



**TEXAS ~ NEW MEXICO HOSPICE &
PALLIATIVE CARE ORGANIZATION**

43rd Annual Conference | HOUSTON, TX

Feb. 19-21, 2025 • Omni Galleria

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

CONFERENCE AT A GLANCE

Pre-Conference – Wednesday, February 19, 2025

9:00 - 4:30 PM	Supportive Palliative and Palliative Care Preconference Room- Post Oak ABCD
12:30 - 5:00 PM	Volunteer Manager/Coordinator Preconference Room- Post Oak EFG

Conference Day 1, Thursday, February 20, 2025

Time/ CEUs	Session	Room	Overview
7:30 - 8:30 AM	Early Riser	PostOak A-C	You Miss 100% of the Support You Don't Give: Insights on Team Wellness (CME, CNE, CEU)
9:00 - 10:15 AM	General	PostOak	Plenary: From Threat to Triumph: Unleashing the Brain's Power to Conquer Chaos (CME, CNE, CEU)
10:45 - 11:45 AM	Breakouts		Overview
CME, CNE, CEU	A-1	PostOak A-C	The Pain of Dementia Behaviors: Approaches to Manage Symptoms in Dementia
CME, CNE, CEU	A-2	PostOak D	Navigating Professional Boundaries for Hospice Leaders
CE	A-3	Museum Park	Getting Creative at the End of Life: The Role of Creative Arts Therapies in Hospice
CE	A-4	PostOak E-G	HHSC – Hospice FAQs
11:45 – 12:45 PM	Lunch		
1:00 - 2:00 PM	Breakouts	Room	Overview
CME, CNE, CEU	B-1	PostOak A-C	To Heal or Not to Heal: Managing the Unexpected Wound
CE	B-2	PostOak D	Control the Controllables – Efficient In-Budget Hospice Operations
CME, CNE, CEU	B-3	Museum Park	Laughter, the Best Medicine: The Healing Power of Humor in Hospice
CNE, CEU	B-4	PostOak E-G	HHSC: Core vs. Non-Core Services
2:15 - 3:15 PM	Breakouts	Room	Overview
CME, CNE, CEU	C-1	PostOak A-C	How to Bring Up Hospice and Reframe Hope: Clinical Pearls for Your Practice
CME, CNE, CEU	C-2	PostOak D	Communication: A Lifeline to Success
CE	C-3	Museum Park	Hospice Bereavement: Extending Grief Support to Communities
CME, CNE, CEU	C-4	PostOak E-G	HHSC: Medicaid Hospice Utilization Review (MHUR)
3:15-4:00	Sweet Treat Break with Poster Presentations		
4:00 - 5:00 PM	Breakouts	Room	Overview
CME, CNE, CEU	D-1	PostOak A-C	Opioids: One Dose Does Not Fit All
CME, CNE, CEU	D-2	PostOak D	AI in Healthcare: Revolutionizing End-of-Life Care with Technology
CME, CNE, CEU	D-3	Museum Park	Dementia and Effective Communication: Helping Caregivers Maintain Their Sanity
CME, CNE, CEU	D-4	PostOak E-G	HHS-OIG: Hospice Fraud Overview: Challenges and Successes
5:30 - 7:00 PM	Welcome Party: At the "The Landing" (first floor Omni Hotel)		

