

# California Hospice & Palliative Care Association Annual Conference September 14 - 16, 2008

## CONFERENCE LOCATION

San Mateo Marriott -- 1770 South Amphlett Boulevard, San Mateo, CA 94402

Reservations: 1-866-263-1461 -- **group code: ANCANCA**

[www.sanmateomarriott.com](http://www.sanmateomarriott.com)

Direct link to book hotel rooms: <http://marriott.com/sfosa?groupCode=ancanca&app=resvlink>

## Hotel Registration

The Marriott San Mateo/San Francisco Airport is the hotel of choice for discriminating travelers. As you enter the San Mateo Marriott lobby with Italian marble floors, chandeliers and a chic lounge area with fireplace, you will feel the hotel's new guest experience.

This 11-acre San Francisco airport hotel combines the look and feel of a first-class San Francisco luxury resort with the efficiency of Silicon Valley's state-of-the-art technology and amenities. With 477 newly renovated guest rooms and suites, plus 22,000 square feet of meeting and event space, this is the ideal hotel for our Annual Conference.

**Special Conference Rate:** \$139/night Single/Double occupancy. San Mateo County Occupancy tax (currently 10%), plus a San Mateo County Tourism Assessment charge of \$1.10 per room night, will be added to the total cost of room. Rates apply three (3) days before group arrival (Sunday, September 14, 2008) and three (3) days after group departure (Tuesday, September 16, 2008), based on availability. The CHAPCA room block will be held until August 15, 2008. After that date, rooms will be reserved on a space-available basis at the best rate available at the time of booking. Attendees are encouraged to reserve sleeping rooms early to guarantee the best rate.

## Air Travel

The San Mateo Marriott is located just 8 miles south of San Francisco International Airport (SFO). SFO provides non-stop service to more than 65 U.S. cities on 22 domestic airlines and to 32 international points on 27 international carriers.

## Airport Shuttle

The San Mateo Marriott offers a limited complimentary shuttle to/from SFO. The CHAPCA shuttle hours will be: Friday - 12:00 noon to 6:00 p.m.; Saturday - 7:00 a.m. to 7:00 p.m.; Sunday - 12:00 noon to 6:00 p.m.; Tuesday - 4:00 p.m. to 7:00 p.m. If you are arriving before or after the shuttle times listed take a taxi and show the receipt at the front desk to receive a refund.

## SPECIAL EVENTS

### **"A Night at the Movies" Foundation Fund Raiser**

Come spend *A Night at the Movies* on Monday, September 15th with our annual fundraiser in support of the California Hospice Foundation. The evening will be capped off with a showing of Dr. Michelle Peticolas' movie "*Facing Death ... With Open Eyes*". Admission is included with conference registration; Silent auction and other surprises await.

## NHPCO Bookstore

The NHPCO will once again be open throughout the conference, offering a wide variety of books, manuals and other merchandise.

## Exhibit Hall

A variety of up-to-date products and services will be on display by conference exhibitors. Exhibit hours are Monday, September 15 from 9:30 a.m. – 4:00 p.m. Don't miss the fun as we offer special surprise activities and special prizes in the exhibit hall. You **MUST** be present to win! If you would like information on being an exhibitor, please download the exhibit brochure from [www.calhospice.org](http://www.calhospice.org) or, contact the CHAPCA office at (916) 925-3770, or via e-mail at [babramson@calhospice.org](mailto:babramson@calhospice.org).

**Exhibitors already signed up include:** Canine Comfort, LLC; Health Wyse, LLC; HospiScript Services; Hospice & Community Care Insurance Services; Hospice of the Valley; Kaiser Permanente; Misys Healthcare Systems; Mumms Software; Neptune Society of Northern CA; ProCare Hospice; Science Care Anatomical, Inc; Send Out Cards; Sharp HospiceCare; Suncoast Solutions; The Hospice of the Florida Suncoast; Three Sisters Press, LLC; TrinityCare Hospice; Vitas Innovative Hospice Care; Zen Hospice Care

## Silent Auction

We're bringing back our popular Silent Auction! Join the fun as conference attendees get into a "bidding war" for one of the many wonderful prize packages donated for this year's Silent Auction fundraiser. Homemade gifts, wine, dinner and overnight stay packages, as well as movie posters will be awarded to the persons with the highest bids!

**Among the items already donated** are an overnight stay and breakfast for two at the Newport Beach Marriott Spa Hotel; a \$50 gift certificate to any McCormick & Schmick's restaurant; a Bose iPod Docking Station; a day cruise for two to Anacapa Island (near Ventura); a two night stay in a spa suite at the Atlantis Hotel in Reno, plus dinner for two and tickets to Catch a Rising Star Comedy Club; gift baskets and much more. If you would like to make a donation to the Silent Auction please contact Bonnie Abramson - [babramson@calhospice.org](mailto:babramson@calhospice.org), or Marcie Larkey, [mlarkey@calhospice.org](mailto:mlarkey@calhospice.org), to make your donation.

**Don't miss this great conference!** Registration, exhibit, advertising and sponsorship opportunity materials are available online at [www.calhospice.org](http://www.calhospice.org).

# ***Ira Byock Named Keynote Speaker for CHAPCA Conference***

CHAPCA's Education Committee is pleased to announce that premier palliative care expert Ira Byock, MD, has been selected as the Keynote Speaker for CHAPCA's 2008 Annual Conference, scheduled September 14 - 16 in San Mateo, CA. Dr. Byock's appearances will take place on Monday, September 15, 2008.

Ira Byock, MD is Director of Palliative Medicine at Dartmouth-Hitchcock Medical Center in Lebanon, New Hampshire and a Professor at Dartmouth Medical School. He has been involved in hospice and palliative care since 1978, during his residency. At that time he helped found a hospice home care program for the indigent population served by the university hospital and county clinics of Fresno, California. He is a Past President (1997) of the American Academy of Hospice and Palliative Medicine. During the 1990s he was a co-founder and principal investigator for the Missoula Demonstration Project, a community-based organization in Montana dedicated to the research and transformation of end-of-life experience locally, as a demonstration of what is possible nationally. From 1996 through 2006, he served as Director for Promoting Excellence in End-of-Life Care, a national grant program of the Robert Wood Johnson Foundation.

Dr. Byock has authored numerous articles on the ethics and practice of hospice, palliative and end-of-life care. His first book, *Dying Well*, (1997) has become a standard in the field. His most recent book, *The Four Things That Matter Most*, (2004) is used as a counseling tool widely by palliative care and hospice programs, as well as within pastoral care.



