

The Carolinas Center

Innovation and Excellence in Advanced Illness at End of Life

Advanced Illness Management Summit

Innovations in Hospital & Community Partnerships

March 29, 2017

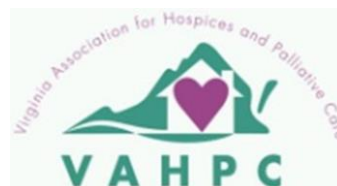
William & Ida Friday Center · University of North Carolina
100 Friday Center Drive · Chapel Hill, NC 27599



*Jointly offered by
The Carolinas Center &
Virginia Association for Hospices and Palliative Care*



The Carolinas Center



Event Details

Continuing Education Credit

The Carolinas Center for Hospice and End of Life Care 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.

This Live activity, 2017 Advanced Illness Management Summit, with a beginning date of 03/29/2017, has been reviewed and is acceptable for up to 5.50 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.

Certificates

Evaluations must be completed online via SurveyMonkey. Upon successful completion of the online evaluation form, a certificate will be emailed to each registrant within 10 business days to the email address provided on the evaluation form.

The SurveyMonkey link will be emailed after the Summit to each registrant at the email address provided on their registration form.

Americans with Disabilities Act

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 visit the registration office for assistance.

Cancellation Policy

Cancellations for this summit must be received in writing at The Carolinas Center by **5:00pm, Wednesday, March 15, 2017**. Cancellation notice received by that date will receive a refund, less \$50 administrative fee. No refunds will be given for cancellations received after March 15, 2017, or for no shows; however substitutions are accepted.

Accommodations

The Carolinas Center has arranged the following special room rate of \$139.00 per night single/double with the *Courtyard by Marriott Chapel Hill – 100 Marriott Way, Chapel Hill, NC 27517*. Please call **919.883.0700** to make reservations and inform them you are with **Carolinas Center for Hospice** group.

Special Thank You to Our Sponsor and Planning Committee!

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Jointly Planned With:



Schedule-At-A-Glance

7:30am - 8:15am	Registration & Continental Breakfast
8:15am - 8:30am	Welcome & Opening Remarks
8:30am - 9:30am	Opening General Session: Evolving Back to Better Health Care <i>Timothy G Ihrig, MD, MA, CEO, Ihrig MD & Associates, Des Moines, IA</i>
9:30am - 9:45am	Refreshment Break
9:45am - 10:45am	Concurrent Breakout Sessions: Clinical: Pediatric Symptom Management: A Case Based Approach <i>Dan Mackey, MD, FAAP, HMDC, Medical Director of Palliative Medicine, Harris Regional Hospital, Sylva, NC</i> Administrative: Tri-State Hospital Care Transitions and Palliative Care Best Practice Update <i>Brenda Clarkson, RN, Executive Director, Virginia Association for Hospices & Palliative Care, Richmond, VA; Laura Cole RN, MSN, CPHQ, Program Manager, Care Transitions, South Carolina Hospital Association, Columbia, SC & Karen Southard, RN, MHA, Director of Performance Improvement, North Carolina Hospital Association, Cary, NC & Carla Thomas, MS, CTRS, CPHQ, Director of Care Transitions, Health Quality Innovators, Richmond, VA</i>
10:45am - 11:00am	Refreshment Break
11:00am - 12:00pm	Concurrent Breakout Sessions: Clinical: Pain and Symptom Management for High Acuity and Complex Patients <i>Patrick J. Coyne, MSN, ACHPN, ACNS-BC, FAAN, FPCN, Clinical Nurse Specialist, Assistant Professor and Director for Palliative Care, Medical University of South Carolina, Charleston, SC</i> Administrative: Principles of Business Plan Development for Advanced Illness Management Programs <i>Lynn Hill Spragens, MBA, President, Spragens & Associates, LLC, Durham, NC</i>
12:00pm - 1:00pm	Networking Lunch
1:00pm - 2:00pm	Concurrent Breakout Sessions: Clinical: Palliative Care & Oncologic Emergencies <i>Laura D. Kerbin, MD, Medical Oncologist, Riverside Shore Cancer Center, Onancock, VA</i> Administrative: Long Term Viability in Population Health <i>Timothy G Ihrig, MD, MA, CEO, Ihrig MD & Associates, Des Moines, IA</i>
2:00pm - 2:15pm	Refreshment Break
2:15pm - 3:45pm	Closing Plenary - Panel Presentation Innovative Service Delivery Across the Continuum <i>John Barkley, MD, FCCP, Chief Medical Officer, Carolinas Healthcare System, Charlotte, NC; Linda Bonesteel, CSW, Director of Tidelands Community Care Network, Tidelands Health, Georgetown, SC; Malene Davis, MBA, MSN, RN, CHPN, President/CEO, Capital Caring, Falls Church, VA; Edward Bert Knight, MD, Director of Palliative Care Medicine, Spartanburg Regional Medical Center, Spartanburg, SC; John Smith, MD, CPC, Lead Medical Director, Quality Based Networks, Blue Cross Blue Shield of NC, Durham, NC; Charlotte Sweeney, MD, FACOG, Life Fellow American College of Obstetrics and Gynecology, NC Quality Center, Raleigh, NC & Heidi White, MD, Associate Professor of Medicine, Duke University School of Medicine, Durham, NC</i>

