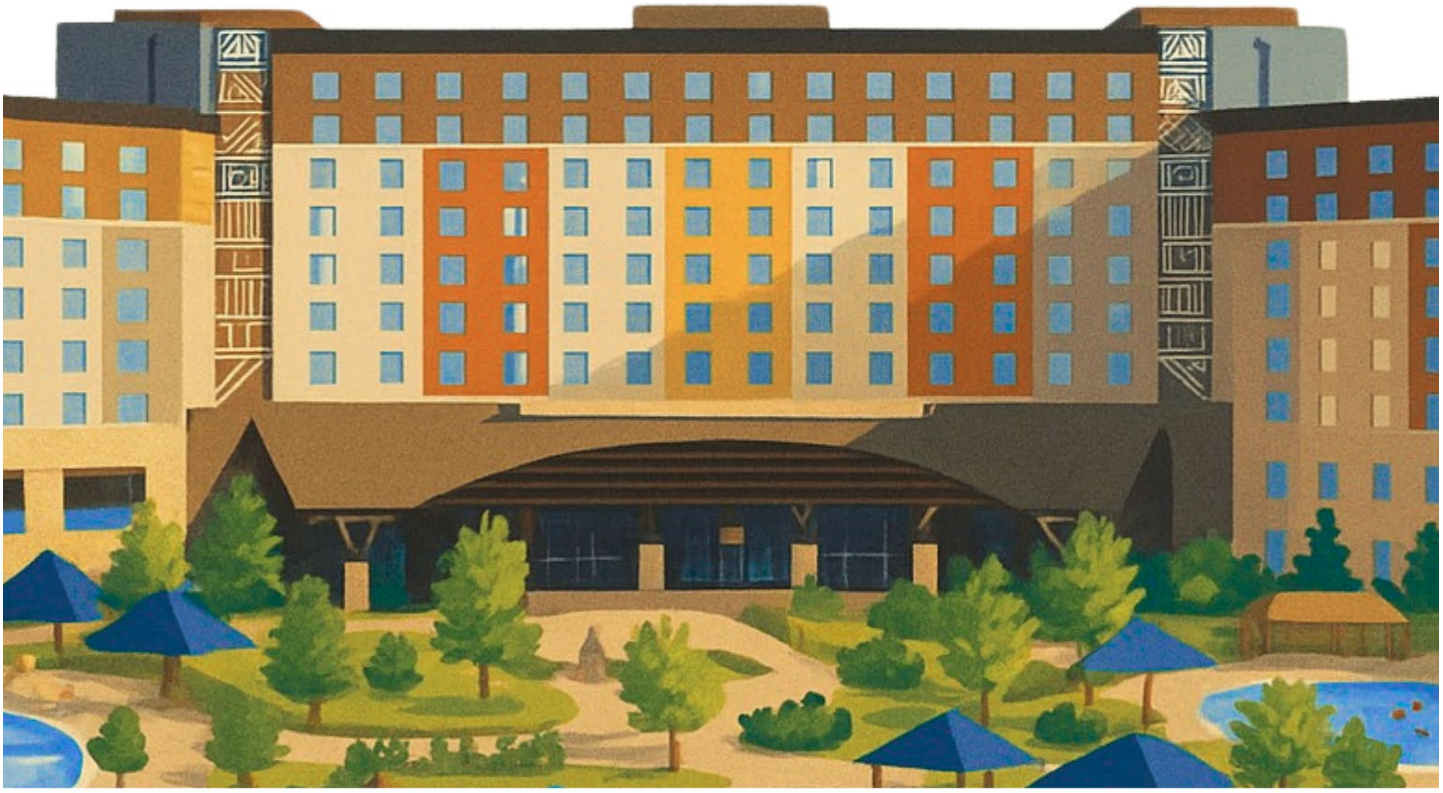
TEXAS ~ NEW MEXICO HOSPICE & PALLIATIVE CARE ORGANIZATION

44th Annual Conference

March 4-6, 2026

Kalahari, Round Rock, TX



This educational activity is jointly provided by Admeco and Texas New Mexico Hospice & Palliative Care Organization

CONFERENCE AT A GLANCE

Pre-Conference – Wednesday, March 4, 2026

12:30 - 5:00 PM	Advanced Clinical Preconference Workshop (CME, CNE) Room: Salon AB
12:30 - 5:00 PM	Hospice & Palliative Social Worker Preconference Workshop (SW CEU) Room: Salon CD
5:30 - 6:30 PM	Movie Premiere: "A Butterfly Has Been Released" - Hospice Nurse Allyson's Final 39 Days (All Are Welcome)

Conference Day 1, Thursday, March 5, 2026

Time/ CEUs	**Session**	**Room**	**Overview**
7:30 - 9:30 AM	**Breakfast (Salon E)**		
7:30 - 8:30 AM	**Early Riser**	Salon A	Nourish or Neglect: Food, Fluids, and Final Choices (CME, CNE, CEU)
7:30 - 8:30 AM	**Early Riser**	Salon B	CAMP 101: Contract Application & Management Made Simple (CE)
9:00 - 10:15 AM	**General**	Salon E	**Plenary:** Innovations and Updates Shaping the Future of Hospice and Palliative Care (CME, CNE, CEU)
10:45 - 11:45 AM	**Breakouts**	**Room**	**Overview**
CME, CNE	*A-1*	Salon A	To Poo or Not to Poo … A Surgeon's Memoirs on Constipation
CE	*A-2*	Salon B	All to do with HR (Staffing, Retention, Background Checks, etc.)
CME, CNE, CEU	*A-3*	Salon C	The Missing Conversation: End-of-Life Planning for People with Disabilities
CE	*A-4*	Salon D	Ethical AI Governance in Hospice and Palliative Care: Balancing Innovation
11:45 - 1:00 PM	**Lunch - Salon E**		
1:00 - 2:00 PM	**Breakouts**	**Room**	**Overview**
CNE	*B-1*	Salon A	The Power of Charting with Conviction; Active Documentation for Hospice RNs
CE	*B-2*	Salon B	Seven Dumb Mistakes Smart Hospice Professionals Make
CME, CNE, CEU	*B-3*	Salon C	Aging, Sex, and Consent
CE	*B-4*	Salon D	We Need to Talk: Improving Quality and Care in End-of-Life Communication
2:15 - 3:15 PM	**Breakouts**	**Room**	**Overview**
CME, CNE, CEU	*C-1*	Salon A	Nausea: helping to keep it down
CE	*C-2*	Salon B	A Workforce Under Strain: After-Hours Models That Prevent Clinical Burnout
CE	*C-3*	Salon C	Communication Strategies Across the Stages of Dementia
CME, CNE, CEU	*C-4*	Salon D	Symptom Management for Hospice Patients with Psychiatric Diagnoses
3:15 - 4:00 PM	**Sweet Treat & Poster Presentation Break (Salon E)**		
4:00 - 5:00 PM	**Breakouts**	**Room**	**Overview**
CME, CNE, CEU	*D-1*	Salon A	From Routine to Crisis: Understanding & Optimizing Hospice Levels of Care
CE	*D-2*	Salon B	Designing a Compliance Driven Culture - Why We Need a Compliance Program
CE	*D-3*	Salon C	Toxic Empathy: When Compassion Goes Too Far
CE	*D-4*	Salon D	Palmetto GBA: Medicare Hospice Billing & Medical Review
5:30 - 7:00 PM	**Welcome Reception (The Barn – On the back lawn of the Kalahari)**		

Conference Day 2, Friday, March 6, 2026

Join us for the **TNMHPO Annual Business Meeting**, Friday, 7:30 - 8:30 a.m. in Salon C, where members will receive important updates on the organization's accomplishments and ongoing initiatives in hospice and palliative care across Texas and New Mexico. This meeting will also include the announcement of newly elected board members who will help guide TNMHPO's mission in the year ahead.

