

bridging the gaps

**annual conference for home,
hospice & palliative care**



*Art Contest Winner
Debbie Damon, "Tranquility"*

registration brochure

November 9 - 12, 2010

DoubleTree Hotel-Columbus/Worthington

175 Hutchinson Avenue

Columbus, Ohio

www.ohpco.org



Home Care

Tuesday, November 9, 2010

Purpose

To maintain and update the health care professional on home health issues.

Conference Objectives

- Identify new developments in home care to enhance the practice and expertise of health care professionals.
- Discuss how to get the most from the Physical Therapy Visit
- Describe practical ways to market your services on a shoestring budget.
- Discuss how to maximize your resources through Human Resources
- Identify best billing practices for reimbursement.

Hospice

Tuesday, November 9, 2010: Preconference

Wednesday, November 10- Friday, November 12, 2010: Conference

Purpose

To maintain and update the health care professional on end-of-life issues.

Conference Objectives

- Identify new developments in hospice & palliative care to enhance the practice and expertise of health care professionals in the care of advanced, chronically ill, & EOL population.
- Examine ethical dilemmas facing health care professionals caring for patients and family at EOL.
- Describe practical skills for discussing appropriate EOL treatment with families.

Art Contest Runner-Up, Gloria Knott, "Crossing Over"



Art Contest Honorable Mention, Sally M. Geething, "Together We Cross"





Registration Table Hours

Tuesday 9:00 - 9:30 a.m.
 Wednesday 7:30 - 8:10 a.m.
 Thursday 7:30 - 8:10 a.m.
 Friday 7:30 - 8:10 a.m.

Conference Location and Hotel Information

DoubleTree Hotel
Columbus/Worthington
 175 Hutchinson Avenue
 Columbus, Ohio 43235
www.columbusworthington.doubletree.com

To reserve a room, call 800-870-0349 or visit <http://tinyurl.com/29oj7ef>. You must identify yourself as an attendee with Midwest Center for Education's Conference to receive a guaranteed room rate of **\$104 (plus tax)** for single or double occupancy. **Offer good until November 2, 2010.**

Directions:

From the North:

Take I-71 South to I-270 West. Continue on I-270 West to exit #23 (US Rte 23) heading North towards Delaware. At the first traffic light, turn right onto *East Campus View Blvd.* Turn right at the next light onto *High Cross Blvd.* When High Cross Blvd. ends, you will be facing the Doubletree Hotel Columbus/Worthington.

From the East:

Take I-70 West to I-270 North. Continue on I-270 North to exit #23 (US Rte 23) heading North towards Delaware. At the first traffic light, turn right onto *East Campus View Blvd.* Turn right at the next light onto *High Cross Blvd.* When High Cross Blvd. ends, you will be facing the Doubletree Hotel Columbus/Worthington.

From the South:

Take I-71 North through Columbus to I-270 West. Continue on I-270 West to exit #23 (US Rte 23) heading North towards Delaware. At the first traffic light, turn right onto *East Campus View Blvd.* Turn right at the next light onto *High Cross Blvd.* When High Cross Blvd. ends, you will be facing the Doubletree Hotel Columbus/Worthington.

From the West:

Take I-70 East to I-270 North. Continue on I-270 North to exit #23 (US Rte 23) heading North towards Delaware. At the first traffic light, turn right onto *East Campus View Blvd.* Turn right at the next light onto *High Cross Blvd.* When High Cross Blvd. ends, you will be facing the Doubletree Hotel Columbus/Worthington.

Registration Instructions

Each attendee must complete registration in advance online at www.ohpco.org or by mail. Please see the registration page for fees and additional information. Note that your name and address information will be used for all Midwest Center for Education mailings, contact and name badges.

Name Badges and Conference Materials

Your name badge is your admission ticket to all Conference activities. Attendees may pick up their badge and conference materials at the registration table.

Dress & Etiquette

Conference attire is business casual. It is recommended that you bring a sweater or jacket to wear during conference sessions as the temperature in meeting rooms can vary throughout the day.

Awards Luncheon

Each year, we honor a variety of home, hospice and palliative care professionals and volunteers. We will acknowledge the contributions of award winners including those who serve patients and families, those who promote awareness and those who develop and support programs. Home Care recipient will be honored on Tuesday; Hospice & Palliative Care recipients will be honored on Friday.

Meet the Author

Throughout the Conference, several of our presenters have agreed to conduct book signings and meet Conference attendees. These book signings will take place in the Exhibition Hall. Please note posted times for these events.

Concurrent Sessions

A brief summary and list of learning objectives is provided to assist you in making your session selections. **Seating at concurrent sessions is on a first-come, first-serve basis.** Therefore, we cannot guarantee attendees' inclusion in their desired sessions. We recommend arriving early to your desired session. Saving seats is prohibited. For the comfort and safety of all conference attendees, if a session becomes full, proper signs will be posted and attendees will be asked to choose another session. Extra session handouts will be available on OHPCO's web site following the conference. Your cooperation is appreciated.



Hospice & Palliative Care Pre-Conference Intensives

This year, we are offering three sessions on selected topics! All sessions are approved for Continuing Education credit. You will have the opportunity to join other hospice and palliative care professionals while taking advantage of quality in-depth presentations. See page 10 for more information. Make plans to register early, as seating is limited.

Hospice & Palliative Care Pre-Conference Dinner for Administrators

This year's dinner will feature Connie Raffa, J.D., LL.M., *Partner, Arent Fox*. The evening begins with dinner and will be followed by her presentation. Directors and other decision-makers should plan to attend this event. See page 10 for more information.

Exhibitor/Sponsor Event

Cocktails and hors d'oeuvres provided. Meet and greet with the companies who help you behind the scenes to take care of the families you serve. Don't miss out on this fun and festive event!

Patron Event

Wine and cheese social hour. Get to know the companies that support the Organization's vision and mission to provide quality care across the continuum.

Networking Luncheon

Attendees at past conferences have asked for an opportunity to network by identifying tables according to disciplines. This is your chance!

Re-Energize with Breath and Yoga

With Nancy and Steve Sloan, Certified Amrit Yoga Instructors/Registered Yoga Alliance

This informal session will include brief segments of seated relaxation and breath work, instruction of strategies and exercises to practice with oneself to promote relaxation in stressful environments and offering hints about gentle postures and breathing techniques that one might share with a patient to promote peacefulness. No special clothing or equipment will be needed. Stop by for a few minutes or stay for the entire session.

Remembrance Room

We invite you to take some time during the conference to visit this tranquil, contemplative room. As you remember fellow colleagues and loved ones, you may choose to create something in their memory and have a quiet space to reflect. Feel free to bring a photo of a lost loved one to display in the Remembrance Room during your stay. It is the participant's responsibility to retrieve the photo upon the conclusion of the Conference.

Bookstore

Provided by Advanced Educational Products and Books are Fun.



Continuing Education Information (CE)

In order to receive continuing education credit, the participant must register for the Conference(s) and **complete an evaluation form online** for each session attended. **Evaluations must be completed and submitted no later than November 30, 2010.** Once submitted, the participant will receive a certificate via email, indicating continuing education credit hours earned for each session. Each participant must provide full name and complete address in order to ensure accurate awarding of continuing education credit. The Home Care Conference offers 6.0 continuing education credit contact hours. The Hospice & Palliative Care Conference offers 5.5 continuing education credit contact hours per day.

Midwest Center for Home, Hospice & Palliative Care Education (OH-248/4-1-12) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Midwest Center for Home, Hospice & Palliative Care Education is a Social Work approved provider (#RSX020502) of continuing education by the Ohio Counselor, Social Work, & Marriage & Family Therapist Board. Provider status valid through 11/11.

Approved by the Ohio Counselor, Social Work, & Marriage & Family Therapist Board for Counselors. Approval # pending. *Not all sessions may be approved for continuing education credit.*

Continuing Medical Education (CME)

Continuing medical education credits are being requested.** This activity was planned and implemented in accordance with the Essential Areas and Policies of the Ohio State Medical Association (OSMA) through the joint sponsorship of Hospice of the Western Reserve and Midwest Center for Home, Hospice & Palliative Care Education. The Midwest Center for Home, Hospice & Palliative Care Education is accredited by the Ohio State Medical Association (OSMA) to provide continuing medical education for physicians.