Dr. Byock has been a consistent advocate for the voice and rights of dying patients and their families. He has been the recipient of the National Hospice Organization's **Person of the Year** (1995), the National Coalition of Cancer

Survivorship's **Natalie Davis Spingarn Writers Award** (2000), the American College of Chest Physicians **Roger Bone Memorial Lecture Award** (2003) and the **Outstanding Colleague Award** (2008) of the National Association of Catholic Chaplains.

He has been a featured guest on numerous national television and radio programs, including NPR: All Things Considered and Fresh Air, ABC Nightline, CBS 60 Minutes and PBS The News Hour.

Dr. Byock's Keynote, entitled *Giving and Getting "The Best Care Possible" through the End of Life*, will take place on Monday, September 15th, from 8:30 to 9:30 a.m.



In describing the workshop, Dr. Byock says, "Everybody wants the best care possible for their loved ones and themselves through the very end of life. Of course, that phrase means different things to different people. Delivering the best care possible, therefore, requires access to a broad array of services and coordination between providers, patients and their families. This presentation will explore the elements that must be in place within and beyond health care and the stakeholders who must be in communication to reliably provide care that is consistent with best practice standards and with the personal preferences of patients and families."

Following the morning session, Dr. Byock will be available in the exhibit hall to sign copies of his latest book, *The Four Things That Matter Most*. That book, as well as *Dying Well*, will be available for sale in our conference book store.

Attendees will have a second opportunity to hear from Dr. Byock during his mid-morning break-out session scheduled from 10:30 a.m. to 12:00 p.m. This session, entitled "*Excellence in Palliative Care: Implications to the Bottom Line*," will focus on salient features of the current public health crisis that surrounds dying in America and how this crisis affects quality of care and quality of life for dying people and their families.

Among the specific issues that will be covered during this session are the effects of insufficient health care insurance on the health of elderly and ill Americans. Dr. Byock will offer three parameters for evaluating health systems: Access to services, quality of care, and costs - and the forces and factors that put these parameters in tension today.

**Tuesday's luncheon program** will feature a status report on CHAPCA's strategic planning program that has been in development for several months, plus the awarding of the Pierre Salmon Award, Gift of the Heart Award and the Outstanding Program Award.

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# CHAPCA ANNUAL CONFERENCE

## *Pre-Conference Sessions*

Sunday, September 14, 2008

**Sunday, September 14, 2008; 8:30 a.m. to 4:00 p.m.**

### **PC1 – Leadership Matters: Skills, Competencies and Strategies for New Hospice Executives**

**Faculty:** Claire Tehan, MA, Tehan & Associates, Redondo Beach, CA

*Executives often say it is lonely “at the top,” so it is imperative that they have the skills and competencies they need to be effective and that they are armed with successful strategies to lead the business as well as the people. This workshop is designed especially for the new CEO/Senior leader (within the first year), or those who want to “refresh” their skills.*

**OBJECTIVES:** Upon completion of this workshop, participants will be able to:

1. Identify skills required to lead other people.
2. Identify skills required to lead the business of hospice.
3. Discuss key healthcare environment issues.
4. Demonstrate approaches to addressing leadership challenges.

**Audience:** Intermediate – Administrators/Senior Staff

**Continuing Education Hours:** 6

**Sunday, September 14, 2008; 8:30 a.m. to 4:00 p.m.**

### **PC2 – Hospice & Palliative Nursing Care – Review Course**

**Faculty:** Karen Johnson, RN, BSN, CHPN, Director of Patient Care Services, Silverado Hospice, Inc., San Diego, CA

*This course presents an overview of end-of-life nursing care as provided in the hospice or palliative care setting. The major sources for content are the End-of-Life Nursing Education Consortium (ELNEC) Training Program and the Core Curriculum for the Generalist Hospice and Palliative Nurse. One specific purpose for the course is to assist nurses to prepare for the Hospice and Palliative Nurse Certification Examination. The specific content covered is based upon detailed content outline in the most recently published Certification Examination for Hospice and Palliative Nurses Candidate Handbook. **Please note:** Attendance at this workshop DOES NOT guarantee a passing score on the examination. This workshop is also useful for any hospice or palliative nurse looking for basic information on the major aspects of end-of-life care.*

**Audience:** Intermediate - RN

**Continuing Education Hours:** 6

**Sunday, September 14, 2008; 8:30 a.m. to 4:00 p.m.**

### **PC3 – Understanding the New Medicare Conditions of Participation**

**Faculty:** tbd

*This program will give a more in-depth review and discussion of the new Medicare Conditions of Participation.*

**Audience:** Intermediate - Clinical & Managerial Staff

**Continuing Education Hours:** 6

**Sunday, September 14, 2008; 9:30 a.m. to 3:00 p.m.**

### **PC4 – Meaningful Approaches to Correct and Prevent Compassion Fatigue**

**Faculty:** G. Jay Westbrook, MS, RN, CHPN, Clinical Director, Compassionate Journey and Palliative Care & Bereavement Service of Valley Presbyterian Hospital, Van Nuys, CA

*In this moving session, Jay will incorporate his style of soft-belly, open-heart, and posture of exploration to provide attendees with an understanding of Compassion Fatigue and its effects, how to identify and measure Compassion Fatigue, and finally, meaningful interventions by which to correct and prevent Compassion Fatigue in hospice and palliative care.*

**OBJECTIVES:** Upon completion of this workshop, participants will be able to:

1. Identify the causes and effects of Compassion Fatigue.
2. Distinguish Compassion Fatigue from burnout.
3. Articulate meaningful self-care techniques to correct Compassion Fatigue.
4. Integrate specific new tools, communication techniques, and approaches to hospice and palliative care work that curtail the development of Compassion Fatigue.

**Audience:** Intermediate– Clinical – RN/MD; Administrative; Palliative Care; Psychosocial/Spiritual

**Continuing Education Hours:** 4

**Sunday, September 14, 2008; 9:30 a.m. to 3:00 p.m.**

### **PC5 – Psychology and Spiritual Care: Friends or Foes?**

**Faculty:** Penny V. Phillips, MDiv, BCC, Chaplain, Palo Alto VA Hospice Care Center, Palo Alto, CA; E. Alessandra Strada, PhD, Dept. Of Pain Medicine & Palliative Care, Beth Israel Medical Center, New York, NY

*As patients approach the end of their life, they may find themselves dealing with issues of meaning, faith and spirituality. They may express feelings and attitudes regarding their faith journey that need to be, and should be, addressed in the plan of care. How can we determine if a spiritual experience is healthy or unhealthy? Friend or Foe? This interactive session will focus on the closely-related fields of psychology and spiritual care and role in end-of-life care.*

**OBJECTIVES:** Upon completion of this workshop, participants will be able to:

1. Describe the main steps in spiritual and psychological assessment.
2. Explain commonalities and differences between psychology and spiritual care.
3. Identify areas where psychology and spiritual care overlap.
4. Learn how to integrate patients’ own experiences into care plans, if appropriate.