7:30 - 9:30 AM	**Breakfast (Salon E)**		
7:30 - 8:30 AM	**Early Riser**	Salon A	Therapeutic Presence (CME, CNE, CEU)
7:30 – 8:30 AM	**Early Riser**	Salon B	The Early Years: Orientation for New Hospice Administrators (CE)
7:30 – 8:30 AM		Salon C	Annual Business Meeting
9:00 - 10:00 AM	**General**	Salon E	**Plenary:** Welcome to Whoville Hospital: What Children's Stories Teach Us About Healthcare Communication and Ethics (CME, CNE, CEU)
10:30 - 11:30 AM	**Breakouts**	**Room**	**Overview**
CME, CNE, CEU	*E-1*	Salon A	Revisiting Pain Management in Children
CE	*E-2*	Salon B	HOPE Lessons Learned: Where We've Been & Where We're Going
CE	*E-3*	Salon C	Call to Duty – Serving the Veteran Population in Texas
CE	*E-4*	Salon D	OIG - Care Coordination and Hospice Services in Texas Medicaid
11:30 -1:00 PM	**Lunch & Awards Ceremony - Ballroom**		
1:00 – 2:00 PM	**Breakouts**	**Room**	**Overview**
CME, CNE, CEU	*F-1*	Salon A	Hospice Comfort Kits: Helpful or Harmful?
CE	*F-2*	Salon B	Medicare Hospice Program Integrity: What This Means for Providers
CME, CNE, CEU	*F-3*	Salon C	Breaking Barriers: Tools and Resources to Improve End-of-Life Conversations
CE	*F-4*	Salon D	HHSC – Utilization Review
2:00- 2:15 PM	**Break - Zambia Exhibit Hall**		
2:15 – 3:15 PM	**Breakouts**	**Room**	**Overview**
CME, CNE, CEU	*G-1*	Salon A	Deprescribing in Hospice: Less is More
CE	*G-2*	Salon B	Hospice CAP - They Keep Asking for Money Back
CE	*G-3*	Salon C	Myth Busters: Childhood Grief Edition
CE	*G-4*	Salon D	HHSC - IDT and Core vs. Non-Core
3:15 - 3:30 PM	**Break – Zambia Exhibit Hall**		
3:30 - 4:30 PM	**Breakouts**	**Room**	**Overview**
CME, CNE, CEU	*H-1*	Salon A	Managing and Documenting the "Gray Area" Patient
CE	*H-2*	Salon B	From Hire to Heart: Sustaining Mission-Driven Teams Across Generations
CE	*H-3*	Salon C	Live Discharge in Hospice: Challenges and Opportunities
CE	H-4	Salon D	HHSC - Texas Medicaid Hospice Care

Key – CME = Physicians, CNE = Nurses, CEU = Social Workers, CE = Admin/Other

DME EXPRESS

We Deliver the Best DME in Texas



The Best Service

- Newest Equipment
- Fastest Delivery Times
- Highest Staffing Levels
- 2 Hour Hospital Discharges
- 24/7 Live Customer Service

The Best Technology

- Real Time Order Tracking
- Delivery Status Updates
- Easy Online Ordering
- Customer Dashboards
- EMR Integration

The Best Coverage



- Headquartered in Texas
- Largest DME Provider in Texas
- Servicing 9,000 Texas Hospice ADC
- 22 Texas Warehouse Locations
- Best Geographic Coverage in Texas

CALL TODAY!

Christie Ballard
Vice President
(580) 445-6064
cballard@dmeexpress.com

PRE-CONFERENCES: Wednesday, March 4, 2025

Advanced Clinical Preconference Track - 12:30 – 5:30 PM

When the Goal Is Comfort: Interdisciplinary Care During Oxygen Weaning at End of Life | Rachna Goswami, Palliative Care Physician & Kelley Newcomer, Medical Director, VNA Hospice of Texas | This session reviews the role of oxygen at end of life, the emotional impact on patients and families, and a practical approach to symptom control during planned weaning. Using case examples, we'll share interdisciplinary strategies and tools for anticipatory prescribing, family education, and team support to optimize comfort during oxygen withdrawal.

Documenting Signs and Symptoms – What Matters? | Linda Tavel, MD, Bristol Hospice | Is it possible that not every symptom or physical sign relates to a terminal condition? When is ankle edema or a new rash not noteworthy? This session will examine the assessment and reporting of physical signs and symptoms and their relevance to terminal conditions and comorbidities in hospice.

"We Do Do That" | Olivia Rogers, RN, CHPN, Chief Nursing Officer & Kelley Newcomer, MD, FAAHPM, Medical Director | VNA Hospice of Texas | Hospice is changing; that is something we can all agree upon, but how best to respond to the changing hospice patient? Patients today are coming to us with a host of high-acuity problems and high-tech equipment. The old adage of "that is not in line with hospice philosophy" is no longer going to meet the needs of today's hospice patient and family. Airvos, paracenteses, midlines, PICCs, palliative radiation, NOACs, and more, this session will address how to find a way to say "yes" and how to educate the patient and family on treatment options and consequences.

Advanced IV Therapy | Marcus Zavala, Pharm.D., BCSCP, Chief Pharmacy Officer, Perrone RX & Perrone Pharmacy Inc. and Kelley Newcomer, MD, FAAHPM | This talk will review how to order appropriate IV therapies such as PCAs with opioids, managing patients on home inotropes, converting from PO to IV and back to PO, using off label IV formulas to control symptoms orally/sublingually, and more.

Social Worker Preconference Track - 12:30 - 5:30 PM

Beyond the Caseload: Empowering Social Workers in Hospice Leadership | Brianna Ahmiche, LMSW, Bridge Hospice | This session explores ways hospice social workers can expand and elevate their role beyond documentation, highlighting leadership competencies in bereavement support, substance-use risk assessment, safety planning, and community outreach.

Dementia and Effective Communication: Helping Caregivers Communicate | Karina Madera, LMSW & Kathy Miller, LMSW, Hope Hospice | This session equips hospice professionals with practical tools to educate caregivers on communicating with individuals living with dementia.

Unspoken Goodbyes: Supporting Teens Through Grief in a Digital Age | Brianna Ahmiche, LMSW, Bridge Hospice | This workshop provides trauma-informed, developmentally appropriate strategies to support grieving adolescents in hospice and community settings.

Ethical Documentation in Social Work: Should I Write This or That? | Valencia Hooper-Alexander, LMSW, Bella Hospice | Documentation plays a vital role in social work practice, serving as the official record of events and interventions. The common adage, "if it isn't written, it didn't happen," underscores the importance of thorough and accurate recordkeeping.

HORIZON
Oxygen and Medical Equipment Inc.

Why do our hospice partners love us so much?

