



# Home Care & Hospice Association of New Jersey and New Jersey Hospice and Palliative Care Organization



**2016 Hospice Team Conference**  
**Thursday, November 17 - Sheraton Eatontown**



**“Collaboration for the Cause”**

**Early Bird  
Regist. Deadline:  
Friday, November 4**  
**GOLD SPONSORS**  
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Cremation Service**



**Conference Keynoter**

**Judi Lund Person,  
National Hospice and Palliative  
Care Organization**

**“Complying with Federal Rules to  
the Benefit of Hospice Patients,  
Families and Agencies”**



## KEYNOTE SPEECH

### Judi Lund Person

#### Vice President of Compliance and Regulatory Leadership National Hospice and Palliative Care Organization

In her role at NHPCO, Judi Lund Person serves as its key contact with the Centers for Medicare and Medicaid Services, working on regulatory issues. She also interprets regulatory wording for hospice leaders across the U. S. and educates them on the impact of new and revised regulations. She develops resource materials for hospice and palliative care providers and professionals around the Medicare Hospice Conditions of Participation and the Interpretive Guidelines. She represents hospice and palliative care with many national organizations, including the National Consensus Project for Quality Palliative Care and the Hospice and Palliative Care Coalition. She spearheaded the creation and launch of NHPCO's Quality Partners, a national initiative designed to build organizational excellence and improve hospice and palliative care delivery and outcomes. Before joining NHPCO, Ms. Lund Person was President of the state hospice association for the Carolinas. She was on the team that worked with Congress to develop the Medicare Hospice Benefit in the early 1980s.

The keynote address will educate hospice professionals on how recent regulatory changes, including those brought about by the Affordable Care Act, will impact and/or improve delivery of hospice services to patients and families. Special attention will be paid to how hospice professionals can explain these changes in terms that patients and families can understand.

## SPECIAL INTEREST TRACKS

TOPIC	10:30-11:45 A.M.	1:00-2:15 P.M.	2:30-3:45 P.M.
<b>Administrative/ Finance/ Marketing</b>	1-C "Growing Revenue by Growing Family/Self-Referrals"	2-A "ACOs and the Post-Acute Care Provider"	3-D "The Seven Pillars of Growth"
<b>Bereavement</b>	1-B "Ethical Issues in Hospice Bereavement Support"	2-E "Tell Me Your Story – The Importance of Narrative Work in Hospice Care"	3-A "Guilt: The Gift that Keeps on Giving"
<b>Legal</b>	1-D "Legal and Ethical Issues Confronting Hospice Providers – 2014 Update"	2-B "Advance Directives and Power of Attorney Tools to Protect Patients' Rights"	3-C "Mergers and Acquisitions Basics"
<b>Nursing</b>	1-A "Antipsychotics in the Nursing Home"	2-D "Delirium at End of Life"	3-B "Management of End-Stage Heart Failure"

## CONTACT HOURS

**Nursing:** Home Care and Hospice Association of New Jersey is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's COA.

Accredited status does not imply endorsement by NJSNA, Home Care and Hospice Association of New Jersey, or ANCC of any commercial products or services. Provider Number P148-4/15-18..

**Social Work:** New Jersey Hospice and Palliative Care Organization has applied for contact hour approval for appropriate courses. To determine the status of these social work CE applications, social workers should check with Don Pendley at 732-877-1100 or don@homecarenj.org

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# 2016 HOSPICE TEAM CONFERENCE - PROGRAM

## 8:00-9:00 a.m. / REGISTRATION HOUR

Continental Breakfast, Exhibitors, Bookstore, Tricky Tray

## 8:45-10:00 a.m. / OPENING SESSION

Welcome & Announcements

### **KEYNOTE: “Complying with Federal Rules to the Benefit of Hospice Patients, Families and Agencies”**

Judi Lund Person, Vice President of Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization

The participant will be able to:

- Describe key data elements and trends in hospice care delivery based on the FY2017 Hospice Wage Index final rule and three components of the final rule
- Describe the current requirements for quality reporting
- List two priorities hospices should consider when caring for a veteran at the end of life.

