The Carolinas Center
Innovation and Excellence in Advanced Illness at End of Life

43rd Annual
Hospice & Palliative Care Conference
“Emerging Trends in Serious Illness Management”

The only conference in the Carolinas designed exclusively for hospice and palliative care professionals

September 9-11, 2019
Hyatt Regency Hotel
Greenville, SC

The Carolinas Center
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Denise Watson, MSN, MBA
NC Hospice Provider Member
Mountain Valley Hospice & Palliative Care
Dr. John Lusk Lecture Opening Keynote, Luncheon & Awards Ceremony
Monday, Sept 9 @ 12:15pm – 2:15pm
Join us as we KICK off our 43rd Annual Hospice & Palliative Care Conference with our yearly awards ceremony luncheon. During the luncheon we will acknowledge some of the most talented and committed hospice and palliative care professionals and volunteers in the Carolinas. The awards ceremony will start promptly at 12:15pm and be followed by our Opening Keynote presentation by Edo Banach, JD, President/CEO with the National Hospice and Palliative Care Organization!

**If you wish to recognize one of your dedicated coworkers CLICK HERE to submit your nomination by August 2nd**

Exhibition Opening & Networking Reception
Monday, Sept 9 @ 5:05pm – 7:30pm
With over 30 exhibitors, food, entertainment, drinks and NETWORKING – you don’t want to miss this opportunity to see the latest and greatest products and services available to the hospice and palliative care industry! All this plus FREE food and beverages!

Annual Membership Meeting
Tuesday, Sept 10 @ 9:30am – 10:15am
TCC invites ALL guests to participate in our annual membership meeting. This is your PRIME opportunity to hear from the leadership team and learn new ways to be involved in your hospice association. Not a member yet; NO PROBLEM! Join us to learn about all the benefits that come with TCC’s membership.

Highlights & Special Events

The Carolinas Center’s Staff

Marisette Hasan, BSN, RN, President/CEO
Ray Riordan, VP for North Carolina Operations
Alicia Sterritt, MSW, Director of Quality & Compliance
Yesha Bell, CEM, Education & Events Coordinator
David and Catherine Sevier, Program Directors, Mind My Health (MMH is a TCC initiative funded by The Duke Endowment and the NC License to Give Trust Fund Commission.)
Teeshla Curtis, Program Manager, My Life My Choices (TCC serves as the fiscal agent for MLMC, an initiative of the SC Coalition for the Care of the Seriously Ill, funded by the BlueCross BlueShield of SC Foundation.)

2019 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:

Emily Bowers, Hospice of Union County
Clara Caldwell, Novant Health
Wanda Casey, Atrium Health
Joyce Conway, Atrium Health
Mark Corbett, MD, MA, HMDC, FAAHPM, Trellis Supportive Care
Vicki Dougherty, Vidant Health
Angela Johnson, Hospice and Palliative Care Center of Alamance-Caswell
Sarah Dunning, Hospice & Community Care
Kristi Ford-Scales, MD, Hospice of the Carolina Foothills
Jennifer Gabbard, MD, Wake Forest School of Medicine
Nora Jenkins, McLeod Hospice
Annette Kiser, Carolina Caring
Aye Aung, MD, Palmetto Health
Lori McDermott, Hospice & Community Care
John Morris, MD, FAAHPM, Catawba Regional Hospice
Gayle Scott, Hospice & Palliative Care Center of Alamance-Caswell
Join us at our 43rd Annual Hospice & Palliative Care Conference in downtown Greenville, SC! The program is designed to provide all hospice and palliative care professionals, regardless of their role in the organization, with what they need to know to keep their programs operating at the highest level. **TCC offers the Carolinas' only conference designed specifically for hospice and palliative care professionals.**

We address topics such as pain and symptom management, billing, opioid addiction, advance care planning, dementia, medicinal marijuana use in the hospice setting and so much more. We have several nationally recognized speakers joining our lineup of experts from across the industry – physicians, pharmacists, legal experts and others.

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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.

**Counselors:** The Carolinas Center for Hospice and End-of-life Care is an NBCC Approved Continuing Education Provider (ACEP) and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.

**Social Workers:** This educational offering is approved for social work continuing education hours under the guidelines of the North Carolina Social Work Certification and Licensure Board and the South Carolina Board of Social Work Examiners. South Carolina social workers must be a member of The Carolinas Center.

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An application with AAFP has been submitted and determination to offer CMEs is pending.

**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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**Workshop Handouts:**

Please review and print the workshop handouts before the event. **No** printed material for general or breakout sessions will be available onsite. If you registered for a Pre-Conference session, handouts will be provided at registration upon check-in.

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**Substitutions, Changes and Cancellations:**

**Substitutions/Changes** may be made by August 30, 2019. Contact Yesha Bell to make a change/substitution or call 919.459.5382. **Cancellations** must be made in writing to Yesha Bell by 5:00pm on or before **Friday, August 9, 2019** in order to receive a refund less a $95 administrative fee. No refunds will be given after Friday, **August 9, 2019**; 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.*

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**Workshop Seating:**

All sessions (with the exception of Pre-Conferences & **MD Course**) are open to all registrants on an “open seating” basis. Sessions have limited seating as predetermined by the hotel and local fire code and cannot be altered. Please arrive early to ensure seating availability.

**MD Course and pre-conference workshops will be open to only those who registered.**

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**Hotel Accommodations:**

The Carolinas Center has arranged a special rate of $159 single/double with the Hyatt Regency Hotel. [CLICK HERE](#) to make your reservation online by **Friday, August 16, 2019**. The hotel offers complimentary Wi-Fi in guestrooms/common areas and **COMPLIMENTARY PARKING** – for all guests who have a room reservation. For all others, parking is $7.00 at the neighboring parking garage or $20 for valet.

*Hyatt Regency Hotel • 220 North Main Street, Greenville, SC 29601 • Ph: 864.235.1234*

**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, September 8</strong></td>
<td><strong>Monday, September 9</strong> 5:05pm – 7:30pm (Exhibitor Networking Reception)</td>
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<tr>
<td><strong>Monday, September 9</strong></td>
<td><strong>Tuesday, September 10</strong> 7:45am – 2:00pm</td>
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<tr>
<td><strong>Tuesday, September 10</strong></td>
<td><strong>Wednesday, September 11</strong> 8:30am – 11:45am</td>
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<tr>
<td><strong>Wednesday, September 11</strong></td>
<td><strong>Exhibit Hall:</strong> 7:30am – 5:00pm</td>
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Hyatt Regency Greenville offers the perfect balance of Southern hospitality and modern amenities. Located in the trendy downtown area of Greenville, it’s near the area’s best dining, shopping, and entertainment. Whether you’re visiting Furman University, exploring Falls Park on the Reedy, or staying in town for business, you will find a welcoming room waiting for you in South Carolina.