Conference Day 2, Friday, February 21, 2025

7:30 - 8:30 AM	Early Riser	PostOak A-C	Pediatric Hospice & Palliative Care Panel (CME, CNE, CEU)
7:30 – 8:30 AM	Early Riser	PostOak E-G	Best Practices for Serving Those with Dementia and Their Families (CME, CNE, CEU)
9:00 - 10:00 AM	General	PostOak	Plenary: An Invitation to Compassion: Caring for Veterans Through the End of Life (CME, CNE, CEU)
10:00 – 10:30 AM	Break		
10:30 - 11:30 PM	Breakouts		Overview
CME, CNE, CEU	E-1	PostOak A-C	Why is Mom Dying: How to Talk to Family and/or Staff when a Patient with Dementia Stops Eating
CME, CNE, CEU	E-2	PostOak D	Employee Engagement and Retention: Building Satisfaction and Fulfillment
CNE, CEU	E-3	Museum Park	Discover the Benefits of Utilizing Pet Therapy Volunteers in Hospice
CME, CNE,CEU	E-4	PostOak E-G	Palmetto GBA – Billing and Medical Review Workshop (all day) Pt 1
11:30 -12:30 PM	Lunch & Awards Ceremony		
12:30 - 1:30 PM	Breakouts	Room	Overview
CME, CNE, CEU	F-1	PostOak A-C	Words Make a Difference: Expanding Your Hospice Documentation
CNE, CEU	F-2	PostOak D	Measuring Compassion: A Deep Dive into the CMS HOPE
CNE, CEU	F-3	Museum Park	Plato’s Lemonade Stand: Rediscovering the Hospice Philosophy
CME, CNE, CEU	F-4	PostOak E-G	Palmetto GBA – Billing and Medical Review Workshop (all day) Pt 2
1:30 - 1:45 PM	Break		
1:45 - 2:45 PM	Breakouts	Room	Overview
CME, CNE, CEU	G-1	PostOak A-C	What’s in your baggie? Maximizing the hospice comfort pack
CME, CNE, CEU	G-2	PostOak D	Data-Driven, Heart-Led: Utilizing Metrics for Impactful Hospice Leadership
CE	G-3	Museum Park	Redefining Spiritual Support: Unlocking the Full Potential of Hospice Chaplains
CME, CNE, CEU	G-4	PostOak E-G	Palmetto GBA – Billing and Medical Review Workshop (all day) Pt 3
2:45 - 3:00 PM	Break That		
3:00 - 4:00 PM	Breakouts	Room	Overview
CE	H-1	PostOak A-C	Show Me the Evidence! The Alliance Deprescribing Toolkit 2.0
CE	H-2	PostOak D	Donating My Body to Science
CME, CNE, CEU	H-3	Museum Park	Kids Experience Death, Too
CME, CNE, CEU	H-4	PostOak E-G	Palmetto GBA – Billing and Medical Review Workshop (all day) Pt 4

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

Supportive Palliative Care Preconference - February 19th, 2025

9:00 – 10:30 AM	Symptom Management in a Supportive Palliative Care Setting (Panel Discussion) Tommie Farrell, MD, Hendrick Healthcare; Brianna Nation-Howard, DO, Three Oaks; Adrianna Garrett, MSW, LMSW, Visiting Nurse Association
10:30 - 10:45 - BREAK	
10:45 – 12:00 AM	Inclusion of Supportive Palliative Care: Minimum Requirements and Quality Solutions Rosalind Nelson-Gamblin, Consultant This session will explore the definition of supportive palliative care and offer guidance for home and community-based agencies developing compliant service delivery models. The speaker will provide an overview of essential policies and procedures and discuss key differences between supportive palliative care and hospice care philosophies.
12:00 – 12:45 PM	Lunch
12:45 – 2:00 PM	Transitioning Patients from Acute Care to Community-Based Palliative Care Erin Donaho, ANP-C, CHFNP, CHPN, National Specialist Cardiac Care; Lead NP Palliative Care @ Accent Care Hospice & Palliative Care Transitioning patients from acute care to community-based palliative care is a challenge. A unique collaboration between a community hospital’s palliative care team and a hospice & palliative care agency changed practice. Excellent communication was the key to quality of life & reduced readmissions.
2:15 – 3:30 PM	Navigating complex care with compassionate conversations Monique S. Nugent MD, MPH, Hospitalist, Author Using cases from my clinical experience, I will illustrate how to leverage acute hospitalizations to 1- identify the need for palliative care and hospice, 2 facilitate compassionate and thoughtful conversations to plan further care. 3- Improve experiences at the end of life.
3:30 – 4:45 PM	You Can Get Paid for Palliative Care Maureen Kelleher, RN, MBA, SimiTree This presentation will provide an understanding of reimbursement structures for Palliative Care Programs and identify challenges with the set-up of a program and ability to be reimbursed based on the set up.



