MEMORY: Improving Quality of Life at End of Life with Personalized Music</td>
</tr>
<tr>
<td>11:30-1:00 PM</td>
<td>Lunch</td>
<td></td>
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<tr>
<td>1:00-2:00 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>1:00-2:00 PM</td>
<td>B-1</td>
<td>Ballroom AB</td>
<td>Wound Care for Patients at End of Life</td>
</tr>
<tr>
<td>1:00-2:00 PM</td>
<td>B-2</td>
<td>Ballroom C</td>
<td>Physician Determination of Eligibility: Beyond the LCD</td>
</tr>
<tr>
<td>1:00-2:00 PM</td>
<td>B-3</td>
<td>Ballroom D</td>
<td>Palmetto (PGBA) Medical Review and Billing Part 2 of 4</td>
</tr>
<tr>
<td>1:00-2:00 PM</td>
<td>B-4</td>
<td>Ballroom E</td>
<td>Abode is Home: Social Hospice in San Antonio</td>
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<tr>
<th>Time</th>
<th>Break</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></td>
</tr>
<tr>
<td>2:30-3:30 PM</td>
<td>C-1</td>
<td>Ballroom AB</td>
<td>Hospice Pain Management - Part 2: Practical Approaches and Complicated Cases</td>
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<tr>
<td></td>
<td>C-2</td>
<td>Ballroom C</td>
<td>Measurable Tools &amp; Scales - Beyond a Number</td>
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<td></td>
<td>C-3</td>
<td>Ballroom D</td>
<td>Palmetto (PGBA) Medical Review and Billing Part 3 of 4</td>
</tr>
<tr>
<td></td>
<td>C-4</td>
<td>Ballroom E</td>
<td>Going Forward with Hospice History</td>
</tr>
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# Conference at a Glance

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<tbody>
<tr>
<td><strong>3:35-4:35 PM</strong></td>
<td><strong>Breakouts</strong></td>
<td><strong>Overview</strong></td>
<td></td>
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<tr>
<td>D-1</td>
<td>Ballroom AB</td>
<td><strong>Do We Do That? Managing Diabetes and Coagulopathy in Hospice</strong></td>
<td></td>
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<tr>
<td>D-2</td>
<td>Ballroom C</td>
<td><strong>Hospice Quality - Hospice Quality Programming: QAPI and HQRP</strong></td>
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<tr>
<td>D-3</td>
<td>Ballroom D</td>
<td><strong>Palmetto (PGBA) Billing Part 4 of 4</strong></td>
<td></td>
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<tr>
<td>D-4</td>
<td>Ballroom E</td>
<td><strong>Making Healers: How a Deeper Understanding of Suffering Can Empower Hospice Professionals</strong></td>
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<tr>
<td><strong>5:30-7:00 PM</strong></td>
<td><strong>Welcome Party</strong></td>
<td><strong>Colonnade Ballroom On the 20th Floor</strong></td>
<td>Join us for drinks and appetizers in a fun welcoming network environment</td>
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**Day 2, Sunday, March 4, 2018**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
<th>Overview</th>
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<tbody>
<tr>
<td><strong>8:30-9:30 AM</strong></td>
<td><strong>Breakouts</strong></td>
<td><strong>Overview</strong></td>
<td></td>
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<tr>
<td>E-1</td>
<td>Ballroom AB</td>
<td><strong>Long Length of Stay Patients: To recertify or not? That is the question – Part 1</strong></td>
<td></td>
</tr>
<tr>
<td>E-2</td>
<td>Ballroom C</td>
<td><strong>Interventions with Patients and Families Experiencing Grief, Conflict, and Anger</strong></td>
<td></td>
</tr>
<tr>
<td>E-3</td>
<td>Ballroom D</td>
<td><strong>Hospice Item Set (HIS) Update</strong></td>
<td></td>
</tr>
<tr>
<td>E-4</td>
<td>Ballroom E</td>
<td><strong>Realistic Optimism: A Strategy for Personal Resilience</strong></td>
<td></td>
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<tr>
<td><strong>9:40-10:40 AM</strong></td>
<td><strong>Breakouts</strong></td>
<td><strong>Overview</strong></td>
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<tr>
<td>F-1</td>
<td>Ballroom AB</td>
<td><strong>Long Length of Stay Patients: To recertify or not? That is the question- Part 2</strong></td>
<td></td>
</tr>
<tr>
<td>F-2</td>
<td>Ballroom C</td>
<td><strong>An Innovative Approach to Symptom Management when the Oral and Sublingual Routes Fail</strong></td>
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<tr>
<td>F-3</td>
<td>Ballroom D</td>
<td><strong>Hospice Billing-Getting the best start to your Medicare Collections</strong></td>
<td></td>
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<tr>
<td>F-4</td>
<td>Ballroom E</td>
<td><strong>Saying Good-Bye Again: Facilitating Family Reunifications Prior to Death</strong></td>
<td></td>
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<tr>
<td><strong>10:40-11:00 AM</strong></td>
<td><strong>Break</strong></td>
<td><strong>Overview</strong></td>
<td></td>
</tr>
<tr>
<td><strong>11:00-12:00 PM</strong></td>
<td><strong>Breakouts</strong></td>
<td><strong>Overview</strong></td>
<td></td>
</tr>
<tr>
<td>G-1</td>
<td>Ballroom AB</td>
<td><strong>When Birth and Death Intersect: Incorporating Perinatal Palliative Services Into Practice Hospice Management of COPD</strong></td>
<td></td>
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<tr>
<td>G-2</td>
<td>Ballroom C</td>
<td><strong>So What’s the Problem With Care Planning?</strong></td>
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<tr>
<td>G-3</td>
<td>Ballroom D</td>
<td><strong>Hospice Connections: Caring for a Diverse World</strong></td>
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<tr>
<td>G-4</td>
<td>Ballroom E</td>
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CONFERENCE AT A GLANCE