****NOTE:** *Not all sessions may be approved for Continuing Education.*

Approval by the Board of Examiners of Nursing Home Administrators is being requested.

Criteria for Successful Completion and Receipt of Contact/Clock Hours

Attendance at entire session(s). Participants will receive contact hours only for session(s) attended.

Please contact Midwest Center for Education for further information regarding Continuing Education.



Conference Schedules

At-a-Glance



Home Care Tuesday, November 9, 2010

8:00 - 8:30 a.m.	Registration/Continental Breakfast/Exhibits	12:00 – 12:45 p.m.	Lunch
8:30 - 10:00 a.m.	Keynote, <i>Mary St. Pierre, RN, MGA</i>	12:45 – 2:15 p.m.	Concurrent Sessions II
10:00 - 10:15 a.m.	Break/Exhibits	2:15 - 2:45 p.m.	Break/Exhibits/Dessert with Exhibitors
10:15 - 11:45 a.m.	Concurrent Sessions I	2:45 - 4:15 p.m.	Closing Keynote, <i>Cynthia Sun, MSN, APRN</i>
11:45 a.m. – 12:00 p.m.	Break/Exhibits		

Hospice & Palliative Care Tuesday, November 9 - Friday, November 12, 2010

Tuesday		9:45-10 a.m.	Break/Exhibits/Bookstore
8:30 - 9:00 a.m.	Registration/Continental Breakfast/Exhibits	10-11:00 a.m.	Concurrent Sessions V
9:00 a.m.-4:15 p.m.	Pre-Conference Full Day Session	11-11:15 a.m.	Exhibitors/Bookstore
1-4:15 p.m.	Pre-Conference Half-Day Sessions	11:15 a.m.-12:15 p.m.	Concurrent Sessions VI
1-7:00 p.m.	Exhibitor Set Up	12:15-1:45 p.m.	Lunch with /Recognition of Veterans and HVP Update Dessert with Exhibitors Bookstore
5-6:00 p.m.	Patron Reception	1:45-2:45 p.m.	Concurrent Sessions VII
6:00 -8:30 p.m.	Pre-Conference Dinner with Keynote Speaker, <i>Connie Raffa, JD, LL.M</i>	2:45-3:00 p.m.	Break/Bookstore/Exhibits
Wednesday		3-4:00 p.m.	Concurrent Sessions VIII
7:30-8:10 a.m.	Registration/Exhibitors/Bookstore	4:00-5:00 p.m.	Bookstore
8:10-8:15 a.m.	Welcome		
8:15- 9:45 a.m.	Keynote, <i>Pauline Chen, M.D.</i>		
9:45-10 a.m.	Break/Exhibits/Bookstore	Friday	
10-11:00 a.m.	Concurrent Sessions I	7:30-8:10 a.m.	Registration/Exhibitors/Bookstore
11-11:15 a.m.	Exhibitors/Bookstore	8:10-8:15 a.m.	Welcome
11:15 a.m.-12:15 p.m.	Concurrent Sessions II	8:15-9:45 a.m.	Keynote, <i>Chuck Behrens, M.Div</i>
12:15-1:45 p.m.	Networking Luncheon Dessert with Exhibitors Bookstore	9:45-10 a.m.	Break/Exhibits/Bookstore
1:45-2:45 p.m.	Concurrent Sessions III	10-11:00 a.m.	Concurrent Sessions IX
2:45-3:00 p.m.	Break/Bookstore/Exhibits	11-11:15 a.m.	Exhibitors/Bookstore
3-4:00 p.m.	Concurrent Sessions IV	11:15 a.m.-12:15 p.m.	Concurrent Sessions X
4:00-5:00 p.m.	Bookstore	12:15-1:45 p.m.	Awards Luncheon Dessert with Exhibitors Bookstore
4:00-5:30 p.m.	Exhibitor/Sponsor Event	1:45-2:45 p.m.	Concurrent Sessions XI
5:30-8:30 p.m.	Casino Night	2:45-3:00 p.m.	Break/Bookstore/Exhibits
Thursday		3-4:00 p.m.	Concurrent Sessions XII
7:30-8:10 a.m.	Registration/Exhibitors/Bookstore	4:00-5:00 p.m.	Bookstore
8:10-8:15 a.m.	Welcome		
8:15-9:45 a.m.	Keynote, <i>Anne Hughes, RN, PhD, ACHPN</i>		



Home Care

Mary St. Pierre, BSN, MGA

Mary St. Pierre has 26 years in home health care administration with two metropolitan home health agencies and 16 years with the national trade association monitoring national regulations and policies that impact home health care providers. Currently, Mary St. Pierre provides NAHC members with regulatory and clinical information, reviews and responds to proposed regulations and government policies, writes articles and develops educational programs on home care issues, and represents home care providers before government agencies and other organizations such as JCAHO and the National Uniform Billing Committee.



Cynthia Sun, MSN, APRN

As with many home health nurses, Cindy's background includes a variety of nursing experiences including oncology, ICU, med / surg and of course home health. She graduated from St. Mary's School of Nursing with a diploma in nursing. After many years in the field, she returned to school and received her Masters of Science in Nursing following the Family Nurse Practitioner track from West Virginia University. Cindy works to improve the quality of health care as an RN Project Coordinator for West Virginia Medical Institute / Quality Insights, the QIO for the state of West Virginia, Pennsylvania, and Delaware. Her focus has been to improve the quality of care home health patients receive across the nation by working with the CMS funded Home Health Quality Improvement National Campaign since 2009.



Hospice & Palliative Care

Chuck Behrens, M. Div

Chuck Behrens attended Lexington Theological Seminary in Lexington KY where he received his Master of Divinity in Social Ethics and Pastoral Care after attending West Liberty State College in West Liberty, West Virginia and receiving a Bachelor's Degree in English with a minor in Sociology. Mr. Behrens has been an ordained minister since 1980 and has served four churches in West Virginia, Pennsylvania and Ohio. Since 1994, he has been a Spiritual Care Coordinator with hospice and has self-published two books on Spirituality and End-of-Life Issues, as well as teaching at Lorain Community College on these topics. Mr. Behrens has presented locally, regionally, nationally and internationally on death and dying issues and Spirituality.



Pauline Chen, MD

Dr. Pauline W. Chen attended Harvard University and the Feinberg School of Medicine at Northwestern University and completed her surgical training at Yale University, the National Cancer Institute and UCLA, where she was most recently a member of the faculty. In 1999, she was named the UCLA Outstanding Physician of the Year. Through her practice as a transplant surgeon and her experiences of dealing with terminally ill patients, Dr. Chen came to understand that doctors consider a patient's death as a sign of imperfect care and personal failure. Doctors strive to combat their patients' sicknesses, but if the battle starts to become a losing one then many do not prepare their patients for death. Dr. Chen wants to change this practice of battling for life and denial of death that leads to many patients dying in a hospitals' ICU rather than at home with pain-management and in peace.



Anne Hughes, RN, PhD, ACHPN

Dr. Anne Hughes is an advanced practice nurse in palliative care at Laguna Honda Hospital and Rehabilitation Center, part of the San Francisco Department of Public Health. She serves as volunteer Clinical Professor in Nursing in the Department of Physiological Nursing at University of California San Francisco. Her doctoral dissertation explored the meaning and experience of dignity of the urban poor living with advanced cancer and advanced HIV/AIDS. Her practice for 35 years has been dedicated to caring for persons who are members of vulnerable and marginalized communities in a variety of settings.



Connie Raffa, J.D., LL.M.

Connie Raffa founded the health group practice in the New York office of Arent Fox and is a partner with thirty-two years' experience in health care law and litigation. She is a member of the health care group and the corporate compliance and government enforcement group. Connie focuses on regulatory and reimbursement issues, medical reviews, corporate compliance, fraud and abuse investigations and sanctions, Medicare survey and certification, administrative and federal litigation, transactions and Medicare and Medicaid issues. Her clients include all types of health-care providers, such as home health agencies, hospices, hospital-based and free-standing palliative care programs, physician practices, nursing homes, hospitals, institutions for the developmentally disabled, laboratories, adult homes, and other health care providers.