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*Need help locating a session? Use the legend below to help you. It’s located at the bottom of the pages where sessions are listed. The colored “■” represents one of the options below.*

- ■ Patient & Family Support
- ■ Physicians/Nurse Practitioners/Nursing Services
- ■ Leadership/Management
- ■ Compliance & Quality
- ■ Innovative Community Partnerships
Opening Keynote

Dr. John Lusk Lecture
Monday, Sept 9 · 12:15pm – 2:15pm

**Hospice 2.0 – Emerging Trends for Hospice Care Delivery & Payment Models**

**Presenter:** Edo Banach, JD, President/CEO, National Hospice and Palliative Care Organization, Alexandria, VA

Mr. Banach will discuss the current state of hospice and palliative care in our country and will touch on issues that have the potential to change the way our community delivers care in the very near future. Hear his thoughts on recent legislative and regulatory developments, including:

- the recent unveiling of CMS’ “Primary Cares” initiative that includes five models of payment and delivery design and the Value-Based Insurance Design model
- CMS’ efforts to carve hospice into Medicare Advantage
- MedPAC proposal to cut hospice payments
- CMS’ recent hospice rule
- Hospice 2.0 - what’s next

Learn more about how NHPCO is working with regulators and policymakers and preparing the hospice and palliative care community to impact positive change and increase access to care.

Edo Banach, JD, is the President/CEO of the National Hospice and Palliative Care Organization, the nation’s oldest and largest non-profit leadership organization working on behalf of hospice and palliative care providers and professionals. Prior to joining NHPCO, Mr. Banach was a partner in the firm of Gallagher, Evelius & Jones in Baltimore, Maryland. His breadth of experience includes serving as the Deputy Director of the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services; Associate General Counsel at the Visiting Nurse Service of New York; and the Medicare Rights Center’s General Counsel. He has also practiced health law at the firm of Latham & Watkins and clerked for U.S. Judge John T. Nixon of the Federal District Court for the Middle District of Tennessee. Prior to attending law school, he worked for the New York City Department of Homeless Services and Mayor’s Office of Operations. Mr. Banach holds a B.A. from Binghamton University and a J.D. from the University of Pennsylvania Law School.

Tuesday Keynote

Tuesday, Sept 10 · 8:30am – 9:30am

**Chaos to CALM with Resilience!**

**Presenter:** Diane Sieg, RN, CYT, CSP, Speaker, Author, Coach, Denver, CO

Up to 80% of healthcare providers today report signs and symptoms of burnout, suffering from physical, emotional, or mental exhaustion, undermining their motivation and leaving a sense of hopelessness. The chaos and challenge you experience in healthcare requires resilience today more than ever. Resilience is the ability to bounce back, but it’s so much more. It is the culmination of our thoughts, feelings, and behaviors and defines our overall well-being, how we show up every day. In this session you will learn specific skills of resilience including mindfulness, engagement and self-care you can start using immediately in your work and life in this highly interactive program.

Diane Sieg, RN, CYT, CSP is a former emergency room nurse of 23 years turned speaker, author, resilience coach and yoga teacher. She is the author of two books, 30 Days to Grace; A Daily Practice to Achieve Your Ultimate Goals and STOP Living Life Like an EMERGENCY! Rescue Strategies for the Overworked and Overwhelmed and creator of the Resilience Academy. She brings resilience to healthcare to improve the health and happiness of staff and the bottom line of organizations.
Schedule-at-a-Glance

Sunday, Sept 8 · 1:00pm – 5:00pm
TCC’s Board of Directors Meeting (BOD Only) Following by an offsite dinner

Monday, Sept 9

12:15pm – 2:15pm ~ Dr. John Lusk Lecture Opening Keynote, Luncheon & Awards Ceremony Edo Banach, JD - Hospice 2.0 – Emerging Trends for Hospice Care Delivery & Payment Models

2:15pm ~ Break

2:25pm – 3:40pm ~ Concurrent Sessions
A-1: Management of Opioid-Induced Adverse Effects in Palliative Care
A-2: Strengthening Your Palliative Care and Hospice Messaging
A-3: When the Parent is the Patient: How to Support the Children
A-4: An ACP Innovation in SC: Chaplain Interviews at Physician Practices
A-5: Advanced Illness Care: Policy Update

3:50pm – 5:05pm ~ Concurrent Sessions
B-1: Everybody Poops (But Not Well)
B-2: An Integrated Approach to Advance Care Planning (ACP) in a Vulnerable Accountable Care Organization (ACO) Population
B-3: Effectively Influencing Others
B-4: Helping Your Communities Own Their Health & Plan for Future Healthcare
B-5: Optimal Performance of an Interdisciplinary Group/Team

5:05pm ~ 7:30pm ~ Exhibitor Networking Reception

Tuesday, Sept 10

7:45am ~ Breakfast Buffet in Exhibit Hall

8:30am – 9:30am ~ Tuesday Morning Keynote Diane Sieg – Chaos to CALM with Resilience

9:30am – 10:15am ~ Annual Membership Meeting

10:15am ~ Beverage Break & Networking in Exhibit Hall

11:00am – 12:15pm ~ Concurrent Sessions
C-1: Non-Pharmacological Symptom Relief: How Palliative Care Can Help
C-2: Building Your Resilience with Compassion
C-3: Spiritual Care for the Spiritual But Not Religious
C-4: Hospice and Hospital Collaboration for Rural Palliative Care
C-5: The ABCs of Compliance: Accountability, Best Practices and Consistency for Hospices
C-6: Cost Reporting 101

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

1:45pm – 3:00pm ~ Concurrent Sessions
D-1: Medication Appropriateness at End of Life
D-2: Steps to Ensure Your Palliative Care Program is Not a Loss Leader
D-3: How Hospice Providers Help Denial
D-4: Increasing Palliative Care Access Through Telehealth
D-5: One Road, Many Lanes, One Destination: Using QAPI to Simplify Compliance
D-6: Medicare Trends and Benchmarking

3:15pm – 4:30pm ~ Concurrent Sessions
E-1: Assessing Palliative and End-of-Life Educational Needs of Registered Nurses Working with Adult Inpatients
E-2: Physician Services Are on the OIG’s Radar – What Now?
E-3: Utilizing Integrated Modalities in Comfort Focused Care
E-4: Your Care-Your Choice: Shifting the Paradigm of Advance Care Planning from the Bedside to the Doctor's Office and to the Community
E-5: Tips to Strengthen Your Survey Process