866-575-8901 | 714-575-8989 | horizonoxygen.com

Superior Service for Your Patients



Horizon is the #1 choice for service with the highest satisfaction ratings in the industry. Our employees are compassionate and receive extensive training to deliver best-in-class care to patients.

We over communicate, never have hidden fees, will move furniture, and our team members train to go above and beyond for you and your patients.

Hear from some of our clients

When we changed to Horizon DME it was the **best decision we have made.** Our patients are receiving the best equipment and customer service available. The difference for our staff is palpable.

Sarah M. *| President & CEO | 20 years in hospice*

I would recommend Horizon to all in need of **high-quality equipment, friendly and experienced professionals**. Horizon truly lives their mission and purpose.

Angela M. *| Senior Vice President | 25 Years of Hospice Experience*

Horizon always **exceeds our expectations in every way**! The staff are well trained and treat patients and families with compassion and respect.

Suzi J. *| VP Advanced Illness, Palliative and Hospice | 36 years of Hospice Experience*

Horizon **keeps their promises** and their service is as outstanding as they will tell you it will be. The switch out process was so easy. The Horizon team is amazing! We wish we would've switched over sooner.

Desha H. *| Director of Hospice | 25 Years of Hospice Experience*

Increase Your Bottom Line

Drive ADC and revenue through **improved referrals satisfaction, faster delivery times, highest service levels**, and software solutions.

Remove the middleman and **go direct**. Our team handles it all for you - from start to finish.

Control costs through our software solution. Our Executive Dashboard allows you to track your budget, and triage patients in emergency situations, plus much more.

Technology that Makes Your Job Easier

Our proprietary technology allows you to get **real-time updates** on orders and detailed ticket information so you can focus on supporting your patients.

Web-based and **accessible on any device**, with individual logins for each member of your team.

Triage your patients by location or equipment anytime!

Let us be a blessing to you!

Lance Will
Vice President of Hospice Partnerships - Texas
817-845-4164 | lwill@horizonoxygen.com

HORIZON
Oxygen and Medical Equipment Inc.

866-575-8901 | 714-575-8989 | horizonoxygen.com

Conference Day 1 - Thursday, March 5, 2026

7:30 to 8:30 a.m. | Early Riser | "Nourish or Neglect: Food, Fluids, and Final Choices" | Kelley Newcomer, MD FAAHPM, Medical Director, VNA Hospice, Associate Professor, UTSW | Two cases involving nutrition and fluids at the end of life will be presented, covering voluntary stopping of eating and drinking, as well as removal of artificial nutrition and hydration by a guardian. We will cover the legal and ethical dilemmas facing these issues in hospice and palliative care. There will also be small group discussion questions for audience participation. ***Audience: All | Level: General (Everyone)***

7:30 to 8:30 a.m. | Early Riser | CAMP 101: Contract Application & Management Made Simple |Amber Davis, Roland Cano, and Marlon Ballard, Texas HHSC | The Contract Application and Management for Providers (CAMP) was implemented in the summer of 2025. This site is where waiver service providers, which include hospices interested in providing Medicaid services, can log into a contract application and management account. This system will begin the application process. Contract staff will provide information on how to use the system and its benefits.

Keynote Day 1 - Thursday, March 5, 2026



9:00 to 10:15 a.m. | Plenary | "Innovations and Updates Shaping the Future of Hospice and Palliative Care" | Jennifer Sheets | CEO of The Alliance for Care at Home | This session will explore the significant advances and positive developments transforming hospice and palliative care delivery in the United States. National Alliance for Care at Home CEO Jennifer Sheets will examine key trends driving the success of the field, including expanded access to care, innovative care models, and increasing recognition of palliative care's role across the care continuum. Participants will gain insights into emerging opportunities, policy developments, and evidence-based practices strengthening the hospice and palliative care workforce. The presentation will conclude with a discussion of how providers, policymakers, and advocates can build on current momentum to improve patient outcomes and expand quality end-of-life care. Attendees will leave equipped with actionable knowledge to advance hospice and palliative care initiatives within their own organizations and communities.

10:45 to 11:45 a.m. Breakout Session (Group A)

A-1 | "To Poo or Not to Poo … A Surgeon's Memoirs on Constipation" | Philip Hamby, MD, FACS & Romeeka Siddique, MD, Hospice and Palliative Care Fellow | Texas Tech University Health Science Center | This is a review of constipation, particularly as it relates to the hospice and palliative care patient. The presentation is written from the perspective of a surgeon who is currently training in hospice & palliative care. It provides a workflow for helping patients who cannot pass stool and those who are truly "full of it." The presentation is designed to provide practical and memorable advice for the management of constipation, primarily for the hospice RN and the hospice physician. ***Audience: All | Everyone***

A-2 | "All to do with HR (Staffing, Retention, Background Checks, etc.)" | Janet Gomez, LMSW, Alt. Administrator | Pax Et Vita Hospice Agency, LLC | Successful hospice care begins with building a workforce that reflects both clinical excellence and organizational values. This session explores effective strategies for recruiting and retaining the right candidates beyond the interview stage, including values-based screening, reference verification, and competency assessments. Attendees will learn proactive retention techniques such as employee satisfaction reviews, open-door leadership practices, and transparent communication that fosters trust and long-term commitment. The session will also outline key compliance and quality practices, including timely background checks, re-screening requirements, and structured annual and bi-annual personnel file reviews, along with updates to policies, emergency preparedness plans, business profiles, and QAPI initiatives to ensure ongoing regulatory readiness and organizational excellence. ***Audience: All | Level: New to Hospice***

A-3 | "The Missing Conversation: End-of-Life Planning for People with Disabilities" | Arielle Friedtanzer, End-of-Life Consultant | Parents of children with special needs often fear a future when they can no longer provide care. Yet conversations about aging, death, and personal values rarely include adults with intellectual disabilities. Communication barriers and limited training among healthcare professionals contribute to this gap, risking end-of-life care that does not reflect individuals' wishes. This session explores why these conversations aren't happening, and what we can do to change that. ***Audience: All | Level: General (Everyone)***

Sponsored by:

HART HEALTHCARE SOLUTIONS

A-4 | "Ethical AI Governance in Hospice and Palliative Care: Balancing Innovation with Compassion" | Andrew Awoniyi, ND, RN, NI-BC, Vice President of Patient Engagement & Analytics & Raianne Melton, RN, BSN, CHPN, Sr. Director of Clinical Services | Axxess | Artificial intelligence has the potential to transform hospice and palliative care by improving staffing, symptom management, patient engagement, and resource allocation. Tools such as predictive analytics, decision support, and automation can help clinicians overcome time and communication challenges. However, AI use in end-of-life care raises important ethical, governance, and trust considerations. This session reviews the current landscape of AI in hospice and palliative care and best practices for using AI tools within electronic medical records. ***Audience: All | Level: General (Everyone)***

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

B-1 | "The Power of Charting with Conviction; Active Documentation for Hospice RNs" | Amy Cooley, RN, CHPN, Alternate Director Clinical Services | Tribute Hospice and Palliative Care | Discover the Power of Charting with Conviction! This engaging seminar is designed exclusively for hospice nurses who want to strengthen their voice through documentation. Learn how active, precise charting not only protects your patients and your practice but also reflects the true depth of your care. We'll explore strategies to streamline notes, highlight clinical judgment, and confidently capture the art and science of hospice nursing. Walk away empowered, equipped, and inspired to chart with clarity, purpose, and conviction—because your words matter. ***Audience: Nurses | Level: Intermediate***

