



El Paso Hospice & Palliative Care Conference

Wednesday August 5th (½ Day Optional) - Veterans Workshop

Thursday August 6th Hospice & Palliative Care Conference

Location: Education Service Center Region 19, 6611 Boeing Drive, El Paso, TX 79925

This educational activity is jointly provided by Exigent Medical Education and
Texas Hospice Organization

**6 hours of CNE/CE nursing, social workers, administrators and a certificate for other
staff**

Target Audience: Physicians, Nurses, Administrators, Social Workers, Chaplains, Bereavement, Volunteer
Managers and Support Staff

Overview: TNMHPO is bringing quality hospice and palliative care education to El Paso with a 1.5-day regional event. Join us for a half-day Exploring Veteran Affairs on May 12, followed by a full day of education on communication, compliance, bereavement, IDT leadership, documentation, and working with underserved populations on May 13. A light breakfast along with a nutritious lunch will be provided on May 13th.

Learning Objectives:

- Implement effective leadership behaviors that drive interprofessional team engagement and transform assessments into actionable care-plan decisions.
- Apply evidence-based communication strategies for navigating difficult conversations around goals of care and family decision-making.
- Recognize psychosocial, spiritual, and volunteer support services that enhance patient and family experiences throughout the hospice journey.
- Articulate the regulatory nuances and clinical implications of the hospice election process.
- Identify strategies for maximizing early interprofessional team involvement.

August 5th (Wednesday) – ½ Day Workshop – Optional to attend (Attendance is free to anyone; Does not require attendance on August 6th)

1pm – 4pm – Exploring Veteran Affairs | Ed Tello, Veteran Engagement Liasson, TNMHPO | Texas now has the largest veteran population in the nation above California and Florida. We will discuss ways to help veterans get services and access benefits, and how to build a veteran centric organization. And most importantly we will review the new Veteran Initiative Partnership program we are starting at the Texas-New Mexico Hospice & Palliative Care Organization. Join us to network with other programs in your area and learn more about how to best serve veterans.

August 6th (Thursday)– Hospice and Palliative Care Conference

AGENDA

8:30am – 9:00am | Registration/Breakfast/Welcome Attendees/Announcements

9:00am – 10:00am (1-hr CNE/CE) | Leadership Engagement & IDT Collaboration | Angelica R. Widman, MBA, OHCC, CHSP, Chief Operating Officer, Tender Care Home Health & Hospice | Leadership Behaviors That Turn Hospice Meetings Into Care-Plan Decisions | This session gives hospice leaders a practical way to run the IDG so that assessment findings and patient and family risk turn into real plan-of-care decisions. It names the failure patterns leaders will recognize, lays out the behaviors that draw every discipline into the conversation, and shows why the disciplines that go unheard in the IDG are often the ones who burn out and leave. Participants leave with a structure they can use, a self-audit for their own IDG, and one change to make this week.

10:00am – 10:10am | BREAK

10:10am – 11:10am (1-hr CNE/CE) | Communication, Goals of Care, Difficult Conversations (Lane Pont, RN, Chief Operating Officer, Southern Sky Hospice/High Desert Hospice | Navigating the current climate of Hospice transitions with patient, family, and referral sources. Take a deeper look into how we can bring all three partners together to achieve the greatest hospice admissions without revocation or frustration.

11:10am – 11:20am – BREAK

11:20am – 12:20am (1-hr CNE/CE) | Voices of Compassion: A Panel on Spiritual Care, Social Work, and Cultural Diversity | Blanca Bixler, Administrator, Trinity Hospice of El Paso | Join experienced hospice professionals as they explore the vital role of spiritual care and social work in providing compassionate, patient-centered end-of-life care. This engaging panel will discuss how cultural diversity, personal beliefs, and family dynamics influence the hospice experience and how interdisciplinary teams can honor everyone's unique journey. Attendees will gain valuable insights into fostering cultural humility, meaningful connections, and holistic support for patients and families during life's most important moments.

12:20pm – 1:00pm Lunch

1:00pm – 2:00pm (1-hr CNE/CE) | The Moment of Hospice Election | Roberto Flores, Administrator, Green Mountain Hospice| The Moment of Election vs. Clinical Admission: Maximizing Early IDG Support | This training explores the regulatory nuances of the hospice election process and its impact on care delivery timelines. It focuses on the legal requirement that recognizes a person as a "patient" upon the signing of the election statement, rather than at the conclusion of the RN admission. Participants will master strategies for utilizing the full interdisciplinary team to provide high-quality psychosocial and spiritual care at the earliest possible point of the hospice journey.

