2015 EDUCATION CONFERENCE

Four Points Sheraton Hotel
Norwood MA

Preconference
NOVEMBER 4
Conference
NOVEMBER 5 & 6

2015 Diamond Sponsor

LONG TERM PHARMACY SOLUTIONS
Knowledge, Innovation, Experience
WEDNESDAY, NOVEMBER 4
Enhancing Collaboration Across the Palliative Care Community Preconference

PRECONFERENCE

REGISTRATION & CONTINENTAL BREAKFAST
8:00 am – 8:45 am

WELCOME, HOUSEKEEPING AND INTRODUCTION
8:45 am – 9:00 am
Christine McMichael, MA, LMHC; Executive Director, HPCFM, Norwood.

9:00 am – 10:00 am
Views from the State and the Nation
Constance Dahlin, ANP-BC, ACHPN, FPCN, FAAN, Director of Professional Practice, Hospice and Palliative Nurses Association, Pittsburgh, PA; Consultant, Center to Advance Palliative Care, NY, NY; Palliative Nurse Practitioner, North Shore Medical Center, Salem and Joshua Nyambase, PhD, Senior Epidemiologist, Comprehensive Cancer Prevention and Control Network (MCCPCN) and the Women’s Health Network Care Coordination Program, Office of Clinical and Preventive Services, Massachusetts Department of Public Health, Boston.

The current state of palliative care programs is ever-evolving with tremendous variation among program designs across a variety of care delivery settings. Using recent data from multiple survey sources, Ms. Dahlin and Dr. Nyambase will present a snapshot of the current palliative situation from the national and Massachusetts perspective. With patient-centered palliative care as the focus, this opening session will lay the foundation for a rich day focused on Enhancing Collaboration Throughout the Palliative Care Community.

10:00 AM – 10:15AM

BREAK

10:15 am – 11:30 am
Design Elements of Community Based Palliative Care and Administrative Features

Constance Dahlin, ANP-BC, ACHPN, FPCN, FAAN, Director of Professional Practice, Hospice and Palliative Nurses Association, Pittsburgh, PA; Consultant, Center to Advance Palliative Care, NY, NY; Palliative Nurse Practitioner, North Shore Medical Center, Salem.

Palliative care programs are faced with the challenge to meet a multitude of needs for a socially, medically and culturally diverse mix of palliative care patients. Designing a successful community-based palliative care program can be daunting. Initial identification and assessment of community needs can streamline the process. Ms. Dahlin will present various assessment models and demonstrate how results can be used to determine program design and implementation.

11:30 am – 12:30 pm
Targeting Populations, Referrals and Capacity

Constance Dahlin, ANP-BC, ACHPN, FPCN, FAAN, Director of Professional Practice, Hospice and Palliative Nurses Association, Pittsburgh, PA; Consultant, Center to Advance Palliative Care, NY, NY; Palliative Nurse Practitioner, North Shore Medical Center, Salem and Joshua Nyambase, PhD, Senior Epidemiologist, Comprehensive Cancer Prevention and Control Network (MCCPCN) and the Women’s Health Network Care Coordination Program, Office of Clinical and Preventive Services, Massachusetts Department of Public Health, Boston.

Determining exactly who will benefit from community palliative care programming is vital to the development and success of any palliative care program. Ms. Dahlin will identify potential populations, describe the importance of fostering referral relationships, determining a range of services and working within the capacity to serve a given service area.

LUNCH
12:30 PM – 1:30 PM

1:30 pm – 2:45 pm
Goals of Care Conversation from a Palliative Care Perspective

Julia M. Gallagher MD, Palliative Care Physician, Division of Palliative Care I Massachusetts General Hospital, Boston.

The Goals of Care Conversation is one of the most important tools in the palliative care toolbox of every discipline. While each discipline explores a patient’s goals of care within a unique domain, the conversation itself often shares a similar structure and may encounter similar barriers. During this workshop we will review structured approaches to conversations including the use of language, transition questions and, of course, silence.

2:45 pm – 4:00 pm
Collaborative Partnerships: Case Studies and Panel Presentation

Constance Dahlin, ANP-BC, ACHPN, FPCN, FAAN, Director of Professional Practice, Hospice and Palliative Nurses Association, Pittsburgh, PA; Consultant, Center to Advance Palliative Care, NY, NY; Palliative Nurse Practitioner, North Shore Medical Center, Salem

To round out the day, a panel representing various community-based palliative care programs throughout the Commonwealth. Participants will learn about the myriad community-based palliative care models, learn strategies and create solutions to add renewed vitality to existing programs and enthusiasm for future programs. Multiple geographic regions throughout Massachusetts will be represented.

CONCLUSION
4:00 PM

SOSTEK
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Preconference Sponsor
THURSDAY, NOVEMBER 5

REGISTRATION & CONTINENTAL BREAKFAST
8:00 am – 8:45 am

WELCOME
8:45 am – 9:00 am

Kathleen A. Bliss, MSN, RN, CHPCA, HPCFM Board President; Executive Director, Seasons Hospice & Palliative Care, Newton.

KEYNOTE ADDRESS
9:00 am – 10:00 am

Regulations, Payment Reform and You! It Takes the Whole Hospice Team to Build a Stronger Tomorrow

Howard J. Young, JD, Partner, Morgan, Lewis & Bockius LLP, Washington, DC

Change is constantly afoot in the hospice and palliative care world. With the first Medicare Hospice Benefit payment overhaul in decades looming on the horizon, it is of vital importance to stay informed, involved and poised for action. Mr. Young will provide effective and proactive steps that hospice providers should consider to preserve the patient-centered mission of hospice and reduce regulatory risk while preserving high-quality care for patients and families. Mr. Young will present current data on Medicare and Medicaid hospice and palliative care program integrity initiatives, including intended and unintended consequences for hospices involving fraud and law enforcement. As Palliative Care continues to evolve and grow, Mr. Young will offer innovative opportunities and challenges for palliative care programs including bundled payment initiatives.