Conference Agenda

Home Care



Tuesday, November 9, 2010

8:00 - 8:30 a.m.	Registration/Continental Breakfast/Exhibits
8:30 - 10:00 a.m.	Opening Keynote <i>Mary St. Pierre, BSN, MGA</i>
<i>Alder</i>	Home Care Industry Update-Regulatory and Policy Changes in Home Health Mary St. Pierre, will discuss the anticipated regulatory and policy changes within the home care industry. Mary will describe payment policy changes for 2011 and what you need to know to be prepared. Her discussions will include current home health research and demonstration projects such as Pay for Performance, Criminal background issues, bundled payment (Medicare and Medicaid)and independence at home.
10:00 - 10:15 a.m.	Break/Exhibits
10:15 - 11:45 a.m.	Concurrent Sessions I
<i>Session 1A Oak I</i>	Marketing on a Shoestring Budget <i>Shani Godwin</i> In today's economy, business owners are inevitably forced to tighten their marketing spending so they can produce more with less. The workshop teaches business owners how to grow their organizations during tough economic times. Participants will learn a variety of practical marketing techniques that can be implemented immediately within their current business models.
<i>Session 1B Oak III</i>	Legislative and Regulatory Updates <i>Gwen Toney, BBA</i>
11:45 - 12:00 p.m.	Break/Exhibits
12:00 - 12:45 p.m.	Lunch
12:45 - 2:15 p.m.	Concurrent Sessions II
<i>Session 2A Oak I</i>	Getting the Most out of Physical Therapy: Effective Communication <i>Rebecca Robinson-Brown, OTR/L</i> Timely and clear notes, progress toward goals, and understanding therapy are the topics Rebecca will discuss during her program. Rebecca will show you how to work with your therapists to help you and your staff better understand PT's role, the expectations, and how to deliver the best care.
<i>Session 2B Oak II</i>	Maximizing Resources through Human Resources <i>Liz Pearson, JD</i> Ms. Pearson will discuss using your best asset, your Human Resources, to positively affect business productivity. She will look at topics such as: structuring pay practices to comply with State/Federal Law, proper use of overtime exemptions, and the use of employee benefits and the requirements of the Health Care Reform Act.
<i>Session 2C Oak III</i>	Bridging the Billing Gap <i>Melinda Gaboury, BBA</i>
2:15 - 2:45 p.m.	Break/Exhibits/Dessert with Exhibitors
2:45 - 4:15 p.m.	Closing Keynote <i>Cynthia Sun, MSN, APRN</i>
<i>Alder</i>	The Role of Home Health in Improving Health Care Quality Cynthia Sun will present ideas and help you strategize to improve the quality of care home health patients receive. In this program, participants will look at: The role of home health in the continuum of patient care, how to utilize the HHQI Campaign online educational resources and other HHQI features, and multiple ideas of interventions that can be implemented to bridge the gaps in patient care as the patient moves from one care setting to the next.



Conference Agenda

Hospice & Palliative Care



Tuesday, November 9, 2010: *Preconference Intensives*

8:30 - 9:00 a.m. Registration/Continental Breakfast/Exhibits

9:00 - 4:15 p.m. Full Day Session

Buckeye I & II

Hospice Pharmacotherapy 101

Phyllis Grauer, RPh, PharmD, CGP

If you are new to hospice and palliative care or want a refresher on pharmacotherapy, this session is designed to meet your needs. This day long program is packed full of clinical pearls and provides a broad overview of drug therapy for the control of the common symptoms in end-of-life care. The focus is on choosing appropriate, cost effective medication for the patient based on assessment of symptoms. Talking points for communication of recommendations to physicians, patients and their caregivers will also be discussed.

1:00 - 4:15 p.m. Half-Day Sessions

*Session 1
Short North*

Dementia Toolkit: Caring for Patients and Caregivers

Brian Bagley-Bonner, M.Div; Karen S. Vrtunski, MSSA, LISW- S; Marge West, STNA, CHPNA

Patients, families and care-givers who face Alzheimer’s disease and other dementias often have unconnected, frustrating and difficult interactions. In this session, a Hospice Spiritual Care Coordinator, Social Worker and Nursing Assistant will share their thoughts about both the causes of those frustrating interactions, and ways families and care-givers can use tools and strategies to increase the quality of time spent with patients. These tools are helpful in times of personal care as well as times of social/familial interaction.

*Session 2
Arena*

Fundamentals of Palliative Care, Part II

Moira Kelsey, RN, MA, LNC; Elizabeth Delaney, APRN, OCN, BC-PC; Karen Droll, RN, BS, CHPN

Fundamentals of Palliative Care Part II Indicators will be presented. This presentation is for those who have some palliative care experience and will expand on topics covered in 2009’s Fundamentals of Palliative Care, Part I, at the hospice and palliative care conference. Information will include Processes of Care, billing and financial considerations and quality with palliative care. Intended for those would like to take their program to the next level.

1:00 - 7:00 p.m. Exhibitor Setup

5:00 - 6:00 p.m. Patron Reception

6:00 - 8:30 p.m. Preconference Dinner & Keynote

Connie Raffa, JD, LL.M.

Alder

Connie Raffa describes the various ways to structure a Palliative Care Program and the available reimbursement revenue streams, including legal issues which must be examined and addressed for compliance. Connie combines her legal knowledge with her own experiences with Palliative Care and how patients can experience a “good death”.



Conference Agenda

Hospice & Palliative Care



Wednesday, November 10, 2010

7:30 - 8:15 a.m.	Registration/Continental Breakfast/Exhibits/Bookstore/Welcome
8:15 - 9:45 a.m.	Opening Keynote, Pauline Chen, MD
Alder & Cedar	Doctors and Patients: Lost in Translation During this keynote, Dr. Chen will present the findings and conclusions of a landmark study on doctor-patient communication at the end of life. Communication affects patient quality of life and family's ability to deal with grief. Included in this discussion will be definition and principles of narrative medicine, and how narrative medicine can improve clinician empathy. With use of examples, clinicians will be guided to examine their work in a different perspective and explore narrative medicine as an effective tool to bridge gaps of care at the end of life.
9:45 - 10:00 a.m.	Morning Break
Upper Terrace, Floor, Polaris I & II	Refreshments Served Exhibition Hall Bookstore
10:00 - 11:00 a.m.	Concurrent Sessions I
Session 1A Buckeye	Palliative Sedation: When? How? Why? <i>Brian Bagley-Bonner, MDiv; Debra L. Nobbe, RN, CNS, ACHPN</i> Palliative Sedation is a much debated intervention in end of life care. Using current evidence-based research, this session explores the concepts of "when" and "intractable pain" in all areas of care to help determine when palliative sedation is appropriate. The "how" will be described through common methodologies and physiological effects of palliative sedation. Finally, the "why" will examine ethical issues, including a continuum of intentions, the concept of double effect and other pertinent ethical issues.
Session 1B Cedar	The Clinician as Writer: Wielding the Pen to Bridge the Gap <i>Pauline Chen, MD</i> This session will explore how to use writing to bridge gaps of care. The presenter will review her writing experience and struggles with the craft of writing, particularly from a clinician's point of view. Discussion will include how to incorporate writing and narrative medicine, and how written narratives can be used to improve clinician empathy and patient doctor communication. Various publication venues that have the power to bridge gaps will be given as examples.
Session 1C Alder	End -Stage Neuromuscular Diseases <i>Jason M. Kimbrel, RPh, PharmD, BCPS</i> This presentation will review the various types and etiology of neuromuscular disorders, including Parkinson's Disease, ALS, and MS. Various pharmacological therapies will be presented and rationale for continued use will be considered. Palliative management of common end of life symptoms will be discussed, using case examples.
Session 1D Oaks I-III	The Road to EMR: Where to Start, Where to Go <i>Kelley Hall, RN, CHPN</i> With 2014 as the goal year for healthcare to be on electronic medical records, organizations and agencies need to go electronic, but may have no idea where to start. This session examines available systems, challenges to converting, how to start and what to know in the shift from paper to computer charting.
Session 1E Short North	The Role of Core Values in the IDT <i>Paul D. Longenecker, RN, PhD</i> With the maturation of the hospice industry and the increasing diversity of the hospice workforce, the values that hospice professionals hold can be an area of conflict within the interdisciplinary team. The conflicts can be triggered by generational, professional or personal values. This presentation will explore the impact that values can have on the ability of the IDT to function in effective manner.



