



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 D
12:30 - 5:00 PM	Volunteer Manager/Coordinator Preconference Room- Museum Park

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	<i>A-1</i>	PostOak A-C	The Pain of Dementia Behaviors: Approaches to Manage Symptoms in Dementia
CME, CNE, CEU	<i>A-2</i>	PostOak D	Navigating Professional Boundaries for Hospice Leaders
CE	<i>A-3</i>	Museum Park	Getting Creative at the End of Life: The Role of Creative Arts Therapies in Hospice
CE	<i>A-4</i>	PostOak E-G	TX HHSC – Hospice FAQs
11:45 – 12:45 PM	Lunch in the Constellation Ballroom		
1:00 - 2:00 PM	Breakouts	Room	Overview
CME, CNE, CEU	<i>B-1</i>	PostOak A-C	To Heal or Not to Heal: Managing the Unexpected Wound
CE	<i>B-2</i>	PostOak D	Control the Controllables – Efficient In-Budget Hospice Operations
CME, CNE, CEU	<i>B-3</i>	Museum Park	Laughter, the Best Medicine: The Healing Power of Humor in Hospice
CNE, CEU	<i>B-4</i>	PostOak E-G	HHSC: Core vs. Non-Core Services
2:15 - 3:15 PM	Breakouts	Room	Overview
CME, CNE, CEU	<i>C-1</i>	PostOak A-C	How to Bring Up Hospice and Reframe Hope: Clinical Pearls for Your Practice
CME, CNE, CEU	<i>C-2</i>	PostOak D	Communication: A Lifeline to Success
CE	<i>C-3</i>	Museum Park	Hospice Bereavement: Extending Grief Support to Communities
CME, CNE, CEU	<i>C-4</i>	PostOak E-G	HHSC: Medicaid Hospice Utilization Review (MHUR)
3:15-4:00	Sweet Treat Break / TNMHPO Business Meeting in Museum Park (all are welcome)		
4:00 - 5:00 PM	Breakouts	Room	Overview
CME, CNE, CEU	<i>D-1</i>	PostOak A-C	Opioids: One Dose Does Not Fit All
CME, CNE, CEU	<i>D-2</i>	PostOak D	AI in Healthcare: Revolutionizing End-of-Life Care with Technology
CME, CNE, CEU	<i>D-3</i>	Museum Park	Dementia and Effective Communication: Helping Caregivers Maintain Their Sanity
CME, CNE, CEU	<i>D-4</i>	PostOak E-G	Avoiding Pitfalls Which Trigger Recoupment and Fraud Investigations by HHS-OIG
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	<i>Lunch & Awards Ceremony in the Constellation Ballroom</i>		
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		
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, CHFN, 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.

	<p>The Welcome Reception Thursday Feb. 20 – 5:30 p.m. to 7:00 p.m. At “The Landing” of the Omni Hotel (First Floor) Networking, appetizers and adult beverages</p>
---	---

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 in the Constellation Ballroom 1st Floor

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 | “Avoiding Pitfalls Which Trigger Recoupment and Fraud Investigations by HHS-OIG”, Jennifer Rangel, JD & Sam J. Louis, JD, Partners at Holland & Knight | This session discusses pitfalls, arrangements and billing issues that may trigger recoupment and potential investigations for false and fraudulent claims 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 at the Landing (1st Floor)

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.

Sponsored by:



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 in the Constellation Ballroom (1st Floor)

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.

The session *Food As Love: Ethical, Legal and Moral Dilemmas in Withdrawing Artificial Nutrition and Hydration in Various Brain States* meets the Texas Medical Board and the Texas Board of Nursing requirements for 1.0 credits of Ethics related continuing education.



As a Jointly Accredited Organization, AXIS 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. AXIS Medical Education maintains responsibility for this course. Social workers completing this course receive **17.25** continuing education credit.

Disclosure of Relevant Financial Relationships

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

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

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

Tommie Farrell, MD	Kenichi Carter
Brianna Nation-Howard, DO	Sanaa Nasir
Rosalind Nelson-Gamblin	Kathy Miller, LMSW, APHSW-C
Erin Donaho, ANP-C, CHFN, CHPN	Jennifer Rangel, JD
Monique S. Nugent MD, MPH	Alejandro Joel Lopez, RN, CHPN, CHPPN
Patrick M. Jones, MD, MA, HMDC	Michelle Miraglia, RN
Faith Parsons, LMSW	Hollie Glover, MA, LPC, NCC
Allison Woods	Jaime Cobb Tinsley
Sherry Yellin, PhD, PCC, BCC, CEO	Qwynn Galloway-Salazar, PhD
T. Hanh Trinh, MD	Charles Canaan
Jose Martin Cardenas, MD	Dan George
Katherine Morrison, RN, MSN, CHPN, ELNEC	Olivia Rogers, RN, BSN, CHPN
Cindy Campbell	Danny Mack, MDiv, CDP
Majesca Wong, MA, LPC-A, MT-BC, HPMT	Janet Mack, RN
Sandi Hebley, RN, MSW	Colleen Bryan, RN, MSNEd
Jana Childers, RS, CIC	Kristie Meers, RN, BSN, CCO
Jeanne Lee, MD	Nancy Parham, RN
Erica Medinger, RN, DNP	Helen Bauer, RN, CHPN, BSN
Misty King, LCSW	Linda Tavel, MD MBA FAAHPM
Michael Fielding, LPC-A	Justin Cardwell, SHRM-SCP