Wednesday, Sept 11

8:15am ~ Breakfast Buffet

9:00am – 10:15am ~ Concurrent Sessions
F-1: An Update on Marijuana Use in Hospice and Palliative Care
F-2: A Picture of Leadership
F-3: Coping with a Diagnosis of Dementia: A Caregiver’s Guide to Planning
F-4: Hospice and Palliative Care’s Role in Population Health Management
F-5: Visits at the End-of-Life and the Connection to Quality Outcomes

10:15am ~ Break/Check-Out

10:30am – 11:45am ~ Concurrent Sessions
G-1: Advanced Pain Management
G-2: Changing the Way We Care: How the Internet-of-Things is Transforming Healthcare
G-3: Art of the Possible: The Patient Experience
G-4: Blue Cross NC Care 360 Home Based Palliative Care Pilot
G-5: 2020 Regulatory and Quality Reporting Review
Pre-Conference Sessions

Monday, Sept 9 • 8:00am ~ 12:00pm

PC-1

The Ethics of Caring
This session will focus on the ethical issues related to boundary crossings and violations in our work. The reasons why these occur will be explored and how to address them with team, mentors, supervisors and other resources will be discussed. The role of self-assessment and self-awareness will be considered along with the need for self-care in doing this work well and professionally.

About the presenter: Risa Hanau, LCSW, Palliative Social Worker/Clinical Educator, Hospice & Palliative Care of Greensboro, Greensboro, NC, has worked with hospice since 1993 and with Hospice and Palliative Care of Greensboro (HPCG) since 2004. With HPCG she has had many roles and currently serves as the Palliative Care Team Social Worker and Clinical Educator. She is a seasoned presenter and teacher in the area of end-of-life and ethics. By training Risa is a Licensed Clinical Social Worker who holds a Masters of Social Work from the University of Pennsylvania.

Target Audience: ■ ■

PC-2

How Hospices Can Gain Market Share Without Violating the Law
Fraud enforcers are still targeting marketing activities in spades throughout the hospice industry! AND if providers get referrals in ways that aren't allowed, any claims for the services are false claims. So! The stakes are high, and providers must get it right. Join us for an in-service program targeted to both management and marketers about the latest in what’s required. What are the new rules for coast of items given to physicians? What about Preferred Provider Agreements? Can providers contract for marketing services? What about the use of Medical Directors? Can liaisons attend discharge planning meetings at hospitals? How can providers rent space in assisted living facilities/independent living facilities and offer educational programs to residents?

About the presenter: Elizabeth E. Hogue, Esq, is an attorney in private practice with extensive experience in health care. Prior to becoming an attorney, she was employed as a personnel manager by a BlueCross BlueShield Plan. She studied at the University of Maryland School of Law, concentrating in health law, and gained considerable clinical experience, course work and employment experience in this area. Following her admission to the bar, she developed an active practice in health law. Her clients are professional associations, physicians, managed care providers, and institutional health care providers, including hospitals, long-term care facilities, home health agencies, durable medical equipment companies, private duty agencies and hospices. She has also represented several individual providers and case managers concerning health-related issues. Her numerous articles are regularly included in trade association publications and other journals. She has written extensively on health-related topics.

Target Audience: ■ ■ ■

PC-3

Seriously Illness Conversation Program Course (Interactive Session)
We know through numerous studies and surveys that most patients feel that discussing their treatment goals and preferences with their physician is important, yet very few do. When conversations do happen, they are often too infrequent, too late, or emphasize medical procedures instead of the patient’s goals and preference for end-of-life care. The Serious Illness Conversation Program was developed by Ariadne Labs as a framework for exploring topics to ascertain what matters most to the patient and assisting the clinician in having more meaningful conversations.

About the presenter: Wilma Rice, MSN, RN, CEN, Education Specialist, Roper Saint Francis, Charleston, SC, was in the Emergency Department for 28 years, serving as Emergency Services Educator, as well as various other nursing functions for the service line. Ms. Rice has received honors and awards, including induction into Sigma Theta Tau in 2006 and the 2014 SC AHEC Educator of the Year. She belongs to several professional organizations: Association of Nursing Professional Development, South Carolina Coastal Affiliate of Association of Nursing Professional Development (past president), Sigma Theta Tau, Emergency Nurses Association, and the AHA. Ms. Rice serves on several committees for Roper St. Francis Healthcare, including the Ethics Committee and Lowcountry AHEC Board of Directors. She became active in the development of advance care planning for South Carolina through the SC Coalition for the Care of the Seriously Ill in 2011. Ms. Rice is the Chair for the POST (Physician Orders for Scope of Treatment) Workgroup. She is an instructor for Respecting Choices First Steps and Advanced Steps courses, as well as an instructor for the Serious Illness Conversation Program.

Target Audience: ■ ■ ■

Registration for Pre-Conference is required. See the registration page for full details.
Overview:
This course will provide education to hospice medical directors, physicians and nurse practitioners on a variety of relevant clinical and compliance topics. Physicians will address several topics of importance in today’s environment, including utilizing a mnemonic to identify causes of nausea, the continuum of normative coping behaviors in patients with life-limiting illness and a review of key federal and state policies regarding opioids and MUCH MORE!

Topics that will be covered are:

• **Nausea 101: Or Why Zofran is Not One Size Fits All**
  In this street level review of the pathophysiology and treatment of nausea, we will address the importance of mechanism-based thinking with the aid of a standard emesis acronym. In matching etiologies of nausea with anti-emetic mechanism of action, we will review treatment options through patient cases.

• **Balancing Hope and Reality: Talking about Prognosis**
  Despite our knowledge that clear discussions about prognosis are crucial for informed decision-making, many clinicians and patients struggle with discussing prognosis. This highly interactive session will focus on the development of advanced communication skills to help facilitate these challenging conversations. Learners will discover a method for providing realistic prognostic information to patients while still aligning with and supporting patients’ hopes.

• **The Impact of Opioid Policies on Palliative and Hospice Patient Care**
  There are two public health crises regarding opioids in the US today: the misuse of opioids and deaths from the misuse, as well as pain management for people living with serious illness. Recent federal and state opioid policies are mostly focused on reducing access to opioids and so, unfortunately, add to the second crisis. Hospice and palliative care providers find themselves in the middle of both issues and need to change their policies and processes for opioid prescribing and management considering them. This presentation will review the latest facts on both public health issues and then review key federal and state policies regarding opioids. Finally, we will focus on how providers can advocate for their patients with policy stakeholders.