The Welcome Reception
Thursday Feb. 20 – 5:30 p.m. to 7:00 p.m.
 At “The Landing” of the Omni Hotel
 Networking, appetizers and adult beverages

Volunteer Coordinator ½ Day Track - February 19th, 2025

12:30 – 1:30 PM	Keeping Records Straight and Serving Those Who Served April Wicinske, Volunteer Manager, Trinity Hospice This session explores effective strategies for managing volunteer records to ensure accuracy and compliance while highlighting initiatives to honor and serve veteran patients. Learn how to maintain organized documentation and create meaningful programs that recognize and support veterans at the end of life.
1:40 – 2:40 PM	Finding the Right Fit: Recruiting and Matching Volunteers to Patient Needs Raven Lawrence, Volunteer Coordinator, Three Oaks Hospice Discover strategies for recruiting volunteers who meet the unique needs of hospice patients and their families. This session also explores best practices for assigning projects, ensuring volunteers are matched to tasks that align with patient and family care goals.
2:50 – 3:50 PM	Coordinating Events and Recognizing Volunteers Angela Spencer, Community Outreach Coordinator, Hospice in the Pines Learn how to coordinate impactful events and develop new volunteer programs through effective collaboration with staff. This session also covers recognition and retention strategies, including ideas for Volunteer Appreciation Month and National Volunteer Recognition Day, with a focus on gathering feedback to continuously improve volunteer experiences.
3:50 – 4:00 PM	Break
4:00 – 5:00	Training and Supervising Volunteers Darbi Glassburn, Director of Palliative Care & Volunteer Services, Hospice of Wichita Falls This session focuses on training volunteers to ensure they are equipped with the skills needed to perform their duties effectively. Additionally, learn best practices for supervising volunteers, including providing guidance, support, and accountability to foster a productive and engaged team.

Thanks to our Sponsors:



Conference Day 1 - Thursday, February 20, 2025

7:30 a.m. to 8:30 a.m. | Early Riser | “You Miss 100% of the Support You Don’t Give: Insights on Team Wellness”, Faith Parsons, LMSW, Palliative Care Social Worker & Allison Woods, Program Coordinator, Hendrick Medical Center | This presentation will discuss the emotional burdens interprofessional team members experience in palliative care, how emotional well-being affects team dynamics, communication, and overall quality of patient care, and strategies for strengthening resiliency and fostering a supportive environment.

Audience: All / Level: General



Keynote Day 1 - Thursday, February 20, 2025

9:00 a.m. to 10:15 a.m. | Plenary | “From Threat to Triumph: Unleashing the Brain’s Power to Conquer Chaos” | Sherry Yellin, PhD, PCC, BCC, CEO/Founder, Yellin Group | This session goes beyond stress management; it’s about gaining a deeper understanding of what prevents our brains from operating at their peak, taking back control, and transforming threats into opportunities for growth and leadership. Never waste a crisis.

Audience: All | Level: General

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

A-1 | “The Pain of Dementia Behaviors: Approaches to Manage Symptoms in Dementia years”, Jose Martin Cardenas, MD | With dementia now tied with cancer as the leading diagnosis for hospice admissions, managing behaviors and psychological symptoms of dementia (BPSD) presents unique challenges. This session offers practical strategies and insights to help hospice providers effectively address BPSD, enhancing patient care and support.

Audience: All | Level: Intermediate |

A-2 | “Navigating Professional Boundaries for Hospice Leaders”, Katherine Morrison, MSN, RN, CHPN, ELNEC, Director of Hospice Consulting Operations, & Cindy Campbell, Sr. Director Advisory Services, WellSky | Discover essential strategies to sustain compassion, integrity, and service at the heart of hospice leadership. This session empowers leaders with tools to prioritize their own well-being, helping them prevent burnout and maintain resilience while supporting others

Audience: Supervisors/Managers/Leaders | Level: General

A-3 | “Getting Creative at the End of Life: The Role of Creative Arts Therapies in Hospice”, Majesca Wong, MA, LPC-A, MT-BC, HPMT, Director of Patient Experience, AccentCare | Explore the transformative role of Creative Arts Therapists, such as Music and Art Therapists, in hospice care. This session examines how these therapists contribute to the interprofessional group (IDG) and provide meaningful support in bereavement, offering attendees insights into integrating creative therapies across the continuum of hospice care.

Audience: All | Level: General

A-4 | TX Home and Community Support Services Agencies Frequently Asked Questions for Hospice | Monica Castillo, RN Policy and Rules, Long-Term Care Regulation Health and Human Services Commission

This session is a discussion of rules, exemptions, categories of service, admin/alt admin qualifications and continuing education, TULIP, QAPI reporting, personnel records, and other Long Term Care Regulatory question.

Audience: All | Level: General

11:45 a.m. to 12:45 p.m. Lunch

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

B-1 | “To Heal or Not to Heal: Managing the Unexpected Wound”, Thuy Hanh Trinh, MD, Medical Director, Houston Hospice | Learn practical strategies for managing wound care in patients with life-limiting illnesses, even under time and resource constraints. This session equips clinicians with techniques to address both the physical and emotional challenges of wound care, offering real-world approaches to support patients and their families with compassion and expertise.