## 10:00-10:30 a.m. / REFRESHMENT BREAK WITH EXHIBITORS

Exhibitors, Bookstore, Tricky Tray

## 10:30-11:45 a.m. / CONCURRENT COURSES

### **1-A “Antipsychotics in the Nursing Home”**

Terri Maxwell, Ph.D., APRN, Enclara Pharmacia

The participant will be able to:

- Discuss the FDA warnings on antipsychotic use in elderly with dementia and the associated risks
- Describe nursing home regulations and quality standards and its impact on antipsychotic prescribing
- Identify alternatives to using antipsychotics in patients with dementia

Target Audience: Hospice nurses

### **1-B “Ethical Issues in Hospice Bereavement Support”**

Theresa Stewart Moran, M.S.W., LCSW, ACHP-SW, MHBP, Passaic Valley Hospice

The participant will be able to:

- Identify the requirements of the Medicare conditions of participation for bereavement support of family members of hospice patients
- Describe the practices used by hospice agencies in providing bereavement support to family members
- Describe the ethical issues inherent in common practices of hospice agencies.

Target Audience: Hospice staff, especially those providing psychosocial, spiritual and bereavement services, including beginning and intermediate level social workers.

### **1-C “Growing Revenue by Growing Family/Self-Referrals”**

Stan Massey, B.A., and Andrea Durfey, B.A., both of Transcend Hospice Marketing Group

The participant will be able to:

- Identify the right mix of referral sources
- Describe how hospice organizations can grow family and self-referrals
- Describe how an increase of family/self referrals can add to hospice revenues

Target Audience: Hospice administrators and finance staff

### **1-D “Legal and Ethical Issues Confronting Hospice Providers – 2016 Update”**

William P. Isele, Archer & Greiner

The participant will be able to:

- Describe recent statutory and regulatory actions affecting hospice
- Describe recent ethical issues confronting hospice providers
- Explain the outcomes of specific legal and ethical case studies

Target audience: All hospice professionals, including beginning and intermediate SW

### **1-E “The Long and Winding Road to Better Care for LGBT Populations”**

Ellen Rand, B.A., journalist, hospice volunteer, author of *Last Comforts: Notes from the Forefront of Late Life Care*

The participant will be able to:

- Describe how health disparities experienced by the LGBT population can impact care later in life
- Explain how verbal and nonverbal communication can either create the foundation for trust between patients and clinicians, or torpedo it
- Define the top health issues clinicians should discuss with LGBT patients
- Identify best practices in creating a welcoming, nonjudgmental and safe environment in caring for LGBT patients with serious illnesses; and how to find the resources available to improve their own practices

Target Audience: Hospice staff, including beginning and intermediate level social workers.

### **11:45 a.m.-1:00 p.m. / BUFFET LUNCHEON**

Exhibitors, Bookstore, Tricky Tray, Exhibitor Prize Drawings

### **1:00-2:15 p.m. / CONCURRENT COURSES**

#### **2-A “ACOs and the Post-Acute Care Provider”**

Ivan J. Punchatz, Esq., Buchanan Ingersoll & Rooney

The participant will be able to:

- Describe an Accountable Care Organization (ACO)
- Explain managed care issues in the post-acute environment
- List benefits and risks in contracts with ACOs

Target Audience: Hospice administrators and finance staff

#### **2-B “Advance Directives and Power of Attorney Tools to Protect Patients’ Rights”**

William P. Isele, Esq., Archer & Greiner

The participant will be able to:

- Summarize the background of why advance directives and power of attorney evolved and their value in end-of-life care
- List the types of power of attorney forms, their use and appropriate application
- List the types of advance directives, their use and appropriate application

Target audience: All hospice professionals, including beginning and intermediate SW

#### **2-C “Clinician as Wounded Healer: Developing a Compassion Identity”**

Rev. Vincent M. Corso, M.S.W., LSW, LCSW-R, formerly of VSNYC Hospice and Palliative Care

The participant will be able to:

- Identify sources of personal and systemic compassion fatigue
- Describe how development of one’s “Compassion Identity” can be seen as an indicator of personal and professional growth
- List skills needed to shift and redefine one’s current identification of compassion fatigue and burnout to the concept of “Wounded Healer”
- Apply the notion of “Wounded Healer” to life and practice

Target Audience: Hospice field staff, including beginning and intermediate level social workers.

