

**The 41<sup>st</sup> Convention of the  
Texas & New Mexico Hospice Organization**



**Feb. 25-27, 2023 • Omni Mandalay, Irving, TX**

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



# PAY BY CHECK REGISTRATION FORM

TNMHO Annual Convention – Feb. 25-27, 2023

## 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

*Please circle the option that applies*

	Member	Non-Member
Early Registration (postmarked by 1/17/23)	\$375	\$575
Regular Registration (postmarked after 1/17/23)	\$425	\$625
Late Registration (postmarked after 2/14/23)	\$475	\$675

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

One-Day Reg. (by 01/17) for  Sat. or  Sun. \$260 \$360

One-Day Reg. (after 1/17) for  Sat. or  Sun. \$299 \$399

Presenter Discount of \$150.00

**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)

MAIL PAYMENT TO: TNMHO, 1108 Lavaca, Suite 727, AUSTIN, TX 78701

If paying by credit card, please register at: <https://www.txnmhospice.org/product/hospice-conference/>

**CANCELLATION POLICY:** Cancellations received by email by 5:00 pm on Feb.1, 2023 will be entitled to a refund, less a \$25 administrative fee. Cancellations after Feb. 1, 2023 and conference “no-shows” forfeit their entire registration fee. Substitutions are welcome. Please advise TNMHO by email if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted. Email: [bbaker@txnmhospice.org](mailto:bbaker@txnmhospice.org) with substitutions and cancellations.

**Accommodations:** Omni Mandalay Hotel, 221 Las Colinas Blvd E, Irving, TX 75039 (972) 556-0800

Book Your Room Here: <https://tinyurl.com/337ky8dw>

**Consent to Use of Photographic Images:** Registration and attendance at, or participation in, TNMHO meetings or other activities 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

## Friday February 24, 2023

Time/ CEUs	Session	Room	Overview
5:00 - 6:30 PM	Welcome All		Pick-up Badges and Goodies

## Day 1, Saturday, February 25, 2023

Time/ CEUs	Session	Room	Overview
8:00 – 9:00	Early Riser		Dealing with Data Submission – HHS, CAHPS and the ADR review process – New Provider Track (CME, CNE, CEU, CE)
9:00-10:15 AM	General		<b>Plenary: Responding to Soul Injury - Deborah Grassman</b> (CME, CNE, CE)
10:30-11:30 AM	Breakouts		<b>Overview</b>
CME, CNE, CE	A-1		Hospice Eligibility and Documentation to Support It
CME, CNE, CE	A-2		Unleashing Your Superpower to Improve Patient Care
CME, CNE, CE	A-3		Companioning: A Hospice Essential
CME, CNE, CE	A-4		Palmetto GBA Billing or Medical Review Part 1
CE	A-5		Billing for New Hospice Providers (90 Min)
11:30-1:00 PM	Lunch on Your Own		
1:00-2:00 PM	Breakouts	Room	Overview
CME, CNE, CE	B-1		The Approach and Treatment of Behavior Syndromes in Dementia (90 min. session. Continues during the first half of C-1)
CME, CNE, CE	B-2		Footprints in the Sand Analysis of Death with DEI Initiatives
CME, CNE, CE	B-3		Conflict is Not a 4-letter Word: Better Outcomes Through Better Teams
CME, CNE, CE	B-4		Palmetto GBA Billing or Medical Review Part 2
CE	B-5		Billing (Cont. from A-5) / Organic Hospice Growth Strategies (90min)
2:00-2:45 PM	Posters	Room	Poster Presentations and Dessert Reception
2:45 – 3:45 PM	Breakouts		
CME, CNE, CE	C-1		(Cont. from B-1) The Approach and Treatment of Behavior Syndromes in Dementia   Advanced Care Planning in End of Life Care (90 min. session. Continues on D-1)
CME, CNE, CE	C-2		Communicating Our Way to Quality and Compliant Care
CME, CNE, CE	C-3		Disparities in Hospice Care in Marginalized Groups
CME, CNE, CE	C-4		Palmetto GBA Billing or Medical Review Part 3
CEU, CE	C-5		Organic Hospice Growth Strategies for New Providers