Conference Agenda

Hospice & Palliative Care



Wednesday, November 10, 2010 (Continued)

<p>Session 1F German Village</p>	<p>The ABCs of ADRs <i>Sue McCausland, RN, BSN, CHPN</i> Assimilation, Believability, Copies (lots of copies), Deadlines and Documentation....Are you in ADR jail? Is your staff documentation adequate to prevent staying “locked up”? This session will offer tips and tricks on how to present your case in letter form to achieve the best results, getting your ADRs paid.</p>
<p>11:00 - 11:15 a.m. Break/ Exhibition Hall/Bookstore</p>	
<p>11:15 - 12:15 p.m. Concurrent Sessions II</p>	
<p>Session 2A Buckeye</p>	<p>Palliative Radiotherapy Treatment Recommendations from the 2010 International Consensus Conference <i>Stephen Lutz, MD, MS</i> The recommended radiotherapeutic management for patients with bone metastases, brain metastases, liver metastases, and locally advanced lung cancer will be presented at the 2010 clinical meeting of the American Society for Radiation Oncology during the first week of November. Dr. Lutz will provide an encapsulated and understandable review of highlights, including new national guidelines for treatment of bone metastases that was formulated with input from the palliative care community. The presentation will apply both to care of individual patients and to the larger picture of collaborative efforts between radiotherapy and palliative care communities on a national level.</p>
<p>Session 2B Oaks I-III</p>	<p>Public Policy Update 2010 <i>Anne Shelley, MBA, BSN, RN; Judy Seibenick, MOL, BNS, RN, CHPCA</i> With health care reform upon us, this presentation will provide details of what to expect with the new reform changes as well as the most updated information related to both legislative and regulatory aspects of hospice. Hospice continues to fall under regulatory scrutiny and current regulatory “Hot Topics” will be discussed at length. Both state and federal public policy issues will be discussed and practical suggestions and ideas will be presented.</p>
<p>Session 2C Short North</p>	<p>Palliative Care Education: Choosing the Format to Meet Your Needs <i>Patricia Beach, MSN, RN, AOCN, ACHPN; Beth White, MSN, CNS; Garrick Ducat, M.Ed, B.S</i> Continuing education poses a well recognized challenge. The need for current knowledge must be balanced against issues of cost and time away from work. The palliative care curriculum, Palliative Care across the Lifespan from a Uniquely Catholic Perspective, is based on the national ELNEC core curriculum within a faith based perspective and unique lifespan approach. Planning processes, implementation strategies, evaluation and financial data presented will demonstrate strengths and weaknesses of face-to-face, live video, webinar and asynchronous online learning teaching formats. Key points when adapting content from one modality to another will be emphasized.</p>
<p>Session 2D Arena District</p>	<p>End-of-Life Decision Making: Lessons Learned from Individuals Receiving Hospice Care <i>Tracy A. Szirony, PhD, RN, CHPN; Patricia Sopko, MSN, RN; Betty A. Masiulaniec, MSN, RN</i> Relatively little is known about how decisions are made as a person with a terminal illness chooses to adopt hospice care. There is an urgent need for data that will allow health care professionals to assist patients as they make decisions about hospice. The purpose of this study is to determine factors that influence an individual’s decision to enter hospice and identify areas for further research in an effort to improve end of life care to those who are terminally ill. Conclusions will be presented and themes identified for expansion of the program to underserved populations and those with specific end-stage diseases.</p>
<p>Session 2E German Village</p>	<p>Eligibility or Disease Progression-Improving Documentation <i>Nancy Trimble, PhD, RN, ANP-BC</i> Documentation emphasis has classically been on documenting for eligibility, symptom issues, and management. To show decline, one must look at the natural history of the disease pathology and gear documentation to disease progression. This presentation examines disease progression indicators taken from eligibility criteria, adding clinical measurement and appropriate documentation to avoid unnecessary discharge or discharge of patients admitted with acute exacerbation of chronic illness, not a terminal event.</p>
<p>12:15 - 1:45 p.m. Networking Luncheon & Dessert with Exhibitors</p>	



Conference Agenda

Hospice & Palliative Care



Wednesday, November 10, 2010 (Continued)

1:45 - 2:45		Concurrent Sessions III
Session 3A <i>Buckeye</i>	Communicating Bad News and Goals of Care <i>Cleanne Cass, DO, FAAFP, FAAHCP</i>	This presentation will explore barriers to good communication, communication styles, the Robert Buckman protocol for breaking bad news, stages of dying from diagnosis until actual death and how to help patients and families through each stage, and effective determination of life expectancy and conveying prognosis. Cultural and ethnic sensitivity will be incorporated into each segment. A discussion on the nature of suffering, nature of hope, how to help patients find hope for realistic goals at end of life, and how to facilitate anticipatory grief will conclude the presentation.
	Session 3B <i>Cedar</i>	New Eyes are Upon Providers- How to Conduct a Billing Compliance Audit <i>Diane Gilmer, MPA; Carolyn Lookabill, BS</i>
Session 3C <i>Oaks I-III</i>	Ethical Issues at the End of Life: Conflicts and Challenges <i>Terence Gutgsell, MD; Martin L. Smith, STD</i>	There is increased emphasis on initiatives such as the Recovery Audit Contractor (RAC) program targeting providers receiving reimbursement from CMS. Passage of the PCA has increased funding to enhance the program intent of conducting both automatic and complex reviews of post paid claims. RAC is only one of the audit programs affecting HHA/Hospice providers. Upcoming plans for Medicaid Integrity Program, OIG review make the need for development of a billing compliance program and internal audit process a top priority.
Session 3D <i>Short North</i>	MOLST Update <i>John A. Gallagher, PhD</i>	Ethical considerations become particularly important at the end of life. A step-wise process involving ethics consultation and second opinions may allow clinicians to practice with integrity while honoring patient wishes and promoting patient best interests. In this session, we will review the ethics of forgoing life-sustaining treatments, assessing decision-making capacity, handling conflicts, and assisted suicide. Case based illustrations will be used to make relevant the clinical and ethical principles discussed.
Session 3E <i>Arena District</i>	QAPI: Quality Initiative and QAPI Coach Update <i>Marian Silverman, PhD; Katie Perkins, BA</i>	This session will review the purpose of MOLST and how it will benefit advance care planning. Participants will learn the current status of the MOLST legislation in Ohio.
2:45 - 3:00 p.m.		Break
3:00 - 4:00 p.m.		Concurrent Sessions IV
Session 4A <i>Buckeye</i>	Contracting to Provide Palliative Care in Acute Care Setting: Lessons Learned <i>Linda Quinlin, MS, RN, ACNS-BC, NP-C; Chirag Patel, MD</i>	The Medicare Conditions of Participation (CoPs) now includes rules on Quality Assessment and Performance Improvement (QAPI). In an effort to ease the burden of data collection and comparison, OHPCO has overseen the creation of an on-line data tracking software and hardware system. This presentation will review CoP requirements, method of data collection and results from 2009. In addition, plans for upcoming changes in quality variables will be introduced.
	Session 4B <i>Cedar</i>	When Pain is Out of Control: Acute and Breakthrough Pain Management at End of Life <i>Terence Gutgsell, M.D</i>
		The SUPPORT study found the dying suffer inadequate symptom management, emotional distress, social isolation, and feelings of abandonment. Improving end of life care for patients who expire in the hospital is a necessity. This presentation will discuss the lessons learned in contracting palliative care services; implementing a palliative care program; how the different cultures in each present with its own unique issues, and measuring outcomes data from each facility.
		Cancer pain management guidelines assume individuals have chronic pain. Patients can experience acute, unstable or catastrophic pain secondary to cancer or as a complication of cancer treatment. In addition, transient flares of pain are common with chronic cancer pain and are associated with poorer pain control. This session will explore: acute cancer pain, transient flares of pain, dosing strategies, classification of breakthrough pain, and new approaches to management. Case-based illustrations will be used to make principles clinically relevant.



