The 33rd Annual Convention of the

TEXAS & NEW MEXICO HOSPICE ORGANIZATION

&

TEXAS ACADEMY OF PALLIATIVE MEDICINE

February 25-28, 2016 • La Fonda Hotel, Santa Fe, NM
# CONFERENCE AT A GLANCE

## Free Preconference, Thursday February 25, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30-4:30 PM</td>
<td>PreCon1</td>
<td></td>
<td>Marketing Preconference Workshop – Free for all who sign up for the full conference</td>
</tr>
<tr>
<td>1:30-4:30 PM</td>
<td>PreCon2</td>
<td></td>
<td>Opioid Prescribing: Safe Practice, Changing Lives-Free for all who sign up for the full conference</td>
</tr>
</tbody>
</table>

## Day 1, Friday, February 26, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00–8:15 AM</td>
<td>General</td>
<td></td>
<td>Welcome &amp; Announcements</td>
</tr>
<tr>
<td>8:15-9:15 AM</td>
<td>Plenary</td>
<td></td>
<td>The Ten Commandments of Patient and Family Satisfaction: Providing Legendary Care!</td>
</tr>
<tr>
<td>9:15-10:00 AM</td>
<td>Awards</td>
<td></td>
<td>TNMHO Awards Ceremony</td>
</tr>
<tr>
<td>10:00-10:25 AM</td>
<td>Meeting</td>
<td></td>
<td>Annual Business Meeting</td>
</tr>
<tr>
<td>10:30-11:30 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Hospice Medical Director Certification: What Should They Be Doing?</td>
</tr>
<tr>
<td></td>
<td>A-1</td>
<td></td>
<td>Palliative Pain Medicine Part 1 of 2</td>
</tr>
<tr>
<td></td>
<td>A-2</td>
<td></td>
<td>Palmetto (PGBA) Medical Review Part 1 of 4</td>
</tr>
<tr>
<td></td>
<td>A-4</td>
<td></td>
<td>Hope and the Hospice Patient</td>
</tr>
<tr>
<td></td>
<td>A-5</td>
<td></td>
<td>It's All About Branding: How to Revamp and Add Value to your Hospice Brand!</td>
</tr>
<tr>
<td>11:30-1:00 PM</td>
<td>Lunch</td>
<td></td>
<td>Lunch on Your Own</td>
</tr>
<tr>
<td>1:00-2:00 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Managing Difficult Patients</td>
</tr>
<tr>
<td></td>
<td>B-1</td>
<td></td>
<td>Antipsychotics for Dementia: Under Control or Over-Prescribed?</td>
</tr>
<tr>
<td></td>
<td>B-2</td>
<td></td>
<td>Palmetto (PGBA) Medical Review Part 2 of 4</td>
</tr>
<tr>
<td></td>
<td>B-3</td>
<td></td>
<td>Strategic Breakthrough Initiatives: An Effective Team Model for Process Improvement</td>
</tr>
<tr>
<td></td>
<td>B-4</td>
<td></td>
<td>Leading Your Team from Good to Great</td>
</tr>
<tr>
<td>2:00-2:25 PM</td>
<td>Break</td>
<td></td>
<td>Break with Refreshments</td>
</tr>
<tr>
<td>2:25-3:25 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td>Palliative Interventions in Hospice</td>
</tr>
<tr>
<td></td>
<td>C-1</td>
<td></td>
<td>Anti-coagulation with End-of-Life Care</td>
</tr>
<tr>
<td></td>
<td>C-2</td>
<td></td>
<td>Palmetto (PGBA) Billing Part 3 of 4</td>
</tr>
<tr>
<td></td>
<td>C-3</td>
<td></td>
<td>Midlife Orphan: Unexpected Loss in the Middle of Life</td>
</tr>
<tr>
<td></td>
<td>C-4</td>
<td></td>
<td>Hospice Academy: Innovation in Physician Training</td>
</tr>
<tr>
<td></td>
<td>C-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Breakouts</td>
<td>Room</td>
<td>Overview</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------</td>
<td>------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3:35-4:35 PM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>D-1</td>
<td>Breakouts</td>
<td>Room</td>
<td>Palliative Ventilator Discontinuation and Improving the In-Hospital End of Life Experience</td>
</tr>
<tr>
<td>D-2</td>
<td>Breakouts</td>
<td>Room</td>
<td>Is the IDT too Nurse-dominated?</td>
</tr>
<tr>
<td>D-3</td>
<td>Breakouts</td>
<td>Room</td>
<td>Palmetto (PGBA) Billing Part 4 of 4</td>
</tr>
<tr>
<td>D-4</td>
<td>Breakouts</td>
<td>Room</td>
<td>Survivorship</td>
</tr>
<tr>
<td>D-5</td>
<td>Breakouts</td>
<td>Room</td>
<td>Understanding Personality Types to Improve Hospice Marketing</td>
</tr>
</tbody>
</table>