WORKSHOP I
10:30 am - 11:45 am

1A Regulatory Update and the 2016 Final Rule: What the Hospice Medical Director Needs to Know

Edward Martin, MD, MPH, Medical Director, Home & Hospice Care of Rhode Island, Providence, RI.

The hospice regulatory environment has never been more challenging. Implementation of the 2016 Final Rule directly impacts hospice medical directors. Dr. Martin will describe the recent regulatory changes that present particular challenges for hospice medical directors who play a key role in compliance, and when necessary, the appeal process.

1B HPCFM Leadership Roundtable

Howard J. Young, JD, Partner, Morgan, Lewis & Bockius LLP, Washington, DC and Kathleen A. Bliss, MSN, RN, CHPCA, HPCFM Board President, Executive Director, Season Hospice & Palliative Care, Newton, MA.

In this invitation only session, Mr. Young and Ms. Bliss will facilitate a lively discussion among leaders of the HPCFM member organizations to explore and examine the issues facing hospice and palliative care today in an ever-changing health care environment.

1C The Facts About Medicaid (MassHealth) Planning and Eligibility


Medicaid (MassHealth) is an essential benefit to many families. Good planning can maximize this benefit saving the family, the Commonwealth of Massachusetts, and nursing homes money. This workshop will provide the specifics of MassHealth eligibility and instruct participants to effectively communicate what good planning requires. Mr. Spano and Ms. Alexander will clarify the confusion and misinformation surrounding various asset protection strategies allowing elders and their families to engage in planning that positively impacts their ability to maintain their highest level of functioning in the least restrictive setting for as long as possible.

1D General Inpatient and Continuous Home Care: Overcoming Compliance and Documentation Challenges

Carrie Cooley, RN, BSN, MSN, Director, Consulting Division, Weatherbee Resources, Inc., Hyannis.

The General Inpatient (GIP) and Continuous Home Care (CHC) levels of care are excellent components of the Medicare Hospice Benefit; however, many hospice providers are challenged with appropriate provision of these levels of care and the appropriate documentation that is necessary to support payment. Ms. Cooley’s workshop is designed to help participants understand how to mitigate the compliance-related and payment-related regulatory scrutiny associated with the GIP and CHC levels of care.

1E Management of Selected Non-Pain Symptoms

Julia M. Gallagher, MD, Palliative Care Physician, Division of Palliative Care | Massachusetts General Hospital, Boston.

Case studies will be used in this workshop to review the evaluation and management of several non-pain symptoms. Dr. Gallagher will articulate the benefits of using a structured approach to symptom assessment, and provide direction to help participants develop a structured approach to the assessment of these symptoms, an understanding of their underlying pathophysiology and best practices for effective management.

1F Suicidal Ideation in Hospice

Renee Goldstein Fixler, LICSW, BA, MSW, Director of Counseling Services, and Joyce Gallagher, RN, MSN, MSEd, Director of Nursing, Good Shepherd Community Care, Newton.

Suicidal ideation and requests to hasten death are not uncommon in the hospice population. This challenging issue may be raised by patients as well as caregivers and can surface at any time during the hospice experience. Ms. Fixler and Ms. Gallagher will present a model to identify, respond to, and create an individual plan of care that both adheres to legal requirements as well as lessens fear and anxiety for patient and family.
1G A Catholic’s Grief: The Role of Scripture, Faith, and Tradition for the Catholic Mourner
Cheryl Amari, CT, MA, Grief Educator, Consultant and Coach, GriefTeach, Tewksbury.

An understanding of various religious, ethnic, and cultural traditions can help hospice professionals better serve individuals and families coping with illness and death. In this workshop, participants will learn the basics of Catholicism and what may or may not be helpful to grieving Catholics. Ms. Amari will offer an overview of scripture, Catholic prayers, music, sacraments, and death rituals with an emphasis on how these different elements in a Catholic’s life shape how they grieve.

1H The Grieving Heart
Claire Willis LICSW, BS, MSW, M.ED, MA, Clinical Social Worker, Facing Cancer Together, Brookline and Joanne Turnbull, BS, MSW, PhD, President, Your Write Mind, Cape Ann, ME.

Grief is the aftermath of love, one cannot choose if or when to grieve, one can choose what to do with grief. Recent research points to developing meaning-based coping strategies and resilience as a way to live with loss. In this experiential workshop, Ms. Willis and Ms. Turnbull will introduce strategies for navigating the journey of grief: building resources, developing a gratitude practice, holding remembering conversations, and using writing to connect with loved ones. By constructing a new narrative of love and loss, the speakers demonstrate that grief holds the potential to open hearts.

1I Funeral Funding Options for the Financially-Challenged Hospice Patient
Joseph Casper, MBA, Director of Professional Relations and Joseph W. Casper, Licensed, Funeral Director, Managing Funeral Director, Casper Funeral Services, Boston.

Planning for funeral options at end of life when patients and families have limited or no financial resources can be challenging for hospice professionals. At the time of death, the discussion shifts to the uncertainty of paying for a funeral. Mr. Casper, Sr. and Mr. Casper, Jr. will present available burial benefits for those without financial means and identify the requirements necessary to receive funeral assistance. Case studies will illustrate and inform the participants on patient rights and opportunities available for aid.

1J Death Cafe: A Primer for Hospices
Heather Masssey, BSW, MSW, Massachusetts Death Café Co-Founder and Certified Home Funeral Educator; In Loving Hands: Home Funeral Education, West Falmouth and Elaine Moraglia, BSW, MSW, LICSW, Private Practice, Mashpee.