**Audience:** Intermediate– Clinical/MD & RN; Palliative Care; Psychosocial/Spiritual

**PRE-CONFERENCE SESSIONS ARE NOT INCLUDED WITH REGULAR CONFERENCE REGISTRATION FEES**

## Conference Workshop Sessions ...

### MONDAY, SEPTEMBER 15, 2008

**8:30 a.m. – 9:30 a.m. — Keynote Address – Ira R. Byock, MD**  
*Giving and Getting “The Best Care Possible” Through the End of Life* (please see workshop description on page 2)

#### **10:30 a.m. – 12:00 p.m. – Concurrent Educational Sessions**

##### **2A/2B – Excellence in Palliative Care: Implications to the Bottom Line**

**Faculty:** Ira R. Byock, MD

*Dr. Byock will review the salient features of the current public health crisis that surrounds dying in America, and how this crisis affects quality of care and quality of life for dying people and their families. He will specifically address the effects of insufficient health care insurance on the health of elderly and ill Americans. Dr. Byock will provide three parameters for evaluating health systems: Access to services; quality of care; and costs – and the forces and factors that put these parameters in tension today.*

**Objectives:** At the conclusion of this program, participants will be familiar with:

1. The definition of palliative care, discernible components of palliative care, and the relation between palliative care and hospice.
2. The history of and rationale for the sequential (either-or) model of disease-modifying and palliative care – and data that challenges the basis for this model.
3. The rationale for models of concurrent disease-modifying with palliative care.

**Audience:** Intermediate – Clinical; Palliative Care

##### **2C – Making the OSHPD Reporting Work for You**

**Faculty:** Michael B. Derrick, Supervisor, State of California Licensed Services Data and Compliance Unit, Sacramento, CA

*Data collected from the annual OSHPD survey will be discussed along with how hospices can utilize this information to their advantage. Mr. Derrick will also be seeking input from hospice care providers on how to make the data collection more user-friendly and discuss what additional information might be relevant for his agency to collect on behalf of hospice.*

**Audience:** Intermediate – Administrative

##### **2D – How Complicated Does This Grief Have to Get?**

**Faculty:** Chris Taich, LCSW, Bereavement Services Manager, Pathways Home Health and Hospice, Sunnyvale, CA; Bridget Flynn, LMFT/ATR, Director of Bereavement Operations, Hospice of the Valley, San Jose, CA; Noreen Carrington, LMFT, FT, Director of the Center for Grief Care and Education, San Diego Hospice & Palliative Care, San Diego, CA.

*As the use of hospice, and thereby hospice bereavement programs increases, many of us are seeing a client population with mental health, addiction, and/or other complicating issues. The complexity and diversity of our clients is rapidly challenging many of the grief support systems we have traditionally relied on. This session will help you enhance your bereavement program by learning to: guide peer counselors to recognize when a client needs a clinical therapist; recognize dual diagnoses and use of outside referrals; and develop an intern-based clinically focused bereavement program. We will review and discuss traditional and con-*

*temporary therapies that are successfully used to serve grieving clients.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Differentiate complicated grief from normal grief and the implications of current research in the field.
2. Differentiate peer counseling and clinical therapy.
3. How to recognize when there might be a dual diagnosis and how to refer for additional clinical or medical services.

**Audience:** Intermediate - Psychosocial/Spiritual/Bereavement

##### **2E – Spiritual Care Across the Disciplines**

**Faculty:** John Jeffery, MDiv, CT, Manager of Spiritual Care, Kaiser-Permanente, San Francisco, CA; Sandra Lee, MSW, LCSW, Kaiser Permanente Hospice, Vallejo, CA

*Opportunities for healing and transformative spiritual care often emerge spontaneously within the context of nursing, social work, and home health aide assistance. This workshop will prepare interdisciplinary staff to recognize key spiritual issues as they arise during the course of care and will demonstrate simple and effective interventions that can be used at the bedside by all members of the interdisciplinary team.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Identify at least three unique spiritual issues that may emerge in association with their unique role on the interdisciplinary team.
2. Conduct a simple spiritual assessment and incorporate spiritual care interventions into patient care plans.
3. Confidently and sensitively integrate patient’s spiritual values in health care planning, advance directive implementation and family conferences.

**Audience:** Intermediate – Clinical – MD/RN; Palliative Care; Psychosocial/Spiritual

#### **2:00 p.m. – 3:30 p.m. – Concurrent Educational Sessions**

##### **3A – Rowing Against the Current: A Case Study**

**Faculty:** Karen Nolan, RN, Clinical Outreach Manager; Monique Kuo, MD, Medical Director; Gary Bertuccelli, MSW, MDiv; all from Hospice of the Valley, San Jose, CA

*Pain is a complex and often inevitable phenomenon that many cancer patients will experience at the end of life. The World Health Organization reports that pain affects 55% - 95% of patients with advanced cancer. Pain and symptom management are essential responsibilities of the hospice physician and nurse. The interrelated dynamics of psychosocial and spiritual factors cannot be overlooked. Utilizing a case study approach, the panel will present a patient with complex pain syndromes and the comprehensive interventions required to address the symptoms. The panel will examine the conflict that arises when medication side-effects interfere with the patient’s desire to control his environment.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Identify physical components of complex pain syndromes and interdisciplinary interventions to manage them.
2. Identify and discuss how psychosocial and spiritual factors may contribute to the total pain experience.

## Conference Workshop Sessions ...

3. Identify the role of the interdisciplinary team and their ability to assist in the process of self-determined life closure.

**Audience:** Intermediate – Clinical- RN/MD; Psychosocial/Spiritual

### **3B – Palliative Care – Regional Initiative**

**Faculty:** James Hallenbeck, MD, Hub Site Director and Medical Director, V.A. Palo Alto Health Care System Hospice, Palo Alto, CA  
*Discussion about the ongoing CHAPCA pilot project in which representatives of hospital-based palliative care programs in the South San Francisco Bay region of California meet quarterly for mutual support and education. Suggestions for exporting this model to other regions will be given. This initiative is part of a broader CHAPCA strategy to support and promote palliative care beyond hospice.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Describe how regional networks of hospital-based palliative care programs can provide mutual support and education.
2. Discuss how hospital-based palliative care programs can more effectively partner with hospices.
3. Identify major topics of concern and interest for evolving hospital-based palliative care programs.