• **Adventures in Advanced Heart Failure: Aggressive Palliation**
  This presentation will explore advanced heart failure therapies including infusion therapies of inotropic and diuretic medications, left ventricular assist devices (LVAD’s), and implanted pulmonary artery pressure monitors (CardioMEMS) from a palliative care perspective, making the argument that these treatments could be appropriate for many of our patients and be both aggressive and palliative. This will be presented from the perspective of two hospice and palliative care physicians as well as a nurse practitioner from an advanced heart failure team. This presentation will include the latest research, case presentations, and hands on experience with LVAD and implanted pulmonary artery pressure monitoring devices.

• **Let’s Save Some Money!**
  Pharmacy owner Dr. Julya Friedman will be here to help you identify the common “money pits” seen in hospice, why these “money pits” are occurring, and how to change prescribing habits to start saving. With years of experience bringing hospices below their budgets on medication expenses, while maintain outstanding patient outcomes, she is here to share secrets to get you to start saving! Providing clinical-based solutions for hospice, with guaranteed outcomes. Come out to get this advice and win prizes while you learn!

Schedule:

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00am – 8:05am</td>
<td>Opening Remarks ~ Marisette Hasan, President/CEO, The Carolinas Center</td>
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<tr>
<td>8:05am – 9:25am</td>
<td>Nausea 101: Or Why Zofran is Not One Size Fits All ~ Sara Warzecka, MD</td>
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<tr>
<td>9:30am – 10:45am</td>
<td>Balancing Hope and Reality: Talking about Prognosis ~ Sandy Whitlock, MD, Josh Baru, MD &amp; Casey Sharpe, MD</td>
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<tr>
<td>10:45am – 10:55am</td>
<td>BREAK</td>
</tr>
<tr>
<td>10:55am – 12:05pm</td>
<td>The Impact of Opioid Policies on Palliative and Hospice Patient Care ~ Marian Grant, DNP, ACNP-BC, ACHPN, FPCN, RN</td>
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<tr>
<td>12:05pm – 2:15pm</td>
<td>Lunch &amp; Dr. John Lusk Lecture (Opening General Session)</td>
</tr>
<tr>
<td>2:25pm – 3:40pm</td>
<td>Adventures in Advanced Heart Failure: Aggressive Palliation ~ Nancy Hart Wicker, MD, Tiffany Richter, DO &amp; Jordan Barham, NP</td>
</tr>
<tr>
<td>3:50pm – 5:05pm</td>
<td>Let’s Save Some Money! ~ Julya Friedman, PharmD</td>
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**Presenters for the ALL-DAY Physician’s Course**  
**Current Hot Topics for Hospice Physicians**

**Sara Warzecka, MD, Staff Physician, Four Seasons, Flat Rock, NC,** is originally from Tucson, AZ and a dedicated Wildcat alum. She moved to Denver for medical school and stayed for training in family medicine at SCL Saint Joseph Hospital. Dr. Warzecka came to Asheville for her Hospice and Palliative Medicine fellowship at MAHEC. She currently works in hospice for both Four Seasons Compassion for Life and CarePartners. Additionally, Dr. Warzecka works in family medicine at an FQHC where she helps to train future family medicine doctors and ensure that they have a robust appreciation of, not just palliative, but patient-centered care. In addition to her local work, she also volunteers with a healthcare-based non-profit in Peru attending to health needs in remote communities along the Amazon river, including palliative care. Sara has trained as an end-of-life doula. She is devoted to education and has been a presenter for Project ECHO to Expand Palliative Care Access the Carolinas. She brings together her many interests in her ongoing dedication to health equity, person-centered care, and compassion in all stages of life.

**Sandra Whitlock, MD, Assistant Program Director, Mission Hospital, Asheville, NC,** has been a palliative care physician at Mission Hospital in Asheville, NC since 2015. She received her medical degree from the Columbia University College of Physicians and Surgeons. Following internal medicine residency at the University of Chicago, she completed the Harvard Hospice and Palliative Medicine Fellowship. After fellowship, she practiced as a palliative medicine attending at Massachusetts General Hospital (MGH) and served as an Instructor of Medicine at the Harvard Medical School. While at MGH, Dr. Whitlock was active in teaching medical students, residents, and fellows. During her time in Boston, she also completed the Harvard Medical Ethics Fellowship. Dr. Whitlock currently serves as the Assistant Program Director for the Asheville Hospice and Palliative Medicine Fellowship and the Associate Program Director for the UNC School of Medicine Asheville Campus. She remains active in teaching learners at all levels. She is particularly interested in teaching advanced communication skills.

**Joshua Baru, MD, Director, Mission Hospital, Asheville, NC,** graduated medical school from the NYU School of Medicine and went on to complete his training in internal medicine at the University of Chicago Hospital. After graduation he completed a fellowship in clinical Medical Ethics at the MacLean Center for Ethics of the University of Chicago. In 2006, Josh went on to become a hospitalist at Cook County Hospital (aka John H. Stroger Hospital) in Chicago where he discovered his passion for Palliative Medicine, subsequently becoming board certified in Hospice and Palliative Medicine. During his tenure at Cook County Hospital, Josh developed an interest and expertise in medical education. He went on to win several teaching awards and helped design and implement curricula for the School of Medicine at Rush Medical College. In 2014, Josh devoted his entire clinical practice to Palliative Medicine and became the program director for the Rush/Stroger Hospice and Palliative Medicine fellowship program. He was the director for this program until he joined the faculty at Mission Health.

**Casey Sharpe, MD, Fellow, CarePartners Health Services, Asheville, NC,** my life up to now was mostly in Texas—and make no mistake, Texas is a special place. But crossing the mountains into Western North Carolina in a huge orange truck was like coming home, and I’m thrilled to be here. I first came to these mountains just before medical school, to help grow a small farm in Madison County, and then returned here for a sub-internship during the last November of school. I spent the interview season comparing each great residency program against the one I loved most—this burgeoning force called MAHEC, in beautiful Asheville. The culture of medicine in Asheville is what I’ve longed for—it’s joyful, inviting, and progressive. The medical community appreciates the breadth and intellectual rigor of our training, and gives great privilege to our development. And in spite of all this work, there is still time to enjoy life, and to care for ourselves and each other.