2:00pm – 2:15pm – BREAK

2:15pm - 3:15pm (1-hr CNE/CE) | From Recruitment to Retention: Creating Exceptional Hospice Volunteer Programs | Natalie Eckberg, VP of Philanthropy & Community Engagement | Hospice El Paso | Building a thriving volunteer program requires more than filling positions—it requires cultivating purpose, connection, and belonging. This session will explore practical strategies for attracting mission-driven volunteers, enhancing engagement, and creating meaningful experiences that inspire long-term commitment. Attendees will leave with actionable tools to strengthen every stage of the volunteer journey, from recruitment through retention.

3:15pm – 3:30pm | BREAK

3:30pm – 4:30pm (1-hr CNE/CE) | APS 101-Understanding Adult Protective Services | Grace Ortiz, FBCE Specialist, Department of Family and Protective Services | This session provides hospice professionals with essential knowledge of Adult Protective Services (APS) operations, reporting requirements, and collaboration protocols. Participants will learn how to identify signs of elder abuse, neglect, and exploitation; understand when and how to file APS reports; and establish effective partnerships with APS to protect vulnerable patients and families. Attendees will gain practical tools for advocating for at-risk populations while navigating regulatory and ethical responsibilities in hospice care.

ACCREDITED CONTINUING EDUCATION

Accreditation Statement



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, this activity has been planned and implemented by Exigent Medical Education and Texas Hospice Organization. Exigent 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.



IPCE CREDIT™

This activity was planned by and for the healthcare team, and learners will receive a maximum of 6.0 Interprofessional Continuing Education (IPCE) credit for learning and change.

Credit Designation for Nursing

Exigent Medical Education designates this continuing nursing education activity for 6.0 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.*



ASWB approved continuing education **Social Work**

As a Jointly Accredited Organization, Exigent Medical Education 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. Exigent Medical Education maintains responsibility for this course. Social workers completing this course receive 6.0 continuing education credit.

Exigent Contact Information

For information about the accreditation of this program please contact Exigent at info@yourjointprovider.com.

Disclosure of Relevant Financial Relationships

Exigent Medical Education requires faculty, instructors, authors, planners, directors, managers, peer reviewers, relevant staff and other individuals who are in a position to control the content of this activity to disclose all personal financial relationships they may have in the past 24 months 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 financial relationships are identified and mitigated prior to initiation of the planning phase for an activity.

Exigent has mitigated and disclosed to learners all relevant financial relationships 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 the following relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

Speakers, Presenters	Relevant Financial Relationship
Angie Widman, MBA, OHCC, CHSP	Nothing to disclose
Lane Pont, RN	Nothing to disclose
Blanca Bixler	Nothing to disclose
Roberto Flores	Nothing to disclose
Natalie Eckberg	Nothing to disclose
Grace Ortiz	Nothing to disclose

The **directors, planners, managers, peer reviewers, and relevant staff** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

Directors, Planners, Managers, Peer Reviewers, and Relevant Staff	Relevant Financial Relationship
Maxcine Tomlinson, LMSW	Nothing to disclose
Keith Parker, MBA	Nothing to disclose
Angie Widman	Nothing to disclose
Blanca Bixler	Nothing to disclose
Roberto Flores	Nothing to disclose

Natalie Eckberg	Nothing to disclose
Brandie Baker, CAE	Nothing to disclose
Rosalind Nelson Gamblin	Nothing to disclose
Holly Hampe, DSC, FACHE, RN, MHA, MRM, CPHQ	Nothing to disclose
Dee Morgillo, MEd, MLS(ASCP), CHCP	Nothing to disclose

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.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration process online by **11:59 pm ET September 6, 2026**.
- 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/save.

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.

CANCELLATION POLICY:

Cancellations received by email, on or before 5:00 p.m. on July 31st, 2026, will be entitled to a refund, less a \$25 administrative fee. Cancellations after July 31st, 2026, and conference "no-shows" forfeit their entire registration fee. Substitutions are welcome.

Please advise TNMHPO by email at kparker@txnmhospice.org if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted.