Hospice & Palliative Care Conference

Applying the Best of Hospice to Advanced Illness Management

The professional education you need to succeed in your business

August 29 - 31, 2016
Omni Hotel ∙ Charlotte, NC
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Highlights & Special Events

Luncheon Gala, Awards Ceremony & Keynote Address
Monday, August 29 @ 11:45am – 2:15pm
In terms of milestones, turning 40 is a big deal! Join us as we mark this significant milestone with a luncheon gala to spotlight and celebrate our roots and our past contributions to the field of hospice and palliative care, and where we will also acknowledge and embrace the challenges before us. Our annual TCC Awards Ceremony will recognize some of the most talented and committed hospice professionals and volunteers in the Carolinas. And then the icing on the cake: The Dr. John Lusk Lecture keynote address by Dr. Ira Byock, palliative care expert and author with a reputation for revolutionizing whole-person care. Dr. Byock will address leadership for the 21st century, kicking off 3 days of education that sets the standard for hospice and palliative care professional development.

LUNCHEON GALA PROGRAM
11:45am – Buffet lunch
12:00pm – Back to the Future
12:30pm – Awards Ceremony
12:45pm – Keynote Address

Networking Reception in Exhibit Hall
Monday, August 29 @ 5:45 – 7:30pm
Don’t miss this opportunity to learn about the latest and greatest products and services available to the hospice and palliative care industry! In the Exhibit Hall there will be over 30 tabletop displays, food, entertainment, drinks and lots of opportunities for networking!

EXHIBIT HALL HOURS DURING THE CONFERENCE
Monday, August 29
5:45pm – 7:30pm: Networking Reception
Tuesday, August 30
7:45am – 2:00pm: Breakfast through Lunch

Annual Membership Meeting
Tuesday, August 30 @ 9:30am – 10:15am
The Carolinas Center invites all attendees to participate in our annual membership meeting. This is your focused opportunity to hear from TCC’s leadership team and learn about new ways to be involved in your state hospice association. If you’re not a member, join us to learn about the benefits of becoming a member!

The Carolinas Center’s Staff
Yesha Bell, CEM
Education Coordinator
Marisette Hasan, RN, BSN
Vice President, South Carolina Operations
Annette Kiser, MSN, RN, NE-BC
Director, Quality & Compliance
Carol Meyer, MBA
President/CEO
Marsha Van Hecke
Manager, Communications & Member Services

2016 Education Committee
We wish to thank and acknowledge the following members who worked diligently to assist with putting together the highest quality program for our attendees!

Helena Boeve, Hospice of Randolph County
Ben Brown, Spartanburg Regional Hospice
Laura Cole, South Carolina Hospital Association
Dr. Richard Foster, South Carolina Hospital Association
Scottie Gaskins, Vidant Home Health & Hospice
Charlene Guffey, Gaston Hospice
Amanda Hakanson, Lutheran Hospice of the Upstate
Nora Jenkins, McLeod Hospice
Tamara Kavanaugh, Lower Cape Fear Hospice
Adam Koontz, Novant Health
Lori McDermott, Hospice & Community Care
Patti Ellis McMurry, Hospice Cleveland County
Chrystal Peele, Mountain Valley Hospice & Palliative Care
Sylvia Singleton, Caris Healthcare
Carroll Spires, Hospice & Community Care
Hollie Stevenson-Parrish, Hospice & Palliative Care of Greensboro
Vanessa Sweger, Hospice & Palliative Care Center of Alamance-Caswell
Heather Thornburg, Hospice Care of the Lowcountry
Join us as we celebrate our 40th Annual Hospice & Palliative Care Conference at the Omni Hotel in Charlotte, NC, located in the heart of Uptown Charlotte shopping, restaurants and entertainment district. We designed a first-class program to provide all hospice and palliative care professionals, regardless of their role in the organization, what they need to know to keep their programs operating at the highest level. **TCC offers the Carolinas' only conference exclusively for hospice and palliative care professionals.**

Presenters will address a diverse and highly pertinent array of topics, such as pain and symptom management, strengthening partnerships with other providers, marketing to diverse communities, and so much more. We have several nationally recognized speakers joining our lineup of experts from many facets of the healthcare industry.

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**Continuing Education Credit:**
The Carolinas Center is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

The Carolinas Center is a NBCC Approved Continuing Education Provider (ACEP) and will offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.

**Important Conference Details**

**Workshop Handouts:**
A link will be emailed to all registrants about 2 weeks prior the conference. Please make certain you review and print the workshop handouts. **No** printed material for general or breakout sessions will be available onsite. If you registered for a Pre-Conference, handouts will be provided at registration upon check-in.

**Substitutions, Changes and Cancellations:**
**Substitutions/Changes** may be made by August 1, 2016. No substitutions/changes will be done onsite. Contact The Carolinas Center to make a change/substitution at 919.459.5380.

**Cancellations** must be received in writing at The Carolinas Center by 5:00pm on **Monday, August 1, 2016**. Cancellations received by that date will receive a refund less an $85 administrative fee. No refunds will be given after **Monday, August 1, 2016**; however substitutions will be accepted. The Carolinas Center reserves the right to make changes, substitutions or cancellations to the Annual Conference program as circumstances warrant.

**Americans with Disabilities Act (ADA):**
The Carolinas Center is committed to a policy of non-discrimination involving equal access to education opportunities, regardless of sex, race, age, religion, color, national origin or disability. If you need any auxiliary aids or services identified in the ADA in order to participate, please contact Yesha Bell via email at ybell@cchospice.org.

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CME CREDIT This Live activity, 2016 Annual Hospice & Palliative Care Conference, with a beginning date of 08/29/2016, has been reviewed and is acceptable for up to 14.25 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Workshops Seating:**
All sessions (with the expectation of Pre-Conferences and Physician's Course) are open to all registrants on an “open seating” first-come, first-seated basis. Sessions have limited seating as predetermined by the hotel and local fire code which cannot be altered. Please arrive early to ensure seating availability. **Only those who register for the pre-conference workshops will be able to attend.**
Hotel & Venue Information

Hotel Accommodations and Venue Location:
The Carolinas Center has arranged a special rate of $189 single/double with the Omni Charlotte Hotel. [CLICK HERE](#) to make your reservation online by **Thursday, August 4, 2016**. The hotel offers complimentary Wi-Fi in guestrooms as well as throughout the hotel and [COMPLIMENTARY VALET PARKING](#) – for those that reserved a room. Those that do not reserve a room will have to pay $10 for the first 4 hours or $24 for anything over 4 hours. Self-service, city-owned garages are available surrounding the hotel at a cheaper rate.

**Omni Charlotte Hotel • 132 East Trade Street, Charlotte, NC 28202 • Ph: 704-377-0400**

Registration and Exhibit Hall Schedule:
The registration desk and exhibit hall will be open during the following hours:

<table>
<thead>
<tr>
<th>Registration:</th>
<th>Exhibit Hall:</th>
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<tr>
<td><strong>Sunday, August 28</strong></td>
<td><strong>Monday, August 29</strong></td>
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<td>2:30pm – 5:00pm</td>
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<td><strong>Monday, August 29</strong></td>
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<td>7:30am – 5:30pm</td>
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<td><strong>Wednesday, August 31</strong></td>
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<td>8:30am – 11:45am</td>
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The Omni Charlotte Hotel is surrounded by a plethora of great restaurants and attractions. After a fulfilling day of attending workshops and meetings, take a stroll out on the town and see what Uptown Charlotte has to offer. [Click here](#) for a list of all the local restaurants and attractions!
Dr. John Lusk Lecture
Monday, August 29
11:45am – 2:15pm (Lunch starts at 11:45am, keynote starts at 12:45pm)

**Well-Being Through End of Life: Clinical and Cultural Leadership for the 21st Century**

**Presenter:** Ira Byock, MD, Chief Medical Officer, Providence Institute for Human Caring, Torrance, CA

Everybody wants the best care possible for their loved ones and themselves through the very end of life. Of course, that phrase means different things to different people. Delivering the best care possible, therefore, requires access to a broad array of services and coordination among providers, patients and their families. This presentation will explore the elements that must be in place within and beyond health care and the stakeholders who must be in communication to reliably provide care that is consistent with best practice standards and with the personal preferences of patients and families.

Dr. Byock, is one of the nation’s foremost experts in palliative care. He is the author of the seminal books on the topic, “Dying Well”, “The Four Things that Matter Most” and “The Best Care Possible.” Early in 2014, seeking to raise nationwide awareness of the potential for improving care through the end of life, Dr. Byock sought out Providence Health & Services as a partner in his vision for the institute. Dr. Byock has known and interacted with Providence through much of his career, and knew the organization shares his passion for whole-person and family care. Providence’s reputation for innovation and gumption – vital elements for leading a national revolution around whole-person care – also drew him. Click here (http://irabyock.org/about-ira-byock/) to read his complete bio!

Tuesday, August 30
8:30am – 9:30am

**Staying Light Hearted While Doing Very Serious Work**

**Presenter:** Meg Maly, MSW, LSW, Volunteer Program Coordinator, AseraCare Hospice, Erie, PA

Participants will personally and professionally benefit from this upbeat and fun program. Laugh as you learn to keep a lighter heart and maintain your sense of humor while doing your serious job. Increase humor, laughter, joy and fun to control stress and boost morale in your work environment. Learn some quick, funny techniques for the reduction of stress and job fatigue. Find out why laughter is the best medicine. Take home some fun and useful ideas to share with staff and customers. Meg Maly will share some of her own comic insights and funny stories that help you learn to create a positive work space in your mind and in your world.

Meg Maly, is a Licensed Medical Social Worker, an Educational Specialist, a Motivational Speaker, and Stand Up Comic, with over 30 years’ experience presenting upbeat educational programs on Stress Management, Therapeutic Humor, Health and Wellness, and other self-help topics. Meg has a Bachelor of Science degree in Social Work from Edinboro University of PA and a Master’s Degree in Social Work from Case Western Reserve University. She currently works as Volunteer Coordinator, for AseraCare Hospice in Erie, PA. She also does motivational speaking and stand-up comedy. Meg has provided emotional support work for seriously ill patients and their families, in many ways since 1982. She has trained hospice staff and volunteers for over 30 years. When she is not working in health care, Meg enjoys doing comedy and humor education programs. She has been a comedian for over 20 years. She wrote a regular humor column for the Erie Times News and has been a contributing writer to 3 joke books. She has also traveled the county teaching people why “Laughter is the best medicine”.

[Image of books]
Sunday, August 28 ~ 3:00pm – 5:00pm
TCC Board of Directors Meeting
Followed by an offsite dinner @ 5:30pm

**Pre-Conference Sessions**

**Monday, August 29 • 8:00am – 12:00pm**
PC-1: Dysfunctional Families: Who Doesn’t Have One?
PC-2: Preparing for a Medicare Survey
PC-3: ELNEC Core -Effective Pain & Symptom Management in Advanced Illness

**Monday, August 29**

11:45am ~ 2:15pm ~ Dr. John Lusk Lecture, Hospice Awards & Luncheon Celebration
Dr. Ira Byock - Well-Being Through End of Life: Clinical and Cultural Leadership for the 21st Century

2:15pm ~ Networking Break

3:00pm ~ 4:15pm ~ Concurrent Sessions
A-1: After the Storm: Helping Loved Ones Pick Up the Pieces
A-2: CMS Payment Models and Practitioners’ Participation in Value Payment Programs
A-3: The Real World of Dementia: Places Everyone!
A-4: Improving Inter-professional Communication Between Hospice Nurses and Hospice Providers
A-5: IDT Documentation

4:15pm ~ Beverage Break

4:30pm ~ 5:45pm ~ Concurrent Sessions
B-1: Hospice Survey Preparedness – Developing a Culture of Compliance
B-2: Going Social: Realizing Your Organization’s Communication Potential
B-3: Mindfulness & Meditation: Tools to Relieve Stress, Overcome Negative Thoughts and Emotions and Prevent Burnout
B-4: Managing the Neuromuscular Conditions of ALS, MS and Huntington’s Disease: A Case Based Approach
B-5: Manage & Improve Hospice Operations Through Metrics

5:45pm ~ 7:30pm ~ Exhibition Opening & Networking Reception

**Tuesday, August 30**

7:45am ~ Continental Breakfast in Exhibit Hall

8:30am – 9:30am ~ Tuesday Morning Keynote
Meg Maly - Staying Light Hearted While Doing Very Serious Work

9:30am ~ Annual Membership Meeting

10:15am ~ Beverage Break & Exhibit Hall

** Physicians Course**

**Monday, August 29 • 8:00am – 4:30pm**
Delivering Quality Care: Current Topics For Hospice Physicians

**Tuesday, August 30**

11:00am ~ 12:15pm ~ Concurrent Sessions
C-1: Advanced Heart Failure – Palliative Considerations
C-2: Advancing Inter-professional Collaborative Practice for End of Life Care
C-3: Advance Care Planning – The Most Important Conversation We’re Not Having
C-4: Palliative Medication Management
C-5: Using the Health Information Supply Chain (HISC) Process to Improve Documentation and Avoid Denials
C-6: Connecting the Dots for a Successful Quality Assessment/Performance Improvement Program

12:15pm ~ Lunch in Exhibit Hall & Awarding of Door Prizes

1:45pm ~ 3:00pm ~ Concurrent Sessions
D-1: Your Patient Did What? Untangling Questions of Addiction Versus Undertreated Suffering in End of Life Patients
D-2: Innovations in Community Based Advanced Illness Care: A Population Health Approach
D-3: Reaching Underserved Communities in End of Life Care
D-4: Hospice & EMS: A Partnership for End of Life Care
D-5: Live Discharges: Getting Them Right, Part 1 (2-Part Presentation)
D-6: Medicare Regulations and Rules Update – What Should You Know?

3:00pm ~ Beverage Break

3:15pm ~ 4:30pm ~ Concurrent Sessions
E-1: Palliative Challenge! Difficult Cancer Pain In Hospice Care
E-2: Taking Charge of Your Day
E-3: Panel Presentation: Rethinking Our Assumptions & Strategies for Advance Care Planning
E-4: Making the Most of Your IDT Care Plan
E-5: Live Discharges: Getting Them Right, Part 2 (2-Part Presentation)
E-6: Dealing with Dragons

**Wednesday, August 31**

8:15am ~ Continental Breakfast

9:00am ~ 10:15am ~ Concurrent Sessions
F-1: To Know Before: Prognosis in Advanced Cancer
F-2: Marketing Your Outcomes to Increase Funding
F-3: Inside the Black Box of the VA Improvement Project
F-4: Emergency Department Performance
F-5: Legal Developments in the Hospice Industry

10:15am ~ Networking Break

10:30am ~ 11:45am ~ Concurrent Sessions
G-1: Pediatric Hospice & Palliative Care: The Underserved Amongst the Underserved
G-2: Recent Regulatory Changes and Effects on Industry
G-3: Free of Charge: Non-Reimbursed Support Provided by Hospice
G-4: Palliative Wound Care: Balancing the Burdens & Benefits for Patients in Hospice Care
G-5: Hot off the Press! The FY2017 Final Rule & Its Implications for Hospices

3:00pm ~ Beverage Break
Monday, August 29 · 8:00am ~ 12:00pm

PC-1
Dysfunctional Families: Who Doesn’t Have One? (Ethics Session)
Risa Hanau, MSW, Vice President of Clinical Services, Hospice of Palliative Care of Greensboro, Greensboro, NC

Many of us know of and even are a part of dysfunctional families but how do we work with them when they are enrolled in our hospice program? From an ethical perspective it is hard to keep the focus on the goals of care of the patient when there are “issues” that distract the hospice team. The issues might range from drug diversion to estranged family members to unsafe care environments that may be encountered. This session will utilize core ethical principles to help inform discussion and decisions that hospices are forced to deal with in the course of many cases. When does a hospice discharge for cause and when does the hospice team call in law enforcement? Discussion and case examples - will allow the attendees to address situations that often can bring a hospice team to its knees.

Target Audience: ■ ■

PC-2
Preparing for a Medicare Survey
Jennifer Kennedy, RN, BSN, MA, CHC, Director, Regulatory & Compliance, National Hospice and Palliative Care Organization, Alexandria, VA

Knock, knock. Who’s there? The surveyor! The arrival of a Medicare surveyor does not need to be an emergency event for your hospice if you pledge a goal of being “survey ready”. This session will provide the basics and beyond for transforming your hospice into a survey ready organization-one that maintains readiness at all times, and discuss the current top 10 Medicare hospice survey deficiencies.

Target Audience: ■ ■ ■ ■

PC-3
ELNEC Core - Effective Pain & Symptom Management in Advanced Illness
Debby Greenlaw, MS, ACHPN, ACNPC, Nurse Practitioner, Independent Consultant, Prosperity, SC & Marisette Hasan, RN, BSN, Vice President, South Carolina Operations, The Carolinas Center, Columbia, SC

This session we will identify ways to train nurses on how to effectively assess for and manage pain and other distressing symptoms at the end of life. Each participant will receive current information on the most effective treatment modalities to address these issues and enhance the quality of the patient’s life throughout the advanced illness continuum utilizing the ELNEC-CORE Curriculum that addresses pain and symptom management.

Target Audience: ■ ■

Registration for a pre-conference is required. There is a fee to attend just the Pre-Conference session and a “package” rate if you wish to add it to your full conference registration. See the registration page for full details.
Delivering Quality Care: Current Topics for Hospice Physicians

Monday, August 29, 2016 · 8:00am – 4:30pm

Overview:

This course will provide education to hospice medical directors, physicians and nurse practitioners on a variety of relevant clinical topics. A team of experienced physicians from the area will be joined by Ira Byock, MD, Chief Medical Officer, Providence Institute for Human Caring, Torrance, CA. Hear firsthand from the medical director for Palmetto GBA about the physician’s role in the referral and certification process. Other physicians will address several topics of importance in today’s environment, including opioid prescribing for the cancer patient with substance abuse disorder and non-opioid pain management and adjuvant therapy. There will be time for problem-solving, networking and information sharing among physicians.