<b>4:00- 5:00 PM</b>	<b>Breakouts</b>	<b>Room</b>	<b>Overview</b>
CME, CNE, CE	D-1		Advanced Care Planning in End-of-Life Care (Continued from C-1)
CME, CNE, CE	D-2		Change Management to Drive Staffing Success
CME, CNE, CE	D-3		Chronic Disease and Depression: How to Prevent Suicide at End of Life
CME, CNE, CE	D-4		Palmetto GBA Billing and/or Medical Review
CE	D-5		Hospice 101: Common Noncompliance Pitfalls Hospice Administrators Must Mitigate for New Providers
<b>5:30-7:00 PM</b>	<b>Welcome Reception</b> – Join us for some drinks and appetizers. All are welcome.		

**Day 2, Sunday, February 26, 2023**

<b>8:00 - 9:00 AM</b>	<b>Early Riser</b>		Ethics, Opiate Prescribing, and the Opiate Epidemic (CME, CNE, CEU, CE)
<b>9:00-10:45 AM</b>	<b>General</b>		Getting Back to the Basics with Barbara Karnes: (CME, CNE, CE) - Followed by The Annual Awards Ceremony
<b>11:00-12:00 PM</b>	<b>Breakouts</b>	<b>Room</b>	<b>Overview</b>
CME, CNE, CE	E-1		Plan of Care
CME, CNE, CE	E-2		Is it QAPI or Compliance?
CNE, CE	E-3		How to Deal with the Difficult Family
CE	E-4		Inpatient Hospice Versus Residential Units
<b>12:00-1:30 PM</b>	<b>Lunch on Your Own &amp; TNMHO Annual Business Meeting 12:30-1:30 (All Welcome)</b>		
<b>1:30-2:30 PM</b>	<b>Breakouts</b>	<b>Room</b>	<b>Overview</b>
CME, CNE, CE	F-1		Managing Less Common but Troublesome Symptoms
CNE, CE	F-2		Case Management is a Team Sport! How Inclusiveness, Communication, Technology Can Super-Charge Your Org
CNE, CE	F-3		Ambiguous and Anticipatory Grief: How to Grieve the Loss of the Living
CEU, CE	F-4		HHSC - Expectations for HCSSA Management
<b>2:45-3:45 PM</b>	<b>Breakouts</b>	<b>Room</b>	<b>Overview</b>
CME, CNE, CE	G-1		The Rule of Double Effect: Double Your Understanding
CE	G-2		How To Burnout-Proof for Sustainability
CME, CNE, CE	G-3		Death & Dying in America: Impact on Society
CE	G-4		HHSC - Survey Readiness: Discussion of Parent, Branch, ADS and Record Keeping
<b>3:45-4:00 PM</b>	<b>Break</b>		
<b>4:00-5:00 PM</b>	<b>Breakouts</b>	<b>Room</b>	<b>Overview</b>
CME, CNE, CE	H-1		Knowledge and Attitudes of ICDs in a Diverse Population at End of Life



CE	H-2	The Hospice BLOG "Building Leaders 2 Optimize Growth"
CME, CNE, CE	H-3	Healing Healthcare: A Call to More Ethical Models of Practice
CME, CNE, CE	H-4	Opioid Rotation: It's not magic, I promise!