A Death Cafe is a gathering of people with a purpose of reducing fear, normalizing death, and beginning an open and honest dialogue of the inevitable. The intent is to provide a safe, neutral, and comfortable environment in which to explore death, dying, and bereavement. Americans hesitate to engage in these conversations, impacting communications relating to end of life choices, including hospice care and advance directives. Ms. Massey and Ms. Moraglia will offer a basic understanding of the tenets of Death Cafe as well as the benefits of offering Death Cafe within their communities. The speakers will provide material to facilitate successful presentations of a hospice sponsored Death Cafe program in their community.

LUNCHEON, EXHIBITS, AND BOOK FAIR
11:45 AM – 1:00 PM

WORKSHOP 2
1:00 pm - 2:15 pm

2A Choosing the Hospice Diagnosis
Edward Martin, MD, MPH, Medical Director, Home & Hospice Care of Rhode Island, Providence, RI.

Increased regulatory scrutiny is a constant factor for the hospice community. Selection of an appropriate terminal diagnosis continues to be a vital element to the role of the hospice medical director and interdisciplinary team. Dr. Martin will review processes to determine the most appropriate diagnosis and relatedness. In addition, he will present tips for optimal documentation to support the terminal diagnosis and any related conditions.

2B To Discharge or NOT to Discharge from Hospice? That is the Question!
Brenda Karkos, RN, MSN, MBA, CHPN, Hospice Director, Hospice of the South Shore and James Everett, MD, Hospice Medical Director, Hospice of the South Shore, Rockland.

A discharge from hospice is a difficult decision for the hospice medical director, the interdisciplinary team and patients and families. Using recent data, the speakers will review key elements for consideration when discerning a discharge from hospice. Case studies will demonstrate the benefit of preparing the family and planning successful hospice discharges.

2C Hospice Medication Management From the Clinical Pharmacist Perspective
Jim Joyner, Pharm.D., Certified Geriatric Pharmacist, Registered Pharmacist (California), Director of Clinical Operations and Stephanie Cheng, MBchB, BSpS, Pharm.D, MPH, Clinical Pharmacist, Outcome Resources, Rocklin, CA.

This interactive workshop will present three clinical case studies for discussion of complex medication management challenges that hospice clinical teams may encounter regularly. Mr. Joyner and Ms. Cheng will focus on discontinuation of inappropriate medications, opioid rotation for appropriate management of chronic severe pain, and cost-effective therapeutic alternatives for non-formulary or high-cost medications.

2D Voluntary Stopping of Eating & Drinking (VSED): Policy, Practice and Ethics for Hospice
Jeff Zesiger, MD, Medical Director, Hospice & Palliative Care, and Maureen Groden, RN, BS, MS, CHPN, Director of Hospice & Palliative Care, Cooley Dickinson VNA & Hospice, Northampton.

Hospices will increasingly care for patients and families who will want to exercise control over their end-of-life experience. The presenters will discuss voluntary stopping of eating and drinking (VSED). Based on a recent case study, this workshop will provide guidance on patient advocacy, ethical principles, policy development, and clinical practice when caring for patients who choose VSED.
2E Painting the Relatedness Picture: Strategies for Successful Hospice Clinical Operations
Kimberly Skehan, RN, BSN, MSN, Senior Manager, Simione Healthcare Consultants, LLC, Hamden, CT.

More than ever, hospices are required to ensure that processes are in place to determine and document diagnoses, services, and medications as either related or not related to the terminal illness. This workshop will outline the regulations mandating relatedness and provide realistic operational strategies hospice managers and clinicians can use to successfully implement the requirements.

2F Understanding Grief: What Every Hospice Professional Should Know
Cheryl Amari, CT, MA, Grief Educator, Consultant and Coach, GriefTeach, Tewksbury.

In this workshop participants will learn three steps of a healthy grief journey. Ms. Amari will present myths of grief, contemporary grief models, signs of complicated grief, and authentic outreach to bereaved.

2G Creative Arts Therapy in Hospice
Lisa Kynvi, MA, MT-BC, LMHC, Creative Art Therapist, Care Dimensions, Danvers.

Using the modalities of music, visual art, dance/movement, drama, play, storytelling, and poetry, Ms. Kynvi will demonstrate numerous ways that patients and family members can benefit through the combination of the therapeutic use of the arts along with the practice of psychotherapy and patient care. The presenter will demonstrate how a creative arts therapist might approach end of life issues presented by diverse patients and families; pain and symptom management to spiritual distress, from terminal agitation to a 5-year-old with autism coping with the death of his father.

2H Caring for the Clinician: Developing Individual and Organizational Self-Care Practices to Support Compassionate Care
Nicole Desabrais, BS, MSW, End of Life Care Certificate, LICSW, Founder, Clinician’s Crossing, Brimfield.

Compassion is often the foundation of practice for the hospice and palliative care professional; yet there can be times when maintaining compassion is challenging. In this workshop, participants will examine the occupational stressors clinicians face in palliative care and identify ways organizations and individuals can work together to support compassionate patient-centered care through the development of professional self-care practices.

2I Spirituality of Vocation: Finding Meaning in Challenging Work
Kathryn Henderson, MDiv., ThM, Spiritual Care Coordinator, Community VNA Hospice and Palliative Care, Attleboro and Rev. Dr. Rosemary MacKay, DMin, MDiv, Chaplain, Spiritual Care Coordinator, Cranberry Hospice and Palliative Care Services, Beth Israel Deaconess Medical Center, Plymouth.

The challenges and stresses of hospice care can lead to fatigue and burnout. This workshop will give participants tools for developing personal spirituality that builds emotional resilience in the face of difficult circumstances. Participants will identify the sources of meaning in their work and learn specific meditative techniques for deepening their ability to view their work as a spiritual practice.

2J Strategy for Attaining Homeostasis in Elders with Late Stage Dementia
Diane C Tonelli, OTR/L, MHA, Director of Rehabilitation Services, Beaumont Rehabilitation and Skilled Nursing, Northbridge.