12:00-1:30 PM  Lunch on Your Own

1:30-2:30 PM  Breakouts  Room  Overview
H-1  Ballroom AB  Decision making tools in Palliative Care and Hospice
H-2  Ballroom C  Coping with the Chaos: Hospice Compliance Climate 2018
H-3  Ballroom D  Protecting Your Hospice Practice through Effective Documentation
H-4  Ballroom E  Compassionate Conversations: How to Say the Hard Stuff

2:30-3:00 PM  Break  Break with Refreshments

3:00-4:00 PM  Breakouts  Room  Overview
I-1  Ballroom AB  Therapeutic and Compassionate Presence
I-2  Ballroom C  A Loved One’s Journey
I-3  Ballroom D  Recent Investigation and Enforcement Trends
I-4  Ballroom E  Chaplaincy to the Max

4:05-5:00 PM  Peer Groups  TBA  Each Peer Group will gather to discuss, network and ask questions.

7:30-9:30 PM  Death Café  Restaurant  Meet in the hotel restaurant. Facilitators will lead a death café. Tea and Coffee will be served.

Day 3, Monday, March 5, 2018

Times  Breakouts  Room  Overview
7:45-8:30 AM  Service  Bolos PDR  Celebration of Life – Remembrance Service
8:45-9:45 AM  Plenary  La Joya  BE-ing Present with Suffering: What To and Not To Say
9:45-10:00 AM  Break
10:00-11:00 AM  Plenary  La Joya  Values-Neutral Care: An Ethical Clinical Competence
11:00-12:00 PM  Plenary  La Joya  Conscious Leadership

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
Friday March 2, 2018
12:30 p.m. to 4:00 p.m. | Pre-Conference | Compliance and Legal Workshop

12:30-2:00 Reporting Abuse and Neglect
Troy Brooks, JD, Partner, Brooks Acevedo Attorneys
The failure to timely report allegations of abuse, neglect or exploitation is the second most frequently cited licensure violation for Texas hospice providers. Sadly, it is preventable. As with all noncompliance, the reason for it is factually unique to each instance. However, when one reviews a group of instances, a pattern emerges – a pattern showing that many hospice administrators, supervising nurses and staff misunderstand both what constitutes an allegation of ANE and their responsibility upon learning of an allegation. The goal of this session is to correct those misunderstandings.

2:15-4:00  The legal Implications of Healthcare Communications
Richard Y. Cheng, JD, CHC, Dykema Cox Smith, PLLC
This session will discuss legal issues relating to communication about hospice patients and their families.