Session Descriptions

Opening General Session: Evolving Back to Better Health Care

Timothy G. Ihrig, MD, CEO, Ihrig MD & Associates, Des Moines, IA

Dr. Ihrig examines the influence of cultural behaviors and beliefs on the development, delivery and future of healthcare in the United States. Drawing parallels between the current paradigm of segmented care delivery with the loss of “community” as expressed a century ago, he will reveal his thoughts on how we can evolve back to a higher sense of connectivity. Through this, he uncovers that shifting our perspective of how life can be lived, we become able connect to a greater sense of humanity beyond our own, and are able to truly impact care and enhance relationships with patients, families, each other and ourselves. Challenging our perception empowers the translation of healthcare into care.

Pediatric Symptom Management: A Case Based Approach

Dan Mackey, MD, FAAP, HMDC, Medical Director of Palliative Medicine, Harris Regional Hospital, Sylva, NC

Children and families receiving palliative care face diverse life limiting conditions and associated stressors. These can include: difficulty finding primary and subspecialty care, fragmented care, lost income, and a high symptom burden - i.e. pain prevalence in kids with cerebral palsy is estimated at 25%. Management of dystonia, central pain, visceral hyperalgesia, anxiety, etc. is challenging especially if the child is non-communicative. Pediatric palliative care programs are mostly limited to the hospital setting, with little palliative care available outside the hospital. This session will help you identify how to help meet the unmet symptomatic needs of these children and families.

Tri-State Hospital Care Transitions and Palliative Care Best Practice Update

Brenda Clarkson, RN, Executive Director, Virginia Association for Hospices & Palliative Care, Richmond, VA; Laura Cole RN, MSN, CPHQ, Program Manager, Care Transitions, South Carolina Hospital Association, Columbia, SC & Karen Southard, RN, MHA, Director of Performance Improvement, North Carolina Hospital Association, Cary, NC & Carla Thomas, MS, CTRS, CPHQ, Director of Care Transitions, Health Quality Innovators, Richmond, VA

Hospitals across our nation are actively engaged in reducing re-admissions through re-evaluating internal processes, making paradigm shifts to enhance quality patient care delivery and establishing viable community partners. North Carolina, South Carolina and Virginia hospital and palliative care representatives will share best practices that are positively impacting the delivery of palliative care to patients and their families across the care continuum from hospitalizations to post- acute services.

Pain and Symptom Management for High Acuity and Complex Patients

Patrick J. Coyne, MSN, ACHPN, ACNS-BC, FAAN, FPCN, Clinical Nurse Specialist, Assistant Professor and Director for Palliative Care, Medical University of South Carolina, Charleston, SC

Assessment and evaluation of pain/symptoms is an essential element in any care setting, requiring diligent ongoing assessment and evaluation of interventions. The management of symptoms requires cohesive interdisciplinary teamwork to ensure that optimal care is delivered. Elicitation of the patient’s preferences or surrogate decision maker is essential and should be updated or clarified as often as necessary. This session will explore pain and symptom management for high acuity and complex patients utilizing unique interventions. The session will incorporate assessment techniques and case studies.

Principles of Business Plan Development for Advanced Illness Management Programs

Lynn Hill Spragens, MBA, Spragens & Associates, LLC, President, Durham, NC

Creating sustainable programs requires well defined service features, reliable access for new patients, and clarity about goals and stakeholders. This session will illustrate how to realistically define your costs, plan for growth, and more successfully work with partners and payers to build appropriate funding streams.