**Marian Grant, DNP, ACNP-BC, ACHPN, FPCN, RN,** Senior Regulatory Advisor for the Coalition to Transform Advanced Care (C-TAC), a policy and marketing consultant for the Center to Advance Palliative Care (CAPC), and a palliative care nurse practitioner at the University of Maryland Medical Center. She is adjunct faculty at the University of Maryland and Johns Hopkins School of Nursing. In 2014, she was selected as a Robert Wood Johnson Health Policy Fellow. Dr. Grant has served on the board of the Hospice and Palliative Nurses Association, been faculty for ELNEC, the End-of-Life Nursing Education Consortium, and speaks nationally and internationally on palliative care. Before becoming a nurse, she had a career in marketing at the Procter & Gamble Company and worked on the Max Factor and Cover Girl cosmetics brands.
Nancy Hart Wicker, MD, is a South Carolina native who received her medical degree from the Medical University of South Carolina and then completed a residency in family medicine at Self Regional Hospital in Greenwood, SC. After residency, she began her practice as a hospitalist. As a hospitalist, she developed an interest in hospice and palliative care. The retirement of the local hospice medical director in Greenwood created an opportunity for her to begin this work, and it was in this role that she discovered her true passion. In June 2019, she completed a Hospice and Palliative Care fellowship at Prisma Health-Richland in Columbia, SC. While a fellow, she conducted research on education in advance care planning and was awarded first place at the South Carolina Medical Association’s Resident and Student Scientific Poster Presentation competition for her work entitled “Having Conversations That Matter”. After completing fellowship, she returned to Greenwood to continue her work as the medical director for Hospice and Palliative Care of the Piedmont. She has a special interest in symptom management at the end of life, education of families and patients facing serious disease, advance care planning and meeting the healthcare needs of underserved populations. More important even than her title and role as "doctor," she is "wife" to Joshua and "mama" to two girls, with whom she spends most of her free time.

Jordan Barham, NP, is a board-certified family nurse practitioner. She earned her bachelor’s degree from Clemson University in Clemson, South Carolina, and her master’s degree with honors from Simmons College in Boston. Prior to completing her master's, she was a nurse in the Cardiovascular Intensive Care Unit (CVICU) at Self Regional Healthcare in Greenwood, South Carolina. She has been working with the Mechanical Circulatory Support (MCS) team at Prisma Health in Columbia since 2016. Prisma Health is one the leading ventricular assist device (VAD) destination therapy (DT) centers in the country. Currently, they have implanted over 150 VADs with either the Heartmate or HeartWare system. She also helps with the management of CentriMag and ECMO patients.

Tiffany Richter, DO, is a graduate of Nova Southeastern University of Osteopathic Medicine in Florida. She completed a residency in Family Medicine and a fellowship in Palliative Medicine and Hospice at Broward General Medical Center. She is board certified in Family Medicine as well as Palliative Medicine and is also Hospice Medical Director Board Certified. She is the medical director of Roper St. Francis Healthcare Hospice and Roper Hospice Cottage in Mount Pleasant.

Julya Friedman, Pharm.D. GPS Pharmacy, Mathews, NC, is a partner and co-founder of GPS Pharmacy. She received her doctorate degree with special certification in geriatric care, and special recognition from TEVA pharmaceuticals for excellence in the study of pharmacy. Julya is certified by Compounding Centers of America as a compounder using the latest techniques and drug delivery systems. Julya's work on wounds in both the hospital setting and professional career in hospice care generated her interest in compounding. She traveled to Texas to train at PCCA's headquarters on drug delivery systems that penetrate the skin and mucosal membranes. Her passion for compounding has allowed her to offer the local community compounds for BHRT, podiatric neuropathy/wounds, dermatologic, ENT formulations, veterinary medicine, and more. Julya believes that specialized medicine is the future of pharmacy. Whether we are treating symptoms of hot flashes, dermatitis, or neuropathy, the approach to therapy remains the same; the best combination of drug products in a customized delivery system that meets each patient's individual need. With special interest in the geriatric field, Julya became a consultant pharmacist for hospices in Georgia. To increase cost savings for hospice and improve patient outcomes, she traveled to locations throughout Georgia to participate in IDT’s. Julya worked at a hospice pharmacy as the on-call pharmacist for after hour emergency care. During this time she learned the gaps in patient care and the specific needs of hospice care. With this knowledge, she founded GPS Pharmacy which is devoted to palliative care. Julya believes that no patient should die in discomfort. Her mission is to bring patients comfort during their last minutes of life with immediate delivery of medications to ease pain, anxiety, and discomfort.
**A-1**
Management Opioid-Induced Adverse Effects in Palliative Care  
*Anthony Berard, PharmD, MBA, Clinical Manager, Enclara Pharmacis*,  
Philadelphia, PA

Opioids are commonly used for pain management in patients with advanced disease and most palliative care clinicians are familiar with their side effects. However, refractory symptoms and patient-specific factors can complicate a consult. Through use of a patient case-based application clinicians will be able to predict, recognize, and manage refractory opioid-induced adverse effects while identifying situations where non-opioids are appropriate.  
**Target Audience:**

**A-2**
**Strengthening Your Palliative Care and Hospice Messaging**  
*Marian Grant, DNP, ACNP-BC, ACHPN, FPCN, RN, Principal, Marian Grant Consulting*, Washington, DC

Hospice and palliative care programs could all benefit from more referrals. One way to do that is to strengthen the marketing of such programs. A national marketing professional with hospice and palliative care experience will take participants through an evidence-based process to develop their marketing and messaging strategies as well as provide examples of good and bad messaging along the way. Participants will walk away with knowledge on how to evaluate and revise their messaging with their organization.  
**Target Audience:**

**A-3**
**When the Parent is the Patient: How to Support the Children**  
*Dana Bird, Child Life Specialist, Prisma Health-Upstate, Greenville, SC*

This presentation will provide tangible resources on how to best support children of the serious ill and dying parent. Participants will learn the importance of including the children in the patient’s illness and how to best navigate the illness and death with children of the adult patient.  
**Target Audience:**

**A-4**
An ACP Innovation in SC: Chaplain Interviews at Physician Practice  
*Tamara Flinchum, Chaplain, AnMed Health, Anderson, SC*

Healthcare employees are well aware of the chaos, stress, and frustration of both patients’ families and staff when end-of-life values/beliefs are not discussed. Patients suffer through expensive treatment that they may not want at end-of-life, families are burdened with the stress and potential guilt of guessing healthcare options their loved one would want and staff members wonder who is going to confront the reality of the elephant in the room. The key is Advanced Care Planning (ACP) focused on a thorough discussion of patients’ values/beliefs instead of merely filling out a form. At the conclusion of this activity, the learner will understand the importance of ACP, how to use specific ACP tools to facilitate a conversation. Furthermore, you will be able to describe the process and benefits of scheduled ACP conversations within a healthcare system’s physician practice network.  
**Target Audience:**