**Day 2, Saturday, February 27, 2016**

<table>
<thead>
<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30-9:30 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>E-1</td>
<td>Breakouts</td>
<td>Room</td>
<td>Polypharmacy: Evidence-based Management</td>
</tr>
<tr>
<td>E-2</td>
<td>Breakouts</td>
<td>Room</td>
<td>Palliative Pain Management, Part 2 of 2</td>
</tr>
<tr>
<td>E-3</td>
<td>Breakouts</td>
<td>Room</td>
<td>Really!? That Just Happened</td>
</tr>
<tr>
<td>E-4</td>
<td>Breakouts</td>
<td>Room</td>
<td>Turning VETS into VIPs Through the We Honor Veterans Program</td>
</tr>
<tr>
<td>E-5</td>
<td>Breakouts</td>
<td>Room</td>
<td>Voluntarily Stopping Eating and Drinking, Death with Dignity, and Other Ethical Challenges</td>
</tr>
<tr>
<td>9:40-10:40 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>F-1</td>
<td>Breakouts</td>
<td>Room</td>
<td>Eligibility for Hospice</td>
</tr>
<tr>
<td>F-2</td>
<td>Breakouts</td>
<td>Room</td>
<td>Pharmacologic Pearls for End-of-Life Care</td>
</tr>
<tr>
<td>F-3</td>
<td>Breakouts</td>
<td>Room</td>
<td>Strategies for Decreasing Hospice's Most Common Denial Reasons</td>
</tr>
<tr>
<td>F-4</td>
<td>Breakouts</td>
<td>Room</td>
<td>Meeting Them Where They Are</td>
</tr>
<tr>
<td>F-5</td>
<td>Breakouts</td>
<td>Room</td>
<td>Quality by Design the Reflections of the Hospice Volunteer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:40-11:00 AM</td>
<td>Breakouts</td>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>G-1</td>
<td>Breakouts</td>
<td>Room</td>
<td>Symptom Palliation in Advanced Diffuse Parenchymal Lung Disease</td>
</tr>
<tr>
<td>G-2</td>
<td>Breakouts</td>
<td>Room</td>
<td>Fundamentals of Ethics</td>
</tr>
<tr>
<td>G-3</td>
<td>Breakouts</td>
<td>Room</td>
<td>Connecting the Dots for a Successful Hospice Quality Assessment/Performance Improvement Program</td>
</tr>
<tr>
<td>G-4</td>
<td>Breakouts</td>
<td>Room</td>
<td>“But I Didn't Go to Seminary!”: An Interdisciplinary Approach to Caring for Spiritual Distress</td>
</tr>
<tr>
<td>G-5</td>
<td>Breakouts</td>
<td>Room</td>
<td>Music ‘Til The End</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Lunch on Your Own</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00-1:30 PM</td>
<td>Lunch on Your Own</td>
<td></td>
</tr>
</tbody>
</table>
### Breakouts Room Overview

<table>
<thead>
<tr>
<th>Time</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30-2:30 PM</td>
<td>H-1</td>
<td></td>
<td>Enhancing Team Communication</td>
</tr>
<tr>
<td></td>
<td>H-2</td>
<td></td>
<td>Elevating Our Humanity Via the Humanities: Interdisciplinary Engagement in the Arts for Education, Team-Building, and Compassion Enhancement</td>
</tr>
<tr>
<td></td>
<td>H-3</td>
<td></td>
<td>Practical Hospice Compliance in an Impractical Regulatory World</td>
</tr>
<tr>
<td></td>
<td>H-4</td>
<td></td>
<td>Maintaining Healthy Boundaries in Patient Care</td>
</tr>
<tr>
<td></td>
<td>H-5</td>
<td></td>
<td>Abuse, Neglect and Exploitation- DFPS and DADS</td>
</tr>
<tr>
<td>2:30-3:00 PM</td>
<td>Break</td>
<td></td>
<td>Break with Refreshments</td>
</tr>
<tr>
<td>3:00-4:00 PM</td>
<td>I-1</td>
<td></td>
<td>Implanted Cardioverter Defibrillator Competency</td>
</tr>
<tr>
<td></td>
<td>I-2</td>
<td></td>
<td>Palliative Wound Management Workshop: Be the Best that You Can Be!</td>
</tr>
<tr>
<td></td>
<td>I-3</td>
<td></td>
<td>Recent Investigations and Enforcement Trends</td>
</tr>
<tr>
<td></td>
<td>I-4</td>
<td></td>
<td>Ethical Issues for Social Work Practice in Hospice &amp; Palliative Care</td>
</tr>
<tr>
<td></td>
<td>I-5</td>
<td></td>
<td>Abuse, Neglect and Exploitation- DFPS and DADS</td>
</tr>
</tbody>
</table>

### Day 3, Sunday, February 28, 2016

<table>
<thead>
<tr>
<th>Times</th>
<th>Breakouts</th>
<th>Room</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:30 AM</td>
<td>Service</td>
<td></td>
<td>Celebration of Life – Remembrance Service</td>
</tr>
<tr>
<td>8:45-9:45 AM</td>
<td>Plenary</td>
<td></td>
<td>Finding One’s Truth Through the Journey of Healing from Loss</td>
</tr>
<tr>
<td>9:45-10:00 AM</td>
<td>Break</td>
<td></td>
<td>Intimacy as a Vital Sign in Hospice: a Little Regarded Aspect of Patient Wholeness</td>
</tr>
<tr>
<td>10:00-11:00 AM</td>
<td>Plenary</td>
<td></td>
<td>How Meaning Making Enhances End of Life Care</td>
</tr>
<tr>
<td>11:00-12:00 PM</td>
<td>Plenary</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thursday February 25, 2016
PRECONFERENCE – Free for All Registrants