Palliative Care & Oncologic Emergencies

Laura D. Kerbin, MD, Medical Oncologist, Riverside Shore Cancer Center, Onancock, VA

Oncology patients can develop disease and treatment related complications which can be debilitating and sometimes life-threatening. This session will review the most common emergencies experienced by the oncology patient, diagnostic and management approaches as well as review current guidelines.

Long Term Viability in Population Health

Timothy G. Ihrig, MD, CEO, Ihrig MD & Associates, Des Moines, IA

This session looks at the relationships between an aging U.S. population, current and projected health care expenditures, and effects on the United States economy as it relates to micro- and macro-domestic organizations. Out of this will emerge a path for maximizing opportunities that enhance the value of health care and ensure

economic sustainability beyond the next three decades. Combining his clinical and administrative experience in system design around care coordination and delivery for the most vulnerable population, Dr. Ihrig will share his visionary approach, which can be strategically implemented into any healthcare system to meet the needs of patients, systems and payers. And finally, he will address how to manage and overcome risk, by moving beyond quarterly financials to achieve long term viability.

Closing Plenary - Panel Presentation: Innovative Service Delivery Across the Continuum

John E. Barkley, MD, FCCP, Chief Medical Officer, Carolinas Healthcare System, Charlotte, NC; Linda Bonesteel, CSW, Director of Tidelands Community Care Network, Tidelands Health, Georgetown, SC; Malene Davis, MBA, MSN, RN, CHPN, President/CEO, Capital Caring, Falls Church, VA; Edward Bert Knight, MD, Director of Palliative Care Medicine, Spartanburg Regional Medical Center, Spartanburg, SC; John Smith, MD, CPC, Lead Medical Director, Quality Based Networks, Blue Cross Blue Shield of NC, Durham, NC; Charlotte Sweeney, MD, FACOG, Life Fellow American College of Obstetrics and Gynecology, NC Quality Center, Raleigh, NC & Heidi White, MD, Associate Professor of Medicine, Duke University School of Medicine, Durham, NC

We've heard the phrase "it takes a village" in referring to care for children in our communities. However, the same principle applies as it relates to advanced illness management across healthcare settings and the care continuum. Join us in our closing plenary session featuring healthcare providers, payers, clinicians, and even a patient representative who will share experiences and innovative strategies impacting the lives of patients and their families!

Speaker Bios

Timothy G. Ihrig, MD, MA, CEO, Ihrig MD & Associates, Des Moines, IA, nationally recognized for his expertise and success with across the continuum of population health and community based palliative care program development and innovation. He holds appointments as content expert to the Accountable Care Learning Collaborative (ACLC) which unites unparalleled experience, policy expertise, and vision creating an unmatched repository of knowledge, resources, and industry-leading insight for healthcare innovation. He is a member of the Advisory Council of the Iowa Healthcare Collaborative - a premiere think-tank for strategies in health care quality, safety and value for the state of Iowa. He also serves as an Iowa Alternate-Delegate to the American Medical Association. As part of his efforts to promote palliative care he presented at a TED talk, "What we can do to die well," which can be found at: https://www.ted.com/talks/timothy_ihrig_what_we_can_do_to_die_well.

Dan Mackey, MD, FAAP, HMDC, Medical Director Palliative Medicine, Harris Regional Hospital, Sylva, NC, received his MD from UNC Chapel Hill in 1996, and completed residency in Combined Internal Medicine/Pediatrics in 2000. In 2005, Dr. Mackey completed a Pediatric Critical Care fellowship at the University of Virginia. After 6 years practicing in the PICU, he moved to Western NC and helped start the Prenatal & Pediatric Palliative Care Programs at Mission Hospital in Asheville. In 2014, he became Hospice Medical Director at Harris Regional Hospital in Sylva, NC, and helped develop their inpatient, outpatient, and home based Palliative Care Services for adults and children. Dr. Mackey is Board Certified in Pediatrics, Internal Medicine, Pediatric Critical Care, Hospice and Palliative Medicine, and is a Board Certified Hospice Medical Director.