**Audience:** Intermediate – Palliative Care

### **3C – Medi-Cal Reimbursement: The Ins, Outs, Ups and Downs**

**Faculty:** Holly Swiger, PhD, MPH, RN, Vice President of Public Affairs, VITAS Healthcare Corporation, Hemet, CA; Kristina Runnels, Director of Patient Financial Services, VITAS Healthcare Corporation, San Diego, CA; Rep from Medi-Cal, tba

*The Medi-Cal billing process will be outlined including share of cost responsibilities for the hospice. Reimbursement challenges, including recurring retroactive adjustment problems and previous denials, will be explored with a summary of the new role and activities of the CHAPCA Reimbursement Committee.*

**Audience:** Intermediate – Administrative

### **3D – Being Comfortable with Mystery**

**Faculty:** Penny V. Phillips, MDiv, BCC, Hospice Chaplain, Palo Alto VA Hospice Care Center, Palo Alto, CA; Rev. Linda S. Siddall, Chaplain/Director of Community Outreach, Mission Hospice, Inc., of San Mateo County, San Mateo, CA

*Can the dying journey be a mystical experience? How can we assist in making it an “awe-filled” event rather than “awful”? We sometimes trade mastery for mystery when both are equally valuable. This interactive workshop will encourage participants to explore their mysterious and mystical experiences by sharing, reflecting, and learning from personal and professional examples.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Identify moments of mystery and their value in the plan of care for palliative care and hospice patients.
2. Understand how to use the patient’s mysterious experiences as valid interventions.
3. Experience a kinship with the spiritual aspect of service.

**Audience:** Intermediate – Clinical; Palliative Care; Psychosocial/Spiritual; Volunteers/Volunteer Coordinators

### **3E – More Than Bones and Biscuits: Building an Effective Pet Therapy Program**

**Faculty:** Molly Johnson, BS, Owner/Consultant, Canine Comfort, LLC, Neenah, WI

*Dogs on a hospice team? Absolutely! Certified therapy dogs play an important role in the holistic care that defines hospice. Participants will gain knowledge and insight into the psychosocial and palliative benefits therapy dogs provide, and learn the steps to establish a therapy dog program. Beamish, a certified therapy dog, and her owner will offer a dynamic, entertaining, and informative presentation suitable for anyone wishing to add a new dimension to their existing hospice program.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Determine the difference between working, guide, service and therapy dogs.
2. Discuss the psychosocial and palliative benefits of therapy dog visits.
3. Identify positive and negative behaviors during evaluation of potential therapy dogs and the relationship between handler and dog.
4. Describe the steps necessary for implementation of an effective therapy dog program.

**Audience:** Basic – Psychosocial/Spiritual; Volunteers/Volunteer Coordinators

## **3:45 p.m. – 5:15 p.m. – Concurrent Educational Sessions**

### **4A – Case Studies in Pain Management**

**Faculty:** Karen Johnson, RN, BSN, CHPN, Director of Patient Care Services, Silverado Hospice, Inc., San Diego, CA; James McGregor, MD, Regional Medical Director, Sutter VNA & Hospice, Sierra Valley Region, Sacramento, CA

*The audience will be divided into small groups to “solve” pain management issues that are typical of pain scenarios experienced by terminally ill patients. The groups will present their “solutions” to the entire audience. Active discussion will be encouraged. Specific challenges to be considered will include basic to advanced pain management decisions, pain assessment, treatment options of somatic, visceral and neuropathic pain, proper use of morphine, oxycodone, methadone, hydromorphone, fentanyl, and adjuvants, and patient education.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Outline management of neuropathic pain.
2. Demonstrate an understanding of management of nausea and vomiting.
3. Demonstrate an understanding of dyspnea, anxiety and agitation.

**Audience:** Intermediate – Administrative; Clinical

### **4B – Palliative Care Partnerships: Navigating the Legal Complexities in California**

**Faculty:** Sally Adelus, CEO, Hospice of the Valley, San Jose, CA; Allan D. Jergesen, D.Phil., JD, Senior Partner, Hanson Bridgett Law Firm, San Francisco, CA; Jim Ptak, CFO, Hospice of the Valley, San Jose, CA; Linda Ankeny, MD

*Navigating California’s legal complexities in developing a palliative care hospice/hospital partnership are many. Federal and*

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Californian laws and statutes may cause hurdles but they are not insurmountable. This interactive presentation will be led by experts in law, finance and health care administration. The panel will share and explore the complexities of developing a palliative care program in California. An outline of legal considerations for hospice/hospital partnerships with emphasis on contractual considerations in starting a palliative care program will be highlighted. An exploration of current palliative care models and the benefits of each will also be defined. .

**Objectives:** At the conclusion of this program, participants will be able to:

1. Understand Federal anti-kickback law and other fraud and abuse concerns in California.
2. Understand the California Corporate Practice of Medicine and implications for hospice.
3. Identify the contractual relationship for a hospice/hospital partnership.
4. Explore the legal and regulatory requirements for reimbursement of a palliative care program under Medicare and Medicaid.

**Audience:** Intermediate – Administrative; Clinical; Palliative Care

### **4C – Interaction of Corporate Compliance and Employment Laws in a Hospice Program**

**Faculty:** Diane M. Racicot, Esq., BA, JD, Attorney; Wendy L. Tucker, Esq., BA, JD, Attorney, both with Procopio, Cory, Hargreaves & Savitch, San Diego, CA

Hospice provider operations often implicate unique health care compliance and human resource issues. The goal of this presentation is to alert hospices to these issues and assist them in adopting and implementing practical policies and procedures that will address these compliance issues in accordance with applicable laws. Faculty will provide compliance guidance related to everyday operational issues as well as suggestions for effective communication, operational policies and disciplinary and corrective action mechanisms necessary to create and retain the hospice's valued workforce.

**Objectives:** At the conclusion of this program, participants will be able to:

1. Implement practical policies and procedures to reduce legal risks to the hospice employer.
2. Understand when legal reporting obligations are triggered and how to report.
3. Understand how federal and state background check-related laws impact hospice operations.
4. Identify appropriate disciplinary actions to resolve compliance and/or policy violations.

**Audience:** Basic – Administrative; Clinical – RN/MD

### **4D – The Newest Member of the IDT: Hospice Musician**

**Faculty:** Chris O'Connell, Hospice Musician; Cindy Myers, Hospice Musician; Tim Pacheco, Hospice Musician; all with Hospice Partners of the Central Coast, San Luis Obispo, CA

Drawing on modern medical research, ancient wisdom, personal anecdote and plenty of live music, presenters will demonstrate music's unique and vital role – historically and currently – in hospice care, and explore the Hospice Musician's emerging role as a member of the IDT.

**Objectives:** At the conclusion of this program, participants will be able to:

1. Understand how music contributes to the goals of the modern hospice team.
2. Describe the variety of musical styles and instruments, as well as the variety of settings, in which music can be beneficial for the hospice patient and his/her support system.
3. Identify the role, strengths and goals of the hospice musician, and how they differ from those of other therapeutic music modalities.