**A-5**
**Advanced Illness Care: Policy Update**  
*Andrew MacPherson, Senior Policy Advisor, C-TAC, Washington, DC*

C-TAC, along with our members and partners, pursues a comprehensive policy agenda at both state and federal levels focused on delivery system reform, person-centered care, caregiver support, and professional engagement, involving both legislative and regulatory strategies. In 2018, the PTAC committee at the HHS unanimously recommended the C-TAC’s advanced alternative payment model, the Advanced Care Model, with HHS Secretary Azar publicly endorsing the model later that year. This session will give you a deep dive on the new payment landscape, as well as a look at other key policy initiatives in the advanced illness care movement.  
**Target Audience:**

**B-1**
**Everybody Poops (But Not Well)**  
*Sara Warzecka, MD, Staff Physician, Four Seasons, Flat Rock, NC*

This presentation aims to review the physiology and pathology of defecation. With an understanding of how and why, we will assess treatment options to arrive at a straightforward algorithm for initial management. Additional attention will be paid to unique cases such as opioid induced constipation and neurogenic bowel.  
**Target Audience:**

**B-2**
**An Integrated Approach to Advance Care Planning (ACP) in a Vulnerable Accountable Care Organization (ACO) Population**  
*Jennifer Gabbard, MD, Assistant Professor, Gerontology and Geriatric Medicine, Wake Forest School of Medicine, Winston-Salem, NC*

At present, the care of vulnerable older adults is marked by fragmented health care focused on disease-based treatment, lengthy and recurrent hospital stays, and a higher cost of care through the end-of-life. As opposed to a disease-based approach to health care, a function-based approach for subpopulations of patients will foster more focus on the importance of ACP in vulnerable older adults. Such focus provides a pathway to remedy poor physician-patient communication about patients’ views and desires for their health care and thus a reduction in burdensome care that often does not meet these patients’ health care goals. We propose to promote ACP conversations by utilizing the Electronic Health Record to identify the most vulnerable primary care patients and then leveraging nurse navigators as the first point of contact for ACP discussions.  
**Target Audience:**
B-3
Improving your Influencing Effectiveness
Janet Porter, PhD, Chair of the Board, Hospice Care of the Lowcountry, Bluffton, SC
This "Effectively Influencing Others" workshop has been delivered over fifty times to groups throughout the country. Participants will complete The Influence Style Indicator (ISI), a self-assessment of their influencing style. They then self-score the indicator. ISI illustrates participant's relative influencing style in five categories: Rationalizing, Negotiating, Inspiring, Bridging or Asserting. Examples are provided of the language and approach of each style. Participants are then paired with someone of a different style to get peer coaching. Influencing theory and tips are actively discussed. This is a very interactive session!
Target Audience: • • •

B-4
Helping Your Communities Own Their Health & Plan for Future Healthcare
David and Catherine Sevier, Program Directors, Mind My Health (MMH is a TCC initiative funded by The Duke Endowment and the NC License to Give Trust Fund Commission) & Teeshla Curtis, Program Manager, My Life My Choices (TCC serves as the fiscal agent for MLMC, an initiative of the SC Coalition for the Care of the Seriously Ill, funded by the BlueCross BlueShield of SC Foundation.)
TCC is involved with two grants whose goals are to increase participation in advance care planning and increase access to actionable advance directives when and where they are needed. During this session, participants will learn how these grants are similar and how they differ in the implementation of their shared goals in the two Carolinas. You will also learn how Mind My Health and My Life My Choices are being used in communities across the two states.
Target Audience: • • •

B-5
Optimal Performance of an Interdisciplinary Group/Team
Sylvia Singleton, RN, CHC, Corporate Compliance Officer, Caris Healthcare, Columbia, SC
This presentation will identify each discipline's role in the IDG/IDT and what to discuss with IDT/IGD. We will also identify why Family Services is critical to the patient, family and the IDG/IDT.
Target Audience: •

Tuesday, Sept 10
11:00am-12:15pm

C-1
Non-Pharmacological Symptom Relief: How Palliative Care Can Help
Lauren King, LMSW, Palliative Care Social Worker, Elena Liggett, LISW-CP & Andres Leone, MD, Prisma Health, Columbia, SC
Our interdisciplinary team will provide evidence-based updates on effective non-pharmacologic interventions for symptom relief, while exploring mindfullness, guided imagery, hypnosis, and acupuncture as ways we can help our patients. We will also provide demonstrations of some techniques. This interactive session will have learners leave with a sense of renewed excitement for opportunities in the field of palliative and hospice medicine to make an impact in the quality of life for our patients and their loved ones.
Target Audience: • • •

C-2
Building Your Resilience with Compassion
Diane Sieg, RN, CYT, CSP, Speaker, Author, Coach
Join Diane as she continues to help you build your resilience through the practice of compassion. The practice of compassion helps you manage stress by changing your daily routines, perspectives, and expectations. Self-compassion has been shown to protect caregivers from compassion fatigue and increase satisfaction with one's care giving role!
Target Audience: • • •

C-3
Spiritual Care for the Spiritual but Not Religious
Ric Durham, M.Div., BCC, Spiritual Care Director, Hospice and Palliative Care of Cabarrus County, Kannapolis, NC
Individuals identifying themselves as "Spiritual but Not Religious" are a growing group in our country. Understanding this group, assessing their needs, and offering appropriate resources is a vital task for hospice providers. This presentation will better equip hospice clinicians in serving these individuals, caregivers, and families.
Target Audience: • • •

C-4
Hospice and Hospital Collaboration for Rural Palliative Care
John Morris, MD, FAAHPM, CMO Palliative Care, Teleios/Carolina Caring, Flat Rock, NC
In this session participants will discuss how a community hospice and hospital collaborate to provide palliative care services to their community. We will discuss collaboration for a hospital palliative care program and community palliative care program, how to make the case for collaboration to hospital leaders and how to creatively staff will be discussed.
Target Audience: • • •

C-5
The ABCs of Compliance: Accountability, Best Practices and Consistency for Hospices
Kathleen Hessler, RN, JD, CHC, CHPC, Director, Compliance & Risk, Simione Healthcare Consultants, LLC, Hamden, CT
This session will identify the different areas of compliance under scrutiny by the government with an emphasis on payment compliance. Participants will gain a better understanding of the government's current focus on auditing, investigating and collecting alleged overpayments. Learn how to implement sound compliance practices through accountability, best practices and consistency and we will also discuss how to approach communication with the MACs, ZPICs/UPICs, the OIG and the DOJ.
Target Audience: • • •
C-6
Cost Reporting 101
Gary Massey, CPA, Principal & Emily Wetsel, CPA, CliftonLarsonAllen, LLP, Charlotte, NC
Cost Report 101 is designed for the clinical and non-clinical employees to help them learn the basics of how a Cost Report is prepared and filed. We will go through what information is needed from the Agency to fill out the Cost Report and how to input the information. Finally, we will end the session with how CMS plans to use the cost report data filed in their rate setting.
Target Audience: ■ ■ ■