Courtney Galloway, LMSW, ACHP-SW	Lauren Cosby, MS, CCLS
Maria Gomez	Heather Eppelheimer
Rachel Talamantez	Adrianna Garrett, MSW, LMSW
Lianne Pacl	Heather Veeder, MD
Joseph Roosth, MD	Sam J. Louis, JD

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

Brandie Baker, CAE	Kelley Newcomer, MD
Helen Bauer, RN, CHPN	Keith Parker, MBA
Joanne Pryor-Carter, EdD, CDP	Olivia Rogers, RN, BSN, CHPN, MBA
Rosalind Nelson-Gamblin	Linda Tavel, MD
Kari Osborn, RN	Chad Higbee
Sandi Hebley, RN, MSW	Gloria Bearden
Janet Mack, RN	Danny Mack, MDiv
Dee Morgillo, MEd., MT(ASCP), CHCP	Tommie Farrell, MD
Rodney Bolejack	

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

Disclosure of Unlabeled Use

This educational activity may contain discussion of published and/or investigational uses of agents that are not indicated by the FDA. The planners of this activity do not recommend the use of any agent outside of the labeled indications.

The opinions expressed in the educational activity are those of the faculty and do not necessarily represent the views of the planners. Please refer to the official prescribing information for each product for discussion of approved indications, contraindications, and warnings.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact TNMHPO at bbaker@txnmhospice.org or 512-454-1247 before the meeting dates.

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.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

PAY BY CHECK REGISTRATION FORM

TNMHPO Annual Convention – Feb. 19-21, 2025

Name _____
Professional Designation (i.e., RN, LVN, MSW, etc.) _____
Title _____
Organization _____
Address _____
City _____ State _____ Zip _____ Phone (____) _____
Email (required) _____

REGISTRATION FEES

**Full Conference Registration for Feb. 19-21st

Please circle the option that applies Member Non-Member

Early Registration (by 1/17/25) \$425 \$625

Regular Registration (by 1/17/25) \$450 \$650

Late Registration (after 2/14/25) \$500 \$700

Add On: PALLIATIVE CARE Preconference (2/19) \$99 – must be registered for the full conference to get this pricing!

Palliative Care Preconference - ONE DAY REGISTRATIONS (this includes the PC Preconference if you are not registering for the full conference):

One-Day Reg. (by 01/17) for Th. or Fr. \$270 member /\$370 non-member

One-Day Reg. (after 1/17) for Th. or Fr. \$299 member/ \$399 non-member

Presenter Discount of \$150.00

TOTAL AMOUNT REGISTRATION _____

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

Full payment MUST accompany all registrations. Registrations without payment attached will be returned. The postmarked date of mailing will determine the registration rate. Make checks and charges payable to Texas New Mexico Hospice & Palliative Care Organization. (TNMHPO TAX ID #: 75-1870672) MAIL PAYMENT TO: TNMHPO, 1108 Lavaca, Suite 727, AUSTIN, TX 78701
If paying by credit card, please register at: <https://tinyurl.com/tnmhpo25>

CANCELLATION POLICY: Cancellations received by email by 5:00 pm on Feb. 1, 2025 will be entitled to a refund, less a \$25 administrative fee. Cancellations after Feb. 1, 2025 and conference “no-shows” forfeit their entire registration fee. Substitutions are welcome. Please advise TNMHPO by email if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted. Email: bbaker@txnmhospice.org with substitutions and cancellations.

Accommodations: Omni Galleria Book Your Special Room Rate Here: <https://tinyurl.com/tnmhpo25>

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



We are Dragonfly Health

We are a guiding force for what's ahead,
delivering more than equipment and medications,
but also comfort and peace of mind.

DragonflyHealth.com



SUPPORT LOCAL *pharmacies*

We do.



IT'S COOL TO BE LOCAL

PDCRX.COM

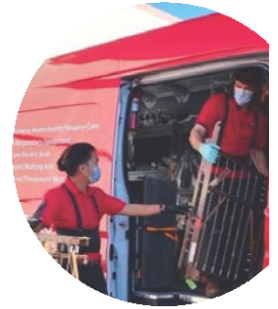
Why do our hospice partners love us so much?



Superior Service for Your Patients

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

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



Hear from some of our clients

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

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

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

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

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

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

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

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

Increase Your Bottom Line

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

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

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

Technology that Makes Your Job Easier



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



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



Triage your patients by location or equipment anytime!

Let us be a blessing to you!

Lance Will

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

DME Express: Elevating DME and Service



- ✓ Innovative Technology
- ✓ Exceptional Service
- ✓ Highest Quality DME



Seamless EMR Integration

Effortlessly integrates with all EMR systems for streamlined workflows and real-time patient updates.



Dependable Service

Guaranteed equipment availability with same-day service and 2-hour hospital discharge support.