Marketing Matters: Success Strategies for Hospice!  1:30-4:30 PM
Dr. Moses Altsech, the author of the Strategic Marketing Toolkit: Success Strategies for Hospice presents some of the most extraordinary hospice marketing success stories, and unique ideas that can make your hospice and palliative care organization stand out even in the most competitive areas! Learn how you can use strategic marketing to increase your referrals, your LOS, the quality of care you provide, and your ability to attract top-notch talent! Find out how creative marketing techniques can make it possible for you to become more visible in your community, increase the effectiveness of your education programs, volunteer outreach, and fundraising efforts! This session will give you vivid, real-world examples of methods you can implement right away to make your hospice better and stronger than ever before!

Opioid Prescribing: Safe Practice, Changing Lives  1:30-4:30 PM
The US Food and Drug Administration (FDA) has determined that a risk evaluation and mitigation strategy (REMS) is required for extended-release (ER) and long-acting (LA) opioid medications to ensure that their benefits outweigh their risks. TAPM and the American Academy of Hospice and Palliative Medicine have been strong advocates of availability of these medications for use in palliative and hospice care settings while acknowledging the significant increase of unintentional deaths, emergency department visits, and admissions to substance abuse treatment due to abuse of pain relievers. Prescriber education and patient education are vital components of these REMS. This workshop will cover all six content areas defined in the FDA’s Blueprint for Prescriber Education Program, refined specifically for hospice and palliative care prescribers. While prescriber education is currently voluntary, mandates are anticipated through federal legislation in the near future. Anticipate an engaging, case-based session that informs your practice going forward.
WORKSHOP SCHEDULE

DAY 1
8:15 -9:15 AM | Plenary
The Ten Commandments of Patient and Family Satisfaction: Providing Legendary Care!
Dr. Moses Altsech, President of Moses Altsech Consulting
Competition in hospice and palliative care is already fierce, and it will become more aggressive still. Providing care that feels deeply personal and has uncommon finishing touches is what will distinguish top-notch hospice providers from the rest of the pack! What does it take to achieve total patient satisfaction? How can you also ensure the satisfaction of a patient’s family or significant others? What other critical hospice functions does patient and family satisfaction affect? What should you measure, and how? Those are just some of the questions that hospice and palliative care organizations must answer in order to meet and exceed the expectations of the people they serve! Marketing Hospice has a program specifically tailored to hospice and palliative care that provides answers and insights that can help you improve patient and family satisfaction in a way that's concise and relevant.

Group A
Friday February 26, 2016
10:30 a.m. to 11:30 a.m.

A-1 The Hospice Medical Director: What Should They Be Doing?
Tommie Farrell, MD FAAHPM HMCD, Associate Medical Director for Hospice and Palliative Medicine, Hendrick Hospital
With worries of workforce shortages, combined with the integration of both fellowship trained physicians and community physicians still joining into the workforce of hospice medical directors, it is useful to know what standards are expected in this role. In this session administrators and hospice medical directors can get a bird's eye view of where the industry is at and where it is going in regards to the role of the hospice physician whether they be full or part-time.
Audience: Physicians, Nurses | Level: General

A-2 Palliative Pain Management, Part 1
Robert Friedman, MD FAAHPM FAAFP HMDC, Medical Director at Hospice Austin
This presentation focuses on understanding the aspects of hospice pain management. This includes assessment of pain, documentation, pain types, available opioids, basic opioid use, basic conversions, opioid rotation and titration.
Audience: Physicians, Nurses | Level: General

A-3 Palmetto Workshop: Medical Review Part 1
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
This four part series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.
Audience: Administrators, Billing, Nurses | Level: General
A-4 Hope and the Hospice Patient  
Rodney Bolejack, D.Min., Chaplain, Vitas Innovative Hospice Care  
Hospice is not about death. Hospice is about finding meaning, hope, and life. Hospice is understanding the individual's journey and the engine that provides energy for that journey. Then the goal of hospice providers is to find a way to be a companion by providing services and support from patients and families' perspective. Hospice is a movement from Limiting/Curative to Limitless/Palliative a transition from biological existence to spiritual existence.  
Audience: All | Level: Intermediate

A-5 It's All About Branding: How to Revamp and Add Value to your Hospice Brand!  
Dr. Moses Altsech, President of Moses Altsech Consulting.  
Brand equity is not abstract; brands have value, and it's a very real value you can put a dollar amount on! Just how important is your brand? Consider it the public face of your organization's strategy: Yes, it's that important! But how would you go about building a great brand? Why and when should you consider revamping your existing brand? How can a brand be managed and communicated not only to your patients, but a multitude of other important constituents? What is the link between branding and patient satisfaction? Training everyone in your organization to understand what your brand stands for, live the brand in a way that's consistent, and contribute to its value individually and as a team is something you can't afford not to do! Branding is not just about your logo and business cards; it's about a system of elements that complement each other to help (or, if mismanaged, hurt) your organization's reputation and effectiveness! This seminar will not only make you better at branding, but also make your hospice more competitive in the long run!  
Audience: All | Level: General

Group B  
Friday February 26, 2016  
1:00 p.m.– 2:00 p.m.