Audience: Physicians, Nurses | Level: New to Hospice

B-2 | “Control the Controllables – Efficient In-Budget Hospice Operations”, Chris Gallarneau, Senior Education Consultant, MAC-Legacy | Designed for hospice leaders, this session provides tools to achieve financial sustainability without compromising patient care. Attendees will learn to leverage benchmarks for assessing financial health and implementing strategies to build a culture of fiscal responsibility.

Audience: All | Level: Intermediate

B-3 | “Laughter, the Best Medicine: The Healing Power of Humor in Hospice”, Sandi Hebley, RN, LMSW, Nurse Educator, Faith Presbyterian Hospice | Revisit the timeless concept that 'healing can occur even when curing cannot.' This session explores how humor can be a powerful tool in strengthening connections with patients and families and relieving stress, equipping attendees with practical ways to bring lightness and healing into serious situations.

Audience: All | Level: Intermediate

B-4 | “TX HHSC: Core vs. Non-Core Services”, Jana Childers, RS, CIC, Long-Term Care Regulation Health and Human Services Commission | This session will provide hospice providers with a clear understanding of the distinction between core and non-core services. Attendees will learn which services are mandatory under Texas Health and Human Services Commission (TX HHSC) regulations, helping to ensure compliance and optimize patient care.

Audience: All | Level: General

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

C-1 | “How to Bring Up Hospice and Reframe Hope: Clinical Pearls for Your Practice”, Jeanne Lee, MD, Palliative Clinical Medical Director, University Medical Center of El Paso | When "nothing more" can be done, we can “do more” with meaningful conversations about prognosis, hopes, and hospice. Palliative care physician Dr. Jeanne Lee shares when and how to bring up hospice while reframing hope.

Audience members will learn immediately applicable clinical pearls.

Audience: Physicians, Nurses | Level: New to Hospice

C-2 | “Communication: A Lifeline to Success”, Ericka Medinger, DNP, RN, Community First Hospice of Houston | Explore how evidence-based strategies, such as twice-weekly virtual team huddles, improved communication among interprofessional hospice staff. This session highlights the positive impact of structured virtual meetings on team coordination and collaboration.
Audience: All | Level: Intermediate

C-3 | “Hospice Bereavement: Extending Grief Support to Communities” Misty King, LCSW, Bereavement Program Coordinator, Michaela Fielding, LPC-A, Children’s Program Specialist, Hospice of Wichita Falls & Courtney Galloway, LMSW, ACHP-SW, Director of Social Services, Hospice of Wichita Falls | Learn how expanded bereavement services are reaching individuals of all ages, including those with no prior connection to hospice care. This session discusses the need for these services, the approach taken to meet that need, and the meaningful successes achieved along the way.
Audience: All | Level: General

C-4 | “Medicaid Hospice Utilization Review”, Maria Gomez, Director, Rachel Talamantez & Lianne Pacl, Texas Health & Human Services Commission | This presentation provides a comprehensive look at federal regulations and state rules in the Medicaid Hospice Utilization Review (UR) program. Attendees will gain an overview of UR scope and responsibilities, insights into the documentation request and clinical review process, and an update on newly adopted rules. **Audience: All | Level: Intermediate**

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

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

D-1 | “Opioids: One Dose Does Not Fit All”, Joseph Roosth, MD, Hospice Medical Director, & Heather Veeder, MD, Medical Director, Vitas | This case-based presentation dives into managing pain in typical hospice patients, covering opioid side effects, rotation, conversion, dose escalation, breakthrough pain, and reduction. Attendees will gain practical skills in using pain rating scales and adjusting doses to optimize patient comfort.
Audience: Physicians, Nurses | Level: General

D-2 | “AI in Healthcare: Revolutionizing End-of-Life Care with Technology”, Kenichi Carter, Director of Business Intelligence, & Sanaa Nasir, Chief Operations Officer, Empower Services | Discover how AI is transforming hospice, home health, and palliative care by personalizing symptom management, reducing clinician burnout, and improving patient outcomes. This session explores practical applications and ethical considerations, ensuring AI supports compassionate, patient-centered care while optimizing operations.
Audience: All | Level: General