Topics that will be covered are:

- **What Are Doctors For? Therapeutic Relationships Through the End of Life**
  This presentation will explore the fundamental raison d’etre for physicians, particularly with regard to people living with progressive, incurable illness. We will identify basic expectations that the public and patients hold for their doctors, as well as limitations (ethical and practical) of the physician’s role. The presentation will conclude with identifying key characteristics of a therapeutic stance of clinicians towards patients with life-limiting illnesses.

- **Opioid Prescribing for the Cancer Patient with Substance Abuse Disorder**
  Palliative care programs face significant challenges with providing care to patients and meeting pain management needs. Those challenges are more difficult when the patient with complex medical needs also has issues with substance abuse and substance addiction. This session will address the reality of these issues and address mitigation strategies to navigate these problems and to provide protection to both patients and providers.

- **Non-Opioid and Adjuvant Analgesic Pain Management**
  Pain management is an important part of the role of a palliative care and hospice physician. In order to provide the best care for the patient, it is critical for providers to be able to identify the type of pain the patient is experiencing and to have a sound knowledge of the medications available to achieve optimal pain control. In addition, it is important for providers to be aware of potential side effects of the medications so that adverse events can be avoided or minimized. This presentation will provide an overview of common non-opioid and adjuvant analgesic medications.

- **Going Beyond Diagnosis: The Importance of Communicating the Structural and Functional Impairments Related to Terminal Conditions**
  This presentation will describe Palmetto GBA’s Health Information Supply Chain (HISC) approach to process improvement. The presentation will introduce the participants to the HISC framework and how it can be used to improve both the clinical and administrative aspects of hospice & palliative care. A case study will be used to illustrate the importance of going beyond diagnosis when communicating the concept of “terminal illness”.

Schedule:

- 8:00am – 8:15am  Opening Remarks - Welcome
- 8:15am - 9:45am  What Are Doctors For? Therapeutic Relationships Through the End of Life ~ Dr. Ira Byock
- 9:45am – 10:00am Break
- 10:00am – 11:15am Opioid Prescribing for the Cancer Patient with Substance Abuse Disorder ~ Dr. Christopher Powers
- 11:15am – 11:45am Problem Solving Discussion
- 11:45am – 2:15pm Dr. John Lusk Lecture, Hospice Awards & Luncheon Celebration
- 2:30pm – 3:30pm  Non-Opioid and Adjuvant Analgesic Pain Management ~ Dr. Allison Jordan
- 3:30pm – 4:30pm  Going Beyond Diagnosis: The Importance of Communicating the Structural and Functional Impairments Related to Terminal Conditions ~ Dr. Harry Feliciano
Ira Byock, MD, is a leading palliative care physician, author, and public advocate for improving care through the end of life. He is the Founder and Chief Medical Officer of the Institute for Human Caring of Providence Health and Services based in Torrance, CA. Dr. Byock is Professor of Medicine and Community & Family Medicine at the Geisel School of Medicine at Dartmouth. He served as Director of Palliative Medicine at Dartmouth-Hitchcock Medical Center in Lebanon, New Hampshire from 2003 through July 2013. Dr. Byock has been involved in hospice and palliative care since 1978, during his residency. At that time he helped found a hospice home care program for the indigent population served by the university hospital and county clinics of Fresno, California. He is a past-president (1997) of the American Academy of Hospice and Palliative Medicine. During the 1990s he was a co-founder and principal investigator for the Missoula Demonstration Project, a community-based organization in Montana dedicated to the research and transformation of end-of-life experience locally, as a demonstration of what is possible nationally. From 1996 through 2006, he served as Director for Promoting Excellence in End-of-Life Care, a national grant program of the Robert Wood Johnson Foundation. Dr. Byock has been the recipient of numerous awards for academic achievement and community services. In 2014 he was recognized as a Visionary by the Academy of Hospice and Palliative Medicine, as well as being given the Academy's most prestigious Lifetime Achievement Award. He has been a featured guest on national television and radio programs, including NPR's All Things Considered, Talk of the Nation, On Being, CBS 60 Minutes, Fox and Friends, and PBS The News Hour.

Christopher Powers, MD, received his medical degree from Louisiana State University Medical School in New Orleans. He completed his residency in primary care internal medicine at the Baylor College of Medicine in Houston, TX. Dr. Powers completed a fellowship in pulmonary/critical care/sleep medicine at the San Antonio Uniformed Services Health Education Consortium (SAUSHEC). After practicing pulmonary medicine for about 9 years, he took time to serve with family in the medical missions of Tanzania, Africa while serving with the Mission Doctors Association of Los Angeles, California. After returning to the US he eventually entered and recently completed a 12 month fellowship in Hospice and Palliative Care Medicine at Spartanburg Regional Medical Center. He is board certified in internal medicine and is a member of the American College of Chest Physicians and the American Academy of Hospice and Palliative Medicine. Dr. Powers has clinical interests in palliative care and pulmonary medicine and research interests in resiliency training for health care providers.

Allison Jordan, MD, Associate Medical Director, Hospice & Palliative Care Center, Winston-Salem, NC and is a clinical assistant professor at Wake Forest School of Medicine. Dr. Jordan graduated Magna Cum Laude from Florida A&M University with a B.S. in Biological Sciences. Dr. Allison Jordan received her medical degree with Distinction in Research from The University of Texas Southwestern Medical Center in Dallas. During her training, she completed a year-long Doris Duke Research Fellowship in the departments of Psychiatry, Pediatrics, and Obstetrics and Gynecology. After graduating from medical school she completed a combined residency in Internal Medicine and Psychiatry at the Medical University of South Carolina. Dr. Jordan then attended the University of Pittsburgh where she completed her fellowship in Hospice and Palliative Medicine and received a Certificate in Medical Education. Throughout her medical training she has worked as an associate medical director at Hospice of Charleston in Mount Pleasant, South Carolina, and as a staff physician at Family Hospice and Palliative Care in Pittsburgh, Pennsylvania. Her research has been published in the Journal of Maternal Fetal Neonatal Medicine, Harvard Review of Psychiatry, and the Journal of Palliative Medicine. She is the chair-elect of the Psychosocial and Mental Health Forum with the American Academy of Hospice and Palliative Medicine. Her clinical interests include pain management, grief and bereavement, and medical education.