#### **2-D “Delirium at End of Life”**

Marisa Todd, Pharm.D., BCPS, Enclara Pharmacia

The participant will be able to:

- Identify and recognize the presentation of delirium in patients nearing the end of life
- Incorporate patients’ goals of care in the assessment of delirium reversibility
- Recommend appropriate palliative pharmacotherapy for delirium based on its reversibility status

Target Audience: Hospice nurses

#### **2-E “Tell Me Your Story – The Importance of Narrative Work in Hospice Care”**

Jeremy Lees, M.S.W., M.Div., CT, Holy Name Hospice

The participant will be able to:

- Identify the importance of narrative in human life
- Define methods for helping hospice clients (patients and families) to tell their narratives and discover and construct meaning from those narratives

- Identify aspects of narrative therapy and techniques
- Describe methods for reframing challenging, painful narratives to help clients uncover a purposeful, fulfilling meaning through the use of narrative therapy techniques

Target Audience: Hospice staff, especially those providing psychosocial, spiritual and bereavement services, including beginning and intermediate level social workers.

## 2:30-3:45 p.m. / CONCURRENT COURSES

### 3-A “Guilt: The Gift that Keeps on Giving”

Jeremy Lees, M.S.W., M.Div., CT, Holy Name Hospice

The participant will be able to:

- Assess guilt and the ways in which it impedes people engaged in end-of-life processes
- Intervene with people struggling with guilt
- Recognize the difference between guilt feelings and actual goals
- Describe and facilitate the “economies” of guilt

Target Audience: Hospice staff, especially those providing psychosocial, spiritual and bereavement services, including beginning and intermediate level social workers.

### 3-B “Management of End-Stage Heart Failure“

Natalee Felten, Pharm.D., BCPS, Enclara Pharmacia

The participant will be able to:

- Recognize the pathophysiology and classification of HF
- Review current treatment options used in HF
- Identify common symptoms experienced by patients with advanced HF

Target Audience: Hospice nurses

### 3-C “Mergers and Acquisitions Basics”

Ivan J. Punchatz, Esq., Buchanan Ingersoll & Rooney

The participant will be able to:

- Describe the basic rules governing company mergers
- Identify the operational needs involved in a merger
- List legal considerations involved in a merger

Target Audience: Hospice administrators and finance staff

### 3-D “The Seven Pillars of Growth”

Kurt A. Kazanowski, M.S., RN, CHE, Hospice Advisors

The participant will be able to:

- Determine how well developed the seven pillars are in their own organization
- Create a plan to strengthen the pillars they wish to improve
- Describe how strong pillars will help support healthy growth

Target Audience: Hospice administrators, finance staff and marketers

## 4:00-5:30 p.m. / CLOSING SESSION

### “Advance Care Planning: Having the Conversation”

Margaret M. Doyle, M.S.N., RN, CHPN, and Erinn Nakahara, M.A., both of Hunterdon Hospice

The participant will be able to:

- Describe how improving communication about individual goals, values and preferences can improve the quality of care received by patients with advanced illness
- Define “advance care planning”
- Identify common barriers to effective conversations about end-of-life goals during serious illness and how to overcome them
- Identify ways in which organizations can serve the greater community by providing educational opportunities
- List tools that can be used in advance care planning

Target Audience: All hospice staff, including beginning and intermediate social workers

## INFORMATION

**ACCOMMODATIONS FOR DIVERSITY** — Kosher and other dietary preferences **must** be checked off on the registration form. Please contact Don Pendley at 732-877-1100 or don@homecarenj.org for other needs and ADA requests.

