Living a Good Life... at the End of Life

NHPxCA
Annual Conference

March 14-15, 2017
Embassy Suites
Lincoln, Nebraska
Nebraska’s hospitals

improve the health of individuals and the quality of life to entire communities and regions, and make the state a better place to live, work and grow

24 hours a day
7 days a week - 365 days a year
A special thanks to the following agencies for supporting the 2017 annual conference.

Contact marketing@nehca.org to learn how your organization can serve as part of the conference providership.

This continuing education is supported by an unrestricted educational grant and/or exhibits. This does not imply Nebraska Hospice and Palliative Care Association approval or endorsement of any product/medication.
Trade Show Exhibitors

As of January 31, 2017

After Hours Triage
Community Pharmacy
Methodist Home Health & Hospice
National HME
Roper & Sons Funeral Services

2017 Conference Workgroup

Chair
Diane Randolph, BSN, RN
Methodist Hospice, Omaha

Marcia Cederdahl, BS, RN, CHPN
Lincoln

Joan Husted, HRM
University of Nebraska Medical Center, Omaha

Lori Molzer, RN, CHPN
AseraCare Hospice, Lincoln

Mary Oliver, BSN, RN
St. Joseph Villa Hospice, Omaha

Tim Snyder, MA
Hillcrest Hospice, Bellevue

Angela McCary, RN, MSN
AseraCare Hospice, Lincoln

David M. Thompson, Esq.
The Law Offices of David M. Thompson, Omaha

Jennifer Eurek, CSW
Vice President of Hospice and Palliative Care, NHPCA, Lincoln

Pamela Truscott, MSN,
Nurse Educator, RN,
Director of Professional Development, NHPCA, Lincoln

Kathryn Bergen, Director of Membership and Marketing,
NHPCA, Lincoln

Katie Bruns, Marketing and Vendor Relations Coordinator, NHPCA, Lincoln

Christine Laughlin, Professional Development Coordinator, NHPCA, Lincoln

Kelsey Saythany, Membership and Marketing Coordinator, NHPCA, Lincoln
Embassy Suites
1040 P Street, Lincoln, NE 68508
Phone 402-474-1111
embassysuiteslincoln.com

Hotel Reservations

Attendees are responsible for their own hotel reservations.

Call the Embassy Suites at 402-474-1111 to make your reservation.
Request the NE Hospice & Palliative Care block.
The group code is HPC.

For online reservations, go to:

Make reservations before Feb. 19, 2017, to guarantee room rate.

Room Rate: $144*

*Includes cook-to-order breakfast and evening reception

Directions to Embassy Suites Hotel from I-80:
Take downtown exit onto I-180 south. Proceed to P Street, turn left, and go one block. Hotel is located on the corner of 10th and P streets.

Parking:
City parking garages are located on the east and west side of Embassy Suites for a daily parking charge of $11.25. Hotel valet parking is available for $17 per day.
Nebraska Hospice and Palliative Care Association (NHPCA)

Mission: A statewide partnership to improve the quality of life for all Nebraskans who have chronic conditions or are near the end of life and to support the various communities who care for them.

Vision: No Nebraskan lives in pain or dies badly. Nebraskans with chronic or end-of-life conditions, regardless of age, live their last months to their fullest, with their wishes expressed and respected, their pain and suffering alleviated, their fears and questions heard and addressed, their relational, spiritual, cultural, and financial needs met, with their loved ones around them and supported up to and following their death.

The Nebraska Hospice and Palliative Care Association is managed by the Nebraska Health Care Association.

Conference Purpose
The goal of this conference is to improve end-of-life care and conditions across the state of Nebraska by providing education on end-of-life issues for physicians, nurses, social workers, advocates, administrators, and others working in the end-of-life field.

Who Should Attend?
This is a premier regional conference for everyone caring for patients and families with chronic illness or at the end of life. Attendees include physicians, nurses, therapists, social workers, administrators, and counselors.

Cyber Station/Handouts
The 2017 annual conference is paperless! The cyber station offers attendees a place to check email and print handouts. Session handouts will be emailed to registered attendees two weeks prior to the conference. Be sure to include your email address on the registration form.

ADA Requests
If you need auxiliary aids or services identified in the Americans with Disabilities Act, please attach a description of requested accommodations to your registration form or call NHPCA at 402-477-0204.

Photos
NHPCA takes photographs during its events for use in Association media releases, newsletters, and other promotional materials, whether in print, electronic or other media, including the NHPCA website and online social networking sites. By participating in this conference and other NHPCA events, you grant NHPCA the right to use your name and photograph for such purposes.

Daily Certificate of Attendance
AT THE BEGINNING OF EACH DAY, REGISTRANTS MUST PICK UP A DAILY CERTIFICATE OF ATTENDANCE. The certificate of attendance will be located near the conference registration area. It is the responsibility of each registrant to retain his or her own certificate as verification of continuing education hours.

Daily Evaluations
REGISTRANTS MUST COMPLETE AN EVALUATION. A paper evaluation packet will be located near the conference registration area at the beginning of each day. Registrants will also have the opportunity to complete evaluations online using Kahoot.

To successfully complete this training, attendees must complete and submit the paper or electronic evaluation at the completion of the training.

Continuing Education Credit
This program is co-provided by the University of Nebraska Medical Center and the Nebraska Hospice and Palliative Care Association.

Registrants can choose from 27.25 hours of conference education sessions to acquire a maximum of 12.25 continuing education credit hours. The specific number of continuing education credit hours that have been requested from the appropriate licensing agencies are listed after each day’s session descriptions.