Individualized sensory stimulation has been used to reduce agitation, restore circadian rhythm, increase overall comfort, and create predictable periods of alertness for elders in advanced stages of dementia. Through the use of case studies this workshop will present hands on activities to demonstrate a protocol that can empower elders to actively engage with their environment.

WORKSHOP 3
2:30 pm - 3:45 pm

3A Final Hours of Life
Jennifer Ritzau, MD, Board Certified in Hospice and Palliative Care, Director of Palliative Care and Associate Medical Director, Home & Hospice Care of Rhode Island, Providence, RI.

Dr. Ritzau will provide a physiologic overview of normal bodily changes that occur as patients approach the very end of life. The speaker will examine the role of hospice staff in helping families and caregivers to better understand what to expect when the patient is actively dying, and enable them to be knowledgeable caregivers with reduced guilt after the death. The workshop will include instruction on managing less common causes of death at home, such as life-threatening hemorrhage, delirium, and other less frequent emergencies.

3B Four Hospice Challenges: Living Alone, Full Code, NPO (Nii Per Os) and Parenteral Pain Management
Janet Travers, RN, BSN, CHPN, Clinical Case Manager and Cathy Smith, RN, CHPN, Clinical Case Manager and James Everett, MD, Hospice Medical Director, Hospice of the South Shore, Rockland.

Hospice and palliative care professionals face challenges in an effort to meet the needs of patients and families. During this workshop, Dr. Everett, Ms. Travers, and Ms. Smith will discuss four areas that often present the most significant challenges to the hospice team: the hospice patient who lives alone; the hospice patient who is a full code; the hospice patient who can no longer take food and fluid by mouth (NPO); and, the hospice patient who may have parenteral pain. The speakers will offer evidenced based practices to effectively manage these challenges.

3C Delirium: The Conundrum Syndrome
Julia M. Gallagher, MD, Palliative Care Physician, Division of Palliative Care I Massachusetts General Hospital, Boston.

Delirium is a common symptom in advanced illness; often misdiagnosed, untreated or ill-treated. During this workshop, Dr. Gallagher will review the challenges around recognizing delirium, the current understanding of the pathophysiology of delirium and the importance of a structured assessment of delirium. The speaker will use case studies to demonstrate the structured approach to assessing delirium and its management options.

BREAK
2:15 PM - 2:30 PM
3D A Glimpse Into The African American View of Hospice

Linda Barnard, AGPCNP-BC, DNP, Nurse Practitioner, Seasons Hospice & Palliative Care, Burlington.

Despite the dramatic growth of hospice over the last few decades, African Americans continue to be less likely than Caucasians to use hospice. Ms. Barnard will review five specific themes from a quantitative study supporting this disparity. The speaker will present the difference education directed toward consumers and health care organizations makes toward increased use of hospice.

3E Methadone: Understanding a Unique Opioid

Shelley Wilson, PharmD, Clinical Pharmacist, Hospiscript, an Optum™ Company, Buffalo, NY.

Methadone has specific pharmacokinetic properties and pharmacologic effects which are particularly useful in certain pain management scenarios. Misconceptions or limited understanding of methadone create barriers to its use. Ms. Wilson will present a comprehensive review of methadone including pharmacokinetics, adverse effects, drug-drug interactions, dosing, patient assessment, and monitoring. The speaker will instruct participants how to identify candidates for methadone therapy, explain methadone effects, and demonstrate principles of dosing and monitoring when safely implementing methadone in a pain regimen.

3F Opening the Door to Health Care Planning: Discussions for the Best Possible Care

Ellen DiPaola, JD, MEd, President & CEO, Honoring Choices Massachusetts, Lincoln.

Too many adults with chronic and progressive illness at the end of life have not had a meaningful discussion with family members and care providers about the care they want. Starting this often complex discussion at a time when families may be in crisis is difficult at best. Ms. DiPaola will present tools developed by Honoring Choices to help engage adults and families in discussion at any phase of health. The speaker will illustrate that these discussions protect rights, lighten burdens on families and give care providers vital information to meet individuals’ priorities and choices. Participants will enhance their health care planning knowledge and communication skills, learn applicable Massachusetts law and regulations for the competent adult, Health Care Agent or Guardian, and gain information and tools to start a “Who’s Your Agent?” program in their organization.

3G Reflections on Mortality and Physician/Patient End-of-Life Conversations

Robert Zucker, MA, LICSW, FT, Bereavement Coordinator, Mercy Hospice, West Springfield, MA and Reverend Andrea Zucker, BA, M.Ed, Hospice Spiritual Care Counselor, Baystate VNA and Hospice, Springfield.

When patients are admitted to hospice, often times it is with minimal preparation or conversation about the reality of the situation, end of life. There is so much room for improving how physicians transition patients to hospices. Hospice and palliative care professionals can improve this important facet of the health care continuum. Mr. Zucker and Rev. Zucker will use case studies and Atul Gawande’s Being Mortal to illustrate concrete approaches to educate and inform health care professionals of the importance of and ways to approach conversations about serious illness, dying, and hospice.

3H The Impact of the Caregiver in Healing the Soul Wounds of Veterans

Karen van Vuuren, BA, MA, Film Director, WordWise Productions, Executive Director, Natural Transitions, Boulder, CO.

One in four people who die in the United States today is a veteran. Yet this population remains invisible to many caregivers. Also invisible are the soul wounds veterans may carry as a result of military experiences. Using excerpts from the documentary Go in Peace!, Ms. van Vuuren will identify the small and the bigger ways caregivers can create safe physical and emotional space for veterans with PTSD, “Post Terror Soul Distress.” The speaker will discuss how caregivers can impact veteran healing using their own understanding and compassion to demonstrate the importance of creating emotionally safe environments for a veteran’s story to emerge.