Harry Feliciano, MD, Senior Medical Director, Palmetto GBA, is a specialist in internal medicine, geriatrics, preventive medicine and public health. He received his medical degree from the Albert Einstein College of Medicine and his Masters of Public Health degree from the Columbia University School of Public Health. Dr. Feliciano leads an interdisciplinary group of associates (including physicians, nurses, and business analysts) dedicated to reducing the Medicare claims payment error rate. Dr. Feliciano’s vision for improving the Medicare “information supply chain”, is transforming Palmetto GBA’s strategy for achieving a lower claims payment error rate from one of medical record inspections to process engineering and prevention. His approach views healthcare providers, coders, billers, and payers as links in an information supply chain that must be strengthened in order to prevent errors, eliminate waste and create value for healthcare systems. The value is derived not only from understanding clinical process flows (the typical focus of healthcare quality initiatives) and improving them, but also studying the opportunities for improvement at the operations, financial, and cultural levels.
Monday, August 29: 3:00pm-4:15pm

A-1  
**After the Storm: Helping Loved Ones Pick Up The Pieces**  
Kristin Lassiter, MDIV, Bereavement Coordinator, Heartland Hospice, Raleigh, NC  
Hospice is not only about the patient. It is about all of the people who are surrounding and supporting that patient, and who will feel the loss when death comes. As caregivers, it is important for us to understand, anticipate, and react to the needs of these loved one. "After the Storm" will look at risk factors, norms, and interventions that will help us to offer support to the family-both while we are supporting the patient, as well as after the patient’s death.  
**Target Audience:** ■

A-2  
**CMS Payment Models and Practitioners’ Participation in Value Payment Programs**  
Karen Southard, RN, MHA, State Program Director, SC-AQIN/QIO, & Sharon Eubanks, RN, BSN, MBA, The Carolinas Center for Medical Excellence, Cary, NC  
This session will provide facts on the timeline for conversion to MACRA and MIPS as well as discuss how the transition to ICD-10 codes can open up a new level of patient reimbursable care. We will discuss some of the work being done in the Carolinas around engaging patients in their care through DSME and HTN management programs. We will also discuss tools being used to set patient self-goals and tools a practitioner might consider to help move patients from passive to active engagement.  
**Target Audience:** ■ ■ ■

A-3  
**The Real World of Dementia: Places Everyone!**  
Macie Smith, Ed.D, LSW, C-SWCM, SW-G, Program Manager, University of SC, Office for the Study of Aging, Columbia, SC  
It is a fact that family caregivers are burdened the most when caring for persons living with dementia. The information presented in this activity will equip practitioners with the tools they need to better support families living with dementia. In an effort to build strong multi-disciplinary teams, participants will walk away with a better plan for caring for persons living with dementia and their families.  
**Target Audience:** ■ ■ ■

A-4  
**Improving Inter-professional Communication Between Hospice Nurses and Hospice Providers**  
Susan Cox, RN, MSN, CHPN, CHPCA, Chief Clinical Officer, & Juan Carlos Monguilo, MD, Chief Medical Officer, Hospice and Palliative Care of Greensboro, Greensboro, NC  
Effective communication between nurses and providers has been associated with better patient/family satisfaction and improved care outcomes. The hospice interdisciplinary group is the setting where excellent inter-professional communication should be achieved. Participants will learn our experience evaluating gaps and opportunities to improve inter-professional communication.  
**Target Audience:** ■ ■ ■

Monday, August 29  
4:30pm-5:45pm

B-1  
**Hospice Survey Preparedness – Developing a Culture of Compliance**  
Lisa Meadows, MSW, Clinical Compliance Educator, Accreditation Commission for Health Care, Cary, NC  
The Impact Act now requires all hospice providers to have a Medicare recertification survey every three years for the next ten years, at a minimum. Many hospice providers have gone several years without a Medicare survey which may have led to habits that have led to non-compliance. For many providers, the lack of familiarity with the Medicare survey process will cause a lot of anxiety. This presentation will cover the basics of the regulatory requirements, the tasks associated with survey, the top deficiencies and compliance tips to avoid deficiencies, as well as how to develop a Plan of Correction.  
**Target Audience:** ■ ■ ■

B-2  
**Going Social: Realizing Your Organization’s Communication Potential**  
Kimberly Paul, Vice President of Communications & Outreach, Lower Cape Fear Hospice, Wilmington, NC & Carol Meyer, President/CEO, The Carolinas Center, Cary, NC  
The changing media landscape requires that each organization update its communications plan and strategy. Well established tools such as Facebook, LinkedIn and Twitter are part of the corporate landscape today. There are lesser known tools, or tools you may not have considered using in your business, that are...
equally valuable to your corporate communications strategy. Bring your favorite device to learn and practice as we go.

**Target Audience:**

**B-3**

**Mindfulness & Meditation: Tools to Relieve Stress, Overcome Negative Thoughts and Emotions, and Prevent Burnout**

Jim Van Hecke, BA, President, Addiction Recovery Institute, Tryon, NC

There is growing evidence of the efficacy of mindfulness in dealing with negative thought patterns and stressful activities that lead to burnout. Mindfulness practices help to bring awareness to negative situations that lead to burnout and provide options for substituting positive alternatives to counter the negative situations. This workshop is both didactic and experiential. Participants will engage in different mindfulness and meditative practices and leave with the knowledge of how to establish their own personal practice.