**Day 3, Monday, February 27, 2023**

<b>Times</b>	<b>Breakouts</b>	<b>Room</b>	<b>Overview</b>
8:00-8:30 AM	Service		Celebration of Life
8:40-9:40 AM	Plenary		Cultural Competence with Comfort Measures for Patients at the End-of-Life (CME, CNE, CE)
9:50 - 10:50 AM	Plenary		Hope in Hospice & Palliative Care (CME, CNE, CE)
11:00 -12:00	Plenary		Human Happiness Hospice Hypothesis (CME, CNE, CE)

**Continuing Education Key:**

**CME = Continuing Medical Education (physicians)**

**CNE = Continuing Nurse Education**

**CE = TX Hospice Administrators, Social Workers, Licensed Professional Counselors**

## Conference Hotel – Irving, Omni Mandalay



Book Your Conference Room Here: <https://tinyurl.com/337ky8dw>



## WORKSHOP SCHEDULE

### Day 1 - Saturday February 25, 2023

**8:00 a.m. to 9:00 a.m. | Early Riser | “Dealing with Data Submission – HHS, CAHPS and the ADR Review Process”, Colleen Bryan, Sr. Consultant, Educator at JCC Consulting** | Overview for new hospices on the requirements for HIS, and CAHPS, timeframes, appropriate completion of both and the potential penalties related to not adhering to these requirements. Additionally, review of the ADR process, including targeted probe and educate process for all new hospices.

**Audience: All / Level: New to Hospice**

**9:00 a.m. to 10:15 a.m. | Plenary | Responding to Soul Injury, Deborah Grassman** | Soul Injury is a wound right in our midst, but until recently there hasn't been a name for it. Now, we can identify it and do something about it. This experiential presentation by Opus Peace provides you with eight tools to help you personally and professionally move from:



- deadening your loss and hurt to mourning your pain
- hiding your guilt to learning how to forgive yourself and others
- being ashamed of not being good enough to releasing fears of who you are and who you are not
- numbing helplessness by trying to control things you can't control to feeling your helplessness in uncontrollable situations
- Discover an unburdening process designed to help you uncover your human BE-ingness!

**Audience: All / Level: General**

### 10:30 a.m. to 11:30 a.m. Breakout Session (Group A)

**A-1 | “Hospice Eligibility and Documentation to Support It”, Heather Veeder, MD, Regional Medical Director at VITAS Healthcare** | Hospice eligibility is based on prognosis, not diagnosis. This presentation will focus on prognostication based on Domains of Impairment with emphasis on quality documentation consistent across disciplines of the IDT that supports hospice eligibility.

**Audience: Nurses, Physicians, Leadership / Level: General**

**A-2 | “Unleashing Your Superpower to Improve Patient Care”, Danny Mack, Director of Spiritual Services at Christian Care Nursing & Rehabilitation** | This presentation will help you improve patient care, increase satisfaction survey scores, and increase census. You will learn how to tap into your superpower to transform your ability to provide patient care.

**Audience: All / Level: General**

**A-3 | “Companioning: A Hospice Essential”, Rodney Bolejack, D.Min.** | Certainly the Medicare regulations are essential for hospices to maintain funding & integrity. But hospice is more than checking the boxes. Companioning describes the Essentials for creating a shared journey, where we see those in our care as persons & create space for walking as fellow pilgrims.

**Audience: All / Level: General**



**A-4 | Palmetto GBA Billing or Medical Review Part 1 of 4, Charles Canaan and Dan George**

**Audience: All / Level: General**

**A-5 | New Provider Track – “I’m Certified! Now How and When Do I Get Paid”, Jill Schuerman, Founder/CEO of Schuerman Business Consultants |** How long will it take for me to get paid? What do I need to have to be ready to submit my Notice of Elections and Claims, and what do I do when a patient discharges? I don’t have to deal with Medicare Advantage Plans, do I? What is this Hospice CAP they talk about? If any of these are questions you need answers to, please come join us.

**Audience: New providers / Level: General**

**11:30 a.m. to 1:00 p.m. Lunch**

**1:00 p.m. to 2:00 p.m. Breakout Session (Group B)**

**B-1 | (90 minute session, cont. into C-1) “The Approach and Treatment of Behavior Syndromes in Dementia”, Tommie Farrell, MD, FAAHPM, HMDC, Hospice & Palliative Care Physician at Hendrick Hospital and Hospice |** Neurodegenerative diseases, like Alzheimer’s disease, can come with difficult to manage behaviors. This presentation will explore the various causes of difficult behaviors, the importance of an individualized assessment to recognize the cause, limits of treatment, and an approach to treatment.