B-2 | "Seven Dumb Mistakes Smart Hospice Professionals Make" | Danny Mack, MDiv, CDP, Director of Spiritual Care | Christian Care Communities and Services | This engaging and eye-opening session is designed to help hospice professionals identify common pitfalls that can impact patient care and team effectiveness. Attendees will leave with new awareness and tools to enhance compassion, professionalism, and quality care in the hospice setting. Those who attend will be motivated toward continuous improvement and job satisfaction. ***Audience: All | Level: General (Everyone)***

B-3 | "Aging, Sex, and Consent" | Brianna Ahmiche, LMSW | Bridge Hospice | Sexuality and intimacy remain vital parts of life at every age, including for patients receiving hospice and palliative care. Yet conversations about sex and consent in older adults are often overlooked, misunderstood, or avoided. This avoidance leads to ethical dilemmas, safety concerns, and unmet needs. This presentation explores how ageism, cognitive decline, and cultural taboos shape discussions of intimacy in aging populations. Participants will learn to identify red flags around capacity and consent, balance patient rights with safety concerns, and foster culturally sensitive, trauma-informed approaches to intimacy at the end of life. Through case studies and practical strategies, attendees will gain tools to support patients and families with compassion, dignity, and ethical clarity. ***Audience: All | Level: General (Everyone)***

Sponsored by:

better RX

B-4 | "We Need to Talk: Improving Quality and Care in End-of-Life Communication" Helen Bauer, BSN, RN, CHPN, End of Life Educator and Advocate | Hospice Navigation Services | Clear and compassionate communication builds trusted relationships with patients, families, care partners, and communities. This session explores how empathic and coordinated communication by the interdisciplinary team improves patient and family experiences, contributing to better CAHPS survey scores and STAR ratings. Attendees will examine the impact of ineffective communication and learn practical ways to communicate with clarity, empathy, and professionalism. ***Audience: All | Level: General (Everyone)***

2:15 to 3:15 p.m. Breakout Session (Group C)

C-1 | "Nausea: Helping to Keep it Down" | Thuy Hanh Trinh, MD, FAAHPM, HMDC, Team Physician | Houston Hospice | Nausea is often a side effect of curative medications and can be persistent and debilitating for patients. This session will explore medical management options to help alleviate symptoms while safely titrating medications to optimize comfort. Participants will also learn strategies for counseling families about decreased oral intake, the physical changes associated with cachexia, and how to provide reassurance that symptom management remains focused on comfort and safety for both patients and their families. ***Audience: All | Level: New to Hospice***

C-2 | "A Workforce Under Strain: After-Hours Models That Prevent Clinical Burnout" | Bernadette Smith, VP of Marketing | IntellaTriage | With burnout and attrition among the biggest threats to hospice access, this session highlights innovative ways to support clinician work-life balance without sacrificing patient care. In hospice and home health, there are really three core after-hours care models, each with different impacts on nurse burnout, patient experience, and operational efficiency. Learn how different after-hours triage models impact fatigue, retention, and costs. Allow clinical teams to thrive in the roles they were trained for. This talk will share data from agencies who've adopted different approaches, including before-and-after impacts on morale and scheduling. ***Audience: Supervisors/Managers/Leaders | Level: Intermediate***

C-3 | "Communication Strategies Across the Stages of Dementia" | Hollie Lowe, MA, LPC, NCC, Director of Education and Family Support Services | James L. West Center for Dementia Care | This session explores how communication abilities evolve throughout the stages of dementia and offers practical, compassionate strategies to support meaningful connection at every phase of the disease. Participants will gain insight into how dementia affects language, comprehension, and expression in the early, middle, and late stages, including both verbal and nonverbal communication changes. Evidence-based techniques will be shared to enhance understanding and reduce frustration, such as simplifying language, validating emotions, using visual cues, and incorporating supportive tone, touch, and body language. Real-world examples will demonstrate how thoughtful adjustments in communication can strengthen relationships, promote dignity, and improve quality of life for individuals living with dementia and those who care for them. ***Audience: All | Level: General (Everyone)***

C-4 | "Symptom Management for Hospice Patients with Psychiatric Diagnoses" | Linda Tavel, MD, Medical Director | Bristol Hospice | It seems more patients are coming to hospice with psychiatric diagnoses in addition to their terminal conditions: schizoaffective disorder, MDD, schizophrenia, others. Their medications permit function and high-quality life experiences. Stopping or weaning these medications requires intentional case management. Also, as symptoms typical for hospice patients arise, such as nausea, anxiety, or delirium, drug interactions are a concern. The session will examine the role and management of patients' psychiatric medications as they journey.

3:15 to 4:00 p.m. Sweet Treat Break

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

D-1 | "From Routine to Crisis: Understanding & Optimizing Hospice Levels of Care" | Katherine Morrison, RN, MSN, CHPN, CCS-HH, Director Advisory Services & Cindy Campbell, Sr. Director of Advisory Services | WellSky | Hospice care is not one-size-fits-all—and understanding the nuanced levels of care is essential for strategic leadership and quality delivery. This session explores the four levels of hospice care—routine home care, continuous home care, inpatient respite, and general inpatient care—through the lens of regulatory compliance, interdisciplinary coordination, and patient-centered decision-making. Participants will gain insights into how appropriate utilization can impact reimbursement, clinical outcomes, and family satisfaction. Through case examples and best practices, hospice leaders will leave equipped with practical strategies to align care levels with organizational goals while enhancing team performance and overall service quality. ***Audience: All | Level: Intermediate***

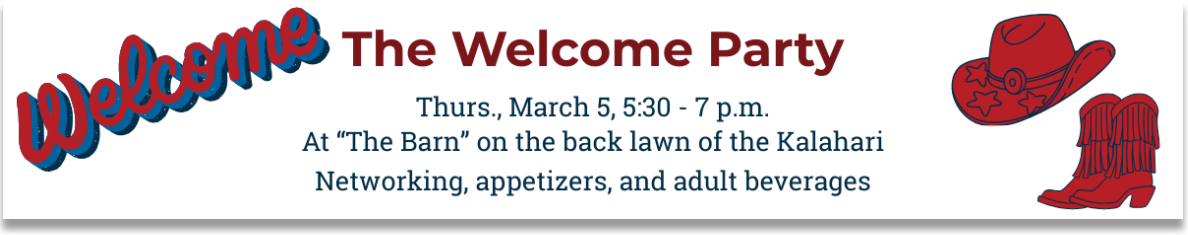
D-2 | "Designing a Compliance Driven Culture - Why We Need a Compliance Program" Richard Y. Cheng, Esq., CHC, Managing Member | Ritter Spencer Cheng, PLLC | This session introduces the foundations of hospice compliance and examines how a strong compliance program not only protects an organization but also serves as a strategic advantage. Attendees will explore the seven essential elements of a compliant program and learn how to build, implement, and sustain effective processes that support ethical operations and regulatory adherence. Discussion will include practical examples of risk assessments, ongoing monitoring, auditing practices, and corrective action planning to prevent issues that could trigger government investigation or enforcement. Participants will also gain insight into how compliance impacts Medicare reimbursement, as well as key considerations for compliance management during mergers and acquisitions, ensuring operational integrity and long-term organizational value. ***Audience: All | Level: General (Everyone)***