Saturday March 3, 2018
8:15 a.m. to 10:00 a.m. | Plenary | Future of Hospice and Palliative Care
Edo Banach, JD, President & CEO, National Hospice & Palliative Care Organization
Palliative care has secured a strong foothold within the US healthcare landscape. With its foundation in hospice and end-of-life care, palliative care is now poised to move beyond its specialty care status to impact the delivery of care for all seriously ill patients and their families. After a brief review of the development of palliative care in the US, faculty will discuss the status of hospital-based and community-based palliative care. Challenges ahead will be explored and a roadmap for the future, including strategic collaboration between key stakeholders, will be plotted.
A-1 Hospice Pain Management - Part 1: Back to Basics  
Nathaniel Hedrick, PharmD, Manager of Clinical Services, ProCare HospiceCare, Inc.  
This multidisciplinary course provides clinicians with a solid foundation to apply pain and symptom management skills across a continuum of disease states at end-of-life. This course includes topics related to the management of complex chronic pain, cancer pain, mood co-morbidities, and other end-of-life symptomatology.  
Audience: Physicians, Nurses | Level: General

A-2 The Art of Building a Cohesive Interdisciplinary Team  
Demetress Harrell, Chief Executive Director, Hospice in the Pines, Inc.  
The profession of end of life care in hospice should be defined by the quality of the team yet often it reflects great conflict, chaos and poor communication. This image greatly impacts the care of the patient. This session will examine five key elements that are essential in building a cohesive interdisciplinary hospice team.  
Audience: All | Level: General

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

A-4 MUSIC & MEMORY: Improving Quality of Life at End of Life with Personalized Music  
Stephanie Hoffman, Central U.S. Regional Director, Music and Memory  
Discover how personalized music can make a huge difference for end of life care. Music & Memory has become one more tool for compassionate support. Going beyond eras or genres of music to favorite songs by favored artists sets this personalized music program apart, offering greater benefits to the individual, family, and care staff. Music & Memory brings back precious aspects of their lives through the joy of their music. This program is not only person centered, it meets the participant where they are, regardless of their level of cognition or ambulation and has established a new best practice in the care industry. In addition to offsetting boredom, isolation, pain and depression it reduces the need for medications enhancing quality of life and social engagement.  
Audience: All | Level: General
B-1 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, Aides | Level: General

B-2 Physician Determination of Eligibility: Beyond the LCD
Lauren Templeton, DO, Hospice Medical Director, Hendrick Hospice Care

Determining eligibility for hospice patients has become increasingly complex. Hospices now face not only selecting appropriate patients, but also face assuming the risk of having provided care for a patient that governing bodies have determined is "not medically ill". This presentation is designed to help look past the LCDs to help hospice agencies not only select the appropriate patients but help to increase documentation of eligibility in light of increased scrutiny.

Audience: Admin, Nurses, Physicians | Level: Intermediate

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

B-4 Abode is Home: Social Hospice in San Antonio
Martha Jo Atkins, PHD, LPC-S, Executive Director, Abode Contemplative Care for the Dying & Ed Alderette, LMSW-Retired, Volunteer Extraordinaire

The Omega Home Network (previously Social Hospice Network) is a growing group of homes around the country created to fill the gap in services for people at end of life who don't have a place to live or someone to care for them. As our population ages and the need for caregivers grows, the social hospice model is rising up as a viable option for caregiving. In this presentation, Dr. Atkins will talk about the social hospice movement in our country, the creation and success of ABODE Contemplative Care for the Dying, and ways hospices and hospice caregivers are (and can be) involved. Also, Ed Alderette will offer his perspective as an ABODE volunteer and recipient of services. Ed's wife, Carolyn, was one of the first guests at Abode.

Audience: All | Level: General
C-1 Hospice Pain Management - Part 2: Practical Approaches and Complicated Cases
Nathaniel Hedrick, PharmD, Manager of Clinical Services, ProCare HospiceCare, Inc.
Dive into practical approaches to pain management! Learn proper transitioning from one pain regimen to another, how to identify and address complications relating to existing pain regimens and selecting appropriate medications or interventions for complex cases (adjunct medications, parenteral formulations, etc.). Accomplish all of this by examining case studies of complicated cases.
Audience: Nurses, Physicians | Level: Intermediate