**Audience: Nurses, Physicians, Social Workers / Level: General**

**B-2 | “Footprints in the Sand Analysis of Death with DEI Initiatives”, Demetress Harrell, CEO/Administrator at Hospice in the Pines |** This interactive session will explore how to train others to conceptualize death using a DEI model. This powerful inclusion to grief will explore the perceptions of spiritual healing and demystify the medical terminology due to cultural norms. How to form DEI policies to fit all footprints.

**Audience: All / Level: General**

**B-3 | “Conflict is Not a 4-letter Word: Better Outcomes Through Better Teams”, Sandi Hebley, RN, MSW, Nurse Educator at Faith Presbyterian Hospice |** Conflict can help make your company stronger, if it’s not sowing hostility and negativity among your team. We need a toolbox of skills to deal with it. This presentation will discuss the definitions of conflict and the importance of honoring diverse opinions within the IDT team.

**Audience: All / Level: General**

**B-4 | A-4 Palmetto GBA Billing and Medical Review Part 2 of 4, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review**

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: All / Level: General**



**B-5 | NEW Provider Track – (90-minute session, A-5 wraps up) “Organic Hospice Growth Strategies”, Corrie Santana, VP of Sales, Strategy & Development at Three Oaks Hospice |** Organic Hospice Growth Strategies will discuss proven methods for increasing admissions and census through developing a plan that will lead to an Agency's Success. This step-by-step class gives actionable takeaways to effectively serve the community and care for those in need of Hospice.

**Audience: New providers / Level: General**

## **2:00 p.m. to 2:45 p.m. Poster Presentations / Desert Reception**

### **2:45 p.m. to 3:45 p.m. Breakout Session (Group C)**

**C-1 | (Dementia B-1 finishes at 3:15 and this session start) “Advance Care Planning in End-of-Life Care”, Linda Tavel, MD MBA FAAHPM, Regional Medical Director for Texas and Mississippi at AccentCare & Jerry Fenter, BS HCM, System Director of Spiritual Counselors, Harbor Healthcare System & Helen Bauer, RN, CHPN, Consultant |** Advance care planning discussions are challenging for hospice professionals. This session will help you identify the barriers to ACP discussions, equip you with available tools and resources, and explore ways of helping patients and their caregivers have meaningful dialogue about death and dying.

**Audience: All / Level: Intermediate**

**C-2 | “Communicating Our Way to Quality and Compliant Care”, Lauren Templeton, DO, Weatherbee Resources.** As the hospice industry continues to grow, the emphasis on quality and compliance continues to grow as well. As we see articles in the news regarding fraudulent hospice patterns, new public quality reporting data and the ongoing increase in hospice regulatory auditing, communication is a key component to a hospice’s success. How we exchange information and what information we exchange with patients and their families can directly impact our success in navigating and providing high quality and highly compliant hospice care. This presentation is designed to address key concepts in educating patients and families that will drive success in both quality measures and auditing results. This will include informed consent surrounding the election of hospice care, levels of care, relatedness, and medication coverage and how we show up for patients and families in the last days of life.

**Audience: All / Level: General**

**C-3 | “Disparities in Hospice Care in Marginalized Groups”, Brandi Gusme, MD, HPM Fellow, Texas Tech HSC |** Our goal of this presentation is to shed light on the disparities in hospice care for minority races as well as those in the LGBTQ community. Not only are some without access to hospice care, but there may also be elements of neglect and mistreatment.

**Audience: All / Level: New to Hospice**

**C-4 | Palmetto GBA Billing and Medical Review Part 3 of 4, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review**

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: All / Level: General**





**C-5 | NEW Provider Track - (Continued 90 min. session) “Organic Hospice Growth Strategies”, Corrie Santana, VP of Sales, Strategy & Development at Three Oaks Hospice (continued 90 min. session) |** Organic Hospice Growth Strategies will discuss proven methods for increasing admissions and census through developing a plan that will lead to an Agency's Success. This step-by-step class gives actionable takeaways to effectively serve the community and care for those in need of Hospice.