Physicians, Nurse Practitioners, and Physician Assistants: This activity has been planned and implemented in accordance with the Accreditation Requirements and Policies of the Accreditation Council for Continuing Medical Education through the joint providership of the University of Nebraska Medical Center, Center for Continuing Education, and the Nebraska Hospice and Palliative Care Association.

The University of Nebraska Medical Center, Center for Continuing Education, is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Nebraska Medical Center, Center for Continuing Education, designates this live activity for a maximum of 12.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses, Social Workers, Licensed Mental Health Practitioners, and Nursing Home Administrators: Contact hours are listed after each day’s session descriptions.

The University of Nebraska Medical Center, Center for Continuing Education, designates this live activity for a maximum of 12.25 continuing education credit hours. The specific number of continuing education credit hours that have been requested from the appropriate licensing agencies are listed after each day’s session descriptions.

Nebraska Health Care Association is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

Participants must stay in the program the entire time to receive full credit.

Nurses: Please bring your nursing license number with you to the training.

No perceived or identified speaker or planning committee member conflict of interest.
Judi Lund Person, BA, MPH, CHC
Judi Lund Person is Vice President of Regulatory and Compliance for the National Hospice and Palliative Care Organization (NHPCO) in Alexandria, Virginia, where she serves as a key contact with the Centers for Medicare and Medicaid Services. Judi helps ensure that NHPCO’s voice is heard with policymakers. She frequently interfaces with federal administrators of hospice and palliative care work in New York City and the Roger C. Bone Award for National Leadership in End-of-Life Care. Dr. Avery was recently named “One of the 50 Most Influential Physician Executives” by Modern Physician magazine and was also nominated as “One of the 100 Most Influential People in Healthcare” by Modern Healthcare magazine.

Meaghann Weaver, MD, MPH
Meaghann Weaver is a full-time pediatric palliative care physician on the Hand in Hand team at Children’s Hospital and Medical Center in Omaha, Nebraska. Dr. Weaver completed her pediatric oncology fellowship at St. Jude Children’s Research Hospital with additional research training at DC Children’s National Health Systems. She also completed a fellowship in pain, palliative care, and hospice at the National Institutes of Health. She received her public health degree (global health epidemiology) from George Washington University. Dr. Weaver is interested in supportive care and complex symptom management for oncology patients, patient-provider communication, patient-reported outcomes, global health to include oncology and palliative care in low-resource settings, implementation science, and integrative/complementary modalities. Dr. Weaver advocates for early integration of palliative care in all domains of medicine as a longitudinal, collaborative partnership.

James A. Avery, MD, CMD, FACP, FCCP, FAAHPM
James Avery is Chief Mission Officer at Hospice of the Piedmont and Visiting Assistant Professor of Medicine at the University of Virginia Medical Center. Dr. Avery is board-certified in internal medicine, pulmonary, hospice, and palliative medicine. He is a Fellow in the American College of Physicians, the American College of Chest Physicians, and the American Academy of Hospice and Palliative Medicine. Dr. Avery was awarded the Lillian B. Wald Award for his hospice and palliative care work in New York City and the Roger C. Bone Award for National Leadership in End-of-Life Care. Dr. Avery was recently named “One of the 50 Most Influential Physician Executives” by Modern Physician magazine and was also nominated as “One of the 100 Most Influential People in Healthcare” by Modern Healthcare magazine.

Kurt Kazanowski, MS, RN, CHE
Kurt Kazanowski is an author, speaker, and consultant with expertise in senior care, home care, and hospice. Having acquired more than 30 years of experience in health care, he is currently the owner of two successful personal home health care companies – Homewatch CareGivers of Southeastern Michigan and First Home Care in Moscow, Russia – as well as the founder of Hospice Advisors, a hospice and home care consulting agency. Kurt has a passion for being the ultimate resource for aging-related issues. His e-book, “The 7 Pillars of Growth,” is the result of his experience as a hospital executive for 16 years and the president and CEO of several large hospice and home care companies. He is also the author of “A Son’s Journey, Taking Care of Mom and Dad,” a guide for adults facing the challenges of caregiving.

Celina Peerman, PhD
Celina Peerman serves as an organizational behavior specialist with more than 22 years of experience from front-line to senior-level positions in a wide range of industries and organizations. She is passionate about engaging human resources in new ways in order to achieve better organizational results. Dr. Peerman has led successful workshops and designed training for a variety of professions. She has presented at numerous conferences for local, state, and national audiences. Dr. Peerman’s focus is to provide quality training and services that directly contribute to service for all stakeholders and, in particular, the retention of front-line staff and strength of first-line supervisors. Her passion is for the behavior of people at work – the good, the bad, and the worst. Dr. Peerman’s style has been described as dynamic, noting the ability to draw in even the most resistant attendees through real life examples and humor.

Judi Lund Person, BA, MPH, CHC
Judi Lund Person is Vice President of Regulatory and Compliance for the National Hospice and Palliative Care Organization (NHPCO) in Alexandria, Virginia, where she serves as a key contact with the Centers for Medicare and Medicaid Services. Judi helps ensure that NHPCO’s voice is heard with policymakers. She frequently interfaces with federal administrators of hospice payment policy, Part D, survey and certification, contractor management, and program integrity functions. She represents hospice and palliative care with other federal agencies and many national organizations. Judi works daily with hospice providers and state hospice organizations on the ever-increasing array of regulatory and compliance issues and translates complex regulatory language into actionable “plain English” for hospice providers.
Tuesday, March 14