**Audience:** Intermediate – All

### **6:30 p.m. - 8:00 p.m. "A Night at the Movies" Evening Session -**

**Faculty:** Dr. Michelle Peticolas, PhD, Filmmaker and Hospice Support Group Facilitator, Sutter VNA & Hospice, Kensington, CA  
*Screening her own film, "Facing Death ... With Open Eyes," Dr. Peticolas will demonstrate how a film-screening event can be a potent method for attracting and opening up people who might otherwise avoid the subject. The film takes an unflinching look at life on the edge of death.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Recognize the potential of group film viewing as a tool for attracting and opening people to the subject of death.
2. Identify strategies for facilitating group discussion following a group film screening.
3. Design ways of using this film screening/discussion format as a tool for their own community outreach.

**Audience:** Intermediate – All

## **TUESDAY, SEPTEMBER 16, 2008**

### **8:30 a.m. – 10:00 a.m. – Concurrent Educational Sessions**

#### **5A – Yes We Can: Meeting the New CMS Comprehensive Assessment Requirements**

**Faculty:** Elayne J. Nahman, MSW, LCSW, Vice President; Judith B. Eighmy, RN, BSN, CHPN, President; Pacific Healthcare Consultants, Inc., Rolling Hills Estates, CA

*Assessment of the patient and family are at the core of hospice care and essential to determine the patient's requirements for physical, social, emotional, medical and spiritual care. This presentation will include specific tools designed to discover the patient's true needs by knowing what questions to ask and how to ask them.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Describe the CMS requirements for completing the comprehensive assessment.
2. List the contents of the comprehensive assessment.
3. Demonstrate in a role play how to ask sensitive questions – emotional, spiritual, and medical.
4. Review lessons learned from patients and families regarding what they really need from hospice.

**Audience:** Intermediate – Clinical, MD/RN; Psychosocial/Spiritual

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### **5B – Interdisciplinary Team (IDT): It's More Than a Meeting**

**Faculty:** Susan Bruno, MSW, ACSW, LCSW, Director, Institute Outreach, The Hospice of the Florida Suncoast, Clearwater, FL

*Does your organizational culture reflect the value of interdisciplinary practice? How can a practice model optimize experiences for people we serve, our staff and volunteers? This interactive session will reflect upon the experiences of those we serve and the value of hospice/palliative care interdisciplinary teams to support those experiences. Participants will complete a team and organizational assessment of an IDT model and discuss ways to create organizational systems and culture that values and supports all members of the IDT*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Define the optimal interdisciplinary care team structure for hospice and palliative care that reflects the experiences of those we serve.
2. Critique examples of organizational culture and how it can support or detract from optimal interdisciplinary practice.
3. Complete a team assessment of interdisciplinary practice.
4. Discuss and outline ways to create organizational culture and systems that value and support all members of the interdisciplinary team.

**Audience:** Intermediate – All Clinical Staff

### **5C – Issues and Changes in Medicare Billing**

**Faculty:** Representative from National Government Services

*A representative from our regional fiscal intermediary will cover various issues surrounding hospice reimbursement for medical services, including the latest updates from the national offices. Particular attention will be paid to the impact of the new Medicare Conditions of Participation.*

**Audience:** Basic – Administrative; Billing Staff

### **5D – Caring for the Caregiver: Countering Compassion Fatigue**

**Faculty:** Rev. Jennifer Block, MA – Theology, Public Education Director & Chaplain, Zen Hospice Project, San Francisco, CA

*Some healthcare providers work with a sense of ambivalence and standing still. Yet others express seemingly endless willingness to pursue new programs, or renew commitments to their practice of health care. So how do they do this, and are we ready to do the same? This lecture explores the concept of compassion fatigue and provides information on the assessment and treatment of this very common condition in health care communities.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Identify and articulate the primary causes of compassion fatigue.
2. Investigate personal values and experiences related to work, boundaries and self care.
3. Practice reflection methods that ease fatigue and restore balance to the provision of care.

**Audience:** Intermediate – All

### **5E – Practical Interventions for Patients with Advanced Memory Loss**

**Faculty:** Rev. Julie Cedrone, MDiv, Spiritual Care Manager; William J. Luhr, LCSW, Social Services Manager; both with Pathways Home Health and Hospice, Sunnyvale, CA

*Participants will learn practical interventions to facilitate communication and caregiving for patients with advanced memory loss. Techniques to enhance comfort and quality of life include social, cognitive, and sensory stimulation. Faculty will also present ideas to help family members cope effectively and achieve closure at the patient's death.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Implement five techniques for communicating with patients with advanced memory loss.
2. Provide practical instruction to caregivers to aid them in providing patient care and maximizing comfort and safety.
3. Identify three educational and supportive interventions to address family coping and caregiver stress.

**Audience:** Intermediate – Psychosocial/Spiritual

## **10:15 a.m. – 11:45 a.m. – Concurrent Educational Sessions**

### **6A – Pain Management: The Role of Adjuvant Therapy**

**Faculty:** Anthony J. Contreras, RPh, Clinical Pharmacist, New Business Development, Hospice Pharmacia, Phoenix, AZ; James McGregor, MD, Regional Medical Director, Sutter VNA & Hospice, Sierra Valley Region, Sacramento, CA

*A discussion of the pharmacotherapy and appropriate use of adjuvant drug therapies in pain management. The successful application of adjuvant therapies rests primarily with a comprehensive pain assessment. Three case studies detail the importance of conducting assessments for effective pain management and care planning.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Describe how pain is classified.
2. Recognize the effects of untreated pain or ineffective pain management and the importance of conducting a comprehensive pain assessment.
3. Recommend appropriate adjuvant therapies based on the suspected pain etiology, type of pain and various patient specific factors.

**Audience:** Intermediate – Clinical-MD/RN

### **6B – Training How to Learn and Learning How to Train: Collaborative Learning of Field Devices**

**Faculty:** Karen Monson, BA, BSN, Nurse Specialist Information and Technology; Ann Carney Pomper, MBA, Executive Director, both with Hospice Caring Project of Santa Cruz County, Scotts Valley, CA

*Faculty will describe a method design for training RNs, Social Workers and Chaplains on field devices and the use of Mysis electronic medical records. The methodology describes training in selected teams, peer teaching and support, productivity and staff morale considerations in this successful teaching model.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. State elements to consider when planning for successful field staff training for electronic medical records.
2. Develop a planning tool for scheduling and coverage during field staff training.
3. Calculate, document and analyze changes in productivity during field staff training.