C-2 Measurable Tools & Scales - Beyond a Number
Karla Lykken, National Director of Denials Management Hospice, Kindred Health Care
This presentation will discuss the how the standard hospice measurable scales and tools should be utilized to prompt more comprehensive assessments, documentation and care planning. References will be specific to the PPS, FAST, NYHA, Weights, Body Mass Index and Mid-arm circumference. The presentation will not discuss how to score the tools. Brief documentation examples will be provided and guidance regarding addressing inconsistent scoring in the medical record. Audience: All | Level: Intermediate

C-3 Palmetto Workshop: Medical Review and Billing Part 3 of 4
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

C-4 Going Forward with Hospice History
Rodney Bolejack, D.Min., Chaplain, VITAS Hospice
The Sankofa is a concept from the Akan people of West Africa. It can be translated “go back to the past and bring forward that which is useful.” As hospice evolves, we must continually recall the values that first formed the concept of hospice. This presentation will explore the wisdom and vision of hospice pioneers and connect their teachings to our present care practices in order to help us embrace our sacred mission as we move into the hospice future.
Audience: All | Level: General
D-1 Do We Do That? Managing Diabetes and Coagulopathy in Hospice
Linda Tavel, MD, Hospice Medical Director, Seasons Hospice
In hospice we strive to provide comfort yet follow accepted medical practice. This session reviews common medications for diabetes and anticoagulants and discusses principles of de-prescribing when appropriate.

Audience: Physicians, Nurses | Level: Intermediate

D-2 Hospice Quality - Hospice Quality Programming: QAPI and HQRP
Katie Wehri, Director of Operations Consulting, Healthcare Provider Solutions, Inc.
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: All | 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 Making Healers: How a Deeper Understanding of Suffering Can Empower Hospice Professionals
William A Shaver MD, Physician, Center of Meaning in Health and Disease
It is human nature to run from the things we understand the least, especially those that touch on our mortality. The goal of Hospice is to provide care and comfort to the sick and dying. In this course we will explore the barriers that prevent caregivers from remaining fully present when faced with tremendous suffering. The insight from these secrets held in suffering can awaken a healing presence for all hospice volunteers.

Audience: All | Level: General

THE WELCOME PARTY
Saturday March 3, 2018 - 5:00 p.m. to 7:00 p.m.
Soon after the sessions end on Saturday please head to the beautiful Colonnade Ballroom on the 20th floor of the hotel for some beautiful views of the city, networking, appetizers, and adult beverages. Bid on items from our silent auction and hopefully win something to take home with you!
E-1 Long Length of Stay Patients: To recertify or not? That is the question -Part 1
Robert Friedman, MD, Chief Medical Officer, Hospice Austin & Meg Pekarsky, JD Chair of Reinhart Law's Hospice and Palliative Care Practice Group
The purpose of this 2 hour, (2 part), presentation is to share pertinent information to help frame ongoing hospice eligibility determinations in long length of stay, (LLOS) patients, to utilize this information to inform recertification decisions in LLOS patients and to appropriately address regulatory concerns and regulatory scrutiny. Both parts of this presentation should be attended. The first hour will focus on background information, prognostication, eligibility, documentation, and regulatory review. The second hour will focus on regulatory review and case law. Although there may be some case presentations during the first hour, there will be case presentations during the second hour. The attendees are encouraged to participate in the case discussions.
Audience: Physicians, Nurses, Administrators | Level: General

E-2 Interventions with Patients and Families Experiencing Grief, Conflict, and Anger
Rev. Carla Cheatham, MA, MDiv, PHD, TRT, Principal/Lead Trainer, Carla Cheatham Consulting Group, LLC
Grief that is expressed as conflict or anger can easily be pathologized in hospice and palliative care. Without a clear understanding of our own relationship with these dynamics, we may fail to hear and respond appropriately to the pain being expressed loudly or contentiously, but that still deserves our presence and care. With practical tools for self-assessment, presence and attunement, and de-escalation, this presentation will support professionals in being more comfortable and competent in interactions where conflict and anger are present.
Audience: All | Level: General

E-3 Hospice Item Set (HIS) Update
Katie Wehri, Director of Operations Consulting, Healthcare Provider Solutions, Inc.
Hospices have two new quality measures to begin collecting data for on April 1, 2017 - Hospice Visits When Death is Imminent Measure Pair and the Hospice and Palliative Care Composite Process Measure. The HIS tool has been updated to reflect the new reporting requirements and hospices began using the HIS version 2.00.0 with admissions and discharges April 1 2017. A Hospice Compare website and public reporting is on schedule for implementation in summer 2017. To utilize standardized tools most successfully, it is important to understand the instructions for each component and measure definitions.
Audience: All | Level: General