Brenda Clarkson, RN, Executive Director, Virginia Association for Hospices & Palliative Care, Richmond, VA, was born, raised, and educated as a nurse in England. She and her family have lived in the US since 1979. Her hospice career started as a volunteer in an English hospice in 1978, and she has worked exclusively in hospice while living in the US. Brenda's career has taken her to almost every state in the US as a surveyor and consultant, and she has managed hospice programs in four states. She was the first nurse in the nation to be certified as a hospice nurse and her long career has provided the opportunity to engage in most hospice care nursing roles. Brenda has presented on many aspects of end-of-life care at state, regional, national, and international conferences. She co-authored the book, "The Heart of Hospice: Core Competencies for Reclaiming the Mystery", and in 2015 was honored by the Hospice & Palliative Nurses Association as the recipient of the prestigious Vanguard Award.

Laura Cole RN, MSN, CPHQ, Program Manager, Care Transitions, South Carolina Hospital Association, Columbia, SC, earned a BSN from the Capital University in Columbus, Ohio and MSN in nursing administration from University of Alabama Birmingham in Birmingham, AL. She has over 15 years of nursing experience including pediatric hematology/oncology, sickle cell case management, research and quality improvement.

Karen Southard, RN, MHA, Director of Performance Improvement, North Carolina Hospital Association, Cary, NC, COMING SOON

Carla Thomas, MS, CTRS, CPHQ, Director of Care Transitions, Health Quality Innovators, Richmond, VA, COMING SOON

Patrick J. Coyne, MSN, ACHPN, ACNS-BC, FAAN, FPCN, Clinical Nurse Specialist, Assistant Professor and Director for Palliative Care, Medical University of South Carolina, Charleston, SC, is Clinical Nurse Specialist, Assistant Professor and Director for Palliative Care at the Medical University of South Carolina in Charleston, SC. He developed and oversees an interdisciplinary team of health care professionals in providing exceptional palliative care. He has published over 100 articles related to pain management, symptom control, and issues in end-stage disease, and has also conducted research studies. Mr. Coyne has received the Peaceful Death in America and Mayday Pain and Society Scholarships and has been awarded the Oncology Nursing Society's Excellence in Pain Management. He is a Schering Lectureship recipient. He was named one of the 30 Visionaries in the field by the American Academy of Hospice and Palliative Medicine in 2013. Mr. Coyne has worked diligently to improve pain management and palliative care nationally and internationally.

Lynn Hill Spragens, MBA, Spragens & Associates, LLC, President, Durham, NC, provides strategic planning and business consultations to national non-profit and healthcare organizations with a focus on Palliative Care and Geriatrics. For the past 16 years, she has worked extensively with the Center to Advance Palliative Care (CAPC). Her passion is finding sustainable business approaches to improving clinical care.

Laura D. Kerbin, MD, Medical Oncologist, Riverside Shore Cancer Center, Onancock, VA, has been practicing oncology for the past 18 years and been with Riverside Shore Cancer Center since 2013. She has also worked in various capacities in the hospice community, having been a medical director of several hospices. Dr. Kerbin is a graduate of Eastern Virginia Medical School, where she completed an internal medicine residency and was a medical Oncologist and Hematologist Fellow at Virginia Commonwealth University/Medical College of Virginia. She is board certified in Internal Medicine, Medical Oncology and Hospice and Palliative Medicine.

John E. Barkley, MD, FCCP, Chief Medical Officer, Carolinas Healthcare System, Charlotte, NC, has strategic responsibility for palliative, hospice and end of life care services including the Advanced Illness Management program. Dr. Barkley got his start in hospice in 1994 in San Diego, CA and served as medical director of Hospice of Metro Denver and Chief Medical Officer of Hospice & Palliative Care Charlotte Region. He has been a speaker at multiple local, regional and national conferences on a wide array of topics in palliative, hospice and end of life care.

Linda Bonesteel, CSW, Director of Tidelands Community Care Network, Tidelands Health, Georgetown, SC, joined Tidelands Health System in Georgetown SC in January of 2012 to develop the Tidelands Community Care Network. The Tidelands Community Care Network is funded through a partnership with Tidelands Health and The Duke Endowment. Tidelands Community Care Network is an AccessHealth SC initiative. Prior to that, Linda enjoyed a leadership career in Health and Human Services that included overseeing the Utilization, Discharge Planning, and Social Work Departments of Seton Health Care System; serving as Executive Director for Catholic Charities of the Diocese of Albany, NY and then as the inaugural Director of Quality Assurance and Corporate Compliance for that same system.