B-1 Managing Difficult Patients  
Ron Crossno, MD FAAHPM, Chief Medical Officer, Kindred at Home  
The hallmark of interdisciplinary care, as performed by hospice, is the ability to manage very individualized needs for our patients and families. This session will explore some uncommon care presentations with discussion of how to manage these, using the entire resources of the interdisciplinary team.  
Audience: Physicians, Nurses | Level: Intermediate

B-2 Antipsychotics for Dementia: Under Control or Over-Prescribed?  
Nathaniel Hedrick, PharmD, Hospice Clinical Pharmacist, ProCare HospiceCare  
A clinical presentation reviewing treatment strategies for hospice patients with dementia. Particular focus will be placed on antipsychotic use.  
Audience: Nurses, Physicians | Level: Intermediate

B-3 Palmetto Workshop: Medical Review Part 2  
PGBA Senior RHHI Ombudsman and Senior Medical Review Representative  
This four part series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.  
Audience: Administrators, Billing, Nurses | Level: General
B-4 Strategic Breakthrough Initiatives: An Effective Team Model for Process Improvement
Melanie Cole, Administrator at Hill Country Memorial Hospice
An innovative and effective team model with tools and processes that help your organization achieve your strategic and operational goals.
Audience: All | Level: General

B-5 Leading Your Team from Good to Great
Emily Bradford RN, Director Hospice Services at VNA
How can we create a culture of greatness for ourselves and our team? From administration to field staff moving towards excellence is our goal. Learn how to set high standards, engage people and move from good to great.
Audience: All | Level: Intermediate

Group C
Friday February 26, 2016
2:25 p.m.- 3:25 p.m.

C-1 Palliative Interventions in Hospice
Linda Tavel, MD, FAAHPM, Seasons Hospice
Hospices are often asked to provide interventions for comfort such as thoracentesis, paracentesis, IV fluids, or transfusions. This session we will examine the process for decisions regarding these measures: goals of care, benefit of intervention, duration of effect, and cost (financial and human resources).
Audience: Nurses, Physicians | Level: Intermediate

C-2 Anti-coagulation with End-of-Life Care
Julia Malbrough, PharmD, Pharmacy Manager, Arkansas Hospice, Inc.
Anticoagulation is prevalent in hospice patients. The indications for anticoagulation are endless and sometimes unwarranted. With the introduction of the non vitamin k antagonist oral anticoagulants (NOACs), the discussion can become confusing. An anti-coagulation protocol will follow the latest anticoagulation guidelines and clinical research. The protocol will allow the pharmacist to monitor drug levels, look for drug-drug and drug-food interactions and adjust doses as required. It will enable rotation to more cost effective medications and the discontinuation of anticoagulation when appropriate with the physician's and patient's consent ensuring patient safety at the end of life. Every patient/caregiver needs to be educated on the risk benefit ratio and involved with making the decisions whether to continue or discontinue anticoagulation.
Audience: Physicians, Administrators, Pharm | Level: Intermediate

C-3 Palmetto Workshop: Billing Part 1
PGBA Senior RHII Ombudsman and Senior Medical Review Representative
This four part series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.
Audience: Administrators, Billing, Nurses | Level: General
C-4 Midlife Orphan: Unexpected Loss in the Middle of Life  
Danny Mack, Chaplain, Christian Care Hospice  
Hospice staff are giving support to family members who are caring for aging parents in the middle of their lives. This presentation will give the learner an understanding of midlife issues and the unique grief reaction that comes with a significant death. Danny Mack will present a creative, insight and humorous approach to a serious topic.  
Audience: All | Level: General

C-5 Hospice Academy: Innovation in Physician Training  
Kathy Olson, RN, CHPN, Program Coordinator at Mesilla Valley Hospice  
Educating physicians on the benefits of timely utilization and appropriate referral for hospice care can be a challenge. This session will describe how one community hospice developed a curriculum to engage medical residents in providing comprehensive and compassionate hospice care.  
Audience: All | Level: General

Group D  
Friday February 26, 2016  
3:35 p.m. to 4:35 p.m.