3I Funeral Service: Keeping up with Challenges

Barbara Kazmierczak, RN, BSN, MBA, CSFP, Funeral Director, Dirsa Morin Funeral homes, Inc., Worcester and Margaret Nolan, BA, Executive Director, Massachusetts Funeral Directors Association, Weymouth.

This workshop will provide a concise and comprehensive perspective of challenges facing families with regard to memorialization and available funeral options. Ms. Kazmierczak and Ms. Nolan will provide information to assist families in making informed decisions regarding care arrangements including the emotional and financial impacts of these decisions. The Standards of Practice developed by the Massachusetts Funeral Directors Association will be reviewed as they relate to the funeral practice.
It will also be funny!

about islands of excellence across the country.
palliative care is the answer, including stories
and scientific evidence about how hospice and
provide an honest assessment of the situation
people every day. This presentation will
economics demand better care for more
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At a time when end-of-
Legislative Task Force
Palliative Care and
Pain Management,
The Vermont
Community
Foundation,
Middlebury, VT.
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It will also be funny!

FRIDAY, NOVEMBER 6
REGISTRATION & CONTINENTAL BREAKFAST
8:00 am – 8:45 am
WELCOME
8:45 am – 9:00 am
Deborah Dolaway, MSW, LICSW, HPCFM Board Vice President, Administrator, Cranberry Hospice and Palliative Care, Plymouth.
KEYNOTE ADDRESS
9:00 am - 10:00 am
Now More Than Ever: Why Competent End-of Life-Care Grows More Important Every Day
Stephen Kiernan, BA, MA, MFA, Author, Lecturer, Vermont Legislative Task Force on Palliative Care and Pain Management, The Vermont Community Foundation, Middlebury, VT.

WORKSHOP 4
10:30 am - 11:45 am

4A Palliative Care for the Patient with End Stage Liver Disease
Lisa Bradshaw, MSN, FNP, ACHPN, Palliative Nurse Practitioner and Virginia Doherty, ANP-BC, GNP-BC, ACHPN, Palliative Nurse Practitioner, Merrimack Valley Hospice, Lawrence.
Beginning with an overview of palliative care for the patient with end stage liver disease, including pathophysiology and epidemiology, this workshop will identify the specific challenges in caring for this population. Ms. Bradshaw and Ms. Doherty will address prognostication and determining hospice eligibility. Using case presentations, the speakers will explore symptoms and unique considerations for management of patients with end stage liver disease, including pharmacological management.

Dementia Care Training
4B Understanding Alzheimer’s Disease
Catherine Ricketson, MSW, LICSW, Licensed Social Worker, Alzheimer’s Association, Massachusetts/New Hampshire Chapter, Westford.
There are significant differences between normal memory changes that result from aging and those that may be related to the onset of Alzheimer’s disease or another dementia. This workshop will explore the basics of Alzheimer’s and related dementias. Participants will gain a greater understanding of effects of Alzheimer’s on the brain, guidance on seeking medical care, the impact of a diagnosis on individuals and families, and available resources for patients and caregivers.

Receive a Certificate and partially fulfill the Dementia Care Training requirement from the Department of Public Health (DPH) for hospice employees providing care in skilled nursing facilities by attending the Day II Dementia Care Training Track. (In order to receive the certificate of completion, attendance is required at all three workshops and attendees must sign-in and sign-out of each workshop.)

4C Manage and Improve Hospice Operations Through Metrics
Lisa Lapin, Principal, and Kimberly Skehan, MSN, Senior Manager, Simione Healthcare Consultants, LLC, Hamden, CT.
In this climate of challenge and change, it is critical that hospices successfully utilize and integrate relevant, up-to-date, easy-to-import data. This interactive workshop will focus on the unique challenges hospice organizations face and the importance of effectively utilizing data to identify clinical, operational and financial goals for both inpatient and community-based settings. Participants will identify strategies to foster hospice organization management and staff engagement in successful implementation of these goals. Ms. Lapin and Ms. Skehan will present examples of clinical, operational and financial hospice integration data to better inform management decisions.

4D Four Small Bites: Food and Fluid at the End of Life
Kathleen Faulkner, MD, FAAHPM, Medical Director, Good Shepherd Community Care, Newton and Gerard Soucy, RN, BSN, CHPN, Private Practice: Consultation, Case Management and Care, Concord.
Eating and drinking at end of life present multiple challenges to hospice and palliative care clinicians. Families and caregivers often fear loved ones will experience discomfort or death from starvation or thirst. Food and drink may represent hope, offer tangible ways to express caring and connection, or be a cultural obligation to the most vulnerable. Dr. Faulkner and Mr. Soucy will present a four-course educational tasting menu of: Deglutition and dysphagia; Artificial nutrition and hydration; Voluntary stopping of eating and drinking; “A caregiver’s journey from ‘Ensure to home-grown zucchini’. All items on the menu are carefully selected to support goals of care.
FRIDAY, NOVEMBER 6
Workshop 4 & 5

4E Demystifying the Department of Veteran Affairs (VA) Coverage of Hospice and Palliative Care

Stephen Spano, JD, MBA, Partner and Andrea A. J. Witt, Esquire, Associate, Spano & Dawicki, Elder Law Attorneys, Saugus.

Veterans’ benefits for hospice and palliative care are often misunderstood, shrouded in mystery or sensationalized as being inaccessible by the many unscrupulous individuals who prey upon veterans and their families. Mr. Spano and Ms. Witt will clarify the facts about the Department of Veteran Affairs coverage for hospice and palliative care for clinically eligible veterans to ensure that those veterans who sacrificed so much receive the services for which they are entitled, while keeping them safe from predatory ploys.

4F Ethical and Clinical Issues in Withdrawing Medical Interventions

Rosemary Ryan, MD, Medical Director, Palliative Care Service and Associate Medical Director, VNA Hospice Care, Woburn.