**Audience: New Providers / Level: General**

#### **4:00 p.m. to 5:00 p.m. Breakout Session (Group D)**

**D-1 | (continued from C-1)**

**D-2 | “Change Management to Drive Staffing Success”, Christina Andrews, Sr. Director of Professional Services at Axxess |** As the aging population increases, bridging the gap between workforce scarcity and staffing success is vital. Learn key strategies to brand your organization as the employer of choice, by communicating with influence and elevating your workforce from employees to ambassadors.

**Audience: Administrators, Supervisors/Managers/Leaders / Level: General**

**D-3 | “Chronic Disease and Depression: How to Prevent Suicide at End of Life”, Katy Fugate, RN, Licensed Clinical Social Worker at Hospice Plus – Clear Lake |** Discussion of chronic diseases such as cancer, COPD, kidney and liver failure and how depression can affect end of life. This session will delve into suicide and how to properly assess patients during end of life to prevent suicide.

**Audience: Chaplains, Counselors, Nurses, Physicians, Social Workers / Level: Intermediate**


**D-4 | Palmetto GBA Billing and Medical Review Part 4 of 4, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review**

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: All / Level: General**

**D-5 | New Provider Track - Hospice 101: Common Noncompliance Pitfalls Hospice Administrators Must Mitigate, Rosalind Nelson-Gamblin, Independent Consultant |** The presenter will discuss the common areas of non-compliance for hospice agencies including the development and supervision of the plan of care, client initial and comprehensive assessments, documentation of care and services, staffing employability, and coordination of care and services.

**Audience: New Providers / Level: New to Hospice**

	<p><b>Come One, Come All... Grab some drinks and appetizers while you network with new and old friends. Location TBD...</b></p>
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## **Day 2 -- Sunday February 26, 2023**

**8:00 a.m. to 9:00 a.m. | Early Riser | “Ethics, Opiate Prescribing and the Opiate Epidemic”, Stephen Gates, MD, Associate Professor at Texas Tech University Health Science Center |** In this presentation, I will define the scope and severity of the current opiate epidemic, identify the forces which have driven it, become familiar with the 2016 CDC guidelines for opiate use in chronic pain (unless they are updated) describe diagnostic criteria for opiate use disorder.

**Audience: Leadership, Nurses, Physicians / Level: Intermediate**



**9:00 a.m. to 10:00 a.m. | Plenary | “Getting Back to the Basics”, Barbara Karnes, Owner/Founder at BK Books |** Award Winning End of Life Educator and author of “Gone from My Sight”, Barbara Karnes talks with Jerry Fenter, System Director of Spiritual Counselors for Harbor Healthcare System and hospice RN Helen Bauer about getting back to the basics of providing quality end of life care. Attendees will learn best practices for hospice admissions, managing changes in condition, and helping families navigate care at death to create a meaningful experience for both patient and caregiver.

**Audience: All | Level: General**

**10:00 a.m. to 10:45 a.m. | Annual Award Ceremony**

### **11:00 a.m. to 12:00 p.m. Breakout Session (Group E)**

**E-1 | “The Plan of Care, A Scavenger Hunt”, Olivia Rogers, RN, BSN, CHPN, Vice President, Chief Nursing Officer VNA of Dallas |** The plan of care is the individualized, comprehensive document established to meet the unique needs of the patient and family. How can you ensure that all the necessary elements are present without having to go on a scavenger hunt?

**Audience: Nurses, Physicians, Leadership / Level: General**

**E-2 | “Is it QAPI or Compliance?”, Kerry Arp, RN, BSN, CHPN – Chief Quality Compliance and Clinical Officer at Three Oaks Hospice |** Both of these programs are vital to the health and well-being of your hospice agency. What is the difference between them ----- or is there?