Tuesday, Sept 10
1:45pm-3:00pm

D-1
Medication Appropriateness at End-of-Life
Ellen Fulp, PharmD, MSPC, BCACP, Director of Pharmacy Education, AvaCare, Inc., Greensboro, NC
This session will provide an overview of medication appropriateness and how to apply the concept to your seriously ill patients and their medication lists. Examples of how to continually evaluate medication lists, including frequently used palliative medications, over time will be provided. We will review maintenance medications, nonessential medications, and formulary medication selection. Additionally, this session will discuss regulatory concerns surrounding medication use after hospice election and how to maximize your resources to ensure patient comfort and hospice compliance.
Target Audience: ■ ■ ■

D-2
Steps to Ensure Your Palliative Care Program is Not a Loss Leader
Christopher Acevedo, Chief Operating Officer, Acevedo Consulting Inc., Delray Beach, FL
Most initial planning and/or operational discussions begin with the providers stating something along the lines of “I know this program will always lose money, but...”. While palliative care may not be one of the more lucrative specialties, it should not be a given that developing a palliative care program will result in a new loss leader for your entity. In this session we will explore the importance of commitment to a solid infrastructure along with considering payer mix and community partners and the significance they play in the long-term sustainability of a palliative care program.
Target Audience: ■ ■ ■

D-3
How Hospice Providers Help Denial
Kristi Ford-Scales, MD, Hospice of Carolina FootHills, Forest City, NC
Everyone has coping mechanisms that they use to deal with life. However terminal illness diagnoses often lead people to using denial to cope. Denial can affect patients, families, and sometimes hospice employees. Learning what denial is, and its role in the grief process will help employees as they interact with patients. By learning some skills to use when having difficult conversations about bad news, hospice care providers will be able to proactively help with denial in patients.
Target Audience: ■ ■ ■

D-4
Increasing Palliative Care Access Through Telehealth
Joan Cain, MSN, FNP-BC, ACHPN, Nurse Practitioner, Medical University of South Carolina, Charleston, SC
This session will discuss national and local disparities in palliative care. Attendees will learn how Palliative Telemedicine can bridge the gaps in access, as well as provide high quality, expert, cost-effective, palliative care.
Target Audience: ■ ■ ■

D-5
One Road, Many Lanes, One Destination: Using QAPI to Simplify Compliance
Jason Bring, Partner & Christi Card, Compliance and Legal Nurse Consultant, Arnall Golden Gregory LLP, Atlanta, GA
Learn how multiple government initiatives are merging together in preparation for value based purchasing and the fundamental steps in a solid QAPI program with a focus on the differences, similarities and objectives of the OIG hospice compliance guidance, hospice regulations and quality reporting requirements.
Target Audience: ■ ■ ■

D-6
Medicare Trends and Benchmarking
Gary Massey, CPA, Principal & Emily Wetsel, CPA, CliftonLarsonAllen, LLP, Charlotte, NC
In this session, we will walk through many of the important key trends that Medicare is moving towards in the future. We will discuss what data Medicare is using to evaluate agencies. Finally, we will look at important statistics and benchmarks that may be helpful for the agency to understand how their financial operations compare on a national, regional, and local level.
Target Audience: ■ ■ ■

Tuesday, Sept 10
3:15pm-4:30pm

E-1
Assessing Palliative and End-of-Life Educational Needs of Registered Nurses Working with Adult Inpatients
Johnathan Phillips, MSN, MSEd, RN-BC, Palliative Medicine RN, Carilion Clinic, Roanoke, VA
The Palliative and Hospice Nursing Professional Issues Panel, created by the American Nurses Association and the Hospice and Palliative Nurses Association, concluded, “Seriously ill and injured patients, families, and communities should receive quality palliative care in all care settings. This is achieved by the delivery of primary palliative care nursing by every nurse, regardless of setting.” Are nurses prepared for the charge? Using the results of my recent study “Assessing Palliative and End-of-Life Educational Needs of Registered Nurses Working with Adult Inpatients” we will assess and discuss if relationships exist between palliative and end-of-life educational needs and the academic preparation and primary practice setting of RNs.
Target Audience: ■ ■ ■
Hospice physicians and consulting physicians are extremely involved in the care of your hospice patients and the lack of these services can catch the eye of the OIG. This session will discuss integrating the care these physicians provide into the fabric of your organization. From incorporating these services into the foundation of quality clinical care, to ensuring your hospice organization is capturing all of the appropriate revenue generated by these practitioners (including non-physician practitioners and those you may contract with for services), we will discuss the benefits and compliance risks that may be flying under the radar.

**Target Audience:**

E-3

**Utilizing Integrative Modalities in Comfort Focused Care**

Melissa Coursey, MSW, LCSW, Reiki 2, Social Worker & Wanda Casey, MSW, Assistant Director Patient and family Services, Atrium Health Hospice, Kannapolis, NC

As the opioid crisis continues to grow, Hospice professionals are tasked to find alternate options to promote comfort for those seeking comfort focused care. Integrative medicine is an approach to healthcare that puts the patient at the center of care and addresses a full range of physical, emotional, mental, social, spiritual, and environmental influences that affect a person’s overall health. This session will describe integrative modalities such as aromatherapy, guided imagery, relaxation breathing, therapeutic music and art, legacy activities, ecotherapy and healing energy techniques that are being utilized to increase comfort and enhance quality of life for hospice patients, caregivers and staff. The presentation includes an opportunity to experience the various integrative modalities.

**Target Audience:**

Wednesday, Sept 11

9:00am-10:15am

E-4

**Your Care-Your Choice: Shifting the Paradigm of Advance Care Planning from the Bedside to the Doctor’s Office and to the Community**

Kim Shellenberger, LCSW, ACHP-SW, Educator/Social Worker, Atrium Health, Charlotte, NC

The Your Care-Your Choice team will share a model designed to change the culture so that conversations about serious illness, goals of care and advance care planning are normalized. Presenters will discuss the program’s evolution and initiatives to enhance clinician, teammate and community knowledge.