Sponsored by:

PERRONE RX

D-3 | "Toxic Empathy: When Compassion Goes Too Far" | Jerry Fenter, BS-HCM, System Director of Spiritual Counselors | Harbor Healthcare System | This presentation will introduce leadership and management, as well as the professional caregiver to the concept of toxic empathy (also known as toxic altruism). While empathy and compassion are the backbone of effective hospice care, excessive or unregulated empathy can become harmful—to the care system, the team, patients and families, and the individual caregiver. The session will use real-world scenarios to illustrate how toxic empathy develops, the negative consequences that result when it's unchecked, and strategies to identify and manage these patterns for healthier, more resilient caregiving. ***Audience: All | Level: General (Everyone)***

D-4 | "Palmetto GBA Workshop (Billing and Medical Review)", VIRTUAL SESSION | Charles Canaan & Dan George, Senior RHHI Ombudsman and Senior Medical Review, Palmetto GBA | This series equips hospice providers, billers, administrative staff, and clinicians with essential tools for mastering Medicare billing and documentation. Attendees will gain practical skills and insights to ensure compliance and success in navigating Medicare requirements. ***Audience: All | Level: General (Everyone)***



Thank you to our Annual Partners:

DME EXPRESS

HospiceMD™
An Advanced & Intelligent Software Solution to Stay Ahead!

HORIZON
Oxygen and Medical Equipment Inc.
"There's no place like H.O.M.E."

Schuerman
Business Consulting, LLC

KanTime
How better happens.

firenote

PDC Rx

PERRONE RX

dragonfly HEALTH

OnePoint® PATIENT CARE

Thank you to our exhibitors:

archouse

Qualis

HOSPI

ACHC

HealthCare ConsultLink

ADVANCED REVCYCLE

Managed Care Consultants of America

better Rx

WISE HOSPICE OPTIONS

CHAP

HealthCare Synergy INC.

TwinMed

HOME HEALTH & HOSPICE CONSULTING

McKESSON

Right at Home
In Home Care & Assistance

SHP
STRATEGIC HEALTHCARE PROGRAMS

curantis solutions

PERLAS INSURANCE

weatherbee resources

MAC LEGACY

Patrick ACCOUNTING

IntellaTriage

DFW BUSINESS EXCHANGE

Max Haven

HospiceMD™

An Advanced & Intelligent Software Solution to Stay Ahead!

Advanced Clinical Decision Support

Move from reactive tasks to proactive medicine. Our intelligent alerts and real-time clinical guidance identify care gaps before they impact patient outcomes, ensuring timely and effective delivery of care.

Neuro-Symbolic AI & Intelligent Assistance

Auto-Generated Plan of Care
Clinical intelligence that instantly drafts comprehensive, patient-specific care plans, reducing administrative burden while enhancing clinical precision.

System-Wide Intelligent Assistant
An always-on smart companion embedded across the entire platform to assist with navigation, queries, and analytics instantly.

AI-Driven Note QA
Zero-Error Architecture performs real-time quality assurance on clinical notes while you chart, flagging compliance risks for error-free documentation.

Ambient Listening
Don't just chart—connect. Our AI listens during visits and auto-generates structured clinical notes.

Neuro-Symbolic Logic
Combines machine learning with strict medical rules for 100% accuracy.

Advancing quality, efficiency, integration, intelligence, RCM, and increased interoperability across post-acute care settings.

HospiceMD	**HomeHealthMD**	**Palliative Care**
TextMD	**E-PrescribeMD**	**XMD AI**

SMARTER TOOLS. STRONGER CARE. ONE SEAMLESS SYSTEM.

HospiceMD.com

Conference Day 2- Friday, March 6, 2026

7:30 to 8:30 a.m. | Early Riser | "Compassion Satisfaction and Therapeutic Presence" | **Tommie Farrell, MD FAAHPM, HMDC, Medical Director, Hendrick Hospice & Faith Parsons, LCSW, Hendrick Palliative Care |** The scientific field of quantum physics has taught us that on a molecular level, everyone exists in a virtual sea of energy and that each person is an integral part of that energy field, affecting and being affected by everything around them, simply by being present. We will discuss new ways to measure compassion on a spectrum from fatigue to satisfaction. We will then discuss specific techniques you can use to have therapeutic presence in every interaction of life. ***Audience: All | Level: General (Everyone)***

7:30 to 8:30 a.m. | Early Riser | **"The Early Years: Orientation for New Hospice Administrators"** | **Rosalind J. Nelson-Gamblin, CEO & Sr. Consultant, RJNG Consulting |** This presentation is designed for hospice administrators new to the role, fewer than three years, with a strong focus on the essential elements of clear communication and diligent oversight. Attendees will discover how consistent engagement with staff, families, and regulatory bodies, alongside vigilant review of operational reports, agency records, and referral outcomes, lays the foundation for excellence in patient care and compliance. Through strategic leadership and open channels of communication, administrators can foster a culture of transparency, improvement, and organizational success across all service locations. Tenured administrators are encouraged to attend to lend perspectives to the discussion. ***Audience: Administrators, Management | Level: Beginner***

Keynote Day 2 - Friday, March 6, 2026



9 to 10:00 a.m. | Plenary | "Welcome to Whoville Hospital: What Children's Stories Teach Us About Healthcare Communication and Ethics" | Jason Lesandrini, PhD, FACHE, LPEC, HEC-C | Healthcare Ethics Executive Healthcare runs on communication, yet our messages often miss the mark, especially when patients are scared or in crisis and may not truly understand what we're saying. This interactive presentation uses familiar children's stories to reveal common communication breakdowns in healthcare and the ethical problems they can create. Together, we'll explore practical strategies drawn from these stories to improve communication with patients and colleagues and prevent conflicts before they arise.

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

E-1 | "Revisiting Pain Management in Children" | Ana M Montanez, MD, Hospice and Palliative Care Fellow & Kelly Klein, MD, Hospice & Palliative Care Director | Texas Tech University Health Sciences Center Lubbock | Pain is one of the most common complaints in children, yet assessing and managing it has long been a challenge in pediatric care. While efforts to reduce opioid prescribing have helped address overdose risks, they may also contribute to the undertreatment of pain when opioids are appropriate. This session will review evidence-based guidelines for a balanced, multimodal approach to managing acute and chronic pain in children. ***Audience: All | Level: General (Everyone)***

Sponsored by:

E-2 | "HOPE Lessons Learned: Where We've Been & Where We're Going" Samuel Pate, Sr., Client Development Representative | Simple, a Netsmart Solution | As hospice providers transition into the first months of using the new Hospice Outcomes and Patient Evaluation (HOPE) tool and CMS reporting systems, valuable lessons are emerging that shape compliance and care delivery. This session reviews early experiences with HOPE implementation, including changes to daily workflows, the use of iQIES for data submission, and the real-world impact of new regulatory requirements. Attendees will explore strategies to streamline documentation and reporting, enhance accuracy, and prepare for the two new hospice quality measures tied to HOPE. The session will also offer guidance on improving efficiency and maintaining compliance while highlighting the latest CMS updates and anticipated developments in the Hospice Quality Reporting Program (HQRP) and future applications of HOPE data. ***Audience: Compliance Professionals, Clinical Leaders, Quality & Data Teams | Level: Intermediate***