D-1 Palliative Ventilator Discontinuation and Improving the In-Hospital End of Life Experience  
James Castillo, MD, Valley Baptist Medical Center  
A review of the evidence and the art of discontinuing ventilators and other undesired interventions in hospitalized patients expected to have a short amount time to live without such interventions. Topics discussed will include medical interventions for symptom relief, family care and participation, improving the hospital environment, and addressing the concerns and needs of the hospital administration and staff.  
Audience: Physicians, Nurses | Level: Intermediate

D-2 Is the Interdisciplinary Team too Nurse-dominated?  
Sandi Hebley, Nurse Educator, Faith Presbyterian Hospice  
Over the years, I've heard comments that nurses dominate the Interdisciplinary team (IDT) discussions, especially in team meetings. This program will explore the truth of this concern and possible ways to address it.  
Audience: Nurses | Level: General

D-3 Palmetto Workshop: Billing Part 2  
PGBA Senior RHII Ombudsman and Senior Medical Review Representative  
This four-part series is designed for hospice providers, billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing and documentation.  
Audience: Administrators, Billing, Nurses | Level: General
D-4 Survivorship: Strategies to Help Patients and Families Heal
Joelle Koncelik Silva, LMSW, Federal Bureau of Prisons
The diseases affecting young adults and the social and psychological constructs that govern their needs and reactions to terminal illness will be described. Cases elicited from the audience and from the presenter’s experience will be discussed, and the session will end with principles to guide care for these challenging, needy and often neglected patients.
Audience: All | Level: Intermediate

D-5 Understanding Personality Types to Improve Hospice Interactions
Shirley Z Sommer, CPA CHPCA, President at Momentum Resources, Inc.
Quality hospice care depends on an Interdisciplinary Group (IDG) team that is communicating and working well with a number of people including volunteers, office staff, nursing facility staff, family members and each other. Because of natural and necessary personality and “mode of operating” differences, the communication and coordination process can be difficult. This fun and interactive presentation is based upon the book “What Color is My Parachute” and will focus on how to communicate and work with someone of a different personality or way of doing things. Simple tools will be provided that the participant can take back and use at their agency for IDG communication, staff training and volunteer recruiting as well as marketing, and facility coordination.
Audience: All | Level: Intermediate

Day 2-
Group E
Saturday February 27, 2016
8:30 a.m. to 9:30 a.m.

E-1 Polypharmacy: Evidence-based Management
Heather Veeder, MD, VITAS HealthCare
Pharmacy management grows in importance as a compliance issue and a clinical issue. The scope of the issue, based on evidence, will be reviewed as well as a simple tool for managing patients' pharmaceuticals.
Audience: Physicians, Administrators, Pharm | Level: General

E-2 Palliative Pain Management, Part 2 of 2
Robert Friedman, MD FAAHPM FAAFP HMDC, Chief Medical Officer at Hospice Austin
This presentation focuses on more advanced pain management options, including methadone, IV pain management, opioid side effects, subcutaneous ketamine, IV lidocaine, and interventional pain management. Beginners are recommended to attend Part 1 also.
Audience: All | Level: Intermediate

E-3 Really?! That Just Happened: Ethical Issues in Hospice
Charley Wasson, MS, ED/CEO at Hospice of Lubbock
A discussion over case scenarios of ethical issues that arise and must be addressed by a hospice agency and its’ leadership team. Case scenarios will include business practices, rules and regulations and clinical care delivery.
Audience: All | Level: General
E-4 Turning VETS into VIPs Through the We Honor Veteran Program
Kathy Olson RN CHPN, Program Coordinator at Mesilla Valley Hospice

We Honor Veterans is a partnership; Your hospice will be able to recognize the unique needs of America’s Veterans and their families as well as learn how to accompany and guide Veterans through their life stories toward a more peaceful ending. There are four levels your hospice can achieve in the We Honor Veterans program. Learn how one community hospice went from Recruit to Level Four Partner in five months using the tools and resources from the We Honor Veterans program.

Audience: All | Level: General

E-5 Voluntarily Stopping Eating and Drinking (VSED), Death with Dignity, and Other Ethical Challenges: Making Space for Open Dialogue
Rev. Dr. Carla Cheatham, Chaplain, Buckner Hospice

Voluntarily stopping eating and drinking (VSED), physician assisted suicide (PAS), Death with Dignity--these issues are increasingly in the public eye and moving through the country’s legal channels. As more hospice programs face a new regulatory reality, we all must prepare now for a changing culture. What are the issues, legally, ethically, and according to the regs? How are professionals to navigate their own personal beliefs and feelings while honoring those of patients and families? These questions and more will be explored with basic information and a great deal of open and respectful dialogue designed to model how we CAN go about addressing what for many is an emotionally charged topic.

Audience: All | Level: General

Group F
Saturday, February 27, 2016
9:40 a.m. to 10:40 a.m.

F-1 Eligibility for Hospice
Laura Templeton, DO

This session will review important aspects of what clinicians should document regarding hospice eligibility.

Audience: All | Level: General

F-2 Pharmacologic Pearls for End-of-Life Care
Traci White, PharmD, PhC, Pharmacist Clinician at Mesilla Valley Hospice

In this session, we will review common medications used to palliate symptoms, including starting doses and appropriate titrations. We will also discuss deprescribing, drug-drug interactions and management of common adverse reactions.