**Target Audience:**

E-5

**Tips to Strengthen Your Survey Process**

Lisa Meadows, MSW, Clinical Compliance Educator, Accreditation Commission for Health Care, Cary, NC

Do you struggle with what is required to demonstrate compliance for your Medicare re-certification process? This presentation will review the documents and data that is needed for review by the surveyor. This presentation will cover not only the medical record requirements but also the organizational requirements for a comprehensive review to best prepare your organization for survey. In addition to a review of what is required for survey, we will also review the requirements needed to achieve an approved Plan of Correction.

**Target Audience:**

F-1

**An Update on Marijuana Use in Hospice and Palliative Care**

Kiran Hamid, RPh, Hospice Clinical Pharmacist, ProCare Rx, Gainesville, GA

Cannabis (marijuana) has recently garnered significant national attention as more states vote to legalize both medicinal and recreational forms of the substance. Cannabis use in end-of-life care is increasingly being sought by patients, and organizations are caught between strict federal regulations and waning state laws. The purpose of this presentation is to review the evidence-based indications for medical cannabis use as well as a discussion of where it fits into hospice and palliative care.

**Target Audience:**

F-2

**A Picture of Leadership**

Christopher Comeaux, President/CEO, Teleios Collaborative Network, Flat Rock, NC

What is the picture of leadership? We will utilize an innovative approach to discuss what leadership is. Then we will introduce the most comprehensive system of leadership that is out there. Leaders will be able to list some specific tools they should have in their toolbox to lead their organizations.

**Target Audience:**

F-3

**Coping with a Diagnosis of Dementia: A Caregiver’s Guide to Planning**

Macie P. Smith, Ed.D, LSW, C-SWCM, SW-G, CEO, Diversified Training Consultants Group, University of Phoenix, Columbia, SC

There are more than 16 million Americans providing billions of hours of unpaid care to persons living with dementia. Although identified as a public health epidemic, very little resources are allocated to help educate and train family caregivers and those working with family systems. This program seeks to provide a healthy foundational understanding of the role of a dementia caregiver and how to make that role successfully work for everyone involved.

**Target Audience:**

F-4

**Hospice and Palliative Care’s Role in Population Health Management**

Angela Orsky, DNP, LNHA, RN, Vice President Post-Acute Care, Prisma Health, Greenville, SC & Kristi Melton, MSN, RN, Interim Vice President, Care Transformation, Moore, SC

As health systems continue to develop strategies that support the shift toward value-based purchasing and alternative payment models, establishing partnerships with post-acute providers, including hospice, is critical for both financial and quality success. This presentation will
discuss the current landscape, national drivers, and opportunities for hospice and palliative care providers to align with health systems/ACOs to improve end-of-life care and reduce health care costs. **Target Audience:**

**F-5 Visits at the End-of-Life and the Connection to Quality Outcomes**
Lisa Lapin, Principal, & Kimberly Skehan, RN, MSN, HCS-D, COS-C, Director, Regulatory and Quality Consulting, Simone Healthcare Consultant, LLC, Hamden, CT

Continued changes to reimbursement, regulatory and quality issues for hospice providers in 2019 make it imperative for agencies to continue to improve operations in order to survive. The face of hospice quality reporting is changing as new measures are considered and developed for hospice and end-of-life quality of care measurement. You will be given an update on the current hospice payment reform measures including the two-tiered model and service intensity add on. This session will review current hospice regulatory and quality reporting issues and strategies hospices can implement that will drive improvement to your organization not only financially but clinically. **Target Audience:**

**Wednesday, Sept 11 10:30am-11:45am**

**G-1 Advanced Pain Management in Palliative and Hospice Setting in the Shadow of an Opioid Epidemic**
Tamara Bowman, MSN, APRN, ANP-BC, Senior Nurse Practitioner, Heartland Care Partners - Palliative Care, Charleston, SC

This session will equip the provider with the tools necessary for managing advanced pain in the current regulatory environment. Principles related to opioid dosing, titration and side effects will be reviewed. **Target Audience:**

**G-2 Changing the Way We Care: How the Internet-of-Things is Transforming Healthcare**
Kevin Childs, Practice Leader and Co-Founder, Total Triage, Saint George, UT

Hospice organizations today are capitalizing on existing internet-of-things (IoT) technologies to provide better care faster and more affordably than ever before. This discussion will show you what your organization can look like tomorrow with tested IoT applications at the fingertips of your patients, caregivers, and nurses, and how all players are happier because of it. **Target Audience:**

**G-3 Art of the Possible: The Patient Experience**
Becky Thorne, Senior Consultant, OneSource Consulting, Beltsville, MD

Understand customer service lessons learned from corporate America, how they address 24/7 care, and how this can be applied in the home health care industry. Learn how continuously gathering and taking action on customer survey data benefits an organization. Explore how technology has evolved to support organizations in providing enhanced after hours care. **Target Audience:**

**G-4 Blue Cross NC Care 360 Home Based Palliative Care Pilot**
Lori Taylor, CPHQ, Senior Strategic Advisor, BlueCross BlueShield of NC, Durham, NC

This session will address piloting palliative care services through an interdisciplinary team delivered in the home. The goal is to improve patient, family and caregiver experiences and reduce unwanted care and utilization. This session will describe the difference between palliative care and hospice and why insurers are interested in piloting this model. **Target Audience:**

**G-5 2020 Regulatory and Quality Reporting Review**
Alicia Sterritt, MSW, Director of Quality and Compliance, The Carolinas Center, Raleigh, NC & Annette Kiser, MSN, RN, NE-BC, Chief Compliance Officer, Teleios Collaborative Network, Flat Rock, NC

How do you keep up with the newest regulatory requirements and those things, not so new, that continue to cause issues for us? What is coming our way in 2020? This session will highlight the regulatory and quality reporting requirements from this past and upcoming year. We will increase your knowledge and confidence which will allow you to impact the actions of your program to maintain an environment focused on high quality care delivery and compliance. Here are a few topics we will discuss; Relatedness and CMS expectations, Part D coordination, care planning, TPE and other audits, quality reporting and more! **Target Audience:**
# CONFERENCE REGISTRATION FEES

**43rd Annual Hospice & Palliative Care Conference**  
**September 9-11, 2019 ~ Hyatt Regency Hotel · Greenville, SC**  
*Register Online: [http://tiny.cc/TCC19](http://tiny.cc/TCC19)*

## Full Conference (w/ Pre-Conference or MD Course):

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**Click here to register online!**

*Please note that all registrations must be processed online. Payment methods online:*  
*Bill Me or Credit Card (Visa, MasterCard, and Discover)*

*Special Student Rate applies to graduate and undergraduate students who are not employed fulltime.*