7:15 a.m. - 5:00 p.m. ............Registration
7:15 a.m. - 3:45 p.m. ............Trade Show Open
8:00 a.m. - 8:15 a.m. ..........Welcome
8:15 a.m. - 8:45 a.m. ..........NHPCA Annual Meeting
8:45 a.m. - 10:00 a.m. ........General Session I
   The Secret Sauce of Transformation
   James Avery, MD, CMD, FACP, FCCP, FAAHPM, Chief Mission Officer and Visiting Assistant Professor, Hospice of the Piedmont and the University of Virginia, Charlottesville, Virginia
10:00 a.m. - 3:45 p.m. ........NHPCA Raffle Open
10:00 a.m. - 10:30 a.m. .......Break
10:30 a.m. - 12:00 p.m. .......General Session II
   Creating a Culture of Growth
   Kurt Kazanowski, MS, RN, CHE, Managing Partner of Hospice Advisors, Kaznow Inc., Plymouth, Michigan
12:00 p.m. - 1:00 p.m. ........Lunch
1:00 p.m. - 2:00 p.m. ..........Concurrent Sessions [A1-A4]
   A1: Improving Your Referral Inquiry to Admission Conversion Rate
   A2: Nebraska Anatomical Board – Deeded Body Program
   A3: Giving Bad News in a Beautiful Way
       (This session meets the requirements for one hour of ethics continuing education for certified social workers.)
   A4: Patient-Centered Care Planning for Hospice – Part 1
2:00 p.m. - 2:15 p.m. ...........Break
2:15 p.m. - 3:15 p.m. ..........Concurrent Sessions [B1-B4]
   B1: Patient-Centered Care Planning for Hospice – Part 2
   B2: ALS and End of Life
   B3: Advocacy in Times of Change
   B4: PTSD at End of Life
3:15 p.m. - 3:30 p.m. ..........Break
3:30 p.m. - 3:45 p.m. ............Announcements/Door Prizes
3:45 p.m. - 5:00 p.m. ............General Session III
   Leading a Customer Service-Focused Culture
   Celina Peerman, PhD, President and Chief Training Officer, Peerman Group, Waverly, Iowa
5:00 p.m. .......................Adjourn/Evaluations/Certificates
5:30 p.m. - 6:30 p.m. ..........Reception
6:30 p.m............................Banquet

For personal comfort, we suggest dressing in layers to accommodate variable room temperatures.
Wednesday, March 15

7:15 a.m. - 4:45 p.m. ..........Registration
7:15 a.m. - 3:30 p.m. ..........Trade Show Open
7:15 a.m. - 3:15 p.m. ..........NHPCA Raffle Open
8:00 a.m. - 8:15 a.m. ..........Welcome
8:15 a.m. - 10:15 a.m. .........General Session IV
   Regulatory and National Perspective Overview
   Judi Lund Person, BA, MPH, CHC, Vice President, Compliance
   and Regulatory Leadership, National Hospice and Palliative Care
   Organization, Alexandria, Virginia
10:15 a.m. - 10:45 a.m. ..........Break
10:45 a.m. - 11:45 a.m. ..........Concurrent Sessions [C1-C4]
   C1: Needs Assessment Evil or Boon: An Interactive Session to Develop
       an Effective, Results-Driven Tool
   C2: Nebraska Anatomical Board – Deeded Body Program
   C3: Dementia Diagnosis, Management, and Prognosis for Hospice
       Care Practitioners
   C4: HIPAA: Current Issues
       (This session meets the requirements for one hour of ethics continuing
        education for certified social workers.)
11:45 a.m. - 12:45 p.m. ........Lunch
12:45 p.m. - 1:45 p.m. ..........Concurrent Sessions [D1-D4]
   D1: Beyond Measuring – Improving through PIPS
   D2: Guardianship and Power of Attorney
   D3: I Can Take Care of Myself
   D4: Goals of Care Discussions
       (This session meets the requirements for one hour of ethics continuing
        education for certified social workers.)
1:45 p.m. - 2:00 p.m. ..........Break
2:00 p.m. - 3:00 p.m. ..........Concurrent Sessions [E1-E4]
   E1: It’s My Funeral, I’ll Play Jazz If I Want To!
   E2: Tools for Success: Medicare Billing Updates and Reminders from
       CGS
   E3: Tools for Clinical Success: Medicare Clinical Updates and
       Reminders from CGS
   E4: Confidentiality, Privacy and Security of Protected Health
       Information
       (This session meets the requirements for one hour of ethics continuing
        education for certified social workers.)
3:00 p.m. - 3:15 p.m. ..........Break
3:15 p.m. - 3:30 p.m. ..........Announcements/Door Prizes/Raffle Prizes
3:30 p.m. - 4:45 p.m. ..........General Session V
   Palliative Care through the Ages
   Meaghann Weaver, MD, MPH, Assistant Professor, Hand in Hand
   Palliative Care, Children’s Hospital and Medical Center, Omaha,
   Nebraska
4:45 p.m. ..........................Adjourn/Evaluations/Certificates
7:15 a.m. .................... Registration Opens
7:15 a.m. - 3:45 p.m. ...... Trade Show Open
8:00 a.m. - 8:15 a.m. ...... Welcome
8:15 a.m. - 8:45 a.m. ...... NHPCA Annual Meeting
8:45 a.m. - 10:00 a.m. .... General Session I

The Secret Sauce of Transformation
James Avery, MD, CMD, FACP, FCCP, FAAHPM, Chief Mission Officer and Visiting Assistant Professor, Hospice of the Piedmont and the University of Virginia, Charlottesville, Virginia

Health care is undergoing an earthquake-like change, and hospice is in the epicenter of this change. This session will demonstrate how every single person needs to ensure that hospice maintains its missional heart while changing and reinventing itself because of the myriad of external and internal pressures. Three skill sets are going to be critical if a hospice is to survive the upcoming health care earthquake: prepare for the earthquake, know how to exert influence and lead from any position, and do transformational storytelling.