Audience: Physicians, Nurses | Level: General

F-3 Strategies for Decreasing Hospice’s Most Common Denial Reasons
Karla Lykken RN, Director of Medical Review at Kindred at Home

This presentation will review 5 of the most common denial reasons hospice programs receive related to ADRs. The presentation will discuss strategies programs can implement to decrease denials related to each reason documentation, process, audit and compliance.

Audience: All | Level: General
F-4 Meeting Them Where They Are: Facilitating End of Life Care through Companioning
Stephanie Rogers, GCCA-C, CT, Grief Counselor at Amarillo Hospice of the Plains
What happens when a team full of “fixers” faces a situation that cannot be fixed? This presentation is an exploration of what it means to truly companion hospice patients and their families at the end of life.
Audience: All | Level: General

F-5 Quality by Design; Reflections of the Hospice Volunteer
Demetress Harrell, CEO at Hospice in the Pines, Inc.
The hospice volunteer is an essential member of the hospice team and their unselfish devotion is truly exceptional. Quality by Design answers the question of what hospice would look like without volunteers and explores the various roles of the hospice volunteer, while defining the essence of how they add life to your patient's. This session will demonstrate the best practices used to recruit the right volunteers to maintain compliance. Quality by Design views the four components in developing your volunteer program from the community, church and civic networks.
Audience: All | Level: Beginning

Group G
Saturday, February 27, 2016
11:00 a.m. to 12:00 p.m.

G-1 Symptom Palliation in Advanced Diffuse Parenchymal Lung Disease
Peter Crossno, MD FACP FCCP, Intermountain Medical Center
Diffuse parenchymal lung diseases represent a subset of lung diseases which include many progressive and potentially fatal conditions with a number distressing symptoms. These symptoms may differ from more common airways diseases such as chronic obstructive pulmonary disease and asthma. The goal of this presentation is to discuss these symptoms, the physiology and their management as guided by the best evidence available.
Audience: Nurses, Physicians | Level: General

G-2 Essentials of Ethics
Irene Prather M.D., Medical Director at VITAS Innovative Hospice
This session will educate healthcare professionals on the fundamentals of ethics and to ensure high quality care and a heightened sense of ethical awareness when providing services to hospice patients and their families
Audience: All | Level: General

G-3 Connecting the Dots for a Successful Hospice Quality Assessment/Performance Improvement Program
Kimberly Skehan, Senior Manager at Simione Healthcare Consultants, LLC and Jennifer Hale, MSN RN CHPN Optum, Vice President, Clinical Services
Quality Assessment/Performance Improvement (QAPI) has a significant impact on survey readiness, demonstration of quality to the public & referral sources, and the hospice’s bottom line due to the financial implications of an incomplete or ineffective QAPI program. This interactive program will guide participants through the regulatory requirements of a comprehensive QAPI program-focusing on the unique challenges hospice agencies face and the importance of effectively utilizing key data to monitor and manage their agency-wide QAPI programs. Industry best practice strategies, examples and group discussion will be utilized to guide participants in the development of an efficient, data drive program that assists hospice leaders & managers in successfully focusing on QAPI priorities.
Audience: All | Level: General
G-4 “But I Didn’t Go to Seminary!”: An Interdisciplinary Approach to Caring for Spiritual Distress
Rev. Dr. Carla Cheatham, Chaplain at Buckner Hospice
Many team members feel uncomfortable when patients wish (per research) their providers to discuss issues of spirit
with them. Others feel far too comfortable sharing their own faith, and unwittingly breech the boundaries of the
profession. Finding the balance is possible. The entire team has the responsibility to be competent to screen for
spiritual distress and pain, respond appropriately, and make appropriate referrals to the team spiritual care counselor.
All team members can find appropriate ways to engage in this part of a person's care while minding ethical personal
and professional boundaries.
Audience: All | Level: General

G-5 Music 'Til The End
Pauline Powell Schneider MT-BC, Hospice Music Therapist at Los Alamos Visiting Nurses
Explore how music can be an integral part of Hospice care and why many people respond to music right up until life's
end. A Hospice Music Therapist shares strategies and songs.
Audience: All | Level: General

Group H
Saturday, February 27, 2016
1:30 p.m. to 2:30 p.m.

H-1 Enhancing Team Communication
Amy Moss, MD
A discussion of tips designed to promote productive and efficient communication amongst team members. Case
examples will be employed to illustrate commonly encountered objections and suggestions for handling those
objections.
Audience: All | Level: Intermediate

H-2 Elevating Our Humanity via the Humanities: Interdisciplinary Engagement in the Arts for Education,
Team-Building, and Compassion Enhancement
Larry Driver, MD
An overview of incorporating the arts and humanities into healthcare professional education and training with a view
towards enhancing compassion and empathic care. Focused encounters with art, cinema, theater, literature, and
music can promote self-reflection and empathic connection to others.
Audience: All | Level: Intermediate