D-3 | “Dementia and Effective Communication: Helping Caregivers Maintain Their Sanity”, Kathy Miller, LMSW, APHSW-C, Hope Hospice of the Hill Country | Transitioning patients from acute care to community-based palliative care presents unique challenges. This session highlights a successful collaboration between a hospital palliative care team and a hospice agency, demonstrating how effective communication improved quality of life and reduced hospital readmissions
Audience: All | Level: General

D-4 | “HHS-OIG: Hospice Fraud Overview: Challenges and Successes”, Michael Garcia, Special Agent, HHS-OIG | This session examines a case where a healthcare group submitted false and fraudulent claims to Medicare for hospice services, including billing for services not provided, services not medically necessary, misrepresenting patient conditions, and offering incentives to induce patient enrollment.
Audience: All | Level: General

5:30 p.m -7:00 p.m. – Welcome Reception

Day 2 – Friday, February 21, 2025

7:30 a.m. to 8:30 a.m. | Early Riser | “Pediatrics Hospice & Palliative Care Panel Discussion |
Panelist: Alejandro Joel Lopez, RN, CHPN, CHPPN, Anvoi Hospice, Patrick M. Jones, MD, MA, HMDC
Section Chief of Pediatric Palliative Care, Dell Children's Medical Center, Michelle Miraglia, Pediatric
RN, Visiting Nurse Association

Join us for a thoughtful and engaging panel discussion on the unique challenges and compassionate care involved in pediatric hospice and palliative care. Moderated by Dr. Kelley Newcomer, this session will feature insights from a diverse team of professionals, including a child life specialist, a social worker, and a nurse case manager. Together, they will share their expertise and experiences in providing holistic care for children with serious illnesses and their families.

Audience: All | Level: General

7:30 a.m. to 8:30 a.m. | Early Riser | “Best Practices for Serving Those with Dementia and Their Families”, Hollie Glover, MA, LPC, NCC, Director of Education & Family Support Services, & Jaime Cobb Tinsley, VP of Education, James L. West Center for Dementia Care | This session provides guidance on effective communication with individuals with dementia and their families, introducing the basics of Validation Therapy and Compassionate Communication. Attendees will gain insights into the realities of dementia and practical strategies for supporting families as they navigate grief.

Audience: All | Level: General

Keynote Day 2 - Thursday, February 20, 2025



9 a.m. to 10:00 a.m. | Plenary | “An Invitation to Compassion: Caring for Veterans Through the End of Life”, Qwynn Galloway-Salazar, PhD, Founder/CEO, In their Honor | This plenary session invites hospice and palliative care professionals to adopt a more empathetic approach to caring for Veterans at the end of life. Key topics include trauma-informed care, cultural humility, and legacy work, with practical strategies for building deep, meaningful connections that ensure Veterans feel seen, heard, and valued. More than a learning session, this is a call to action to bring empathy, presence, and humanity into every interaction, empowering Veterans to reflect on their lives and receive holistic support.

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

E-1 | “Why is Mom Dying: How to Talk to Family and/or Staff when a Patient with Dementia Stops Eating”, Tommie Farrell, MD, Hendrick Healthcare | By the end of the session, participants will be able to:

- Define the Science of Aging and Anorexia
- Identify Dementia as one of the key irreversible causes of anorexia
- Present information to families that allow them to make the most informed decisions about feeding in Dementia
- Demonstrate ongoing support to families through the natural process of Dementia

Audience: All | Level: Intermediate

E-2 | “Employee Engagement and Retention: Building Satisfaction and Fulfillment”, Olivia Rogers, RN, BSN, CHPN, MBA, VP, Chief Nursing Officer at Visiting Nurse Association | This presentation tackles critical workforce challenges in hospice, including staffing shortages, high turnover, and salary competition, by examining the root causes and exploring actionable solutions. As the workforce evolves, maintaining high-quality, compassionate care requires addressing barriers to staff satisfaction that directly impact patient care. Discover why the future of hospice lies in supporting dedicated teams and creating a culture where staff feel valued and empowered to provide exceptional care.

Audience: All | Level: General

E-3 | “Discover the Benefits of Utilizing Pet Therapy Volunteers in Hospice”, Helen Bauer, BSN, RN, CHPN, End of Life Educator and Advocate, Owner, Hospice Navigation Services, Host of the Heart of Hospice Podcast | Explore the powerful role of pet therapy volunteers in enhancing quality of life for hospice patients and caregivers. This session covers the therapeutic benefits of human-animal interaction, effective strategies for recruiting and retaining pet therapy volunteers, and practical tips for supporting pet therapy teams.