Conference Agenda

Hospice & Palliative Care



Wednesday, November 10, 2010 (Continued)

Session 4C <i>Alder</i>	<p>End-Stage Cardiac Disease: Palliative Approach to Symptom Management <i>Bridget McCrate Protus, RPh, PharmD, MLIS, CGP</i></p> <p>We will review pathophysiology of right- and left-sided heart failure; hospice admission and recertification criteria; medications used to manage symptoms of end stage cardiac disease and provide guidance for safe and effective use of medications. Case studies will be used to guide and demonstrate decision making processes for the use of dobutamine and other emerging therapies for patients under hospice care.</p>
Session 4D <i>Oaks I-III</i>	<p>When PC Means Pancreatic Cancer: Paula's story <i>Sue McCausland, RN, BSN, CHPN</i></p> <p>Pancreatic Cancer is the 4th leading cause of cancer related deaths in the United States. It often goes undetected and is difficult to treat. Many patients proceed from diagnosis to death in 5-8 months. This session will present an in-depth look at Paula's journey from diagnosis to a peaceful death. This case-based session will offer a model for interdisciplinary care of those patients coping with the challenges of pancreatic cancer. Paula was an amazing 52 year old woman who fought a hard fight, never gave up, and left her imprint on the hearts of all who cared for her.</p>
Session 4E <i>Arena District</i>	<p>Hospice 2.0: The Uses for New Media in Hospice Care <i>Liza Paul, MSSA, LSW</i></p> <p>This session will examine technological tools available through the new media: from blogs to tweets to social networks, from your 14-year old neighbor to your 84-year old patient, and the ever-expanding uses for these new media. Special attention will be paid to how these tools are being adapted to enhance clinical practice, whether through rapid dissemination of industry information, or as a therapeutic tool to enhance social connection and minimize feelings of isolation.</p>
Session 4F <i>German Village</i>	<p>A Clinician's Perspective on Grief <i>Cleanne Cass, DO</i></p> <p>This session presents grief as a clinical syndrome in patients and also as a personal experience of hospice professionals. From the perspective of a hospice physician, discussion includes evidence-based information on grief and loss, management of end-of-life depression, and personal experiences with grief at the bedside. Techniques for helping families' journey and healing in the most difficult of situations will be explored. The power of grief in success or failure of case management, and in achieving what is referred to as "the good death" will be examined.</p>
4:00 - 5:00 p.m. Bookstore	
4:00 - 5:30 p.m. Exhibitor/Sponsor Event	
5:30 - 8:30 p.m. Casino Night	

Thursday, November 11, 2010

7:30 - 8:15 a.m. Registration/Continental Breakfast/Exhibits/Bookstore/Welcome	
8:15 - 9:45 a.m. Opening Keynote, <i>Anne Hughes, RN, PhD, ACHPN</i>	
<i>Alder & Cedar</i>	<p>Understanding the Gap: Stories from the Urban Poor with Advanced Illness</p> <p>The significance of urban poverty in the United States cannot be understated. Join Dr. Hughes in exploring socio-cultural factors that contribute to gaps in care at end of life. She will discuss relevant research and explore those gaps, including the struggle to survive and indignities often suffered in poverty. Experiences for those who are provided care in the community versus those who receive care at inpatient settings will be compared. Strategies to help in engaging hard to reach patients will be discussed, and how those strategies can impact policies will be examined.</p>
9:45 - 10:00 a.m. Morning Break	
Upper Terrace, Floor, Polaris I & II	Refreshments Served Exhibition Hall Bookstore
10:00 - 11:00 a.m. Concurrent Sessions V	
Session 5A <i>Buckeye</i>	<p>Let's Make It Personal <i>Lisa Newburger, LISW-S</i></p> <p>Think about this issue. How can you talk about advance care planning with others when you haven't gone through it yourself? What happens when the client asks about your advance directives? Participants will examine their feelings about quality-of-life issues and describe how to start a dialogue about end-of-life care with family members. By illustrating the Terri Schiavo case, the impact of no advance directives on a family will be examined. Participants will have opportunity to practice Advance Care Planning skills and receive coaching by presenter. Creative methods and ideas to engage participants in hospice educational programs will be shared.</p>



Conference Agenda

Hospice & Palliative Care



Thursday, November 11, 2010 (Continued)

Session 5B Cedar	<p>Methadone for Pain Management: A Guide for Healthcare Practitioners <i>Christine Simmers, PharmD</i> Methadone can offer significant advantages over other opioids, yet can be challenging to use safely. This is due to its relative potency compared to other opioids and long, unpredictable half-life, which can make dosing and titrating difficult and can lead to toxicity from accumulation. The goal of this presentation is to recognize methadone’s unique role in pain management, identify potential limitations associated with use, recognize patient specific factors affecting use for pain management, and understand dosing principles for both opioid-naïve and opioid-tolerant patients.</p>
Session 5C Alder	<p>Family Dynamic: Letting Go of the Medications <i>Jason M. Kimbrel, RPh, PharmD, BCPS</i> This session explores the difficult decision of discontinuing medication at end of life. Identification of the appropriate time to stop medications, including lack of therapeutic benefit and change in plan of care goals, will be reviewed. Common medications that often can be discontinued will be discussed. Strategies for discontinuation will be examined through case based studies.</p>
Session 5D Short North	<p>Pain in the Elderly: Myths, Facts & Barriers <i>Patricia Schmidt, D.O., FACOI</i> This session is designed to increase knowledge on caring for pain in elderly residents and patients. The program will explain the importance of appropriately assessing pain, medications, and barriers to pain control. Additionally, we will review signs of pain and how to properly manage pain.</p>
Session 5E German Village	<p>Choosing the Important Connection through Compassionate Communication <i>Turiya Gearhart, RN, BSN; Jeff Brown, M.A</i> The joy of hearing from a patient, family, coworker or loved one, “that’s it, exactly!” nourishes the deepest part of ourselves that longs to connect on a meaningful level. The process of Nonviolent Communication, or Compassionate Communication, helps us recognize and mobilize what is creative and enables our connecting. It highlights the common ground of human needs. By connecting with our own needs, compassion for others flows. Asking “what is the need here?” provides a direct route to perceiving the depth of meaning of our work and lives. We can hear and trust, “that’s it, exactly!”</p>
11:00 - 11:15 a.m. Break/Exhibition Hall/Bookstore	
11:15 - 12:15 p.m. Concurrent Sessions VI	
Session 6A Buckeye	<p>End-Stage Renal Disease: Managing Symptoms with Safe and Appropriate Medication Use <i>Bridget McCrate Protus, RPh, PharmD, MLIS, CGP</i> We will review kidney disease staging; hospice admission and recertification criteria; medications used to manage symptoms of end stage renal disease and provide guidance on dosing parameters for safe and effective use of medications. Case studies will be used to guide and demonstrate decision making processes for the use of erythropoietin stimulating agents for patients under hospice care.</p>
Session 6B Oaks I-III	<p>Measurable Spiritual Assessment: A Key to Effective Spiritual Care <i>Norman A. Moxley I., M.Div, D.Min</i> This presentation will provide a Hospice Spiritual Care Path complete with decision tree, identified problems, and suggested interventions. Participants will examine a method of assessing patient’s location on that care path, develop the ability to use that information to effectively plan care, chart measurable changes, and respond to those changes with effective spiritual care in its latest best practice. This session will include updates from information presented at the Midwest Center for Education 2009 hospice and palliative care conference.</p>
Session 6C Short North	<p>Get Your Foot in the Door: A New Approach to Clinical Connections <i>Patty Cisco, MBA; Deb Pinkerton, BSN, RN, JD</i> In the current environment where CMS is posting readmissions to Hospital Compare, it’s important to reach beyond the hospital social workers and discharge planners and learn how to connect with individual departments within the hospital to communicate the value hospice providers bring to the table in cost effective service delivery. Participants in this session will walk away with practical strategies that can be used immediately to become more effective communicators with key hospital influencers, which in turn builds hospice clientele.</p>



Conference Agenda

Hospice & Palliative Care



Thursday, November 11, 2010 (Continued)