H-3 Practical Hospice Compliance in an Impractical Regulatory World
Valerie Dewbre. Troy Brooks, JD and Lou Brown, RN, BSN, Heart to Heart Hospice
Transparent compliance in the changing hospice world is difficult, multifaceted and often seems impractical. Hospices
must use a spotlight lens of practical applications to systematically address the factors that safeguard and protect the
revenue earned for providing needed services. Learn what your strategies should look like when placed under the
CMS recoupment focused microscope.
Audience: All | Level: Intermediate
H-4 Maintaining Healthy Boundaries in Patient Care
Jerry Fenter, Regional Director of Spiritual Counselors, Harbor Hospice
Recognizing and respecting the boundaries between a professional caregiver and a hospice patient can help maintain a relationship based on mutual trust. Ignoring and rejecting those boundaries can ultimately destroy that trust relationship. This session will provide the basic building blocks for evaluating and developing boundaries that serve both the patient and the professional. It will help the professional to identify problematic areas, while also using best practices that respect the needs of the patient without overwhelming the professional.
Audience: All | Level: General

H-5 Abuse, Neglect and Exploitation: Reporting and Investigation - Part 1 of 2
Katy Vedlitz, HCSSA Policy Specialist, DADS, Beth Engelking, TX Adult Protective Services
This session will discuss Texas’ abuse, neglect and exploitation (ANE) reporting and investigation requirements in home and community supports services agencies (HCSSA’s). Discuss, from DADS’ and APS’ perspective, what has changed as a result of the legislation and what has stayed the same in regards to authority to investigate ANE. Look into DADS’ role in reviewing incidents when DFPS conducts the ANE investigation, including desk reviews. Finally, we will review the statutory and regulatory requirements of HCSSAs related to ANE, including client rights, self-reporting, and agency investigations.
Audience: All | Level: Basic

Group I
Saturday, February 27, 2016
3:00 p.m. to 4:00 p.m.

I-1 Implanted Cardioverter Defibrillator Competency
Tom Beets, MD
This talk will focus on learning the function of an ICD, understanding how deactivation of an ICD fits into the discussion of resuscitation, and learning the process for deactivation to occur.
Audience: Physicians, Nurses, Admin, Social Workers | Level: Intermediate

I-2 Palliative Wound Management Workshop: Be the Best that You Can Be!
Carolyn Brown BS, MEd, RN, ARM, CWS, FACCWS, Clinical Consultant at Advanced Tissue
Wound care is not just about changing a dressing, it is also an opportunity to regularly interact with a patient when there may not be many options left. This workshop will review types of wounds and gentle interventions for palliative wound care. Patient scenarios will allow the group to discuss multiple treatment options for pain, odor, infection, and drainage.
Audience: Physicians, Nurses | Level: Intermediate

I-3 Recent Hospice Investigations and Enforcement Trends
Mark S. Armstrong, JD, Attorney at Epstein, Becker & Green, P.C.
Update on all the key players (government, auditors, surveyors) that are looking at hospice agencies for recoupment, violations and civil and criminal penalties. This session will give you practical advice for protecting your hospice agency.
Audience: All | Level: General
I-4 Ethical Issues for Social Work Practice in Hospice & Palliative Care  
Dede L. Sparks, LMSW, Clinical Assistant Professor of Social Work at UT Austin, Associate Director of the Institute for Collaborative Health Research and Practice  
This workshop covers current ethical issues for practice including denial of terminality, when culture challenges policy, and the focus on the “Death with Dignity” movement.  
Audience: All | Level: Intermediate

I-5 Abuse, Neglect and Exploitation: Reporting and Investigation - Part 2  
Katy Vedlitz, HCSSA Policy Specialist, DADS Regulatory Services and Beth Engelking, Texas Adult Protective Services, Assistant Commissioner  
This session will define Texas’ abuse, neglect and exploitation (ANE) reporting and investigation requirements in home and community support services agencies (HCSSA’s). We will explain the roles of both Adult Protective Services (APS) and Regulatory Services in the Department of Aging and Disability Services (DADS) that have responsibility for these investigations. Recent legislative changes broadened APS’s authority to conduct ANE investigations and enabled investigatory information to be shared with DADS. We will discuss, from DADS’ and APS’ perspective, what has changed as a result of the legislation and what has stayed the same in regards to authority to investigate ANE. We will also look into DADS’ role in reviewing incidents when DFPS conducts the ANE investigation, including desk reviews. Finally, we will review the statutory and regulatory requirements of HCSSAs related to ANE, including client rights, self-reporting, and agency investigations.  
Audience: All | Level: General

Day 3  
Sunday, February 28, 2016  
8:45 a.m. to 12:00 p.m.

8:45 AM to 9:45 a.m. | Plenary  
PLENARY: Finding One’s Truth Through the Journey of Healing from Loss  
Ted Wiard, LPCC, CGC, author, Founder & Executive Director of Golden Willow Retreat  
This presentation will focus on recognizing the different phases of grief while emphasizing the resiliency of the human spirit and the unique strengths each of us bring to recovery.

10:00 a.m. to 11:00 a.m. | Plenary  
PLENARY: Intimacy as a Vital Sign in Hospice: a Little Regarded Aspect of Patient Wholeness  
Linda Tavel, MD, Seasons Hospice Houston  
Hospice and Palliative Medicine are concerned with improving the quality of a patient's life. This session focuses on barriers to optimizing a little-regarded aspect of patient wholeness: assessment, physical status, environment, spirituality and self-esteem.