E-4 Realistic Optimism: A Strategy for Personal Resilience
Mike MacKrell, Chaplain, Hope Health Care
The emotional dangers care givers face is widely known: burnout, pessimism and a dissipated spirit. Live with these long enough and caring hands can change to cold hearts. But what isn't as familiar are strategies for renewing one’s belief in themselves and others. The foundation for personal resilience begins with a vital and realistic optimism. In this workshop we will explore a path for pushing past negativity and increasing one’s hope factor.
Audience: All | Level: General
F-1 Long Length of Stay Patients: To recertify or not? That is the question - Part 2
Robert Friedman, MD, Chief Medical Officer, Hospice Austin & Meg Pekarsky, JD Chair of Reinhart Law's Hospice and Palliative Care Practice Group
The purpose of this 2 hour, (2 part), presentation is to share pertinent information to help frame ongoing hospice eligibility determinations in long length of stay, (LLOS) patients, to utilize this information to inform recertification decisions in LLOS patients and to appropriately address regulatory concerns and regulatory scrutiny. Both parts of this presentation should be attended. The first hour will focus on background information, prognostication, eligibility, documentation, and regulatory review. The second hour will focus on regulatory review and case law. Although there may be some case presentations during the first hour, there will be case presentations during the second hour. The attendees are encouraged to participate in the case discussions.

**Audience:** Physicians, Nurses, Administrators | Level: General

F-2 An Innovative Approach to Symptom Management when the Oral and Sublingual Routes Fail
Bob Parker DNP, RN CENP, CHPN, CHP, Chief Clinical and Compliance Officer, Interim Healthcare
When patients can no longer swallow and have uncontrolled symptoms the sublingual route is the first choice. But when sublingual fails the hospice team needs to find an alternative route of delivery which is fast, safe, effective and easy to use. This presentation introduces the rectal administration Catheter, a device for administering ongoing medication via the rectum. The catheter allows oral medication already in the home setting to be administered rectally, avoiding the lag time and cost associated with the delivery of other alternatives such as suppository, SQ or IV medication.

**Audience:** All | Level: General

F-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

F-4 Saying Good-Bye Again: Facilitating Family Reunifications Prior to Death
Joelle Koncelik Silva, LMSW, Social Worker, Federal Bureau of Prisons: FMC Fort Worth
We live in a society of fragmented social and family relationships, both planned (military, job moves, etc..) and unplanned (family disagreements, social divide, etc.). There are times when someone has already dissolved a relationship before the person has died. We are often placed in a position to reconnect these tumultuous relationships to aid the patient in finding peace and resolution before death. We will develop strategies to best address a myriad of complex social situations.

**Audience:** All | Level: General
G-1 When Birth and Death Intersect: Incorporating Perinatal Palliative Services into Practice
Abigail M. Ramseyer, D.O., FACOG, Hospice Medical Director, Hospice of the South Plains
This presentation will focus on an introduction to Perinatal Palliative services, discuss case examples, and provide insight for incorporating services into Hospice and Palliative services. We will discuss ideas for memory-making activities for families and methods to facilitate family bonding during pregnancy and in the neonatal periods. Emphasis will be made on how to provide services to families who face a pregnancy or neonatal period with life-limiting diagnoses, how to encourage bonding and allow families to fulfill the parental roles when time with a child is limited.

Audience: All | Level: General

G-2 Hospice Management of COPD
Tommie Farrell, MD FAAHPM HMDC, Hospice Medical Director, Hendrick Hospice Care
Chronic Obstructive Pulmonary Disease (COPD) is a complex disease - in disease management, prognostic prediction and in personal impact of the patient and family. This session will explore and enhance how the hospice Interdisciplinary Team is ideal to manage all of these aspects.

Audience: Physicians, Nurses | Level: General

G-3 So What's the Problem with Care Planning?
Janet Mack RN, Quality and Compliance RN, VNA Texas
The Plan of Care was cited in four of the top 10 hospice survey deficiencies for the last three years. This presentation will look at those deficiencies and possible reasons for them. We will then discuss how to adequately meet the requirements for the plan of care as set forth in the Conditions of Participation.