E-3 | "Call to Duty - Serving the Veteran Population in Texas" | Rev. Edward Tello, MTh, Veteran Engagement Liaison | Texas is now home to the largest veteran and military population in the nation, making focused attention on the needs of this community both timely and essential. Veterans face unique challenges, including elevated suicide rates and low utilization of hospice and VA-assisted end-of-life care. As Baby Boomer veterans reach advanced age, we are simultaneously honoring the final years of WWII veterans while actively caring for Vietnam-era veterans and those entering the Gulf War era. This session will introduce attendees to veteran culture and lived experience, explore the needs of veterans and their families, and provide an overview of the VA system and its role in supporting veteran care. ***Audience: All | Level: General (Everyone)***

E-4 | "Care Coordination and Hospice Services in Texas Medicaid" | Patrick Smith, Audit Director | Texas Office of Inspector General | This session will discuss the complexities associated with providing care to a medically fragile population while dealing with multiple regulatory environments and different payors. We will discuss examples of inappropriate levels of care coordination for pediatric hospice. In addition, we will discuss both required and best practices for providing hospice within Texas Medicaid. ***Audience: Administrators, Compliance | Level: General (Everyone)***

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

F-1 | "Hospice Comfort Kits: Helpful or Harmful?" | Lauren Templeton, DO, FAAHPM, HMDC, Consultant Physician, Pennant Group & Weatherbee Resources, & Ellen Fulp, PharmD, MSPC, BCGP, FAAHPM, Pharmacist, Parella Health | Symptom management is a standard right of hospice patients. Hospices are tasked with developing individualized plans, including managing troublesome symptoms, considering each patient's unique needs and preferences. The Centers for Medicare & Medicaid Services (CMS) highlighted adequate symptom management as an area of quality improvement for hospice agencies and developed the Hospice Outcomes and Patient Evaluation (HOPE) tool as part of the Hospice Quality Reporting Program (HQRP). Appropriate symptom assessment visits, treatment plans, and 24/7 access to the hospice team enable effective symptom management. Considering the importance of timely symptom management to decrease suffering, for many hospice agencies, it's common practice to introduce a small quantity of medications for the management of new symptom onset. This session will highlight the potential benefits, harms, and best practices associated with planning for aggressive symptom management at end-of-life. ***Audience: All | Level: General (Everyone)***

F-2 | "Medicare Hospice Program Integrity: What This Means for Providers" | MJ Ruppert, RN, CHC, Director of Regulatory Affairs | Community Health Accreditation Partner (CHAP) | The Centers for Medicare & Medicaid Services (CMS) has implemented increased scrutiny of hospice programs related to growing concerns over hospice service fraud as well as concerns regarding the integrity of hospice service provided. Hospice leaders must understand this new CMS survey landscape and the importance of key survey readiness to avoid enforcement remedies and ensure regulatory compliance. CHAP will provide an overview of the CMS Hospice Program Integrity priorities and survey landscape, enforcement remedies, and top survey findings; Strategies for implementation of an effective survey readiness program will be discussed. ***Audience: All | Level: General (Everyone)***

F-3 | "Breaking Barriers: Tools and Resources to Improve End-of-Life Conversations" | Lisa Pahl, LCSW, APHSW-C | The Death Deck | Conversations about death and dying are often avoided, even in hospice and palliative care, yet they are essential for honoring patient values, reducing conflict, and supporting families through some of life's most challenging moments. This session provides practical and creative strategies to build confidence in initiating and guiding end-of-life discussions, using real case examples and interactive demonstrations to illustrate how structured communication tools can turn intimidating conversations into clear, compassionate, and empowering exchanges. Participants will learn to recognize common barriers to discussing end-of-life preferences, explore at least two validated communication frameworks, and practice skills that foster trust, clarity, and emotional support for patients, caregivers, and interdisciplinary care teams. ***Audience: All | Level: General (Everyone)***

F-4 | "HHSC – Medicaid Hospice Utilization Review" | Maria Gomez, Director lll, Lianne Pacl & Rachel Talamantez, Nurse Supervisors | Texas Health & Human Services Commission | The presentation will discuss federal regulations and state rules applied to the Medicaid Hospice Utilization Review (UR) program. An overview of the clinical review process, Informal Review (IR) process, and IR outcomes. Education and information will be shared on common reasons for denials, and upcoming changes. ***Audience: All | Level: General (Everyone)***

2:15 to 3:15 p.m. Breakout Session (Group G)

G-1 | "Less is More: Deprescribing Basics and Beyond" | John Corrigan, PharmD, BCGP, Clinical Pharmacist, One Point Patient Care, & Avanti Gandhi, MD, Medical Director at Oasis Hospice | This presentation will examine deprescribing at end of life and identify medications commonly considered for deprescribing in the hospice patient population. Specifically, rationale for deprescribing antidementia drugs, valproate drugs for dementia-related agitation, lipid-lowering drugs (e.g., statins), antiplatelet drugs, anticoagulants, cardiovascular drugs for primary hypertension, anti-diabetic drugs, inhalers, docusate, topical compounded gels, and a few others will be discussed. Barriers to deprescribing efforts in the hospice setting and tools to assist with overcoming such barriers will also be reviewed. ***Audience: All | Level: Intermediate***

G-2 | "Hospice CAP - They Keep Asking for Money Back" | David Schuerman, COO | Schuerman Business Consulting | This session provides a clear and practical overview of the hospice Aggregate Cap (CAP), including how it is calculated, monitored, and managed to ensure regulatory compliance and financial stability. Using real-world examples, the presentation will walk attendees through the CAP formula step-by-step, breaking down the math and key components that often create confusion for providers. Participants will gain a better understanding of common CAP risk factors, documentation considerations, and strategies to proactively track and mitigate exposure, helping organizations remain compliant and financially prepared as reimbursement structures evolve. ***Audience: All | Level: General (Everyone)***

G-3 | "Myth Busters: Childhood Grief Edition" | Kelly Cox, CCLS, GC-C, Family Support Coordinator, AlēvCare Hospice, & K. Tierney Titus, CCLS, Children's Bereavement Program Manager at Faith Presbyterian Hospice | Children grieve deeply, yet their needs are often overlooked in hospice and palliative care. This session dispels common myths about childhood grief and explores how developmental stages shape a child's understanding of death. Participants will gain tangible strategies for honest, age-appropriate conversations, guidance on what to say (and not say), and practical ways to include children in the grieving process. We will also highlight the unique role of the Child Life Specialist and how this perspective can be integrated into hospice care. Attendees will leave with concrete tools to immediately implement in their practice and confidence in supporting grieving children and families. ***Audience: All | Level: General (Everyone)***

G-4 | "Core vs. Non-Core & the IDT" | Jana Childers, Program Specialist & LaTesha Wilson, Program Specialist | Texas Health & Human Services Commission | This session provides a clear and practical review of hospice requirements for core and non-core services, with an emphasis on how these responsibilities are coordinated and delivered through the Interdisciplinary Team (IDT). Attendees will gain a comprehensive understanding of mandated service components, distinctions between core and auxiliary functions, and the regulatory expectations that guide team roles, documentation, and care delivery. ***Audience: All | Level: General (Everyone)***

3:30 to 4:30 p.m. Breakout Session (Group H)