**Audience:** Intermediate – Administrative; Clinical

## Conference Workshop Sessions ...

### **6C – Information from the Dept. of Social Services**

**Faculty:** Faculty from the CA Dept. of Social Services

*A representative from the Department of Social Services (DSS) will be available to answer questions from hospice providers .*

**Audience:** Intermediate – Administrative

### **6D – After a Suicide: Helping Families Heal**

**Faculty:** Margo Requarth, MA, MFT, Child/Teen Services Coordinator, Sutter VNA & Hospice, Santa Rosa, CA

*Due to stigmatization and the likelihood of mental health concerns, those whose loved one has died by suicide face complicated grief issues. This presentation will give an overview of current thinking/research on suicide, offer information on suicide-specific grieving responses from a developmental perspective, and focus on activities and special considerations for children and teens in support groups.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Gain insight into the complicated grief issues for adults and children bereaved by suicide.
2. Suggest ways to explain suicide to children.
3. Gain a clearer understanding of how to support grieving families.
4. Learn effective interventions and activities to use in grief groups that will encourage the expression of feelings, build memories, and promote healing for surviving children and teens.

**Audience:** Basic – Psychosocial/Spiritual

### **6E – Building Organizational Cultural Competency at a Hospice Program**

**Faculty:** Greg Timberlake, PsyD, Hospice Administrator, Hinds Hospice, Fresno, CA; Sherry Camden-Anders, PhD, Consultant, Anders and Associates, Fresno, CA

*Hinds Hospice received a \$178,831 grant from the California Endowment at the end of 2005 for “Building Organizational Cultural Competency”. This presentation will describe their initial benchmarking/assessment work; the action plan that flowed from that assessment; the goals that were realized, and their next steps.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Understand the process for initiating cultural change at the organizational level.
2. Identify the specific steps one hospice is taking to build its multicultural competence.
3. Understand how a consultant might be helpful in such processes.

**Audience:** Administrative; Volunteer/Volunteer Coordinators

## **2:00 p.m. – 3:30 p.m. – Concurrent Educational Sessions**

### **8A – Palliative Care in a Heart Failure Clinic**

**Faculty:** James McGregor, MD, Regional Medical Director, Sutter VNA & Hospice, Sierra Valley Region, Sacramento, CA

*Heart failure is increasing in prevalence because of improved treatment. Compared to cancer, heart failure causes more deaths. Many of these patients are managed in heart failure clinics where the focus is treating the disease. There is little focus on palliative care for the patient and family. In an effort to address this, we are*

*developing a partnership with the Sutter Health Failure Clinic. This presentation will review the course of heart disease, consider the role palliative care can play in a heart failure clinic, and review management of symptoms of heart failure.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Understand the usual course of heart failure.
2. Learn how palliative care can benefit heart failure patients.
3. Learn pharmaceutical and non-pharmaceutical ways to manage pain and dyspnea in heart failure.

**Audience:** Intermediate/Advanced – Clinical; Palliative Care

### **8B – POLST – Translating Patients’ Wishes into Medical Orders**

**Faculty:** Judy Citko, JD, Executive Director, California Coalition for Compassionate Care, Sacramento, CA

*Physicians Orders for Life-Sustaining Treatment (POLST) complement traditional advance directives to help ensure that patient wishes to have or limit specific medical treatments are respected near the end of life. Learn about what other states have done to implement POLST and efforts in California to develop a state-wide program.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Describe the advantages of POLST Paradigm system compared to traditional advance directives.
2. Identify the core elements of a POLST Paradigm system.
3. Discuss California-specific regulatory issues that impact POLST Paradigm use.
4. Describe resources available to assist in POLST Paradigm development.

**Audience:** Basic – Palliative Care; Clinical/MD & RN

### **8C – Open Forum with CMS Officials**

**Faculty:** Representative from CMS

*A representative from the Center for Medicare/Medicaid Services (CMS) will be available to answer questions from hospice providers relative to Medicare issues and the new Medicare Conditions of Participation.*

**Audience:** Administrative; Clinical/MD & RN

### **8D – “The Bleeding Heart”: Helping Providers Maintain Boundaries**

**Faculty:** Rev. Julie Cedrone, MDiv, Spiritual Care Manager; William J. Luhr, LCSW, Social Services Manager; both from Pathways Home Health and Hospice, Sunnyvale, CA

*This course for managers will provide practical tools for helping staff gain self-awareness and develop positive patient-provider relationships. Case presentations will be used to illustrate the importance of clarifying providers’ values, maintaining professional boundaries, and respecting patient self-determination.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Implement the self-reflection outline with staff in order to improve self-awareness and boundaries.
2. Identify three ways in which a provider can facilitate the development of trust.
3. Identify five “red flags” that warn of professional boundary challenges.

**Audience:** Intermediate – All

## Conference Workshop Sessions ...

### **8E – The Path of Being Human: Poetry and Vulnerability**

**Faculty:** Michael Tscheu, BA, MSW, MBA, LCSW, Clinical Social Worker, VITAS Hospice Care, Sacramento, CA

*There have been significant advances in neuro-biology in the last decade; most notable has been the work of Daniel Schore, MD, and Daniel Siegel, MD, in the field of attachment psychology. They and others are now scientifically documenting the essential necessity of caregivers in healing relationships to have the capacity to be fully present with human vulnerability, yet separate from our own reactive neuro-biology and history. Poetry will serve as the primary experiential path to explaining this concept.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Have a deeper, non-rational experience of their own vulnerability and an increased capacity for compassion.

**Audience:** Intermediate – Clinical – MD/RN; Psychosocial/Spiritual; Volunteer/Volunteer Coordinator

### **3:45 p.m. – 5:15 p.m. – Concurrent Educational Sessions**

#### **9A – Understanding Tissue Donation: Myths, Facts and Resources**

**Faculty:** Donna Goyette, BA, MMC, Director - Community Relations, Science Care, Phoenix, AZ

*The aging population is looking toward organ and whole-body donation as a way to give back to future generations. This program will help members of the hospice community better understand anatomical giving and how to explain these options to patients and families facing end-of-life decisions.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Discuss the difference between organ donation and whole-body donation, and identify resources available to patients and families considering whole-body donation.
2. List general rule outs for anatomical giving.
3. Discuss current standards of anatomical giving.
4. Discuss religious and spiritual beliefs associated with whole-body donation.

**Audience:** Basic – Clinical-MD/RN; Psychosocial/Spiritual

#### **9B – Building an Effective Nursing Home Hospice Program: Food for Thought and Left-overs to Take With You**

**Faculty:** Mary Krileitch, RN, CHPN, SNF Liaison, Hospice of Amador, Jackson, CA; Judith B. Eighmy, RN, CHPN, President, Pacific Healthcare Consultants, Inc., Rolling Hills Estates, CA

*This session is designed to reveal secrets to a successful hospice experience in the nursing home. The regulatory requirements will be reviewed in order to provide a foundation of knowledge. Brain snacks on how to meet them will be shared. Hospice of Amador is proof a successful nursing home program does exist and they are willing to share what they have learned including building relationships, education of facility staff and care plan integration.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Explain the term “professional management” as it relates to provision of hospice care in a skilled nursing facility.
2. Describe the key elements of a written agreement between a hospice and a SNF.