Session 6D Arena District	<p>Do or Die: Documentation Requirements <i>Linda Hickey, MBA, BSN, RN; Anne Shelley, MBA, BSN, RN</i> Appropriate documentation is becoming more crucial to ensure hospice reimbursement. This session will provide essentials of good documentation relating LCD's and importance of "painting the true picture" of the patient's condition. Participants will learn what is essential to include in an ADR response and how to mitigate the risk of future ADR's. Practical examples of cover letters related to the ADRs and how to appeal an ADR denial will be shared.</p>
Session 6E German Village	<p>Essential Aspects of an Effective Bereavement Program <i>Joan Worthen, RN, BSN, CHPN, Grief Recovery Specialist</i> This session is intended to provide entry level information on the basics of a bereavement program in hospice. The new Medicare Hospice Conditions of Participation, JCAHO requirements and Guidelines for Bereavement Care in Hospice from the National Hospice and Palliative Care Organization will be reviewed. The components of a bereavement assessment, identifying complicated grief, ideas for resources related to grief and discussion of a case study will be presented.</p>
12:15 - 1:45 p.m. Lunch with /Recognition of Veterans and HVP Update & Dessert with Exhibitors	
1:45 - 2:45 Concurrent Sessions VII	
Session 7A Buckeye	<p>When Bad Things Happen to Good Patients: Dealing with the Eternal Question of Suffering <i>Rabbi Akiva Feinstein, BA, Rabbinic Ordination</i> When bad things happen to good people, is not just the name of a NY Times bestseller. People have asked this question for millennia. This course presents classical and contemporary approaches that attempt to deal with this difficult conundrum, focusing on the contemporary approach taken in the well-known book, When Bad Things Happen to Good People. Emphasis will be placed on helping hospice professionals to support patients dealing with these sorts of questions.</p>
Session 7B Cedar	<p>Therapeutic Update: Opioid Utilization and Emerging Dosage Forms <i>Mary Grace Mihalyo, BS, PharmD</i> This session will give you comprehensive information on the opioids most commonly used in end-of-life car, including details on how to choose the most appropriate opioid based on the patient's medical condition, disease process, age, and other considerations. Latest dosage forms and their utility for patients at end-of-life will be discussed. The session will conclude with an overview of the REMS (Risk Evaluation and Mitigation Strategy) Program and possible impact on opioid prescribing.</p>
Session 7C Oaks I-III	<p>Nursing and Social Work Ethics in End of Life Care...How We Meet in the Middle <i>Sarah Grim, MSW, LISW, ASW-G; Sue Brookins, MSN, RN, ACHPN</i> A key consideration for ethical decision-making in end-of-life care is the best interest of the patient. In an interdisciplinary team environment, the ideals of what is best for the patient may differ by profession. This presentation will facilitate understanding among health care professionals of the ethical frameworks of nurses and social workers. Participants, with an appreciation of the similarities and differences in ideals between nurses and social workers, will be able to identify and anticipate possible areas of conflicting values.</p>
Session 7D Short North	<p>The Three Cs: Communication, Collaboration & Cooperation <i>Patricia Schmidt, D.O., FACOI</i> In this presentation, the participant will be engaged in lively discourse of what is on the horizon for aggregate living... the emphasis on communication, collaboration and cooperation within their setting and with hospice. Regulations that effect both hospice and long-term care settings encourage collaboration among all providers. The benefits and barriers to this relationship will be explored.</p>
Session 7E Arena District	<p>Friends with Flowers : A United Way Day of Action Project <i>Kathy Head, BS</i> In this presentation, the participant will be engaged in lively discourse of what is on the horizon for aggregate living... the emphasis on communication, collaboration and cooperation within their setting and with hospice. Regulations that effect both hospice and long-term care settings encourage collaboration among all providers. The benefits and barriers to this relationship will be explored.</p>



Conference Agenda

Hospice & Palliative Care



Thursday, November 11, 2010 (Continued)

Session 7F <i>Arena District</i>	<p>A Culture of Compassion from the Top Down: Compassionate Communication for Managers <i>Turiya Gearhart, RN, BSN; Jeff Brown, MA</i> Compassionate Communication, also known as Nonviolent Communication, directs attention to common human needs that underlie our motivations. Compassionate Communication asserts that when connecting on universal needs, problem solutions arise spontaneously, joyfully and co-creatively. As managers lead with their own self compassion, they contribute from “the top down” to a culture that supports resiliency and heartiness. A culture of compassion is an enriched medium for inspired customer service.</p>
2:45 - 3:00 p.m.	<p>Break</p>
3:00 - 4:00 p.m.	<p>Concurrent Sessions VIII</p>
Session 8A <i>Buckeye</i>	<p>Musical Life Review in Hospice <i>Yumiko Sato, MA, MT-BC</i> This presentation will explore music in life review with hospice patients. Using case examples, the Musical Life Review Model will utilize music and art related materials as stimuli to evoke memories. As the patient evaluates life events, reactions range from normal, with positive and negative elements, to severe with guilt, despair, and depression. Using music, therapeutic interventions to promote sustained hope, increased understanding of a life’s meaning, resolution of emotions, and emotional intimacy with families will be discussed.</p>
Session 8B <i>Alder</i>	<p>Pharmacotherapy Throughout the Dementia Journey <i>Christine Simmers, Pharm D</i> With the aging population and expected quadrupling in Alzheimer’s disease over the next 50 years, it will be important to understand the various pharmacotherapy options used to treat dementia. This presentation will provide a brief overview of dementia; discuss pharmacologic therapies and current treatment guidelines; explore philosophies and recommendations for continuing treatment in hospice and palliative care settings; identify other common symptoms and treatment options in advanced dementia; and briefly explore investigational therapies for treatment and prevention of dementia.</p>
Session 8C <i>Oaks I-III</i>	<p>Dressings: More Than What’s On Your Thanksgiving Plate: Wound Assessment, Documentation, and Dressing Selection <i>Kathleen Pfahl, RN, MSN, ACHPN; Sue Wiechelman, MSN, CNP</i> According to the National Pressure Ulcer Advisory Panel, prevalence of wounds among hospice patients is 14-28%. In a recent study, 35% of hospice patients had a wound, causing physical and emotional suffering for patients and caregivers. Family can be especially distressed, seeing wounds as a reflection of inadequate care. In this presentation, skin anatomy and physiology will be reviewed and wound types discussed. Participants will learn recommended documentation, and how to choose an appropriate dressing through examples and case studies.</p>
Session 8D <i>Short North</i>	<p>Basic Ingredients for Building Lasting Relationships <i>Patty Cisco, MBA; Deb Pinkerton, BSN, RN, JD</i> As an Executive Director, every day can be a struggle trying to manage all of your responsibilities! Adding sales to your plate can tip the scales a little too far, unless you feel confident and competent in using effective sales strategies. This session will unveil key basic ingredients required for making sales calls that result in lasting relationships with key referral sources. The days of dropping off candy and begging for referrals are gone; leveraging professional expertise and delivering value is in.</p>
Session 8E <i>Arena District</i>	<p>Hospice 2.0: The Uses for New Media in Hospice Care <i>Liza Paul, MSSA, LSW</i> This session will examine technological tools available through the new media: from blogs to tweets to social networks, from your 14-year old neighbor to your 84-year old patient, and the ever-expanding uses for these new media. Special attention will be paid to how these tools are being adapted to enhance clinical practice, whether through rapid dissemination of industry information, or as a therapeutic tool to enhance social connection and minimize feelings of isolation.</p>
4:00 - 5:00 p.m.	<p>Bookstore</p>