Withholding or withdrawing life-sustaining therapies may be ethical and medically appropriate in certain circumstances. Dr. Ryan will outline a process for making ethically and clinically sound decisions to support patients who wish to have medical interventions withdrawn or withheld. Using clinical examples, participants will explore how hospice and palliative care programs can meet physical, psychosocial and spiritual challenges and implement decisions into an effective plan of care.

4G Assessment of Decision-Making Ability in Cognitively Impaired Adults: A Legal Perspective

Jay M. Elias, JD, General Counsel, Dyer-Lake Funeral Home and Cremation Services, North Attleboro.

This workshop will address the legal and ethical implications relating to the care of patients with questionable or actual cognitive impairment. Mr. Elias will address the topics of competence, capacity and consent, as well as some of the legal and ethical issues pertaining to communications with family members.

4H Hospice 101 for the Hospice Aide

Susan Keefe, BSN, CHPN, Director of Clinical Services, Notre Dame Hospice, Worcester.

The role of the hospice aide is integral part of the overall hospice patient and family experience. This workshop is designed specifically for home health aides to provide an overview of the Hospice Medicare Benefit. Ms. Keefe will review the regulations relative to the specific roles and responsibilities of the hospice aide and present the guidelines for communication, documentation and care at end of life.

4I Changing the Narrative around Aging and Dying: Increase Choice, Enhance Relationships, and Find Purpose and Meaning

Anthony Silbert, BS, MSOD, Founder, Spartina Consulting, Wakefield, RI and Mary L. Vargas, BA, MBA, Consultant and Executive Coach, Achieve Consulting Group, San Francisco, CA.

“The world needs newer and more human ways to understand and appreciate the end of life.” In this in-depth workshop, Mr. Silbert and Ms. Vargas will explore how the current system of care at the end of life mirrors the medicalization of aging and dying in America, and the realization that society needs to identify new and different ways of interacting across systems to better support end of life care. The speakers will focus on three crucial topics to aging and dying and offer thought provoking examples that foretell how we can shift the narrative around aging and dying.

4J Bereavement Support Groups 101

Norma Palazzo, BA, Graduate Certificate in Thanatology, Spiritual and Bereavement Coordinator, and Ilsa Myers, M.Ed, Volunteer Coordinator, Hospice of the Fisher Home, Amherst.

In today’s death-denying culture, the value of bereavement groups may be overlooked. In this experiential workshop Ms. Palazzo and Ms. Myers will present coping strategies, interventions, validation techniques and hope for those affected by grief.

LUNCHEON, EXHIBITS, AND BOOK FAIR
11:45 AM - 1:00 PM

WORKSHOP 5
1:00 pm - 2:15 pm

5A Dementia: It is a Terminal Diagnoses

Robert Warren, MD, Medical Director of Palliative Care/Assistant Medical Director of Hospice, Care Dimensions, Danvers.

Although dementia is one of the most common diagnoses for patients admitted to hospice care, often clinicians and families do not fully understand that patients will eventually die from this illness. Dr. Warren will instruct participants to recognize the diverse types of dementia and other common geriatric syndromes often associated with dementia. The speaker will review the appropriate and specialized care options at end of life for patients with advanced dementia.

Dementia Care Training

Ronda Randazzo, MSW, LICSW, Manager, Care Consultation Program, Alzheimer’s Association, MA/NH Chapter, Watertown.

Skill and patience are crucial for meaningful communication with patients with Alzheimer’s disease. Ms. Randazzo will provide an overview of the end stage dementia process and explore ways to facilitate meaningful connections when communication is impaired. Techniques for identifying non-verbal cues, guidelines for good communication, and common communication difficulties will be discussed.

Receive a Certificate and partially fulfill the Dementia Care Training requirement from the Department of Public Health (DPH) for hospice employees providing care in skilled nursing facilities by attending the Day II Dementia Care Training Track. (In order to receive the certificate of completion, attendance is required at all three workshops and attendees must sign-in and sign-out of each workshop.)
5C Emergency Preparations and Readiness for Hospice Organizations

Susan Garcia Strauss, MHS, RN, CHCQM, Chief Compliance Officer, HopeHealth, Inc., Hyannis.

Development and implementation of an Emergency Management Plan is essential for successful hospice operations. Ms. Strauss will present best practice for preparation and readiness in anticipation of an emergency or disaster, while maintaining the safety of staff and patients across the entire organization. The speaker will discuss risk assessment and planning as well as survey preparation of the Emergency Management Plan.

5D Do No Harm: Drug–Related Problems in Hospice

Katherine Faulkner, MD, FAAHPM, Medical Director, Good Shepherd Community Care, Newton and Aimee Drew, RPh, BS, Registered Pharmacist, Pelham Community Pharmacy, Allston.

Adverse drug effects can occur in any patient, but certain characteristics of the hospice patient make them more susceptible. Often exposed to polypharmacy, age and disease related changes increase their risk of suffering side effects. A ‘prescribing cascade’ often occurs when an adverse drug effect is misinterpreted as a new symptom, and a new drug is prescribed to treat it. Dr. Faulkner and Ms. Drew will review both the frequent, and unusual but serious, side-effects of commonly prescribed medications, with emphasis on minimizing drug-drug and drug-disease interactions for the patient’s benefit.

5E The Surveyors Are Coming! Are You SURE Your Hospice Is Ready?

Kimberly Skehan, MSN, RN, Senior Manager, Simione Healthcare Consultants, LLC, Hamden, CT.

The passage of the IMPACT Act (Improving Medicare Post-Acute Care Transformation Act) which mandates more frequent hospice surveys, coupled with increased regulatory scrutiny, requires that hospices ensure they are prepared for survey. It is imperative that hospice programs establish a proactive survey readiness culture within their organizations. This interactive program will provide an overview of the IMPACT Act and top survey/regulatory compliance issues for hospice providers. Ms. Skehan will outline the Medicare hospice survey process and the steps to ensure readiness for the survey and mitigate the potential for survey deficiencies.