Audience: All | Level: General

G-4 Hospice Connections: Caring for a Diverse World
Jerry Fenter, System Director of Spiritual Counselors, Harbor Hospice
While the mission of hospice is to provide quality care for everyone regardless of age, gender, race, religion, sexual orientation or gender identity, hospice professionals can have explicit and implicit biases that affect the quality of patient care. Administrators, directors, and interdisciplinary team members will discover how personal biases interfere with delivery of hospice care, and learn strategies to provide the highest level of unbiased care through individual and team self-awareness.

Audience: All | Level: General
H-1 Decision Making Tools in Palliative Care and Hospice
Linda Tavel, MD, Hospice Medical Director, Seasons Hospice
When asking patients to articulate what their wishes are, they often say it is difficult to know how to start or what to express. Multiple tools have developed to assist patients and their families to have discussions with each other, with healthcare providers.

Audience: All | Level: Intermediate

H-2 Coping with the Chaos: Hospice Compliance Climate 2018
Kathleen Hessler, RN, JD, CHC, CHPC, Director of Compliance & Risk, Simione Healthcare Consultants, LLC & Jason Bring, Partner/Attorney, Arnall Golden Gregory
Hospice agencies must continue to navigate a chaotic environment with no end in sight. Get clarity on what the government enforcement agencies and contractors are focusing on in 2018. Learn how to formalize processes to capture key payment and clinical documentation concerns to avoid overpayment requirements and disclosures, including use of PEPPER data. Understand how to approach communications and requests from the MACs, ZPICS, UPICs, the OIG, and the DOJ. Finally, take control of your agency’s health and survival by committing to a sound ethics and compliance program framework and evolving ethics and compliance activities.

Audience: All | Level: Intermediate

H-3 Protecting Your Hospice Practice through Effective Documentation
Diane M. Datz, RN, MA, Hospice Educator and Regulatory Specialist, HealthCare ConsultLink
Palmetto tells us that ineffective documentation is the most common cause of survey deficiencies. As clinicians we know that "if it wasn't documented, it wasn't done." CMS guidelines encourage us to use "measurable data" to document care that is "reasonable and necessary." But, what does that actually mean? Join us in learning creative ways to expand our documentation vocabulary in order to paint a better picture of our patients, and safeguard against documentation deficiencies.

Audience: All | Level: Intermediate

H-4 Compassionate Conversations: How to Say the Hard Stuff
Helen Bauer, RN, CRNI, CHPN, Hospice Compliance Field Specialist, AccentCare
As hospice professionals we're challenged every day to converse with patients and their caregivers, while maintaining a compassionate, professional demeanor. Learn why the ability to converse with compassion is so vital to patient care, and the situations that challenge us the most. Gain knowledge and tools for compassionate communications, as well as tips for participating in high intensity events, such as death visits.

Audience: All | Level: General
I-1 Therapeutic and Compassionate Presence
Tommie Farrell, MD FAAHPM HMDC, Associate Medical Director, Hendrick Hospice

Compassion is a key element of caring for those at end-of-life. Is compassion a skill that can be taught, or is it a natural element of all of us that can be nurtured? In this presentation we will discuss a model for using compassion directly in patient care with a special focus on a technique called therapeutic presence.

Audience: All | Level: Intermediate

I-2 A Loved One’s Journey
Dr. Joshua B. Reed, Medical Director, Supportive Care and Palliative Medicine, Hendrick Medical Center

As providers we understand the course of dementia however, it can be difficult to communicate this clearly with families. This presentation outlines the overall trajectory of dementia, demonstrates effective methods of communicating that trajectory and explores care path options that arise as families care for loved ones with dementia. The two methods are “Rooms in a House” and “The Steps of Eating.” Both mimic the FAST dementia scale but allow families to more personally relate to the information presented. Care path options discussed include PEG tube, code status, NH placement and advance directive timing. Overall the presentation is meant to help providers have confidence when assisting families as they experience the challenging journey through dementia.

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

I-3 Recent Investigation and Enforcement Trends
Mark S. Armstrong, Shareholder, Polsinelli, PC

This presentation will discuss recent investigation and enforcement trends impacting hospice providers. Specifically, the program will discuss False Claims Act litigation and will highlight specific areas of targeted enforcement and recent settlements and decisions affecting hospice providers. The program will further discuss best practices for auditing and monitoring compliance and practical steps that a hospice provider can take to mitigate risks and enhance compliance.