Objectives:
This training will allow participants to describe the changes that have happened and are happening in hospice, demonstrate why every hospice has to transform and change, demonstrate how to implement the three phases of change in the context of hope and storytelling, and describe the modern transformational leader.

10:00 a.m. - 3:45 p.m. .... NHPCA Raffle Open
10:00 a.m. - 10:30 a.m. ... Break
10:30 a.m. - 12:00 p.m. ... General Session II

Creating a Culture of Growth
Kurt Kazanowski, MS, RN, CHE, Managing Partner of Hospice Advisors, Kaznow Inc., Plymouth, Michigan

Most hospice organizations want to grow, but not all organizations do what is necessary to grow. Creating a culture of growth is more than a business development strategy. It’s about operational excellence, leadership, and knowing the best practices to serve our communities. Every organization has silent “invisible velvet gloves” that can negatively impact the organization’s ability to fulfill its mission and business objectives. This presentation will challenge traditional thinking and open new doors for accelerating the growth of your organization.

Objectives:
This training will allow participants to describe the information needed to educate patients and families if they are considering whole body donation and discuss the guidelines and procedures expected by the Anatomical Board in relation to procurement of potential donors.

10:00 a.m. - 1:00 p.m. .... Lunch
1:00 p.m. - 2:00 p.m. ...... Concurrent Sessions [A1-A4]

A1: Improving Your Referral Inquiry to Admission Conversion Rate
Kurt Kazanowski, MS, RN, CHE, Managing Partner of Hospice Advisors, Kaznow Inc., Plymouth, Michigan

Learn five powerful tools that will increase your referral inquiry to admission conversion rate. Why spend another dollar on referral development to make the phone ring more than it already is if you can’t convert the referrals you have into admissions? This presentation will challenge traditional thinking and open new doors for accelerating the growth of your organization.

Objectives:
This training will allow participants to diagnose whether they have a strong or weak culture of growth and how to improve it, create a leadership model that harnesses a collective focus on excellence and growth, and assemble and execute action plans to strengthen their culture of growth.

A2: Nebraska Anatomical Board – Deeded Body Program
Benjamin Hall, LFD, LE, Manager, Deeded Body Program, Nebraska Anatomical Board, Nebraska Medical Center, Omaha, Nebraska

This session will provide an overview of the deeded body program and its practices, goals and mission. The presentation will also discuss the board and its structure, policies and procedures. There will be discussion on the relationship and dynamics between hospice and the donors they care for, as well as the shared responsibilities of hospice staff and the Anatomical Board in providing donors and their families with the best education and care when it comes to body donation as an option for end-of-life arrangements.

Objectives:
This training will allow participants to describe the information needed to educate patients and families if they are considering whole body donation and discuss the guidelines and procedures expected by the Anatomical Board in relation to procurement of potential donors.
A3: Giving Bad News in a Beautiful Way
James Avery, MD, CMD, FACP, FCCP, FAAHPM, Chief Mission Officer and Visiting Assistant Professor, Hospice of the Piedmont and the University of Virginia, Charlottesville, Virginia

Giving bad news to patients is a difficult chore for health care workers. This session will provide participants with information and the latest research about giving bad news. Dr. Avery will also give basic tools and practical tips on how to do this most effectively. This is a must-attend session for every person taking care of or communicating with patients.

Objectives:
This training will allow participants to discuss why giving bad news is so difficult, describe the practical steps involved in giving bad news well and how to avoid the pitfalls in giving bad news poorly, assemble hope in difficult situations, and express compassionately and with integrity in difficult situations.

(This session meets the requirements for one hour of ethics continuing education for certified social workers.)

A4: Patient-Centered Care Planning for Hospice – Part 1
Kathy Sanders, RN, RAC-CT, DNS-CT, LTC MDS/Care Plan/Documentation Consultant, Sanders Consulting, Tecumseh, Nebraska

This session will provide education on the basic care plan process and give staff a better understanding of how to integrate the hospice care plan into the patient’s long-term care plan.

Objectives:
This training will allow participants to develop a plan of care for each individual receiving hospice services, discuss the role of critical thinking in the care planning process, and list the components of an effective care plan process.

2:00 p.m. - 2:15 p.m. ...... Break

2:15 p.m. - 3:15 p.m. ...... Concurrent Sessions [B1-B4]

B1: Patient-Centered Care Planning for Hospice – Part 2
Kathy Sanders, RN, RAC-CT, DNS-CT, LTC MDS/Care Plan/Documentation Consultant, Sanders Consulting, Tecumseh, Nebraska

This session will expand on the basic care plan process and give staff a better understanding of how to integrate the hospice care plan into the patient’s long-term care plan.

B2: ALS and End of Life
Shannon Todd, MSW, Care Service Specialist, The ALS Association Mid-America Chapter, Omaha, Nebraska

Amyotrophic lateral sclerosis (ALS) is an extremely complex disease with many symptom management issues and areas, particularly at end of life. The first goal of this session is to provide a brief overview of ALS and review criteria for hospice admission. Next, common end-of-life symptoms in ALS will be identified, and recommended management of these symptoms will be reviewed. ALS family caregivers’ issues and concerns at end of life will be examined, and strategies to support caregivers will be identified. Finally, low-tech/no-tech communication options with ALS patients will be given and demonstrated.

Objectives:
This training will allow participants to describe the clinical features of ALS and define hospice criteria for ALS, identify end-of-life symptoms of ALS and explain common symptom management of these symptoms, identify end-of-life issues and characteristics of ALS caregivers and ways to provide support, describe three different low-tech/no-tech communication methods to utilize with ALS patients at end of life.