**ADVERTISING & EXHIBITING** — Contact Don Pendley at 732-877-1100 or don@homecarenj.org to learn how you can reach our attendees by advertising in the on-site conference program, exhibiting or sponsorship.

**CANCELLATIONS & REFUNDS** — The conference sponsors will grant refunds, minus a \$50 registration fee, until the close of business on Wednesday, Nov. 9. No refunds will be granted thereafter. You may send substitute attendees.

**CERTIFICATE** — Certificates of completion/contact hour verification will be given to all persons who have signed the course attendance sheet, been in attendance throughout the course and returned an evaluation form. Persons who must leave early due to emergencies will receive credit proportional to their actual attendance if arrangements are made before leaving the conference site. The conference sponsors cannot grant less than 0.5 contact hours for any course.

**“CHECK BEING PROCESSED”** — If the check for your registration must go through your accounting department, please first send your registration form by fax (908-233-1630) or mail (HCHANJ, 485D Route 1 South, Suite 210, Iselin, NJ 08830), mark it “check to follow” and *then* submit it to your accounting department for payment.

**CONFERENCE ATTIRE** — “Business casual” is appropriate for the conference. Temperature in the meeting rooms is difficult to control, so you may want to dress in layers (sweaters, shawls, jackets, etc.).

**CONFIRMATION** — The conference sponsors do not send registration confirmations. Call 732-877-1100 to be sure that your registration has been received.

**COURSE COMPLETION REQUIREMENTS** — All persons seeking a certificate for contact hours for any course must submit a completed evaluation form at the *end* of the course. Persons who must leave early due to emergencies will receive credit proportional to their actual attendance if arrangements are made before leaving the conference site. The conference sponsors cannot grant less than 0.5 contact hours for any course.

**COURSES FOR CREDIT** — The opening (9:00-10:00 a.m.) and closing (4:00-5:30 p.m.) sessions carry contact hours for nurses and social workers. Break-out courses carry contact hours appropriate to nursing and/or social work—please check this program or the on-site agenda for final information about the availability of contact hours for any course. No other conference activities qualify for contact hour credit.

**DRIVING DIRECTIONS** — Go online or to [www.njhospice.org](http://www.njhospice.org) for directions to the Sheraton Eatontown, 6 Industrial Way East, Eatontown, NJ 07724.

**EARLY BIRD REGISTRATION** — Registrations must be received by Friday, Nov. 4 at 4:30 p.m. to qualify for the early bird rates. Online registration is available at [www.njhospice.org](http://www.njhospice.org).

**GRIEVANCES** — Any participant, potential participant or former participant of NJHPCO’s course offering(s) may file a grievance about a course or any components thereof. This includes but is not limited to course content, educational process, promotional or educational materials, course site, facilities and/or technological resources. The aggrieved party shall communicate his/her grievance to the NJHPCO President through any of the contact points specified below. The grievance should include (a) all relevant information available to the aggrieved and (b) suggested corrective action. NJHPCO will acknowledge receipt of all grievances to the aggrieved. For more information, call Don Pendley at 732-877-1100. Grievances may be lodged through any of these contact points:

- E-mail: [don@homecarenj.org](mailto:don@homecarenj.org) • Fax: 908-233-1630
- Surface mail: Don Pendley, HCHANJ, 485D Route 1 South, Suite 210, Iselin, NJ 08830.

**PHOTOGRAPHY** — Registration for or participation in any part of the annual conference authorizes NJHPCO to capture your likeness through photographic, audio, video, digital or other means and to use said likeness in non-commercial means to advance its mission.

**REGISTRATION PAYMENT** — Your registration fee may be paid by American Express, Discover, Mastercard, Visa or by check payable to “NJHPCO.” Credit card payments are best made online at [www.njhospice.org](http://www.njhospice.org) but, if you prefer, you can also call the credit card information to the NJHPCO Office at 732-877-1100 or fax the registration form to 908-233-1630.