**Audience: Nurses, Supervisors/Managers/Leaders / Level: Intermediate**

**E-3 | “How to Deal with the Difficult Family”, Kelly Klein, MD, Associate Professor at Texas Tech University Health Sciences Center |** Most families understand the hospice philosophy. But what do we do with the family that insists on calling EMS, or tells our staff not to mention hospice or dying? And what do we do with the estranged family members from out of town? We will review strategies for diffusing these tough situations.

**Audience: Nurses, Physicians, Counselors, Leadership / Level: Intermediate**

**E-4 | “Inpatient Hospice Versus Residential Units”, Chassie Huffman, MS., Senior Policy Specialist, Texas Health & Human Services Commission |** This session will discuss admitting an Assisted Living Facility (ALF) client to Hospice Care, ALF limitations of care for Hospice clients, communication between Hospice and ALF, client’s rights for an ALF and Hospice, coordination of care and services, including medications and physician visits/nursing care

**Audience: All / Level: General**

### **12:00 p.m. to 1:30 p.m. Lunch**



## **1:30 p.m. to 2:30 p.m. Breakout Session (Group F)**

**F-1 | “Managing Less Common but Troublesome Symptoms”, Caren McHenry Martin, PharmD, BCGP, Sr. Clinical Manager at Enclara Pharmacia** | Symptoms of itching, hiccups, cough, muscle/bladder spasms, and dry mouth can be troubling for hospice patients and caregivers. This presentation will help identify medication and disease-related causes for these symptoms and suggest management strategies for each.

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

**F-2 | “Case Management is a Team Sport! How Inclusiveness, Communication, Technology Can Super-Charge Your Organization”, Jeanette Dove, Advisory Board, Former EVP at Bristol Hospice** | To really thrive, Hospice providers need more than traditional, dedicated case managers. The whole organization needs to reimagine how to think/act this way. This presentation will explore current roles, then reimagine them with software-infused techniques. Attendees receive sample team agendas.

**Audience: All / Level: General**

**F-3 | “Ambiguous and Anticipatory Grief: How to Grieve the Loss of the Living”, Hollie Glover, MA, LPC, NCC, Director of Education & Family Support Services at James L. West Center for Dementia Care** | How do we grieve the living and the unknown future? Ambiguous and Anticipatory grief is loss without finality, which leaves us disoriented and not understanding the loss or how to move forward. We are left with many unanswered questions and a changed relationship. We will discuss 7 helpful tips.

**Audience: All / Level: General**

**F-4 | “HHSC - Expectations for HCSSA Management”, Joyce Stamatis, Program Specialist, Texas Health and Human Services Commission** | This session will give an overview of the requirements for management in a HCSSA, along with recognizing the importance of their role within agency and identifying future potential revisions that relate to administrators in the upcoming Chapter 558 rule project.

**Audience: Administrators, supervisors, managers / Level: General**

## **2:45 p.m. to 3:45 p.m. Breakout Session (Group G)**

**G-1 | “The Rule of Double Effect: Double Your Understanding”, Robert Friedman, FAAHPM FAFP HMDC, Educator & Tommie Farrell, MD, FAAHPM, HMDC, Hospice & Palliative Physician at Hendrick Hospital & Hospice** | The Rule of Double Effect is commonly invoked when providing end-of-life care, while not always clearly understood. This presentation will shine a light on the meaning of the rule, how and when it should be used, and the ethical considerations related to its use.

**Audience: Nurses, Physicians, Leadership / Level: Advanced**



**G-2 | “How to Burnout-Proof for Sustainability”, Jennifer Johnson, CEO/Co-Founder at AlevCare Hospice** | When we hear "burnout" We think about RNs, LPNs, CNAs, maybe even chaplains and social workers. But what about self-care for hospice administrators? What about care for our organizations themselves? Speakers will share organizational "self-care" ideas that will help you sleep at night.