B3: Advocacy in Times of Change
Shannon Anderson, JD, Director of Government Relations, Nebraska Health Care Association, Lincoln, Nebraska

Participants will learn the fundamental steps to developing an idea, issue or concern into legislation and how to participate in the legislative process with both internal and external stakeholders in order to successfully advocate for legislation.

Objectives:
This training will allow participants to describe how a concern, question or idea becomes a bill and ultimately a law; explain how to participate meaningfully in the legislative process; and discuss the exchange of participant experiences in advocacy.

(continued on next page)
B4: PTSD at End of Life
Jorge Ramirez, MD, FAAHPM, Medical Director, VISN 23
Extended Care and Rehabilitation Service Line, Clancy,
Montana
Caroline Schauer, RN, MSN, CHPN, Program Manager,
VISN 23 Extended Care and Rehabilitation Service Line,
Eagan, Minnesota
This session will help participants learn about Post
Traumatic Stress Disorder (PTSD) and the number of
individuals who may be affected, especially at the end
of life. Evidence-based treatments will be reviewed,
as well as strategies for comfort in those who are near
death. Interdisciplinary roles will be explored and
defined to clarify the importance each team member
has in PTSD interventions.
Objectives:
This training will allow participants to describe PTSD
and explore the potential hospice patients who may
be affected by this disorder; identify current treatment
options for PTSD, including options most suited for
individuals at end of life; and examine how each
interdisciplinary hospice and palliative care team
member can provide the most comfort and assistance
to the patient and the family.
3:15 p.m. - 3:30 p.m. ......Break
3:30 p.m. - 3:45 p.m. ......Announcements/Door Prizes
3:45 p.m. - 5:00 p.m. ......General Session III
Leading a Customer Service-Focused Culture
Celina Peerman, PhD, President and Chief Training
Officer, Peerman Group, Waverly, Iowa
There is no debate that the risk and reward is
substantial for creating and sustaining a high-
performance, patient-centered culture. For
organizations to thrive in today’s environment,
increased attention must be given to continuous
learning to build strong teams and professionally
interact with all internal and external stakeholders. This
session will look at leading service providers. Focus will
be on setting, establishing and managing expectations
for employee customer service performance. With the
use of real-life examples and support from applicable
research and tools, this interactive session will highlight
and review customer service best practices for all team
members.
Objectives:
This training will allow participants to apply evidence-
based learning to create and sustain a culture of
patient-centered care, review various employee
coaching techniques for daily interactions and
decisions when supervising others on customer-
focus, and describe culture sustainability as related
to employee performance management in service/
health care research.
5:00 p.m. ......................Adjourn/Evaluations/
Certificates
5:30 p.m. - 6:30 p.m. ......Reception
6:30 p.m. ......................Banquet
Nebraska Health Care Association is an approved
provider of continuing nursing education by the
Midwest Multistate Division, an accredited approver
by the American Nurses Credentialing Center’s
Commission on Accreditation.
This program meets the criteria for 6.0 hours of an
approved continuing education program for certified
social workers, certified master social workers, and
licensed mental health practitioners.
This program meets the criteria for 6.0 hours of an
approved continuing education program for Nebraska
nursing home administrators.
Regulatory and National Perspective Overview
Judi Lund Person, BA, MPH, CHC, Vice President, Compliance and Regulatory Leadership, National Hospice and Palliative Care Organization, Alexandria, Virginia

2017 marks a new administration, new leaders for the Department of Health and Human Services and Centers for Medicare and Medicaid Services, and new priorities. As we approach the first 100 days of the new administration, we will take a look at how these changes will impact hospice and palliative care and what it means for bills in Congress and new or changed regulations. How is Washington adapting to the new administration? What changes are in store for hospice and palliative care? This session will provide up-to-the-minute information on changes in Washington and their impact on hospice and palliative care providers.

Objectives:
This training will allow participants to describe three of the latest issues being addressed at CMS and in Congress about hospice and palliative care, list four areas of concern about hospice care delivery and billing identified by CMS, and describe the requirements for quality reporting and the steps a hospice will use for Hospice Compare.

10:15 a.m. - 10:45 a.m. ...Break

10:45 a.m. - 11:45 a.m. ...Concurrent Sessions [C1-C4]

C1: Needs Assessment Evil or Boon: An Interactive Session to Develop an Effective, Results-Driven Tool
Meaghann Weaver, MD, MPH, Assistant Professor, Hand in Hand Palliative Care, Children’s Hospital and Medical Center, Omaha, Nebraska
Sue Bace, LICSW, ACHP-SW, Supervisor Palliative Care, Children’s Hospital and Medical Center, Omaha, Nebraska

Palliative care needs assessments have potential to serve as powerful tools to: 1) measure a family’s self-perceived need; 2) acknowledge family requests for information, tangible services, or additional layers of support in a systematic way; and 3) enable identification of actions needed to address these needs. This interactive presentation will review a comprehensive summary of cumulative pediatric palliative care needs assessment data systematically collected in a three-year timeframe. The goal is to then creatively review and improve (in a dynamic, participant-engaged way) the current pediatric palliative care needs assessment tool.

Objectives:
This training will allow participants to define the role of needs assessments in palliative care and categorize “domains of need” relevant to pediatric palliative care; recognize the role for needs assessments to identify, assess, and measure these gaps; and design an ideal pediatric palliative care needs assessment form.