**Target Audience:**

**CME CREDIT**

**B-4**

**Managing the Neuromuscular Conditions of ALS, MS and Huntington’s Disease: A Case Based Approach**

Lorin Yolch, PharmD, CGP, FASCP, Director of Professional Education, Delta Care RX, Burgettstown, PA

Neuromuscular conditions such as ALS, MS and Huntington’s disease make up less than 10% of the hospice patient population. However, each of these disease states has a unique set of symptoms that we need to be able to manage appropriately. The purpose of this presentation is to review the pharmacologic management of the three most common neuromuscular disease states experienced in end of life care.

**Target Audience:**

**CME CREDIT**

**B-5**

**Manage and Improve Hospice Operations Through Metrics**

Kimberly Skehan, RN, MSN, Senior Manager & Lisa Lapin, Principal, Simone Healthcare Consultants, LLC, Hamden, CT

This interactive session will focus on the unique challenges that hospice organizations face and the importance of effectively utilizing data to identify the community-based settings. Participants will identify strategies to foster hospice organizations’ management and staff engagement in successful implementation of these goals. Examples will be shared of how to best to integrated hospice clinical, operational and financial data in clear and concise reports in order to better inform management decisions.

**Target Audience:**

**Tuesday, August 30**

**11:00am-12:15pm**

**C-1**

**Advanced Heart Failure – Palliative Considerations**

Debby Greenlaw, MS, ACHPN, ACNPC, Nurse Practitioner, Independent Consultant, Prosperity, SC

Heart failure is a chronic, progressive cardiac condition that has an unpredictable disease trajectory characterized by periods of acute exacerbations and times of stability. As heart failure advances, functional decline and symptom burden typically increases, often prompting re-hospitalizations. Understanding heart failure and the available therapies is crucial to providing appropriate symptom management, as well as assisting patients and families with decision making. This session will present practical information to help both palliative and hospice providers deliver optimal care in advanced heart failure.

**Target Audience:**

**C-2**

**Advancing Inter-professional Collaborative Practice for End of Life**

Rebekah Ellsworth, BS, BSN, MSN, Manager, Consultant, Applied & Practical Consulting, LLC, Hendersonville, NC & Renee Barnwell, RN, MSN, Director of Professional Education, Four Seasons – Compassion for Life, Flat Rock, NC

Inter-professional Collaborative Practice (IPCP), though not an unknown concept to hospice and palliative care (HPC), can still be enhanced in any agency for the benefit of the patient and family experience, and for the professional satisfaction and engagement of HPC teams. This session will identify key competencies for IPCP, explore strategies that can lead your teams from novice to expert in IPCP, and learn about structures and processes that support IPCP.

**Target Audience:**

**C-3**

**Advance Care Planning – The Most Important Conversation We’re Not Having**

Ellie Ward, RN, BSN, Outreach Coordinator, Vicki Dougherty & Mary Lou Infinito, Vidant Health, Greenville, NC

The “medicalization” of dying that has become our national norm often neglects the emotional, relational, cultural and spiritual needs of patients emphasizing quantity of life over quality of life. Chaplains and community clergy are ideally positioned to have conversations with patients and their families about advance care planning and end-of-life care preferences prior to a health crisis, and to utilize shared decision making as a strategy to build trust and overall service satisfaction. By utilizing the faith community to engage patients in meaningful conversations about their values and what matters most to them, we can collectively do a better job of matching the care we provide with what patients want.

**Target Audience:**

**C-4**

**Palliative Medication Management**

Ellen Fulp, PharmD, CGP, Clinical Education Coordinator, AvaCare, Inc, Greensboro, NC

This session will address how to appropriately manage medication lists for hospice and palliative care patients. We will review discontinuing non-essential medications, how to make coverage determinations based on a patient’s terminal prognosis, formulary development and management, as well as selecting cost effective therapy options at end of life.

**Target Audience:**

**C-5**

**Using the Health Information Supply Chain (HISC) Process to Improve Documentation and Avoid Denials**

**Target Audience:**
Harry Feliciano, MD, MPH, Senior Medical Director, Palmetto GBA, Columbia, SC & Kathy Merrill, MBA, President, Deployment Management, LLC, Coldwater, MI

Ineffective communication leads to incomplete documentation, administrative claim denials and time-consuming appeals. The presenters will discuss the implementation of the Hospice and Palliative Care Organizational Process Improvement Coaching Project which uses the HISC approach. This allows hospices to improve their workflow to achieve better outcomes for patients, staff and the organization.

**Target Audience:**

C-6

**Connecting the Dots for a Successful Quality Assessment/Performance Improvement Program**

Kimberly Skehan, RN, MSN, Senior Manager, Simione Healthcare Consultants, LLC, Hamden, CT & Jennifer Hale, RN, MSN, CHPN, Vice President of Clinical Services, Optum Palliative & Hospice Care, Eden Prairie, MN

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. Identifying the industries best practice strategies, sharing examples and group discussion will be utilized to guide participants in the development of an efficient, data driven program that assists hospice leaders & managers in successfully focusing on QAPI priorities.

**Target Audience:**

Tuesday, August 30

1:45pm-3:00pm

D-1

**Your Patient Did What? Untangling Questions of Addiction vs. Undertreated Suffering in End of Life Patients**

Hunter Woodall, MD, FAAFP, FAAHPM, Medical Director, Hospice of the Upstate, Anderson, SC

Dr. Woodall will discuss theoretical and practical aspects of distinguishing addiction from inadequate symptom management.

He will also discuss practical ways for hospices to care for families and patients with addiction issues.

**Target Audience:**

D-2

**Innovations in Community-Based Advanced Illness Care: A Population Health Approach**

Lori Yosick, LISW-S, CHPCA, System Director Community Palliative Care, Trinity Health, Livonia, MI & Terri Maxwell, PhD, APRN, Chief Operating Officer, Turn-Key Health, Philadelphia, PA

This presentation will describe an innovative community-based program providing advanced illness management (AIM) to a Medicare Advantage population. The presenters will outline lessons learned and discuss key considerations for organizations interested in developing new AIM programs that allow them to move beyond “fee for service” and traditional care models.