Conference Agenda

Hospice & Palliative Care



Friday, November 12, 2010

7:30 - 8:15 a.m.	Registration/Continental Breakfast/Exhibits/Bookstore/Welcome
8:15 - 9:45 a.m.	Opening Keynote, <i>Rev. Chuck Behrens, M. Div.</i>
Alder & Cedar	The Bridge from Anything Bad to Everything Good What is compassion? What does it mean to be compassionate? Reverend Chuck Behrens will explore what it means to be a compassionate healer and a compassionate companion during this keynote presentation. Compassion functions as a trustworthy connection and supports mutual well-being as it allows end of life professionals to stay present during the hard times of fear, pain, suffering, and death. Wanting to provide compassionate care is a large part of how to provide compassionate care. It is our most available and effective resource, and can offer immeasurable value to any intervention.
9:45 - 10:00 a.m.	Morning Break
Upper Terrace, Floor, Polaris I & II	Refreshments Served Exhibition Hall Bookstore
10:00 - 11:00 a.m.	Concurrent Sessions IX
Session 9A Buckeye	End of Life Care for Muslim Patients: What Healthcare Personnel Should Know; Part One* <i>Asma Mobin-Uddin, MD</i> This session will begin with an introduction to the basic beliefs of Islam and a discussion of Muslim views on medical care, illness and death. Muslim beliefs and practices with regard to end-of-life issues such as euthanasia, withdrawing support, organ donation, autopsies, funeral rites and burial practices will be covered. <i>*Part 2 will occur in Session 10A. It is highly recommended that you attend both sessions.</i>
Session 9B Cedar	Pharmacological Management of Psychiatric Symptoms in Palliative Care <i>Phyllis A. Grauer, R.Ph., BS, Pharm.D, CGP</i> Psychiatric symptoms occur frequently in end-of- life care and are often difficult to manage. Assessment and the pharmacologic management of anxiety, delirium, depression and terminal agitation will be discussed using case studies. Nonpharmacological interventions will also be discussed.
Session 9C Oaks I-III	Nursing and Social Work Ethics in End of Life Care...How We Meet in the Middle <i>Sarah Grim, MSW, LISW, ASW-G; Sue Brookins, MSN, RN, ACHPN</i> A key consideration for ethical decision-making in end-of-life care is the best interest of the patient. In an interdisciplinary team environment, the ideals of what is best for the patient may differ by profession. This presentation will facilitate understanding among health care professionals of the ethical frameworks of nurses and social workers. Participants, with an appreciation of the similarities and differences in ideals between nurses and social workers, will be able to identify and anticipate possible areas of conflicting values.
Session 9D Short North	Utilizing FriendRAISER as a Tool for Successful Volunteer Program Management <i>Kathy Head, BS</i> Using the acronym of FriendRAISERS, R-Recruitment; A-Assessment; I-Interview; S-Screening; E-Education; R-Retention; S-Supervision; participants will be guided through the process of bringing a new volunteer to the organization. Using power point, real world examples, group and paired discussion and practical tools, participants will learn to identify volunteers who will not contribute to their program in a positive way before they become involved, as well as how to address problems if they are already active volunteers within their programs. Participants will leave this presentation with the templates they can adapt to their organization.
Session 9E Arena District	All Aboard the "Training" Train; Part One* <i>Miriam Morrison, BA, MA, CVA</i> All Aboard the "Training" Train is a condensed version of Train the Trainer that will help volunteer administrators develop a training program. Taught by a nationally certified Instructor of Trainers, the session covers adult learning principles, needs assessments, training planning considerations, SMART learning objectives, trainer type, learning styles, experiential learning cycle, facilitation skills, trainer outlines, adult training methods, and evaluation. It will be interactive, so volunteer administrators can begin the process of revising their volunteer training. Each participant will receive a manual. <i>*Part 2 will occur in Session 10D. It is highly recommended that you attend both sessions.</i>



Conference Agenda

Hospice & Palliative Care



Friday, November 12, 2010 (Continued)

Session 9F <i>German Village</i>	<p>Healing with Art: A Case Study of Two Grieving Sisters <i>Jonathan Haag, MSW, LISW, ATR-BC</i> This presentation will show specific art therapy projects of a child and a teen depicting their feelings and observations after the death of their mother. This presentation is in a case study format, but illustrates general principles for intervention with children and teens using art and highlights five fundamentals of art therapy. Presentation will include power point and DVD to show art work examples.</p>
<p>11:00 - 11:15 a.m. Break/Exhibition Hall/Bookstore</p>	
<p>11:15 - 12:15 p.m. Concurrent Sessions X</p>	
Session 10A <i>Buckeye</i>	<p>End of Life Care for Muslim Patients: What Healthcare Personnel Should Know; Part Two* <i>Asma Mobin-Uddin, MD</i> This session will begin with an introduction to the basic beliefs of Islam and a discussion of Muslim views on medical care, illness and death. Muslim beliefs and practices with regard to end-of-life issues such as euthanasia, withdrawing support, organ donation, autopsy, funeral rites and burial practices will be covered.</p> <p><i>*This session is a continuation of Session 9A.</i></p>
Session 10B <i>Oaks I-III</i>	<p>Interagency Collaboration for Protecting Elders at the End of Life <i>Karen S. Vrtunski, MSSA, LISW-S; Sylvia Pla-Raith, MA, LSW</i> Even though we may not want to believe that dying patients are abused, neglected or exploited by caregivers, experts in the field of elder abuse suggest otherwise. Individuals nearing the end of life are often at high risk for various types of maltreatment due to their increasing needs for care. This session will outline signs of abuse, neglect and exploitation, identify barriers to recognizing and reporting maltreatment of patients, and discuss rationale and development of a successful model for collaboration.</p>
Session 10C <i>Short North</i>	<p>Song of the Soul: Stories of Hospice in South Africa <i>Cathe Kobacker, AA</i> This documentary, "Song of the Soul," follows nurses, social workers, and caregivers as they do the work of hospice and palliative care in both urban and rural hospice settings in South Africa. The filmmakers' aim was to document lives of those who serve their communities ravaged with HIV/AIDS. What they witnessed was resourcefulness and generosity in the midst of limited resources, dignity and grace in the midst of poverty, and effective practice of hospice and palliative care as an exemplar of community-based compassionate care.</p>
Session 10D <i>Arena District</i>	<p>All Aboard the "Training" Train; Part Two* <i>Miriam Morrison, BA, MA, CVA</i> All Aboard the "Training" Train is a condensed version of Train the Trainer that will help volunteer administrators develop a training program. Taught by a nationally certified Instructor of Trainers, the session covers adult learning principles, needs assessments, training planning considerations, SMART learning objectives, trainer type, learning styles, experiential learning cycle, facilitation skills, trainer outlines, adult training methods, and evaluation. It will be interactive, so volunteer administrators can begin the process of revising their volunteer training. Each participant will receive a manual.</p> <p><i>*This session is a continuation of Session 9E.</i></p>
Session 10E <i>German Village</i>	<p>Art from the Heart: Honoring our Deceased Loved Ones through Scrapbooking <i>Molly Kohut, MA PC; Mary R. McKernan-Gryzmala, LSW</i> When loved ones die, the family and friends treasure their mementos, photographs, and memories. Scrapbooking can provide a valid and purposeful organization of these memories. Scrapbooking in a bereavement group offers an alternative way to express grief and promote healing in a creative manner. The value of scrapbooking should not be overlooked by clinicians because it has been proven to be a successful intervention for people of all ages who are grieving.</p>



Conference Agenda

Hospice & Palliative Care



Friday, November 12, 2010 (Continued)