C2: Nebraska Anatomical Board – Deeded Body Program
(Repeat of Session A2)
Benjamin Hall, LFD, LE, Manager, Deeded Body Program, Nebraska Anatomical Board, Nebraska Medical Center, Omaha, Nebraska

This session will provide an overview of the deeded body program and its practices, goals and mission. The presentation will also discuss the board and its structure, policies and procedures. There will be discussion on the relationship and dynamics between hospice and the donors they care for, as well as the shared responsibilities of hospice staff and the Anatomical Board in providing donors and their families with the best education and care when it comes to body donation as an option for end-of-life arrangements.

Objectives:
This training will allow participants to describe the information needed to educate patients and families if they are considering whole body donation and discuss the guidelines and procedures expected by the Anatomical Board in relation to procurement of potential donors.

C3: Dementia Diagnosis, Management, and Prognosis for Hospice Care Practitioners
Bob Bleicher, MD, HoriSun Hospice, Lincoln, Nebraska

The purpose of this session is for participants to gain understanding about the many types of dementia and stages of dementia. The presentation will cover the differentiation between types of dementia and factors that increase the risk of being diagnosed with dementia. Participants will gain an understanding of therapies used for dementia patients as well as hospice care for dementia patients.

(continued on next page)
Objectives:
This training will allow participants to discuss the different types of dementia, describe when patients should be considered for hospice admission, and discuss how we should prognosticate survival in dementia patients.

C4: HIPAA: Current Issues
Abbie Widger, JD, Attorney, Johnson Flodman Guenzel & Widger, Lincoln, Nebraska

Social media is everywhere. Protecting health information becomes a critical element in regards to social media. With the utilization of technology, there is a higher prevalence of ransomware that could put the safety and security of patient information in jeopardy. This presentation will discuss recent cases and releases regarding the Health Insurance Portability and Accountability Act.

Objective:
This training will allow participants to discuss social media and its impact on protected health information, describe how ransomware can put protected health information in jeopardy and how to protect themselves, and identify recent cases and releases regarding HIPAA.

(This session meets the requirements for one hour of ethics continuing education for certified social workers.)

11:45 a.m. - 12:45 p.m. ..Lunch

12:45 p.m. - 1:45 p.m. ....Concurrent Sessions [D1-D4]

D1: Beyond Measuring – Improving through PIPS
Marcia Cederdahl, BS, RN, CHPN, Lincoln, Nebraska

Performance Improvement Projects (PIPS) are an integral part of Quality Assurance and Performance Improvement. The Centers for Medicare and Medicaid Services regulations in 2008 greatly increased the emphasis for quality improvement/performance improvement activities, with not only a Condition of Participation, but 15 standards as well. So, now that you have collected the data, how do you decide what to do with it? What issues are important to address in a PIP, and what do you want to accomplish? What was the outcome of the PIP – did you meet the goal(s), and did performance improve?

Objectives:
This training will allow participants to discuss how to use quality data, describe the issues important to address in a PIP, and identify case examples that illustrate the process for conducting and evaluating a PIP.

D2: Guardianship and Power of Attorney
Mary Wilson, BA, JD, Attorney, Buford Law Office, Omaha, Nebraska

Financial powers of attorney, living wills, and health care powers of attorney will be explained. The rights and responsibilities of a guardian and conservator will be compared and contrasted. An update on the procedure for the Office of Public Guardian will be provided.

Objectives:
This training will allow participants to distinguish between a power of attorney and a guardian, describe duties of a guardian and power of attorney, and discuss the Office of Public Guardian.

D3: I Can Take Care of Myself
Katie Vail, APRN-NP, Palliative Care Nurse Practitioner, Hand in Hand Palliative Care, Children’s Hospital and Medical Center, Omaha, Nebraska
Denise Schroeder, BSN, RN, CHPPN, Case Manager, Hand in Hand Palliative Care, Children’s Hospital and Medical Center, Omaha, Nebraska

The purpose of this session is for participants to undergo an interactive self-care assessment session. This will help promote resilience and ways to manage stress and take care of themselves.

Objectives:
This training will allow participants to report if they are at risk of burnout and need to focus on themselves based on completion of a self-care tool, discuss how healthy lifestyle choices and stress management help in overcoming compassion fatigue, and describe prescriptions for self-care and ways to decrease stress.

D4: Goals of Care Discussions
Jorge Ramirez, MD, FAAHPM, Medical Director, VISN 23 Extended Care and Rehabilitation Service Line, Clancy, Montana
Caroline Schauer, RN, MSN, CHPN, Program Manager, VISN 23 Extended Care and Rehabilitation Service Line, Eagan, Minnesota

Many health care providers agree that a goals of care discussion is essential and allows patients to make informed decisions about their health care. Even though this conversation is necessary, there is disagreement as to when during the disease this is appropriate, who should be responsible for the conversation, and if effective discussions need to result in prolonged sessions of pronounced grief and emotion. This session will assist clinicians in determining
when, where, and how these conversations can ideally be conducted.

Objectives:
This training will allow participants to describe how personal goals define goals of care, their interrelationship, and how these can change; identify communication strategies as well as do's and don'ts when discussing goals of care; and describe how age, culture, and other factors can influence goals of care discussions and decision-making at the end of life.

(This session meets the requirements for one hour of ethics continuing education for certified social workers.)

1:45 p.m. - 2:00 p.m. ......Break

2:00 p.m. - 3:00 p.m. ......Concurrent Sessions [E1-E4]

E1: It's My Funeral, I'll Play Jazz If I Want To!
Sarah Bernhagen, Public Relations, John A. Gentleman Mortuary, Omaha, Nebraska
This session will teach participants how to create a unique celebration of life for themselves or a loved one. It will explain the importance of prearranging and the benefits of prefunding in a non-threatening, fun way!

Objectives:
This training will allow participants to create a unique funeral, outline how to prepare a funeral, and define pre-funding.