3. Discuss the meaning of a “single plan of care”, and explain an effective process of care plan integration.

**Audience:** Intermediate – Administrative; Clinical – MD/RN; Psychosocial/Spiritual

#### **9C – In the Driver’s Seat: Where Does Hospice Need to Go, and How Do We Get There?**

**Faculty:** Brenda Klutz, Senior Consultant, Health Management Associates, Sacramento, CA

*A thought-provoking brainstorming session to identify state-level changes that you think need to take place to improve access and promote quality hospice and palliative care. The session will identify barriers and develop specific realistic recommendations to address those barriers. CHAPCA is a valued participant at the table with state legislative and administrative decision-makers. This is a great opportunity to provide your opinions, recommendations, ideas, and wishes for what needs to be and how it should be done! The results of this session will be provided to the CHAPCA executive staff and board as input into the association’s policy and strategic planning process.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Participate in an open discussion of ways to improve access to quality hospice care.
2. Contribute to CHAPCA’s policy and strategic planning process.
3. Influence the development of state-level public policy related to hospice services.

**Audience:** Intermediate – All

#### **9D – Building Partnerships for Spiritual Care at the End of Life: A Model of Cooperation and Innovation**

**Faculty:** Rabbi Jon Sommer, MA, Rabbi/Chaplain, Bay Area Jewish Healing Center, San Francisco, CA; Rev. Jennifer Block, MA, Public Education Director & Chaplain, Zen Hospice Project, San Francisco, CA

*Join us to learn how two agencies formed a true collaboration that led to the successful design and implementation of a sustainable Jewish volunteer program for spiritual care at the end of life: Kol Hanesama. Faculty will present examples of how a spirit of cooperation can develop from a synthesis of Jewish spirituality and Zen contemplation (in action, as well as in theory.) In 2004, Zen Hospice Project and the Bay Area Jewish Healing Center formed a training partnership to launch a new end-of-life care program for the underserved Jewish population in San Francisco.*

**Objectives:** At the conclusion of this program, participants will be able to:

1. Describe elements and practices of a collaboration between two spiritual care agencies.
2. Identify how spiritual concepts are developed into concrete skills and action for a specific residential setting and underserved population.
3. Cite examples of outputs/impact on effectiveness of a spiritual care companion program.

**Audience:** Intermediate – All

# 2008 CHAPCA CONFERENCE REGISTRATION

Last Name \_\_\_\_\_ First Name \_\_\_\_\_  
 Job Title \_\_\_\_\_ Licenses (MD, RN, etc.) \_\_\_\_\_  
 Hospice/Organization \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Email \_\_\_\_\_  
 Emergency contact \_\_\_\_\_ Phone \_\_\_\_\_

## Continuing Education Credit:

Yes  No  
 License #: \_\_\_\_\_

MD  RN  HHA  
 CNA  MFT  Chaplain  
 Social Worker/LCSW  
 Attendance Only

*A separate fee of \$10 is required*

### Please check all that apply:

Vegetarian Meals  
 Vegan Meals  
 Speaker/Presenter  
 Hospice Volunteer  
 Exhibitor  
 Student (*Student fee only applies to full-time students currently enrolled in school studying medical, nursing, social work or other hospice-related disciplines.*)

Are you willing to be a session moderator?  Yes  No

## FEES

(Please check appropriate boxes)

**Advance Registration** (Postmarked by 9/6/08)   
**Door Registration** (Postmarked 9/7/08-9/16/08)

## A Night at the Movies Fundraiser - Monday, September 15

I DO \_\_\_\_\_; I DO NOT \_\_\_\_\_ plan to attend

Additional Guest Tickets for Fundraiser @ \$10.00 each \$ \_\_\_\_\_

### Sunday, September 14, 2008 - Preconference Sessions

(NOT included in regular conference registration)

CHAPCA members 6-hour Program  \$225 (\* Inc. Workbook)  
 CHAPCA members 4-hour Program  \$125  
 Non-members 6-hour Program  \$300 (\* Inc. Workbook)  
 Non-members 4-hour Program  \$200

### Please select Pre-Conference

Leadership Matters (6-hour)  Nursing Review Course (6-hour)  
 Medicare CoPs (6-hour)  
 Compassion Fatigue (4-hour)  Psychology/Spiritual (4-hour)

### Regular Conference - Monday & Tuesday

CHAPCA member  \$415  \$465  
 Hospice volunteers/Students\*  \$265  \$310  
 Non-members  \$515  \$565

### Partial Conference -- Monday, September 15, 2008 Only

CHAPCA members  \$280  \$295  
 Hospice volunteers/Students\*  \$185  \$200  
 Non-members  \$360  \$375

### Partial Conference -- Tuesday, September 16, 2008 Only

CHAPCA members  \$260  \$280  
 Hospice volunteers/Students\*  \$160  \$185  
 Non-members  \$350  \$365

### Guest Luncheon Tickets (luncheon included in Conference registration)

Sunday  \$38 Monday  \$38 Tuesday  \$38

### Continuing Education Fee

(One fee per person requesting certificate)

\$10

**Total Amount Paid:**

\$ \_\_\_\_\_

## PAYMENT INFORMATION

AMEX  Discover  MasterCard  Visa  Check  
 (Make checks payable to CHF)

Exact name on card \_\_\_\_\_

Address where credit card bill is received \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Card number \_\_\_\_\_

Expiration Date \_\_\_\_\_

ID Number located on the back of the card \_\_\_\_\_

Signature \_\_\_\_\_

## SEMINAR/WORKSHOP REGISTRATION:

Please select workshop sessions you wish to attend. One Workshop per session.

### Monday, September 15

Concurrent Workshops  2A/B  2C  2D  2E  
 Concurrent Workshops  3A  3B  3C  3D  3E  
 Concurrent Workshops  4A  4B  4C  4D

### Tuesday, September 16

Concurrent Workshops  5A  5B  5C  5D  5E  
 Concurrent Workshops  6A  6B  6C  6D  6E  
 Concurrent Workshops  8A  8B  8C  8D  8E  
 Concurrent Workshops  9A  9B  9C  9D

Mail or fax your registration form to CHF, 3841 North Freeway Blvd., Suite #225, Sacramento, CA 95834. FAX to (916) 925-3780. Please photocopy to register more than one person. Registration must be postmarked by September 6, 2008 to qualify for advance registration. After September 6, 2008 Door Registration fee will apply. For information call (916) 925-3770. Confirmation of registration will be sent upon receipt of registration form and fee. Refunds, less a \$35 administrative fee, will be made upon written notice of cancellations postmarked by September 6, 2008. No refunds will be given for cancellations postmarked after September 6, 2008 or for "no shows." Please contact the CHF office if you have changes to your registrations.