H-1 | "Managing and Documenting the 'Gray Area' Patient" | Kristie Lee Meers, BSN, RN, CHPN, Chief Clinical Officer | Careficient, Inc. | Not every patient fits neatly into a textbook diagnosis or meets criteria with obvious clarity—and that's where clinical leadership must shine. In this interactive session, participants will dive into real-world case studies involving patients who fall into the "gray area" of hospice eligibility, symptom burden, and appropriateness. Through guided discussion and peer sharing, attendees will examine how clinical judgment, documentation, interdisciplinary collaboration, and regulatory awareness intersect in complex cases. Walk away with tools to support your teams in navigating ambiguity while maintaining compliance and providing exceptional care. ***Audience: Compliance, Nurses, Physicians, Supervisors/Managers/Leaders | Level: Advanced***

H-2 | "From Hire to Heart: Sustaining Mission-Driven Teams Across Generations" Chris Gallarneau, Senior Education Consultant at MAC Legacy, & Michelle Donnell, RN, Managing Director, VNA Hospice | In today's evolving workforce, attracting and keeping top talent is more challenging than ever. This engaging session, designed specifically for hospice leaders, offers practical, mission-aligned strategies to recruit, connect with, and retain employees across generations. Discover how to strengthen your hiring process, adapt leadership styles to meet diverse team needs, spot early signs of disengagement, and cultivate a culture where people feel valued and inspired. Leave with actionable tools to build strong, purpose-driven teams who stay committed to the heart of hospice work. ***Audience: All | Level: General (Everyone)***

H-3 | "Live Discharge in Hospice: Challenges and Opportunities"| Kristin Nelson, MBA, Senior Vice President, Post Acute Sales | Dragonfly Health | As more patients 'graduate' from hospice, organizations face growing complexities in managing live discharge and care transitions. This session will explore best practices for transitioning patients from hospice, including how to evaluate equipment coverage during and after discharge to ensure continuity of care. Attendees will learn how thoughtful live discharge management can reduce risk, improve patient and family experience, and protect operational performance. The discussion will also highlight how effective transition processes support stronger Star Ratings and enhance overall hospice reputation. ***Audience: All | Level: Intermediate***

H-4 | "Texas Medicaid Hospice Care" | Joyce Adekunle, Program Specialist V/Medicaid and CHIP Svcs. Office of Policy | Texas Health & Human Services Commission | This session provides a comprehensive overview of the Texas Medicaid Hospice Program, including eligibility criteria, required services, and access to acute care while enrolled in hospice. Attendees will learn about the impact of the Affordable Care Act's concurrent care provision for pediatric members and review key considerations when transitioning beneficiaries to Fee-for-Service (FFS) following hospice election. The session will also cover durable medical equipment (DME) processes specific to hospice, payment and reimbursement procedures, and the importance of establishing clear written agreements for Medicaid hospice room-and-board arrangements. Participants will leave with a practical understanding of regulatory expectations, coordination requirements, and best operational practices to support compliant and effective hospice care within the Texas Medicaid system. ***Audience: All | Level: Intermediate***

CONFERENCE INFORMATION

Recording Sales: Most sessions will be audio recorded. Please purchase your 2026 TNMHPO conference recording at the link provided on the registration website.

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 TNMHPO at kparker@txnmhospice.org or 512-454-1247 before the meeting dates.

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

Continuing Education for Admin up to 17.25 Hours of CE (5 preconference, 12.25 conference): *Texas & New Mexico Hospice & Palliative Care Organization is an approved provider of continuing education for Hospice Administrators by the Texas Health and Human Services Commission.*

TNMHPO's 44th Annual Conference – Continuing Education

Joint Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by Amedco LLC and Texas New Mexico Hospice & Palliative Care Organization. Amedco LLC 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.
Amedco Joint Accreditation Provider Number: 4008163 Professions in scope for this activity are listed below.

Physicians

Amedco LLC designates this live activity for a maximum of **20.25 *AMA PRA Category 1 Credits™* for physicians**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses

Amedco LLC designates this activity for a **maximum of 20.25 ANCC contact hours**.

Administrators

Continuing Education for Admin up to 17.25 Hours of CE (5 preconference, 12.25 conference).

TNMHPO is an approved provider of continuing education for Hospice Administrators by the Texas Health and Human Services Commission.

Social Workers

As a Jointly Accredited Organization, Amedco is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Amedco maintains responsibility for this course.

Social workers completing this course receive up to 20.25 continuing education credits.

The following state boards accept courses offering ASWB ACE credit for Social Workers: *AK, AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NC, ND, NE, NH, NM, NJ, NV, OH, OK*, OR, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WI, WV*, WY*

OK*: Accepts ASWB ACE for live, in-person activities but not for ethics and/or online courses.*

WV*: Accepts ASWB ACE unless activity is held live in West Virginia.*

The following state boards accept courses offering ASWB ACE credit for Counselors: *AK, AR, AZ, CA, CO, CT, DC, FL, GA, IA, ID, IL, IN, KS, MA (LEP ONLY), MD, ME, MO, ND, NE, NM, NH, NV, OK*, OR, PA, TN, TX, UT, VA, WI, WY*

MI*: No CE requirement for licensed counselors.*

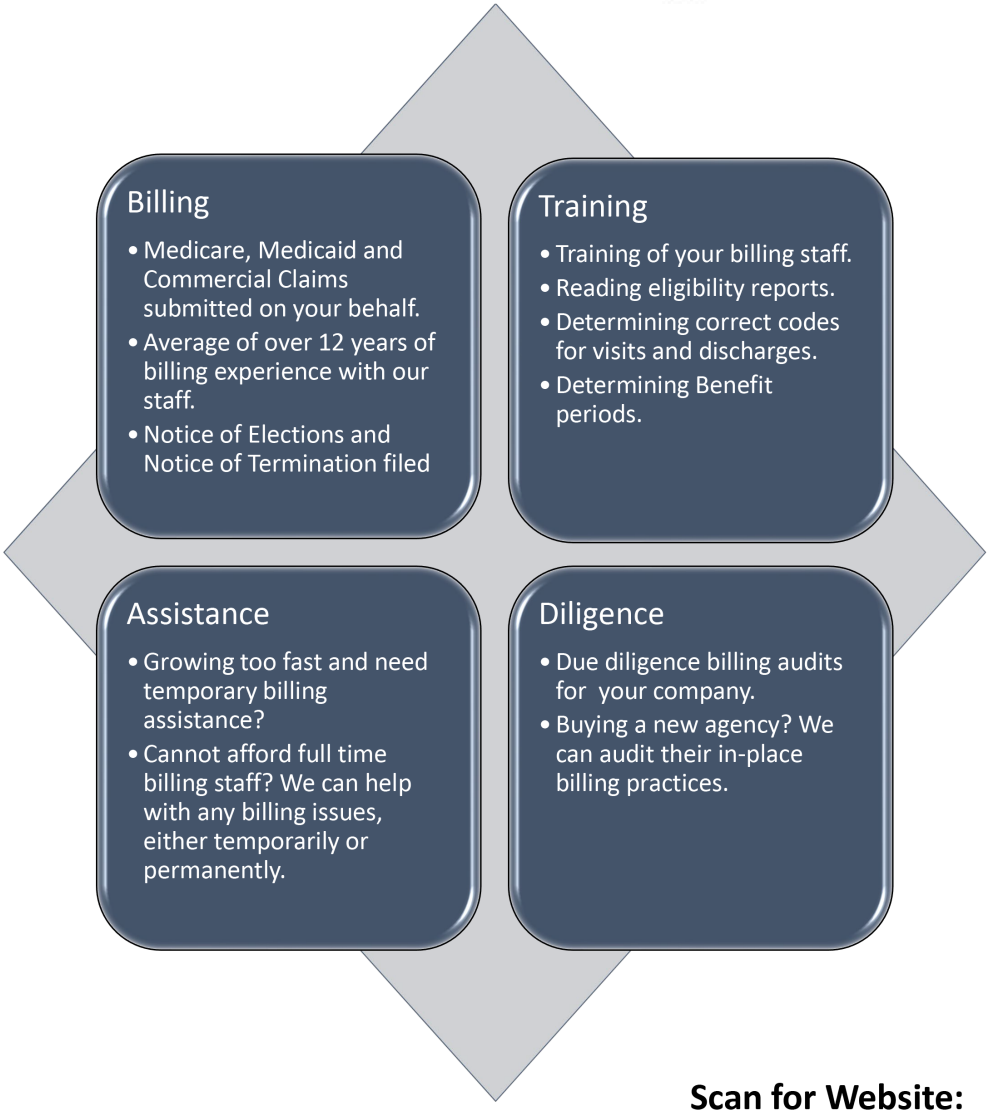
The following state boards accept courses offering ASWB ACE credit for MFTs: *AK, AR, AZ, CA, CO, FL, IA, ID, IN, KS, MD, ME, MO, NC, NE, NH, NM, NV, OK*, OR, PA, RI, TN, TX, UT, VA, WI, WY*