E2: Tools for Success: Medicare Billing Updates and Reminders from CGS
Nykesha Scales, MBA, Senior Provider Relations Representative, CGS Administrators, LLC, Nashville, Tennessee
The purpose of this session is to keep hospice agencies informed of Medicare updates and the latest regulations impacting their billing practices. Participants will engage in discussion on top billing errors and resolutions and receive reminders concerning available resources and self-service tools offered by both the Centers for Medicare and Medicaid Services and CGS.

Objectives:
This training will allow participants to illustrate awareness of Medicare changes and regulations, discuss common claim submission errors, and correct those errors utilizing available Centers for Medicare and Medicaid Services and CGS resources and self-service tools.

E3: Tools for Clinical Success: Medicare Clinical Updates and Reminders from CGS
Sandy Decker, BSN, RN, Senior Provider Education Consultant, CGS Administrators, LLC, Nashville, Tennessee
This session will discuss recent information from the Centers for Medicare and Medicaid Services and CGS to keep providers up-to-date on hospice clinical information and practices. Participants are encouraged to ask questions and discuss situations to put this information into practice. Intensive time will be devoted to documentation to lessen denials when submitting Additional Development Requests.

Objectives:
This training will allow participants to illustrate awareness of Medicare changes and regulations, discuss common claim submission errors, and correct those errors utilizing available Centers for Medicare and Medicaid Services and CGS resources and self-service tools.

E4: Confidentiality, Privacy, and Security of Protected Health Information
Denise Mainquist, CISA, CPHIT, President, ITPAC Consulting, LLC, Lincoln, Nebraska
The purpose of this activity is to enable the learner to understand the difference between confidentiality, privacy, and security of protected health information (PHI) and how both the patient and the facility can be negatively impacted by inadequate controls and potential unauthorized disclosure or breach of PHI. Practical and affordable steps to protect PHI and prevent a breach will be provided, as well as the basics for identifying a breach and reporting requirements.

Objectives:
This training will allow participants to illustrate awareness of Medicare changes and regulations, discuss common claim submission errors, and correct those errors utilizing available Centers for Medicare and Medicaid Services and CGS resources and self-service tools.

(continued on next page)
2017 Awards

Shining Star Award
The Shining Star Award recognizes an individual, group or organization that has illustrated outstanding leadership in the promotion of end-of-life services, raised awareness of or educated others on end-of-life issues, developed a new program, or developed or completed outstanding work in an end-of-life coalition.

Spirit of Hospice Award
The Spirit of Hospice Award recognizes true commitment and outstanding dedication to the hospice philosophy of care. Nominees should have promoted quality hospice care over the last year. They should display openness to the needs of all they have cared for, reverencing the dignity of all areas of diversity.

Outstanding Hospice Volunteer Recognition
Honors exemplary volunteers from Nebraska's hospice programs.

Award recipients will be recognized at the awards banquet on Tuesday, March 14, at 6:30 p.m.

3:30 p.m. - 4:45 p.m. General Session V
Palliative Care through the Ages
Meaghan Weaver, MD, MPH, Assistant Professor, Hand in Hand Palliative Care, Children’s Hospital and Medical Center, Omaha, Nebraska
Children ignite energy and resiliency, even at end of life. Pediatric palliative care shares foundational field principles with adult palliative care: symptom assessment and intervention, direct patient reporting, effective communication, and shared decision-making. This presentation will share wisdom and experiences based on pediatric palliative care evidence-based and clinical cases with direct translation to quality palliative care across the ages: celebrating interdisciplinary team roles and strengths; focus on families, not just patients; tailoring communication to developmental and emotional needs of each patient and family; embracing play and creativity; incorporating integrative therapies; and honoring the life force of even our youngest and most vulnerable community members.

Objectives:
This training will allow participants to list the foundational qualities of pediatric palliative care with application to palliative care across all ages and define primary hallmarks of quality pediatric palliative care with direct translation to adult palliative care.

4:45 p.m. Adjourn/Evaluations/Certificates

Nebraska Health Care Association is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This program meets the criteria for 6.25 hours of an approved continuing education program for certified social workers, certified master social workers, and licensed mental health practitioners.

This program meets the criteria for 6.25 hours of an approved continuing education program for Nebraska nursing home administrators.
**Registration Form**

**Living a Good Life...at the End of Life**

NHPCA Annual Conference • March 14-15, 2017

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Title</th>
<th>Credentials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
<th>Fax</th>
<th>All Nurses: Nursing License #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

By participating in this activity, you grant NHPCA the right to release your contact information to the sponsors/commercial interest organizations. If you do not wish to have your name, mailing address, and/or email address released, please check the box below.

☐ I do not wish to have my name, mailing address, and/or email address released.

If you require special accommodations, please attach a written description of your needs.

If you have special dietary restrictions or requests, notify us at least five days prior to the event.