**Target Audience:**

D-3

**Reaching Underserved Communities in End of Life Care**

Shannon Pointer, MSN, RN, Community Educator, Hospice & Palliative Care Center of Alamance-Caswell, Burlington, NC

This session is designed to address the necessity to serve all of our community’s end of life care needs. We will discuss equal access and barriers to end of life care in underserved communities and review specific examples of underserved communities. Our discussion will continue into a review of available resources including some National Statistics on Hospice Care Related to Ethnicity and Race, US Census Reports by County, Community Health Assessments, individual observations in communities and requests from end of life care team members. We will conclude with discussing both individual and agency cultural competency.

**Target Audience:**

D-4

**Hospice & EMS: A Partnership for End of Life Care**

Jennifer Price, AAP, ADN, BSN, Inpatient Coordinator, Hospice and Palliative Care Center, Winston-Salem, NC & Capt. Bryan Gallimore, BA, NR-P, Forsyth County EMS

This presentation will describe a successful collaboration between hospice and emergency medical services. Using the HISC approach, hospice and local emergency medical services identified the importance of effectively utilizing key data to monitor and manage their agency-wide QAPI programs. Identifying the industries best practice strategies, sharing examples and group discussion will be utilized to guide participants in the development of an efficient, data driven program that assists hospice leaders & managers in successfully focusing on QAPI priorities.

**Target Audience:**

Tuesday, August 30

3:15pm-4:30pm

E-1

**Palliative Challenge! Difficult Cancer Pain in Hospice Care**

Garrett Snipes, MD, Medical Director & Andrew Fischer, M.Div., Spartanburg Regional Healthcare Systems, Spartanburg, SC

While it is possible to successfully manage cancer pain, patients and their families may still experience significant distress. This session will discuss the importance of addressing the complexities of cancer pain and the need for a comprehensive approach to pain management. The presenters will outline lessons learned and discuss key considerations for organizations interested in developing new pain management programs that allow them to move beyond traditional pain management approaches.

**Target Audience:**

Spartanburg Regional Healthcare System (2-Part Presentation)

Garrett Snipes, MD, Medical Director & Andrew Fischer, M.Div.

Emily Wetsel, CPA, Gary Massey, CPA, Principal & Susan Balfour, RN, BA, AD, Hospice Fundamentals, Cary, NC

What’s a perennially confusing regulatory area for hospices? Live discharges! This two-part session will review the five types of live discharges, key requirements and documentation points for each, important monitoring areas, and more. You’ll also leave with important resources for your hospice-chart audit sheets and an invaluable one-page live discharge tool.

**Target Audience:**
manage about 90% of the physical pain that cancer patients experience using standard approaches, 10% or more of patients do not respond to these measures. There are 5 common situations in which this is the case: pain "wind up", neuropathic pain, complex cancer pain, breakthrough (usually bony) pain and opioid induced neurotoxicity. This presentation is intended to provide a systematic approach to these "difficult to manage" pain syndromes using a rational medical model which also incorporates the other providers in the interdisciplinary team to solve this multifaceted problem.

**Target Audience:** ■ ■ ■ ■ ■

**E-2**

**Taking Charge of Your Day**

Pamela Duncan, BA, CHPCA, NHA, CRCFA, CHC, Compliance Officer, Agape Senior, Columbia, SC

This interactive hands-on session focuses on three areas of time management: Prioritizing, Scheduling, and Organization. It begins with a self-assessment that allows participants to see which time management skills they are solid in, and which need improvement. From that, the session addresses how to prioritize, how to prevent sliding into "crisis management" mode, and how to schedule sufficient time for appropriate tasks. We finish up with the "multi-tasking myth" and some very specific organizational techniques for your inbox, your office and your workflow to make time management all-the-easier.

**Target Audience:** ■ ■ ■ ■ ■

**E-3**

**Panel Presentation: Rethinking Our Assumptions & Strategies for Advance Care Planning**

Catherine Sevier, DrPH, RN, David Sevier, MS, Managing Director, The Generations Study Group, LLC, Raleigh, NC & Carol Meyer, President/CEO, The Carolinas Center, Cary, NC

Despite years of work to make Advance Directives ubiquitous, only 25-30% of all adults in America have taken this step. Our panel will examine the intersection of community activism, internet technologies, and business engagement to change the discussion and impact the landscape for patients, families, and clinicians. It is now time for a new, bold, and disruptive approach for moving the mark.

**Target Audience:** ■ ■ ■ ■ ■

**E-4**

**Making the Most of Your IDT Care Plan (Update Meeting)**

Marisette Hasan, RN, BSN, Vice President, South Carolina Operations, The Carolinas Center, Columbia, SC

The purpose of this interactive workshop is to assist clinical managers and members of the IDT in enhancing IDT collaborations during IDT care plan meeting updates. Participants will review the CoPs that underline the need for IDT meeting updates, receive tips to support a successful IDT care plan and identify barriers that hinder the IDT collaboration process and so much more. Participants will receive an Inside Hospice™ Tip Sheet entitled "Best Practices for A Successful IDT Meeting", which impacts customizing a care plan that supports the patient and family needs.

**Target Audience:** ■ ■ ■ ■ ■

**E-5**

**Live Discharges: Getting Them Right, Part 2 (2-Part Presentation)**

Susan Balfour, RN, BA, AD, Hospice Fundamentals, Cary, NC

What's a perennially confusing regulatory area for hospices? Live discharges! This two-part session will review the five types of live discharges, key requirements and documentation points for each, important monitoring areas, and more. You'll also leave with important resources for your hospice chart audit sheets and an invaluable one-page live discharge tool.

**Target Audience:** ■ ■ ■ ■ ■

**E-6**

**Dealing With Dragons**

Charles B Saulsbury II, PhD, Pastoral & Social Services Manager, Peachtree Hospice, Fort Smith, AR

A fun, entertaining, fast paced and laughter filled presentation designed to help team leaders and team mates learn how to manage and work with the difficult people in their lives and to discover which "dragon" they may be themselves! The Top 100 Equal Opportunity Offenders (Dragons) are divided into 10 Dragon Divisions.