**Audience: All / Level: General**

**G-3 | “Death & Dying in America: Impact on Society”, Rev. Edward Tello, Chaplain/Veteran Liaison at Amedisys Hospice** | This is a discussion on how our society and our healthcare industry has been impacted by the influx of immigrants, electronic revolution and covid disease as well as the reduction of general workforce and healthcare Industry, financial burden on society. We will discuss how all this impacts the work we do in hospice and caring for patients.

**Audience: All / Level: General**

**G-4 | “HHSC - Survey Readiness: Discussion of Parent, Branch, ADS and Record Keeping”, Monica Castillo, RN, Program Specialist, Texas Health & Human Services Commission** | The presentation will be about survey readiness, record keeping (to include the availability of records and policies and procedures), top 10 hospice violations and understanding how those violations can help the agency better prepare for the survey and staff availability during the survey.

**Audience: All / Level: General**

**3:45 p.m. to 4:00 p.m. Break**

**4:00 p.m. to 5:00 p.m. Breakout Session (Group H)**

**H-1 | “Knowledge and Attitudes of ICDs in a Diverse Population at End of Life”, Kelley Newcomer, MD, Medical Director at VNA Hospice of TX, Assistant Professor at UT Southwestern HPM** | More than 700,000 Defibrillators (ICDs) are implanted annually. Up to 1/3 of ICD patients receive painful shocks near the end of life. Our survey of a diverse population showed poor understanding of ICD settings and function. An educational video was created and can be useful in the hospice setting.

**Audience: Nurses, Physicians, Leadership / Level: General**

**H-2 | “The Hospice BLOG “Building Leaders 2 Optimize Growth”, Demetress Harrell, CEO/Administrator at Hospice in the Pines** | This is an invigorating presentation that will capture new innovative strategies to grow your hospice census and develop fundraising opportunities. This begins with the visual image of your brand and the labor of love executed by team members, and the evolution of mindful thinking and collaborative action.

**Audience: All / Level: General**

**H-3 | “Healing Healthcare: A Call to More Ethical Models of Practice”, Carla Cheatham, Principal & Lead Trainer at Carla Cheatham Consulting** | The pandemic highlighted pain points in our industry and resulted in even greater challenges of staffing and recovering morale. The opportunity is to rebuild a healthier version of whole-person care that includes team members and heals the dysfunction we have co-created in our field.

**Audience: All / Level: General**



**H-4 | “Opioid Rotation: It’s not magic, I promise!”**, Ellen Fulp, PharmD, MSPC, BCGP, Director of Pharmacy Education at AvaCare Inc. | This presentation will briefly discuss recommendations for safe prescribing and use of opioids. Things are changing! Recommended opioid prescribing and conversion guidelines will be presented. Patient cases will highlight areas of opportunity for opioid rotation and how best to communicate changes.

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

**Day 3 - Monday February 27th, 2023**

**8:00 AM to 8:30 PM | Celebration of Life** | As healthcare continues to grow and change, many fear we are losing our heart. One way to make certain we keep it is to continue practicing exquisite self-care by honoring and sharing our personal grief and allowing others to support us as much as we care for others. Join us Monday morning as we gather to remember those we have cared for who have died.

**Audience: All / Level: General**

**8:40 a.m. to 9:40 a.m. | Plenary | “Cultural Competence with Comfort Measures for Patients at the End-of-Life”**, T. Hanh Trinh, MD, Team Physician at Houston Hospice | How we address each patient and family member can affect their grief and the way they process the information we provide. By prioritizing cultural competence, we can make the environment where we treat patients and their families more inclusive to provide comfort, and to ease their journey.



**Audience: All / Level: New to Hospice**



**9:50 a.m. to 10:50 a.m. | Plenary | “Hope in Hospice and Palliative Care”**, Tommie Farrell, MD, FAAHPM, HMDC, Hospice & Palliative Physician at Hendrick Hospital & Hospice | Hope is an essential characteristic of healthy humans. At times healthcare providers can be distressed when statements of hope by patients and families are not congruent with the likely outcome of disease. This presentation will explore how to navigate these conversations.