Malene Davis, MBA, MSN, RN, CHPN, President/CEO, Capital Caring, Falls Church, VA, was the President and CEO of Hospice Care Corporation in Arthurdale, West Virginia. Starting as the organization's first paid employee in 1988. Mrs. Davis built Hospice Care into the largest hospice organization in West Virginia, serving 12 counties in North Central West Virginia and 4 counties in Western Pennsylvania. She completed her nursing degree (RN) and dual Masters Degrees in both Business Administration (MBA) and Nursing (MSN) from West Virginia University. Recognized nationally for her work in advancing the hospice philosophy and advocating for better care for the seriously ill. Mrs. Davis is an often requested presenter and resource for national associations, federal and state government agencies, and health care institutions of all types and sizes.

Edward Bert Knight, MD, Director of Palliative Care Medicine, Spartanburg Regional Medical Center, Spartanburg, SC, graduated from Medical University of South Carolina College of Medicine, where he then went on to complete his fellowship at Waterbury Hospital Health Center and residency at Danbury Hospital. Dr. Knight was a Pulmonary Critical Physician for 30 years, Hospice Medical Director for 8 years and has served in his current position for the past 6 months.

John Smith, MD, CPC, Lead Medical Director, Quality Based Networks, Blue Cross Blue Shield of NC, Durham, NC, joined BSBSNC in July of 2006 as a Medical Director. He worked in the Utilization Management area and Appeals from 2006-2015 and has been in the Healthcare Quality area since 2015. He is currently Lead Medical Director in the Quality Based Networks area in the Healthcare Division. His current roles and responsibilities include leading the Provider Specialty Tiering Program, chairman of the Credentialing Committee and Provider Advisory Group, Quality Improvement Committees. He also leads an initiative to create a Palliative Care Program for BCBSNC for Commercial, Federal Employees Program, and Medicare Advantage lines of business. Dr. Smith completed a Family Practice residency at Pitt County Memorial Hospital Greenville, N.C. in 1989, then worked at C.W. Williams Community Health Center in Charlotte, NC from 1989-1994. Dr Smith then worked for Kaiser Permanente (HMO) in the Charlotte/Gastonia and Raleigh areas where he served as Adult Medicine lead & Family Practice chief from 1994 – 2001. From 2001-2006, Dr. Smith worked at WakeMed with WakeMed Faculty Physicians where he served as Outpatient Internal Medicine Clinic Director.

Charlotte Sweeney, MD, FACOG, Life Fellow American College of Obstetrics and Gynecology, NC Quality Center, Raleigh, NC, received her medical degree from Brody School of Medicine at East Carolina University and has been in practice for more than 20 years. She is a passionate activist in collaborative healthcare in the current medical revolution; and a certified health coach, patient, and caregiver with unique insight and interest in transparency of medical records, restorative justice, informed consent, confidentiality, supportive care and habits of health.

Heidi White, MD, Associate Professor of Medicine, Duke University School of Medicine, Durham, NC, has worked with peer faculty to develop clinical programs including Peri-operative Optimization of Senior Health (POSH) and Health Optimization Program for Elders (HOPE) which is a transitional care program from the hospital to skilled nursing facilities. She serves on the Duke Connected Care Operating Committee, a physician-lead accountable care organization. She is the medical director of Croasdaile Village Retirement Community. Her educational activities include bedside teaching in the hospital, clinic and nursing home with geriatrics fellows, residents, medical students and other professional students. She co-directs the Advanced Course in Long-Term Care for an inter-professional group of learners. Dr. White is currently President-elect of AMDA The Society for Post-Acute and Long-Term Care Medicine. Dr. White’s research focuses on the general medical care of older adults with cognitive impairment. She has studied the nutritional decline and weight loss that often accompanies Alzheimer’s disease. Current work includes studying the effects of personalized music in older adults with dementia and implementing personalized music programs for pain and delirium relief in hospital and dementia care in nursing homes and assisted living facilities.

Registration Fees

FEES:	On/Before 03/01/17	After 03/01/17
<input type="checkbox"/> Member	\$220	\$259
<input type="checkbox"/> Individual Member	\$270	\$300
<input type="checkbox"/> Student Rate	\$120	\$159
<input type="checkbox"/> Non-Member	\$320	\$359

Fee includes continental breakfast and lunch.

Handouts will be provided via email 2-3 days prior to the Summit.

Register online: www.cchospice.org

Virginia Association for Hospices and Palliative Care members please enter **VAHPC-MBR** in the discount code field to receive the member rate.

Questions: Contact Yesha Bell at 919.459.5382 or ybell@cchospice.org.