**VIDEOTAPING / RECORDING** - No part of this conference or related events may be electronically recorded by any means without the express permission of both NJHPCO and the person(s) whose image or words are being recorded, except that **registration or participation in any part of this meeting grants HCHANJ and NJHPCO permission to capture your likeness through photographic, audio, video, digital or other means and to use said likeness in non-commercial means to advance its mission.**

## SENDING REGISTRATION & PAYMENT

**Online:** The quickest and easiest way to register is at [www.njhospice.org](http://www.njhospice.org). Be sure to have your credit card information handy.

**Checks:** Please mail payment with the registration form to: HCHANJ, 485D Route 1 South, Suite 210, Iselin, NJ 08830.

**“Check Being Processed”:** If your registration check must go through your accounting department, please send in your registration form by fax (908-233-1630) first, mark it “check to follow” and then submit it to your accounting department for payment.

**Credit cards:** Please mail this form with payment information to HCHANJ at the address above, or fax this registration form to 908-233-1630. You may also call our office at 732-877-1100 to supply credit card information, or e-mail it to [don@homecarenj.org](mailto:don@homecarenj.org). Please include registration form with credit card payment, whether mailing or faxing.

# REGISTRATION FORM

Please use a separate form for each registrant. For your convenience, fill in information for agency contact and payment before copying.

## 2. EVENT REGISTRATION

Please circle the appropriate dollar amounts.

TYPE OF REGISTRATION	EARLY BIRD REGISTRATION (Early Bird deadline: Nov. 4)	REGULAR REGISTRATION
HCHANJ OR NJHPCO MEMBER	\$180	\$225
NON-MEMBER	\$230	\$275

## 3. DIETARY RESTRICTIONS

Luncheon is buffet, with many selections for vegetarians. Please check here  if you need a kosher luncheon or other dietary registrations and please contact Don Pendley at 732-877-1100 or don@homecarenj.org by Wed., Nov. 2.

## 4. PAYMENT INFORMATION

Check enclosed, payable to NJHPCO.  
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## 5. REGISTRANT INFORMATION

Name \_\_\_\_\_ Tel No. \_\_\_\_\_

Organization \_\_\_\_\_ Fax No. \_\_\_\_\_

Street Address, City, State, Zip \_\_\_\_\_

E-mail (required for registration) \_\_\_\_\_

From time to time, HCHANJ or NJHPCO sends information on educational programs and other non-commercial items of interest to the end-of-life community. HCHANJ and NJHPCO never share or sell their lists to others. Check here  if you would like to be excluded from our e-mail list for educational programs and other non-commercial information.

## 1. BREAKOUT SESSIONS — For each time slot, please circle the number of the course you are most likely to attend.

10:30-11:45 A.M.

- 1-A / Antipsychotics in the Nursing Home
- 1-B / Ethical Issues in Hospice Bereavement Support
- 1-C / Growing Revenue by Growing Family/Self-Referrals
- 1-D / Legal and Ethical Issues Confronting Hospice Providers—2016 Update
- 1-E / The Long and Winding Road to Better Care for LGBT Populations

1:00-2:15 P.M.

- 2-A / ACOs and the Post-Acute Care Provider
- 2-B / Advance Directives and Power of Attorney Tools to Protect Patients' Rights
- 2-C / Clinician as Wounded Healer: Developing a Compassion Identity
- 2-D / Delirium at the End of Life
- 2-E / Tell Me Your Story—The Importance of Narrative Work in Hospice Care

2:30-3:45 P.M.

- 3-A / Guilt: The Gift that Keeps on Giving
- 3-B / Management of End-Stage Heart Failure
- 3-C / Mergers and Acquisitions Basics
- 3-D / The Seven Pillars of Growth

## 1. BREAKOUT SESSIONS — For each time slot, please circle the number of the course you are most likely to attend.

\*CVV - \* The CVV is the security code on most major credit cards. For American Express, the CVV is four digits to the upper-right of the card number. For Visa, Mastercard and Discover, the CVV is located on the back of the credit or debit card and is typically a separate group of three digits to the right of the signature strip.

## 6. SENDING REGISTRATION & PAYMENT (see page 6)