Audience: All | Level: General

E-4 | “Palmetto GBA Workshop (Billing and Medical Review) Part 1 of 4”, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review | This four-part 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

11:30 a.m. to 12:30 p.m. Lunch

12:30 p.m. to 1:30 p.m. Breakout Session (Group F)

F-1 | “Words Make a Difference: Expanding Your Hospice Documentation”, Janet Mack, RN, Medical Review, Heart to Heart Hospice & Colleen Bryan, RN, MSNEd, JCC | Learn how to effectively document by using clear, descriptive language to accurately convey your patient’s decline. This session provides practical strategies for creating detailed records that support high-quality care and compliance.

Audience: All | Level: Intermediate

F-2 | “Measuring Compassion: A Deep Dive into the CMS HOPE (Hospice Outcomes and Patient Evaluation)”, Kristie Meers, RN, BSN, Chief Clinical Officer, & Nancy Parham, RN, Clinical Services Specialist, Careficient | Gain insights into the CMS HOPE (Hospice Outcomes and Patient Evaluation) tool and its role in addressing the Meaningful Measure Initiative. This session will help participants understand how HOPE identifies high-priority quality measures and reduces the documentation burden on hospice providers.

Audience: All | Level: General

F-3 | “Plato’s Lemonade Stand: Rediscovering the Hospice Philosophy”, Danny Mack, MDiv, CDP, Director of Spiritual Care, Christian Care Communities and Services | Embark on a journey to rediscover the essence of the hospice philosophy in this creative and thought-provoking session. Attendees will explore four guiding principles—Self-Examination, Unchanging Values, Courage to Change, and Simple Solutions—that empower us to transform challenges into opportunities, turning lemons into lemonade

Audience: All | Level: General

F-4 | “Palmetto GBA Workshop (Billing and Medical Review) Part 2 of 4”, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review | This four-part series 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

1:30 p.m to 1:45 p.m – BREAK

1:45 p.m. to 2:45 p.m. Breakout Session (Group G)

G-1 | “What’s in your baggie? Maximizing the hospice comfort pack”, Linda Tavel, MD, Bristol Hospice | Curious about the hospice comfort pack? This session explores its contents, usage, and relevance amidst evolving hospice diagnoses. Discover when and how it’s used, and whether it still holds value as a tool for patient comfort. Join us for a fresh perspective on this trusted resource.

Audience: All | Level: General |

G-2 | “Data-Driven, Heart-Led: Utilizing Metrics for Impactful Hospice Leadership”, Justin Cardwell, SHRM-SCP, Director of HR & Staff Development, Hospice of Wichita Falls | Discover how to integrate data-driven decision-making into hospice leadership while preserving empathy and connection. This session covers essential data resources, visualization techniques, effective communication strategies, and methods for overcoming biases—equipping leaders to balance metrics with meaningful care for a lasting impact.

Audience: All | Level: General

G-3 | “Redefining Spiritual Support: Unlocking the Full Potential of Hospice Chaplains”, Jerry Fenter, System Director of Spiritual Counselors at Harbor Healthcare Systems | This session equips participants with essential tools to build a strong hospice chaplaincy program. Attendees will learn to identify key program components, implement strategies for selecting and utilizing chaplains effectively, and assess the impact of spiritual care on patient and family well-being.

Audience: All | Level: Intermediate

G-4 | “Palmetto GBA Workshop (Billing and Medical Review) Part 3 of 4”, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review | This four-part series 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

2:45 p.m to 3:00 p.m. – BREAK

3:00 p.m. to 4:00 p.m. Breakout Session (Group H)

H-1 | “Show me the evidence! The Alliance Deprescribing Toolkit 2.0”, Lauren Templeton, MD Weatherbee & Ellen Fulp, PharmD, MSPC, BCGP, Director of Pharmacy Education, AvaCare | With new evidence highlighting the need for expanded deprescribing education, this session reviews key updates in the 2024 NHPKO/Alliance Deprescribing Toolkit, version 2.0. Attendees will explore the latest resources and strategies to support safe and effective deprescribing practices.