11:00 a.m. to 12:00 p.m. | Plenary  
PLENARY: How Meaning Making Enhances End of Life Care  
Paul Gleason and Melissa Montoya, Hospice de la Luz  
As Viktor Frankl introduced, humans are creatures of meaning making. Using Frankl's work and adding the work of William Breitbart's group at Memorial Sloan Kettering as well as others, we will explore and identify applications of meaning making toward enhancing end of life care.
CONFERENCE INFORMATION

CONVENTION HOTEL/LOCATION: La Fonda 100 E. San Francisco St., Santa Fe, NM 87501
Toll Free Reservation number: 800-523-5002
Reservation Code: 727320 or ask for TNMHO Rate
Special Conference Rates: $133 per night Book By: January 25th
Reservation link:

*Based on availability, the group rate will be honored 3 days prior and post.* Even though we attempt to work with the hotel to insure a comfortable meeting temperature, we strongly urge you to bring a sweater or light jacket to the meetings as meeting rooms are often too cold.

REGISTRATION FEES
All events are included in the basic registration. Texas Academy of Palliative Care members will be accorded the same rates as T&NMHO members.

PRESENTERS/SPEAKERS DISCOUNT
Presenters at this year’s conference are given a $100 discount on the conference registration. Please check the appropriate block on the registration form. Those presenters who do not desire to attend the conference will be issued special nametags and will, of course, pay no fee.

AMERICANS WITH DISABILITIES ACT (ADA)
Please check the appropriate box on the Registration Form if you require special services to fully participate in the T&NMHO Conference. You should attach a written description of your needs to your registration form.

CONTINUING EDUCATION
All the continuing education certificates and evaluations are being offered on-line through a link that we will send via email after the conference. Please check your email after the conference and complete the on-line evaluation. Your certificate will appear after you complete the on-line evaluation. There will not be a separate fee for any continuing education. This is included in your registration fee.

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

Texas & New Mexico Hospice Organization is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Centers Commission on Accreditation.

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

Texas & New Mexico Hospice Organization is an approved provider of continuing education by the Texas Department of Aging and Disability for Hospice Administrators. Determination of continuing education hours is pending.

RECORDING SALES
The majority of sessions will be audio recorded. The recordings will be available for purchase at Rollin Recording's booth in the Registration Center during the conference.
Disclosure to Participants
2016 Texas & New Mexico Hospice Organization Conference

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

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

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

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

[The planning committee members and presenters/authors/content reviewers of this CNE activity have disclosed no relevant financial relationships related to the planning or implementation of this CNE activity.]

This CNE activity has received no commercial support and/or sponsorship(s).

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

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 ________________________________________________________________

REGISTRATION FEES
**Full Registration Includes Preconference
Please circle the option that applies
<table>
<thead>
<tr>
<th>Early Registration (postmarked by 01/15/16)</th>
<th>Member</th>
<th>TAPM</th>
<th>Non-Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>$325</td>
<td>$325</td>
<td>$475</td>
<td></td>
</tr>
<tr>
<td>Regular Registration (postmarked by 02/11/16)</td>
<td>Member</td>
<td>TAPM</td>
<td>Non-Member</td>
</tr>
<tr>
<td>$375</td>
<td>$375</td>
<td>$550</td>
<td></td>
</tr>
<tr>
<td>Late Registration (postmarked after 02/11/16)</td>
<td>Member</td>
<td>TAPM</td>
<td>Non-Member</td>
</tr>
<tr>
<td>$425</td>
<td>$425</td>
<td>$625</td>
<td></td>
</tr>
</tbody>
</table>

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

One-Day Registration (by 02/11) for □ Fri or □ Sat.) $185 $185 $265
One-Day Registration (after 02/11) for □ Fri. or □ Sat.) $220 $220 $320
TAPM* TAPM rate does NOT apply to TAPM Associate Members
☐ I’m coming to the Preconference ☐ Marketing or ☐ REMS)
☐ Presenter Discount of $100.00

TOTAL AMOUNT REGISTRATION ____________

☐ Check if you require special services to fully participate in the program. Attach a written description of your needs.

Full payment MUST accompany all registrations. Registrations without payment attached will be returned. The postmarked date of mailing will determine the registration rate. Make checks and charges payable to Texas & New Mexico Hospice Organization.
(T&NMHO TAX ID #: 75-1870672)

METHOD OF PAYMENT ☐ Money Order ☐ Check
If paying by credit card please register at: www.txnmhospice.org/2016Convention.html
CANCELLATION POLICY: Cancellations received by email by 5:00 pm on February 15, 2016 will be entitled to a refund, less a $75 administrative fee. Cancellations after February 15th 2016 and conference “no-shows” forfeit their entire registration fee. Substitutions are welcome. Please advise T&NMHO by email if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted; emailed cancellations will be accepted. MAIL PAYMENT TO: T&NMHO, 1108 Lavaca, Suite 727, AUSTIN, TX 78701 Tel: (512) 454-1247 Email: bbaker@txnmhospice.org with substitutions and cancelations.