**Audience: All / Level: New to Hospice**

**11:00 a.m. to 12:00 p.m. | Plenary | “Human Happiness Hospice Hypothesis”**, Danny Mack, Director of Spiritual Services at Christian Care Nursing & Rehabilitation

This presentation will examine how hospice workers can create a resilience strategy to manage caregiver stress. It will also review happiness interventions that will facilitate patient happiness as they journey through the end of life. This presentation will be creative, and interactive.



**Audience: All / Level: General**



## CONFERENCE INFORMATION

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

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

### Overview:

The purpose of this education activity is to enhance the comfort and skills of the General and Hospice and Palliative Care Professional in the area of Interprofessional 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:

- Describe the required elements for an acceptable Plan of Correction.
- Identify appropriate ethical boundaries that honor your professional role.
- Identify appropriate means of managing personal needs to protect your 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.
- Discuss trends related to healthcare delivery which impact hospice and palliative care.
- Outline key components of what hospice faces in terms of state and federal policy.
- Identify the role of clinicians in providing realistic prognoses for patients with advanced illness.
- Explain why patients are candidates for opioid rotation.

### *Continuing Education for Admin, SW, LPC, up to 15 Hours of CE:*

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

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

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

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

## CONTINUING EDUCATION PHYSICIANS AND NURSES

### Accreditation Statement



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

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



This activity was planned by and for the healthcare team, and learners will receive a maximum of 15.0 Interprofessional Continuing Education (IPCE) credit for learning and change.

**Credit Designation for Physicians**

AXIS Medical Education designates this live activity for a maximum of 15.0 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. 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 a maximum of 15.0 contact hours.

*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.*

**Disclosure of Conflicts of Interest**

AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, reviewers and other individuals who are in a position to control the content of this activity to disclose all real or apparent conflicts of interest they may have with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant conflicts of interest are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant conflicts of interest disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The **faculty** reported no relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

Colleen Bryan	Katy Fugate, RN
Deborah Grassman	Stephen Gates, MD
Heather Veeder, MD	Barbara Karnes
Danny Mack	Olivia Rogers, RN, BSN, CHPN
Rodney Bolejack, D.Min	Kerry Arp, RN, BSN, CHPN
Charles Canaan	Kelly Klein, MD
Dan George	Caren McHenry Martin, PharmD, BCGP
Tommie Farrell, MD, FAAHPM, HMDC	Jeanette Dove
Robert Friedman, FAAHPM FAAFP HMDC	Hollie Glover, MA, LPC, NCC
Demetress Harrell	Rev. Edward Tello
Sandi Hebley, RN, MSW	Kelley Newcomer, MD
Linda Tavel, MD MBA FAAHPM	Carla Cheatham
Jerry Fenter, BS HCM	Ellen Fulp, PharmD, MSPC, BCGP
Helen Bauer, RN, CHPN	T. Hanh Trinh, MD
Lauren Templeton, DO	
Brandi Gusme, MD, HPM	



The **directors, planners, managers and reviewers** reported no financial relationships they have with any ineligible company of any amount during the past 24 months:

Brandie Baker, CAE	Brandii Niles, RN
Helen Bauer, RN, CHPN	Keith Parker, MBA
Joanne Pryor-Carter, EdD, CDP	Olivia Rogers, RN, BSN, CHPN, MBA
Patricia Carter, RN	Linda Tavel, MD
Holly M. Hampe, D.Sc., RN, MHA, MRM	Maxcine Tomlinson, LMSW
Sandi Hebley, RN, MSW	Kathleen Ventre, RN
Janet Mack, RN	Ronald Viggini, MD
Dee Morgillo, MEd., MT(ASCP), CHCP	

**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 TNMHO at [bbaker@txnmhospice.org](mailto: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 25, 2023**. 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.