5F Dying Wish: Voluntary Stopping of Eating and Drinking

Karen van Vuuren, BA, MA, Film Director, WordWise Productions, Executive Director, Natural Transitions, Boulder, CO.

The voluntary stopping of eating and drinking at end of life can be a sensitive issue for families and clinical staff. The short documentary Dying Wish, about what it means to forgo food and fluids with end stage terminal illness and the physical aspects of dehydration will be shown. Ms. van Vuuren will discuss differing perspectives on cessation of food and fluids, patient rights, and what it means to be ‘ready to die,’ including an exploration of spiritual concerns.

5G Namaste: Patient-Centered Holistic Care

Karyn Cooney, MS, RN, GCNS, Executive Director, Notre Dame Hospice, Worcester.

Namaste: honoring the spirit within. The Namaste Care™ Program, a collaboration between Notre Dame Hospice and Notre Dame Long Term Care Center is an innovative, but common sense approach to true patient centered care. The Namaste model of care was founded by social worker Joyce Simard and was designed to better engage end stage dementia patients in meaningful activities. Ms. Cooney will explain that utilizing all of a person’s senses fosters a greater quality of life and positively impacts mood, behavior, sleep, ability to communicate and the overall well-being of the program participants.

5H Walking the Tightrope of Boundaries in Hospice

Christine Curtis, RN, CHPN, Quality & Performance Improvement Liaison and Lora Wooster, BSW, LICSW, Volunteer Coordinator, Hospice of the South Shore, Rockland.

Many hospice workers find it difficult to set boundaries with patients and families due to the nature of the work. Many struggle with becoming too involved or appearing emotionless. Ms. Curtis and Ms. Wooster will discuss the different challenges that present themselves within the roles that all hospice workers and volunteers play in a patients care. The speakers will define healthy boundaries and identify examples of boundary violations. Participants will recognize ways to set and keep boundaries in place.

5I Hope and Healing with Peers

Patti Comeau-Simonson, CT, Owner/Operator, Hope and Healing with Peers, Ipswich.

The Hope and Healing with Peers training program is designed to train peers who possess the lived experience of losing a loved one to companion those on their grief journey, to reinforce the concept that grief is not a disease or mental illness, but rather a natural response to loss. Ms. Comeau-Simonson will give examples on recruiting candidates and ‘how tos’ of planning the eight week training.

5J Chaplaincy and the Healing Power of Music

Shayndel Kahn, Rabbinic Pastor, Hospice Chaplain, Merrimack Valley Hospice, Lawrence and Matia Angelou, Rabbi and Interfaith Hospice Chaplain, Newton-Wellesley Hospital, Newton.

The power of music can create healing environments. Chaplain Kahn and Rabbi Angelou will present how singing familiar songs to the dementia patients or offering quiet music for transition may have physiological benefits on the nervous system. The speakers will provide examples of numerous ways music can benefit your work with hospice patients and prove that one doesn’t have to be musical to use music as intervention.

BREAK
2:15 PM – 2:30 PM

WORKSHOP 6
2:30 pm - 3:45 pm

6A Pediatric Pain Management at the End of Life

Linda Del Vecchio-Gilbert, MSN, DNP, CPNP-PC, ACHPN, CPON; Pediatric Nurse Practitioner, Notre Dame Pedi Pall Program, Worcester, and Associate Professor, Simmons College, Boston and New England Institute of Technology, East Greenwich, RI.

Barriers to effective pediatric pain management are often present when working with children with life limiting illnesses. Ms. Del Vecchio-Gilbert will identify and address these barriers, through an interactive case scenario to develop an understanding of attitudes and beliefs about total pain and suffering and management at end of life. Participants will improve their skills in managing pain, such as opioid administration and palliative sedation, in the actively dying child.
Dementia Care Training

6B Alzheimer's Late Stage Care: Introducing Hospice to the Team

Maureen Bradley, LPN, CDP, Director, Royal Innovation Alzheimer’s Care Program, Royal Health Group, Pembroke.

Hospice patients with dementia or Alzheimer’s disease present special challenges to professional caregivers. This workshop will provide new skills to hospice staff delivering care in a nursing facility, leading to better care for patients with Alzheimer’s disease. Ms. Bradley will discuss the importance of knowing about a patient’s lifelong practices, personal preferences and interests before the onset of dementia.

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6C If I Knew Then What I Know Now: Changes in Best Practice from Hospice in the Early Years

Karen Blair, RN, BSN, Palliative Care Coordinator, Commonwealth Care Alliance West, Hampden.

Previous best practice in symptom management has changed, yet often clinicians cling to original interventions, though they may cause an increase in unmanaged symptoms. Ms. Blair will examine current effective symptom management in reference to end stage tracheal secretions, delirium, and opioid induced neurotoxicity.

6D Student Interns as Hospice Volunteers: A Win-Win Strategy for Recruitment

Jeanne Karr, BS, Volunteer Coordinator and Lea Kirkpatrick, BS, BA, MSW, MS Rehabilitation Administration, Medical Social Worker, Beacon Hospice, Amedisys, Leominster.

The elusive 5% (required by Medicare in the Conditions of Participation)...Some months, like a grand slam baseball, you hit it out of the park. Other months, with bad weather, summer vacations and holidays, you are not as successful. In this workshop, Ms. Karr and Ms. Kirkpatrick review recruitment strategies that work. In addition to success stories, the speakers will explore the win-win solution of partnering with a local community college and university.

6E Estate Planning Using Testamentary Trusts

Mark Armstrong, Esq., JD, Attorney, Mark Armstrong Attorney at Law, P.C., Dracut.

Estate planning in the context of MassHealth eligibility can be a difficult and worrisome task for many people, but even more so for families facing the life-limiting illness of a loved one. Mr. Armstrong will discuss the use of testamentary trusts, the ways in which they benefit a beneficiary and best practices for discussion with patients and families. The scenarios where these types of trusts are more commonly used and the importance of monitoring the way in which legal title to assets is held will be explored.