Audience: All | Level: General

I-4 Chaplaincy to the Max
Rev. Joe Green, Chaplain, Unity Hospice of Chicago

Evidence is that the chaplain is underutilized and misunderstood. We must build our case and educate for the added value we bring in improving patient care. Many healthcare professionals do not realize that the hospice chaplain is one of the core services required by CMS. This presentation will provide practical ways the chaplain can be a greater contributor to patient care, the team and the hospice company. Evidence will be presented from the National Quality Forum and various research. There will be an example of an In-service that will increase referrals to the chaplain. Also presented will be a Chaplain Care Manual that can be used by patients, family and staff, outlining the role of the chaplain.

Audience: All | Level: Intermediate

4:05-5:00 PM - Peer Group Meetings - Each Peer Group will gather to discuss, network and ask questions.
Day 3 – Monday, March 5, 2018
7:45 a.m. to 12:00 p.m.

7:45 AM to 8:30 PM | Celebration of Life – Remembrance Service
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: BE-ing Present with Suffering: What To and Not To Say
Carla A Cheatham, Principal/Lead Trainer, Carla Cheatham Consulting Group, LLC
We want to be present with others when they are hurting. We want to know what to say or do to help. We've simply forgotten that we already know how. This presentation explores why it is so challenging to be present with others’ pain, what to say, what not to say, and how to care well for ourselves in the process.

10:00 a.m. to 11:00 a.m. | Plenary
PLENARY: Values-Neutral Care: An Ethical Clinical Competence
Diane M. Datz, RN, MA, HealthCare ConsultLink, Carla Cheatham, Principal/Lead Trainer, Carla Cheatham Consulting Group, LLC
Our ability to connect with patients and families of all cultures, backgrounds, and viewpoints will make or break the trust and connection necessary to be effective in our hospice work. Cultural humility is the ability to remain open and inquisitive about cultures different from our own. Values-neutral care accepts and honors the differing values of others. These ethical competencies are about far more than political correctness. They are the foundation of competent clinical care and focus our attention on our own responses to differences rather than the differences themselves. With humor and authenticity, this presentation invites us to abandon shame, openly explore our personal attitudes, and discover practical ground rules and tools to recognize and grow past the attitudes that no longer serve us in our hospice relationships.

11:00 a.m. to 12:00 p.m. | Plenary
PLENARY: Conscious Leadership: The Is-ness of Hospice Business
Danny Mack, Director of Spiritual and Social Services, Christian Care Hospice
This creative and entertaining presentation will review the cultural shifts that have taken place in perceptions that have re-defined leadership models. It will present the philosophy of Conscious Leadership and how it applies to the hospice IDT.
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 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.

Target Audience: Hospice Physicians, Nurses, Clinical and Support Staff, Billers, Social Workers, Chaplains, Bereavement Professionals 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.
- Define Pain and Suffering.
- Demonstrate a working knowledge of what hospice faces in terms of federal policy.
- Demonstrate a working knowledge of what hospice faces in terms of federal policy, both from Congress and other DC based agencies (MedPAC/CMS/etc.).
- Identify the role of clinicians in providing realistic prognoses for patients with advanced illness.

REGISTER AT: www.txnmhospice.org/2018Conference.html

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

Preconference: 3.0 AMA PRA Category 1 Credit(s)™ and 3.0 ANCC contact hours.
Main Conference: 13.0 AMA PRA Category 1 Credit(s)™ and 13.0 ANCC contact hours

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 16.0 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Credit Designation for Nursing
AXIS Medical Education designates this continuing nursing education activity for 16.0 contact hours.

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Disclosure of Conflicts on Interest
AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

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| Robert Castle III, JD | Joshua B. Reed, DO |
| Rev. Carla Cheatham, MA, MDiv, PHD, TRT | Jill Schuerman |
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| Robert Friedman, MD | Lauren Templeton, DO |
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<td>Rodney Bolejack, D.Min.</td>
<td>Karla Lykken, RN</td>
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<td>Helen Bauer, RN, CRNI, CHPN</td>
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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 May 5, 2018. 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.

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