12:15 - 1:45 p.m.	Awards Luncheon & Dessert with Exhibitors
1:45 - 2:45	Concurrent Sessions XI
Session 11A Buckeye	<p>Dreams: Healing Image in the Mourning Process <i>Karen Herrmann, LPCC, LICDC, Jungian Analyst</i></p> <p>This session will address grief and how symbolic material presented by the individual's unconscious, such as dreams and visions, can assist the mourning process and lead towards health and wholeness. Grief is multileveled and addresses not only the lost relationship with the loved one, but also developmental tasks and spiritual needs, as those who mourn search for meaning. Clinical examples will be presented to show how a creative relationship with the objective psyche can assist the individual to move through the mourning process, reconnect with a fuller life, and develop a new relationship with those who have died.</p>
Session 11B Cedar	<p>“What’s in Your Bucket?” Identifying Experiences that Touch and Change Us <i>Kimberly Frier, FNP-BC, ACHPN; Jasmine Jensen, MD</i></p> <p>What’s in your bucket?” is an opportunity to identify the dying experiences that result in cumulative loss and compassion fatigue. This presentation will acknowledge recent research in the subject of cumulative loss and compassion fatigue. The majority of the presentation will be interactive with audience discussion of experiences and self care recommendations.</p>
Session 11C Oaks I-III	<p>From Paws to Policy and Beyond: Develop and Maintain a Therapy Dog Program <i>Betsy M. Queen, B.A., CVA</i></p> <p>Many programs have resident Therapy Dogs. Since 2004, Mount Carmel Hospice and Palliative Service has developed, implemented, and maintained a comprehensive Therapy Dog program that is staffed totally through volunteer efforts and is utilized for in-home, residential, and hospitalized patients. This session will combine audio visual, lecture, and hands-on tools to help participants develop and sustain their own programs.</p>
Session 11D Short North	<p>Management of Pulmonary Symptoms <i>Maureen L. Jones, PharmD., RPH</i></p> <p>This presentation will examine pulmonary disease states commonly seen in end-of-life care and palliative treatment options for pulmonary symptoms. Basic pathophysiology of pulmonary disease states and lung function abnormalities that lead to common pulmonary symptoms will be reviewed, and palliative care options discussed. A special focus on COPD with an in-depth discussion of medications for COPD treatment and strategies to manage symptoms effectively will be explored. Pharmacological and non-pharmacological treatment options for general symptoms that are present in any patient such as dyspnea, secretions, cough, and hiccups will also be presented.</p>
Session 11E Arena District	<p>“Tell Me Your Story and I Will Honor It” <i>Bernadette Thomas, B.S.; Janet Stadulis, PhD; Linda Idoine, LPCC, LISW</i></p> <p>Learn about “Stories of the Heart” writing project of RVNH. This successful project, staffed and supported by hospice volunteers, validates the therapeutic importance storytelling can have for both patients and families at end of life. This project produces a very personal story, ethical will, memoir, or letters for the patient and family, scribed by a trained and talented hospice volunteer. The written product is a keepsake gifted to the patient and family.</p>
Session 11E German Village	<p>The Hospice Social Work Role in Long Term Care and Assisted Living Facilities <i>Susan Herber Hull, MSSA, LSW; Gwen Rifici, LSW</i></p> <p>Palliative and end-of-life care provide a significant opportunity for social work involvement. Studies in long-term care and assisted living facilities indicate that social work practice is significant and improves end-of-life care. However, more education is needed in defining and understanding the role of the hospice social worker in these settings. This presentation will explore the responsibilities of the hospice social worker, determine ways in which to promote collaborative relationships; and develop an understanding of how collaborative outcomes positively affect the care of dying people.</p>
2:45 - 3:00 p.m.	Break
3:00 - 4:00 p.m.	Concurrent Sessions XII
Session 12A Buckeye	<p>Therapeutic Update: Opioid Utilization and Emerging Dosage Forms <i>Mary Grace Mihalyo, BS, PharmD</i></p> <p>This presentation will explore music in life review with hospice patients. Using case examples, the Musical Life Review Model will utilize music and art related materials as stimuli to evoke memories. As the patient evaluates life events, reactions range from normal, with positive and negative elements, to severe with guilt, despair, and depression. Using music, therapeutic interventions to promote sustained hope, increased understanding of a life’s meaning, resolution of emotions, and emotional intimacy with families will be discussed.</p>



Conference Agenda

Hospice & Palliative Care



Friday, November 12, 2010 (Continued)

Session 12B
Alder

Inside Voices in an Outside World

Chuck Behrens, BA, MDiv

Communication is such a vital part of End-of-Life Care between patient/family/friends and professional caregivers. It is not always what is said, but what is not said that needs to be heard. End-of-Life language is often hearing, understanding and acting upon what is never spoken, yet inherently being communicated. This session will focus on communication; interpreting and understanding, as well as discussing and demonstrating interventions that will enable caregivers to 'hear' more effectively. Listening to what the heart shouts and the mouth will never fully be able to whisper will make better communicators of us all.

4:00 - 5:00 p.m. Bookstore

Save the Date

for the

2011 Annual Conference for Home, Hospice & Palliative Care

DoubleTree Hotel-Columbus/Worthington
175 Hutchinson Avenue
Columbus, Ohio

Tuesday, November 1 - Thursday, November 3



Conference Sponsors & Exhibitors

As of August 23, 2010



Gold Level Sponsorship



Silver Level Sponsorship



Bronze Level Sponsorship



Buckeye Level Sponsorship



Exhibitors

AdvaCare Systems
 Bobby's Books
 Care Anywhere, Inc.
 Discuss Directives-Lisa Newburger
 Healthcare Provider Solutions
 Hospice Veterans Partnership of Ohio
 HospiScript Services

McKesson
 OnePoint Patient Care
 PaTu Designs
 ProCare HospiceCare
 Professional Healthcare Billing LLC
 Suncoast Solutions
 Therapy Support

and many, many more!



Registration Form



Complete one registration form per person; for group registrations, please duplicate this form. Please print or type legibly.

*Name: First	MI	Last
<small>Name and address information will be used for all Midwest Center for Education's mailings/contacts/name badges</small>		
Professional Designation	Job Title	
*Organization Name		
*Organization Address	*City/State/Zip	
*Phone	*Fax	*Work E-mail Address
Emergency Contact	Emergency Contact Phone	

Please check any that apply:

Presenter
Day(s) Presenting:
(T W Th F)

Co-Presenter
Day(s) Presenting:
(T W Th F)

Full-Time Student
(\$65/conference day)

Award Winner (no charge)

Guest of Award Winner

Please indicate any special needs, ADA requirements, dietary needs or food allergies:

Home Care Conference Fees (fees include materials, meals and CE Credits)
 *Registration must occur **on site** for those registering after October 29, 2010
 **If you wish to use your discount code, you must register via mail and pay via check/money order. Please contact OHPCO to determine final cost.

	Advanced OHCO Member (Until 10/29)	Advanced Non-Member (Until 10/29)	OHCO Member (On site)	Non-Member (On site)	Days/Sessions	CE/Contact Hours (select one)	
Full Day	\$130	\$195	\$195	\$270		<input type="checkbox"/> Attendance	<input type="checkbox"/> Nursing Home Admin.
Half Day	\$80	\$120	\$90	\$145	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> Counselor	<input type="checkbox"/> Pharmacist
						<input type="checkbox"/> LPN	<input type="checkbox"/> Physician
						<input type="checkbox"/> RN	<input type="checkbox"/> Social Worker
						<input type="checkbox"/> Funeral Director	
Total Due:	\$ _____						

Hospice & Palliative Care Conference Fees (fees include materials, meals and CE Credits)
 *Registration must occur **on site** for those registering after October 29, 2010
 **If you wish to use your discount code, you must register via mail and pay via check/money order. Please contact OHPCO to determine final cost.

	Advanced OHPCO Member (Until 10/29)	Advanced Non-Member (Until 10/29)	OHPCO Member (On site)	Non-Member (On site)	Days/Sessions	CE/Contact Hours (select one)
Preconference Dinner	\$45	\$65	\$50	\$80		
Full Day Preconference	\$125	\$185	\$175	\$260		<input type="checkbox"/> Attendance
Half Day Preconference	\$65	\$110	\$75	\$135	<input type="checkbox"/> Session #1 <input type="checkbox"/> Session #2	<input type="checkbox"/> Counselor
3-Day Package	\$345	\$495	\$495	\$660		<input type="checkbox"/> LPN
Single Day	\$130	\$195	\$195	\$270	<input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	<input type="checkbox"/> RN
Half Day	\$80	\$120	\$90	\$145	<input type="checkbox"/> Wed am/pm <input type="checkbox"/> Thurs am/pm <input type="checkbox"/> Fri am/pm	<input type="checkbox"/> Funeral Director
						<input type="checkbox"/> Nursing Home Admin.
						<input type="checkbox"/> Pharmacist
						<input type="checkbox"/> Physician
						<input type="checkbox"/> Social Worker
Totals:						Total Due: \$ _____

Two Ways to Register:

- Online Registration:** Visit www.ohpc.org, click on event under "Featured Events".
- Mail** your completed form with payment to Midwest Center for Education, 555 Metro Place North, Suite 650, Dublin, Ohio 43017. To qualify for Advanced Rate, registration must be received/postmarked by October 29, 2010.

Substitution/Cancellation Policy: Substitutions and cancellations must be made in writing to Midwest Center for Education. Cancellations after October 29 and up to the first day of attendance, will be charged a \$50 administrative fee. Full payment is expected for registrants who fail to attend and do not notify Midwest Center of their cancellation. If, for any reason, Midwest Center decides to cancel the program, registrants will be notified and full refunds will be provided.