**Please complete all three sections below:**

1. **Select your choice of concurrent sessions:**
   - **Tuesday, March 14**
     - 1:00 p.m.: A1, A2, A3, A4
     - 2:15 p.m.: B1, B2, B3, B4
   - **Wednesday, March 15**
     - 10:45 a.m.: C1, C2, C3, C4
     - 12:45 p.m.: D1, D2, D3, D4
     - 2:00 p.m.: E1, E2, E3, E4

2. **Select which continuing education you require:**
   - ☐ Physician/NP/PA
   - ☐ Nursing
   - ☐ Nursing Home Administrator
   - ☐ Social Work/LMHP

3. **Circle the appropriate registration fee:**

<table>
<thead>
<tr>
<th></th>
<th>Member on/before February 27</th>
<th>Member after February 27</th>
<th>*Non-Member on/before February 27</th>
<th>*Non-Member after February 27</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Conference Registration Both Days: March 14-15</td>
<td>$280</td>
<td>$330</td>
<td>$560</td>
<td>$610</td>
<td></td>
</tr>
<tr>
<td>Daily Registration Tuesday, March 14</td>
<td>$170</td>
<td>$195</td>
<td>$340</td>
<td>$365</td>
<td></td>
</tr>
<tr>
<td>Daily Registration Wednesday, March 15</td>
<td>$170</td>
<td>$195</td>
<td>$340</td>
<td>$365</td>
<td></td>
</tr>
<tr>
<td>Awards Banquet/Dinner Tuesday, March 14</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td></td>
</tr>
</tbody>
</table>

* For information on becoming a member, call 402-477-0204.

Additional registration information and the cancellation policy are provided on the back side of this form.

Send completed form and payment to: NHPCA, 1200 Libra Dr Ste 100, Lincoln NE 68512-9332

or register online at nehospice.org
Registration Information

Full Conference Registration: Includes both days of education (March 14 and 15), breaks, lunches, admission to the trade show, raffle, and annual meeting.

Daily Registration: Registration on a per-day basis for Tuesday or Wednesday. Daily registration includes all education sessions, lunch, breaks, admission to the trade show, and raffle for the day. Tuesday registration includes the annual meeting.

Awards Banquet/Dinner Tickets: Tickets must be purchased separately to attend the Tuesday evening awards banquet – NOT included in full conference registration or daily registration.

Cancellation Policy

All cancellation requests must be submitted in writing. A $50 processing fee will apply to all cancellations. Cancellations on or before Feb. 27, 2017, will receive a full refund less the processing fee. No refunds will be given on cancellations postmarked after Feb. 27, 2017. Substitutions are welcome; please submit your request in writing. NHPCA reserves the right to substitute faculty or to cancel or reschedule sessions due to unforeseen circumstances. If the conference must be canceled, registrants will receive full credits or refunds of the paid registration fees. NHPCA is not responsible for lodging, airfare, or any other expense related to attending the conference.

NHPCA Raffle Contribution Form

☐ YES, I would like to donate an item or package for the raffle.
Please submit a form for each item or package donation.

Provide name of contributing person or agency/organization as it should appear on recognition:

Contact Name ____________________________________________
Organization Name ____________________________________________
Address _____________________________________________________
City, State, Zip _______________________________________________
Phone ___________________________ Email _______________________

Fair Market Value of Item or Package: $ ______

Provide a detailed description of the item or package. Attach a description if more space is needed.

____________________________________________________________________________________________________________
____________________________________________________________________________________________________________
____________________________________________________________________________________________________________
____________________________________________________________________________________________________________
____________________________________________________________________________________________________________

Donations should be delivered to NHPCA by March 3 or brought to the conference registration desk by 10 a.m. on Tuesday, March 14. The Nebraska Hospice and Palliative Care Association is an IRS-recognized 501(c)3 non-profit organization. Your contribution to NHPCA may be tax deductible.

To Donate a Raffle Prize: Complete the contribution form and mail or fax to NHPCA by Feb. 24.
To Participate in the Raffle: See the directions on the following page.

For questions, contact Katie Bruns at the Nebraska Hospice and Palliative Care Association
1200 Libra Dr Ste 100, Lincoln NE 68512-9332
phone 402-477-0204 • fax 402-475-6289 • email KatieB@nehca.org
banquet and entertainment.

**Tuesday, March 14**
5:30 p.m. Reception  
6:30 p.m. Awards Banquet and Entertainment  
Scholarship Recognition  
Outstanding Volunteer Recognition  
Award Recognition  
Shining Star Award  
Spirit of Hospice Award  
Entertainment – "Smiling with Your Heart" – Celina Peerman, PhD  
Fuel your body and spirit with this evening’s speaker! Dr. Celina Peerman will take us through a short journey examining those moments when we know we are exactly where we need to be and a few when we question everything. Infused with humor and stories, she will encourage, push, and help us laugh our way to even better care – for ourselves and for all those we serve.

trade show.

**Tuesday, March 14**  
7:15 a.m. to 3:45 p.m.  
**Wednesday, March 15**  
7:15 a.m. to 3:30 p.m.  
Registered conference attendees are invited to the trade show. The trade show offers a great opportunity to visit with exhibitors and become better acquainted with their variety of products, services and equipment.

nhpca annual raffle.

During the conference, plan to visit the NHPCA Annual Raffle. Winners can take home a variety of fun items and packages! Funds raised through the raffle support scholarships for hospice professionals in Nebraska.

**To Participate in the Raffle:**
Raffle items will be displayed at the raffle booth in the trade show from 10 a.m. to 3:45 p.m. on Tuesday, March 14, and 7:15 a.m. to 3:15 p.m. on Wednesday, March 15. Stop by to see the prizes you can win! Raffle tickets can be purchased from any conference workgroup member, board member, or at the registration desk.

**To Donate a Raffle Prize:**
Donations of single items and packages are needed to make this event a success. To donate, complete the NHPCA raffle contribution form. Donations should be delivered to NHPCA by March 3 or brought to the conference registration desk by 10 a.m. on Tuesday, March 14.

Additional details are available at nehospice.org.
Living a Good Life... at the End of Life

2017 Annual Conference, March 14-15
Embassy Suites, Lincoln, Nebraska

Nebraska Hospice and Palliative Care Association
1200 Libra Drive, Suite 100, Lincoln, NE 68512-9332
Phone 402-477-0204
Fax 402-475-6289
nehospice.org