AL MFTs: Credits authorized by NBCC or any other state licensing agency will be accepted. MA MFTs: Participants can self-submit courses not approved by the MAMFT board for review. MI: No CE for requirement for licensed MFTs.

The following state boards accept ASWB ACE credit for Addictions Professionals: AK, CA, CO, CT, GA, IA, IN, KS, LA, MO, MT, ND, NM, NV, OK, OR, SC, WA, WI, WV, WY

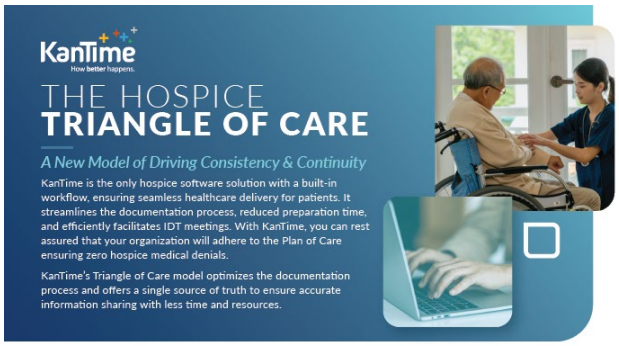


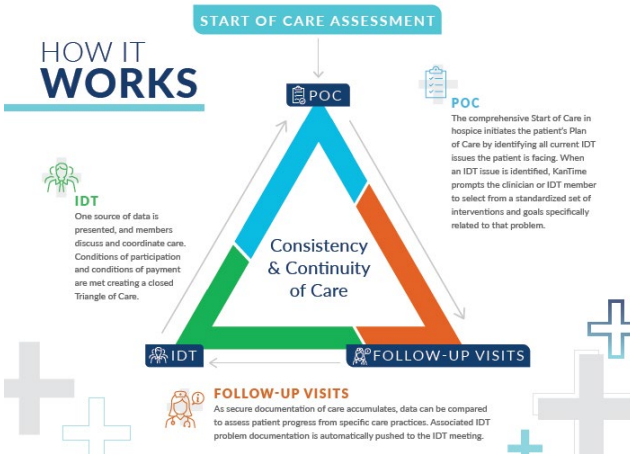
Schuerman
Business Consulting, LLC



Scan for Website:

COO David Schuerman, contact for more info:
info@hospice-billing.com
www.hospice-billing.com
469.763.6021


KanTime
How better happens.
THE HOSPICE
TRIANGLE OF CARE
A New Model of Driving Consistency & Continuity
KanTime is the only hospice software solution with a built-in workflow, ensuring seamless healthcare delivery for patients. It streamlines the documentation process, reduced preparation time, and efficiently facilitates IDT meetings. With KanTime, you can rest assured that your organization will adhere to the Plan of Care ensuring zero hospice medical denials.
KanTime's Triangle of Care model optimizes the documentation process and offers a single source of truth to ensure accurate information sharing with less time and resources.


START OF CARE ASSESSMENT
HOW IT
WORKS
POC
POC
The comprehensive Start of Care in hospice initiates the patient's Plan of Care by identifying all current IDT issues the patient is facing. When an IDT issue is identified, KanTime prompts the clinician or IDT member to select from a standardized set of interventions and goals specifically related to that problem.
IDT
One source of data is presented, and members discuss and coordinate care. Conditions of participation and conditions of payment are met creating a closed Triangle of Care.
Consistency
& Continuity
of Care
IDT
FOLLOW-UP VISITS
FOLLOW-UP VISITS
As secure documentation of care accumulates, data can be compared to assess patient progress from specific care practices. Associated IDT problem documentation is automatically pushed to the IDT meeting.


OnePoint®
PATIENT CARE
TEXAS ~ NEW MEXICO
HOSPICE & PALLIATIVE CARE ORGANIZATION
We are proud to support TNMHO and Texas hospice patients with same-day dispensing and delivery from our local pharmacies.
NEW MEXICO
TEXAS
To learn more, email us at:
info@oppc.com


Empowered Staff
Better Care
The Cycle of Success
Sustainable Growth
Stronger Reputation
Expert support and data-driven workflows turn everyday challenges into lasting results.
dragonfly HEALTH


PDC Rx
It's always personal.
Doug Rodgers
drodgers@pdcrx.com
Dylan Cash
dylanc@pdcrx.com

Join TNMHPO for Excellence in Care

About TNMHPO

The Texas and New Mexico Hospice & Palliative Care Organization (TNMHPO) is committed to delivering quality, compassionate care to terminally ill patients and their families. It also provides educational opportunities, advocacy, and community support for professionals in this field.

Membership Benefits

Joining TNMHPO offers numerous advantages:

- **Education & Training**: Access more than 90 hours of expert-led training and 88+ online courses. Members enjoy significant discounts and can opt for Membership Plus for unlimited team training.
- **Events**: Benefit from deep discounts on annual conferences, seminars, and workshops. Engage with top industry experts and peers.
- **Advocacy & Public Policy**: Stay informed with weekly updates on legislative changes and access expert support for policy questions.
- **Visibility & Recruitment**: Enhance your visibility through a hospice locator website and exclusive job board.
- **Networking & Community**: Connect with peers through an online community and app for collaboration and support.

Connect with TNMHPO

Become a part of a network dedicated to advancing hospice care. For more information, visit www.txnmhospice.org.

Contact: Shanna Howard, Membership Manager, at showard@txnmhospice.org or call or text (737) 224-0866.

We're not your typical EMR.
And that's the point.

Our goal is to change your perspective on what to expect from an EMR.
So we created a different solution that clinicians actually love to use.
They spend less time charting, and more time providing care, while your
operations team keeps up to date with enterprise level reporting tools.

Efficient. Compliant. Scalable.

Learn more at FireNote.Health Firenote Chart Smarter