**Target Audience:** ■ ■ ■ ■ ■

Each group of dragons are then discussed and followed with a "What To Do" plan and a "Team Tip." Then a "When Did I Observe This Behavior?" question is asked, with attendees response encouraged. To conclude the session a list of 10 Dragon Destroying actions are presented and discussed and a "Dragon Slayer" pocket sized card is presented to each attendee certifying they are equipped to deal with all dragons!

**Target Audience:** ■ ■ ■ ■ ■

**Wednesday, August 31**

9:00am-10:15am

**F-1**

**To Know Before: Prognosis in Advanced Cancer**

Garrett Snipes, MD, Medical Director, Spartanburg Regional Healthcare System, Spartanburg, SC

One of the key roles of palliative care providers is in supporting the best medical decision-making in the context of clinical reality. Prognosis, in the broadest sense, is the essence of good medical decision-making. This presentation is intended to provide information that will help providers understand the need to prognosticate in multiple dimensions (e.g. life expectancy, function, outcomes of treatment choices) and be able to do so confidently. In addition, it will cover the art of communicating a prognosis in a compassionate way in order to facilitate optimal decision-making.

**Target Audience:** ■ ■ ■ ■ ■

**F-2**

**Marketing Your Outcomes to Increase Funding**

Tom Raiser, Principal, Convergent Nonprofit Solutions, Atlanta, GA

The terms “impact” and “outcomes” have become commonplace in today’s discussions of nonprofit fundraising, but how do you incorporate them in your marketing materials and overall strategy? In this session, we will look at the funding process from the “investor” (not the “donor”) point of view, and attendees will learn how to identify and communicate the outcomes funders care most about to ensure sustainable funding.

**Target Audience:** ■ ■ ■ ■ ■
F-3
Inside the Black Box of the VA
Toni Cutson, MD, MHS, Brian Talbott, MD & Jamie Grant, MSW, LCSW, Durham VA Medical, Durham, NC
One of four deaths in the US is that of a veteran. Only 35-40% of veterans have care in the VA system, meaning the majority are under care of providers in the community. VA paid referrals to hospice have tripled since 2007. VA providers and community hospice partners need to understand the responsibilities to better serve the veteran at the end of life. In addition, many veterans may be eligible for benefits to which they are entitled but never accessed. This presentation will help you identify veteran patients with PTSD and to anticipate possible related symptoms.
Target Audience: ■ ■ ■

F-4
Emergency Department Performance Improvement Project
Michelle Mason, MSW, LCSW, ACHP-SW, Compliance Specialist & Amy Pulliam, MPH, Quality Improvement Coordinator Hospice & Palliative Care of Greensboro, Greensboro, NC
This workshop will focus on Hospice and Palliative Care of Greensboro’s Emergency Department Performance Improvement Project (PIP) with an overview of QAPI and PIPs. We will identify the reason for the project, data collection methods, activities conducted, acceptable limits for findings and re-evaluation of the process using the Plan-Do-Study-Act model.
Target Audience: ■

F-5
Legal Developments in the Hospice Industry
Wes Jackson, M.H.A., JD, Rogers, Lewis, Jackson, Mann & Quinn, LLC, Columbia, SC
This presentation will cover the legal aspects of providing hospice care, particularly relating to fraud and abuse laws, government enforcement activities, CAP repayment matters and the impact of the guidance relating to the 60-Day mandatory overpayment return.
Target Audience: ■ ■

Wednesday, August 31
10:30am-11:45am

■ Patient & Family Support ■ Physicians/Nurse Practitioners ■ Nursing Services ■ Leadership/Management ■ Compliance & Quality

G-1
Pediatric Hospice & Palliative Care: The Underserved Amongst the Underserved
Dan Mackey, MD, FAAP, HMDC, Medical Director, Harris LifePath Palliative Care & Hospice, Sylva NC
An estimated 50,000 children die in the US annually, with an additional 1 million living with chronic, complex life threatening illness. These children and their families face vastly different challenges than adults with comparable illness. Unfortunately, the present lack of Pediatric Palliative Care Physicians, Pediatric Palliative Care programs, and Hospice organizations trained and willing to provide Palliative and Hospice care to children, makes access to this specialized care difficult at best. This case-based presentation will touch on the scope of the problems facing seriously ill and dying children and their families and provide an overview of current comprehensive efforts in our region to address unmet Pediatric Hospice & Palliative Care needs.
Target Audience: ■ ■ ■

G-2
Recent Regulatory Changes and Effects on Industry
Karen Thomas, CPA, Principle, CliftonLarsonAllenLLP, Charlotte, NC
This presentation will provide an overview of Fair Labor Standard Act (FLSA), specifically recent changes related to Department of Labor changes to salary threshold and overtime rules. Ms. Thomas will also provide an update to ACA reporting regulations, share recommendations on how to prepare for these regulatory changes and implement some best practices. Lastly, she will discuss business options in response to these regulatory changes and financial impact.
Target Audience: ■ ■

G-4
Palliative Wound Care: Balancing the Burdens & Benefits for Patients in Hospice Care
Pamela Scarborough, PT, DPT, MS, CDE, CWS, CEEAA, Director of Public Policy, American Medical Technologies, Wimberley, TX
This program will discuss ideas and treatments for preventing pressure ulcer in hospice patients. In addition, the presentation will review appropriate goals and interventions for palliative wound care for patients who are receiving hospice care.
Target Audience: ■ ■

G-5
Hot off the Press! The FY2017 Final Rule & Its Implications for Hospice
Annette Kiser, MSN, RN, NE-BC, Director of Quality & Compliance, The Carolinas Center, Cary, NC
CMS will release the FY2017 Hospice Wage Index Final Rule in early August. What areas of concern does CMS address in the commentary related to data analysis? What changes in processes will hospices need to make to comply with any new quality reporting requirements? What do hospices need to do to ensure they are prepared for public reporting of quality data? The health care landscape continues to change and hospices must ensure they stay abreast of the latest regulations to ensure they are prepared for the ongoing scrutiny by a growing number of surveyors and auditors.
Target Audience: ■ ■
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August 29-31, 2016 ~ Omni Charlotte Hotel, Charlotte, NC
Register Online: https://goo.gl/UvUn81

Early Bird Deadline Date EXTENDED to July 21st!

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