Real-Time Order Tracking

Track & receive alerts during every step of the process: Order Received, Order Enroute, Driver Arrived, Order Completed.



24/7 Live Support

Dedicated customer service professionals are available around the clock to assist you.



Headquartered in Texas

Our extensive network in Texas includes 10 strategically positioned warehouses focused on serving hospices in Dallas, Houston, Austin, and San Antonio.



Need service in an area not shown? We can help!
Our coverage area is always expanding.

Our Promise: Excellence Without Compromise

Get the Highest Quality DME solutions delivered *Wherever and Whenever You Need Them*. Backed by a robust Service Guarantee for reliable performance and customer satisfaction.



Your Partner in Excellence. Contact DME Express Today!



(888) 355-3208



dmeexpress.com

THE HOSPICE TRIANGLE OF CARE

A New Model of Driving Consistency & Continuity

KanTime is the only hospice software solution with a built-in workflow, ensuring seamless healthcare delivery for patients. It streamlines the documentation process, reduced preparation time, and efficiently facilitates IDT meetings. With KanTime, you can rest assured that your organization will adhere to the Plan of Care ensuring zero hospice medical denials.

KanTime's Triangle of Care model optimizes the documentation process and offers a single source of truth to ensure accurate information sharing with less time and resources.



HOW IT WORKS

START OF CARE ASSESSMENT





Schuerman

Business Consulting, LLC

Billing

- Medicare, Medicaid and Commercial Claims submitted on your behalf.
- Average of over 12 years of billing experience with our staff.
- Notice of Elections and Notice of Termination filed

Training

- Training of your billing staff.
- Reading eligibility reports.
- Determining correct codes for visits and discharges.
- Determining Benefit periods.

Assistance

- Growing too fast and need temporary billing assistance?
- Cannot afford full time billing staff? We can help with any billing issues, either temporarily or permanently.

Diligence

- Due diligence billing audits for your company.
- Buying a new agency? We can audit their in-place billing practices.


Scan for Website:

Founder Jill Schuerman, contact for more info:
info@hospice-billing.com
www.hospice-billing.com
469.831.8151



WISE HOSPICE OPTIONS

Power Up Your ERX with AI Precision



Standardize medication data in seconds, cut manual re-entry, and keep your focus where it belongs—on patient care.

WWW.WISEOP.COM



We are proud to support TNMHO and Texas hospice patients with same-day dispensing and delivery from our local pharmacies.



NEW MEXICO

TEXAS

To learn more, email us at: info@oppc.com

A leading competitor in the Hospice and Home Health Consulting Industry whose staff can assess your needs and provide quality assistance with federal and state standards and regulations.



For more information visit: <http://jcctexas.com>
 Email: inquiry@jcctexas.com; Phone: 940-427-2488"

THE HEART OF HOSPICE PODCAST

Empowering hospice professionals with 550+ episodes of expert support and insight.

theheartofhospice.com



NATIONAL HME

DME DONE DIFFERENTLY

*National Footprint, Direct-
Service, Quality Care*

Our Service :



We Are Dedicated to Making DME
the **EASIEST** Part of Your Day!

Stop by to See Us!
Booth 40





HospiceMD™

An Advanced & Intelligent Software Solution to Stay Ahead!

One-Stop Solution

Hospice, Home Health, Palliative,
e-Prescription, Secure Texting, Billing &

3000+ Providers

Top Choice of Clinicians & Administrators

User & Visual Friendly

Combines Convenience & Compliance

e-PrescribeMD

DEA/Surescripts Certified e-Prescription Integrated With EHR

Technology To Improve Patient Outcomes

Alerts for Improved & Timely Delivery of Care

Secure-Integrated Texting

Single Entry Hippa Compliant Texting Integrated With
Patient Chart

Advance AI

Ambient Listening, Clinical Decision Support &
Predictive Modeling

Interoperability

Data Exchange, API Integration & Real-Time Communication
(RESTful, SOAP, FHIR, HL7)



Info@HospiceMD.com



100 North Citrus Street, West Covine, California 91791.



TEXAS ~ NEW MEXICO
HOSPICE & PALLIATIVE CARE ORGANIZATION

10% guaranteed savings & 3% rebate
on medical supplies
for all new customers

TNMHPCO in partnership with TwinMed

TwinMed is partnering with TNMHPCO to provide it's members a **10% guaranteed savings** and **3% rebate** on medical supplies for all new customers.

TwinMed is a leading vendor in the hospice industry offering:

- 10% guaranteed savings on high quality name brand products
- Wound and skin care protocols
- Educational training
- Quarterly Business Reviews with cost PPD analysis
- Benchmarking
- Timely deliveries
- Hospice specialists who understand your philosophy of care

A change in suppliers to TwinMed will result in a **guaranteed savings** and **superior service so you can focus on patient care.**

For more information, please contact:



Billy Bindel

VP of Hospice Sales,

602-999-2140

bbindel@twinmed.com

TwinMed_TNMHPCO_001230154



Contact your TwinMed Customer Service representative at 1-877-TWIN-MED (1-877-994-6633) or customerservice@twinmed.com