6F The Reorganization of the Family System in Response to Life Limiting Illness and Death

Courtney Sutton, BA, MSW, LICSW, Bereavement Counselor, HopeHealth, Hyannis.

Life limiting illness and death may lead to multiple losses including financial security, insurance benefits, and childcare, among other things. Ms. Sutton will explore the ways in which these simultaneous losses complicate the grieving process and alter the ways in which each member of the family relates. Through the application of Family Systems Theory to sample case studies, participants will develop a deeper understanding of the needs and challenges that families face as a result of life limiting illness or death. Participants will gain new insight and information which will enable them to better support the entire family during the provision of hospice services.

6G Becoming Funeral Fluent: The Role of Hospice Staff in Funeral Planning

Joseph Castro, RN, BSN, Licensed Funeral Director and Embalmer, Nursing Care Coordinator and Robert Atwood, BA, MSW, LICSW, Social Worker, VA Boston Healthcare System, Brockton.

Hospice clinicians often assist families in making arrangements to care for the patient throughout the dying process. Yet, these skilled professionals may not be familiar with funeral home and crematory practices. Mr. Castro and Mr. Atwood will explore the options available for body disposition within the Commonwealth of Massachusetts, including an in-depth look at how those processes are performed. Alternatives to using traditional funeral services will be discussed and the speakers will identify some of the benefits and difficulties in serving as one’s own funeral director.

6H Be the Author of Your Final Chapter: The Importance of Advance Care Planning

Kim Adams, CPC, LMT, Powerful U End of Life Planning/Coaching, Needham.

Advance Care Planning involves more than filling out a living will and health care proxy form. It is a continuum that begins with a conversation identifying values, wishes, priorities and concerns for one’s end of life care. By bringing together the emotional, spiritual, and medical components, individuals can have control in authoring this final chapter of their life. Ms. Adams will provide strategies and resources to facilitate conversations with patients and families about these end-of-life decisions.

6I Healing With Horses: Helping Children To Begin To Talk About Their Grief

Marcia Lajoie, MA, MT, Bereavement Coordinator, VNA of Cape Cod Hospice and Hospice of the Vineyard, Vineyard Haven.

Heart-to-Heart: Healing with Horses, an equine therapy program offered by VNA Hospice, has provided children with an opportunity to begin the grief-healing process through this structured program. Ms. Pregot and Ms. Lajoie will discuss the benefits that expressive arts, including music and art activities, interacting on a one-to-one level with a horse and time to open up about a loss will have on the grief-healing process in children. While the group is not designed as an on-going bereavement support program it does provide children with a safe environment to comfortably share feelings of loss.
REGISTRATION INFORMATION

This is NOT a registration form. The registration fees are listed for your convenience. To register for the 2015 HPCFM Education Conference go to the registration link - [https://hospicefed.site-ym.com/?ECRegOptions](https://hospicefed.site-ym.com/?ECRegOptions) or visit the HPCFM website at [www.hospicefed.org](http://www.hospicefed.org) and click on Education then Conferences.

Registration fees include breakfast, break, luncheon and materials. Note:

- Early Bird registration must be paid in full at time of registration.  
- All other registrations must be paid in full prior to the conference.

Are you an HPCFM member? Do you work for an HPCFM member organization in good standing? If you answered yes, you qualify for the special member rates listed below. You must be registered in the HPCFM Online Community. Questions? Call HPCFM, 781-255-7077 or email info@hospicefed.org for assistance.

CEU’s - HPCFM has applied for Nursing, Social Work and Physician continuing education credit.

Receive a Certificate of Attendance and partially fulfill the 8 hour Dementia Care Training requirement from the Department of Public Health (DPH) for hospice employees providing care in skilled nursing facilities by attending the Day II Dementia Care Training Track.

Cancellation - In the event of cancellation, administrative fees will apply through October 26, 2015. No refunds after November 1, 2015.

Child care is not available during the conference. Registration is reserved for those 18 years and older.

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PARTIAL LISTING OF 2015 EDUCATION CONFERENCE EXHIBITORS

- **Apothecare**
- **Barnes & Noble**
- **Hope Health**
- **HospiScript**
- **ProCare HospiceCare**
- **Regis College**
- **Simione**
- **Tufts School of Medicine**
- **Weatherbee Resources, Inc.**

[www.hospicefed.org](http://www.hospicefed.org)
2015 HOSPICE & PALLIATIVE CARE EDUCATION CONFERENCE
Preconference NOVEMBER 4 Conference NOVEMBER 5 & 6

Four Points Sheraton Hotel Norwood MA

2015 Education Conference Directions

The Four Points by Sheraton Norwood is located just between Boston and Providence and easily accessible from both airports. The hotel is located at:
1125 Boston Providence Turnpike, Norwood, MA 02062.

From East
Take Interstate 93 South to I-95 North towards Dedham. Stay north to Exit 15B (Route 1 South/Norwood). Travel on Route 1 South for 4.5 miles and the hotel will be on the right hand side.

From North
Take Interstate 95 South to Exit 15B (Route 1 South). Go through 2 traffic lights and the hotel will be on the right hand side.

From West
Take Massachusetts Turnpike East (Interstate 90) to Exit 14 (95/128 South). Continue South to Exit 15B (Route 1 South) and the hotel will be 4.5 miles from the exit on the right hand side.

From South
Take I-95 North to Exit 11B (Neponset Street). Travel for 0.5 miles and turn left on Dean Street. Proceed to the first traffic light and turn left onto Route 1 South. The hotel will be on the right.

All hotel room reservations must be made directly with the hotel. The conference rate for reservations made by October 12, 2015 is $120 per night, single occupancy.

Please call 781-769-7900 or e-mail Lucy.Finnerty@hobbsbrook.com to make reservations.