Audience: Nurses, Physicians | Level: Intermediate



H-2 | “Donating My Body to Science”, Aaron Ali, MD, CEO | Founder, & Julie Long, RN, CEO, Life Tree Anatomical | Whole body donation offers a unique opportunity to advance healthcare and research, leaving a lasting impact on medical education. This session introduces hospice staff and families to the end-of-life option of body donation, a zero-cost alternative that can alleviate financial burdens. Discover how this choice supports families, hospice programs, and the training of future healthcare professionals.

Audience: All | Level: Intermediate

H-3 | “Kids Experience Death, Too”, Lauren Cosby, MS, CCLS, Child Life Specialist & Heather Eppelheimer, CCLS, Child Life Specialist, Dell Children’s Medical Center | This presentation explores children’s understanding of death at different developmental stages and offers guidance on how to approach conversations about loss. Designed for hospice and palliative care professionals, this session raises awareness for those supporting children who experience the death of a loved one or sibling.

Audience: All | Level: General

H-4 | “Palmetto GBA Workshop (Billing and Medical Review) Part 4 of 4”, Charles Canaan & Dan George, Palmetto GBA Senior RHHI Ombudsman and Senior Medical Review | This four-part series 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

CONFERENCE INFORMATION

RECORDING SALES: Most sessions will be audio recorded. Please purchase your 2025 TNMHPO conference recording here:

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

Overview:

The purpose of this education activity is to enhance the comfort and skills of the General and Hospice and Palliative Care Professional in the area of Interprofessional pain management by addressing skills for working with patients and families with multiple disciplines in an effort to serve the patients and families.

Learning Objectives:

- Identify strategies for enhancing interprofessional communication and collaboration within hospice and palliative care teams to improve patient and family outcomes.
- Examine data-driven and evidence-based approaches for addressing current challenges in hospice care, including staffing, symptom management, and documentation.
- Explore innovative methods for providing compassionate, patient-centered care that includes understanding developmental, cultural, and existential needs.
- Discuss practical tools and ethical considerations for integrating support services, such as chaplaincy and pet therapy, into hospice care.
- Apply updated practices and guidelines in Medicare billing, documentation, and deprescribing to ensure compliance and high standards of care.
- Outline the unique end-of-life needs of special populations, including individuals with dementia, Parkinson's disease, and non-traditional spiritual or existential beliefs.
- Examine options for legacy building, body donation, and bereavement support to offer holistic care that honors patients and supports families.

Continuing Education for Admin/Others up to 17.25 Hours of CE (5.25 preconference, 12 conference):

CONTINUING EDUCATION PHYSICIANS, NURSES, and SOCIAL WORKERS

Accreditation Statement



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

Preconference: 5.25 hours, Main Conference: 12.0 hours

Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of **17.25 AMA PRA Category 1 Credit(s)**[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for a **maximum of 17.25 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.

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Monique S. Nugent MD, MPH	Alejandro Joel Lopez, RN, CHPN, CHPPN
Patrick M. Jones, MD, MA, HMDC	Michelle Miraglia, RN
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Requirements for Physician, Nursing, and Social Work credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Attestation form online by **11:59 pm ET May 25, 2025**. 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.
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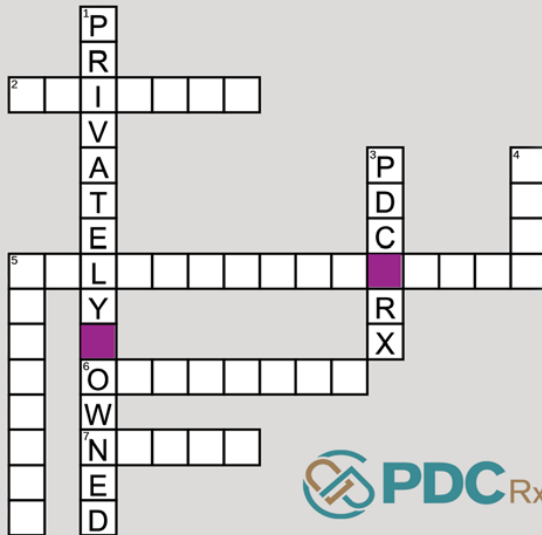
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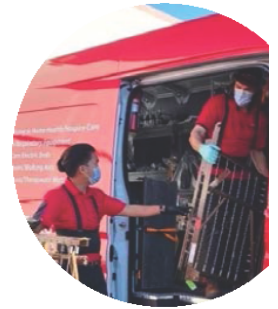
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