## CHAPCA 2008 Annual Conference Schedule at a Glance

### Saturday, September 13, 2008

- 3:00 p.m.-6:00 p.m. Registration Open  
9:00 a.m.-5:00 p.m. CHAPCA & CHF Board Meetings

### Sunday, September 14, 2008

- 8:30 a.m.-4:00 p.m. Concurrent Pre-Conference Seminars  
PC1 *Leadership Matters: Skills, Competencies and Strategies for New Hospice Executives* – Claire Tehan  
PC2 *Hospice & Palliative Nursing Care – Review Course* – Karen Johnson, RN, BSN, CHPN  
PC3 *Understanding the New Medicare Conditions of Participation* – tba  
9:30 a.m.-3:00 p.m. Concurrent Pre-Conference Seminars  
PC4 *Meaningful Approaches to Correct and Prevent Compassion Fatigue* – G. Jay Westbrook  
PC5 *Psychology of Spiritual Care: Friends or Foe?* – Rev. Penny Phillips; Alessandra Strada, PhD

### Monday, September 15, 2008

- 8:00 a.m.-5:30 p.m. Registration Open  
8:30 a.m.-9:30 a.m. **Keynote Address #1: *Giving and Getting "The Best Care Possible" Through the End of Life*** – Ira R. Byock, MD  
9:30 a.m.-10:30 a.m. Break – Exhibit Hall Open  
10:30 a.m.-12:00 p.m. **Concurrent Educational Seminars**  
2A/B *Excellence in Palliative Care: Implications to the Bottom Line* – Ira R. Byock, MD  
2C *Making the OSHPD Reporting Work for You* – Michael Derrick  
2D *How Complicated Does This Grief Have to Get?* – Chris Taich, LCSW; Bridget Flynn, LMFT/ATR; Noreen Carrington, LMFT, PT  
2E *Spiritual Care Across the Disciplines* – Rev. John Jeffery, MDiv, CT; Sandra Lee, MSW, LCSW  
2:00 p.m.-3:30 p.m. **Concurrent Educational Seminars**  
3A *Rowing Against the Current: A Case Study* – Karen Nolan, RN; Monique Kuo, MD; Gary Bertuccelli, MSW, MDiv  
3B *Palliative Care: A Regional Initiative* – James Hallenbeck, MD  
3C *Medi-Cal Reimbursement: The Ins, Outs, Ups and Downs* – Holly Swiger, PhD, MPH, RN; Kristina Runnels; Medi-Cal Rep  
3D *Being Comfortable With Mystery* – Penny Phillips, MDiv, BCC; Rev. Linda Siddall  
3E *More Than Bones & Biscuits: Building an Effective Pet Therapy Program* – Molly Johnson, BS  
3:30 p.m.-3:45 p.m. Break  
3:45 p.m.-5:15 p.m. **Concurrent Educational Seminars**  
4A *Case Studies in Pain Management* – James McGregor, MD; Karen Johnson, RN, BSN, CHPN  
4B *Palliative Care Partnerships: Navigating the Legal Complexities in California* – Sally Adelus; Jim Ptak; Allan Jergeson, DPhil, JD; Linda Ankeny, MD  
4C *Interaction of Corporate Compliance and Employment Laws in Hospice Programs* – Diane Racicot, Esq., JD; Wendy Tucker, Esq., JD  
4D *The Newest Member of the IDT: Hospice Musician* – Chris O'Connell; Cindy Myers; Tim Pacheco  
5:30 p.m.-6:30 p.m. *A Night at the Movies* Foundation Fundraiser  
6:30 p.m.-8:00 p.m. Movie – *Facing Death ... With Open Eyes* – Michelle Peticolas, PhD

### Tuesday, September 16, 2008

- 8:30 a.m.-10:00 a.m. **Concurrent Educational Seminars**  
5A *Yes We Can: Meeting the New CMS Comprehensive Assessment Requirements* – Judith B. Eighmy, RN, CHPN; Elayne J. Nahman, MSW, LCSW  
5B *Interdisciplinary Team (IDT): It's More Than a Meeting* – Susan Bruno, MSW, ACSW, LCSW  
5C *Issues and Changes in Medicare Billing* – James Cope, MD  
5D *Caring for the Caregiver: Countering Compassion Fatigue* – Rev. Jennifer Block  
5E *Practical Interventions for Patients with Advanced Memory Loss* – Rev. Julie Cedrone, MDiv; William J. Luhr, LCSW  
10:00 a.m.-10:15 a.m. Break  
10:15 a.m.-11:45 a.m. **Concurrent Educational Seminars**  
6A *Pain Management: The Role of Adjuvant Therapy* – Anthony Contreras, RPh; James McGregor, MD  
6B *Training to Learn and Learning to Train: Collaborative Learning of Field Devices* – Karen Monson, BA, BSN; Ann Carney Pomper, MBA  
6C *Representative from the Dept. of Social Services* – Maureen O'Hern; Candice Kodama, RN, BSN, MA  
6D *After a Suicide: Helping Families Heal* – Margo Requarth, MA, MFT  
6E *Building Organizational Cultural Competency at a Hospice Program* – Greg Timberlake, PsyD; Sherry Camden-Anders, PhD  
11:45 p.m.-1:45 p.m. **Luncheon/Plenary Session #7** – Sally Adelus; Mary Taverna  
2:00 p.m.-3:30 p.m. **Concurrent Educational Seminars**  
8A *Palliative Care in a Heart Failure Clinic* – James McGregor, MD  
8B *POLST: Translating Patient's Wishes into Medical Orders* – Judy Citko, JD  
8C *Open Forum With CMS Officials* – tba  
8D *"The Bleeding Heart": Helping Providers Maintain Boundaries* – Rev. Julie Cedrone, MDiv; William J. Luhr, LCSW  
8E *The Path of Being Human: Poetry and Vulnerability* – Michael Tscheu, MSW, LCSW  
3:30 p.m.-3:45 p.m. Break  
3:45 p.m.-5:15 p.m. **Concurrent Educational Seminars**  
9A *Understanding Tissue Donation: Myths, Facts and Resources* – Donna Goyette, MMC  
9B *Building an Effective Nursing Home Hospice Program: Food for Thought and Left-overs to Take With You* – Mary Kriletich, RN, CHPN; Judith B. Eighmy, RN, BSN, CHPN  
9C *In the Driver's Seat: Where Does Hospice Need to Go and How Do We Get There?* – Brenda Klutz  
9D *Building Partnerships for Spiritual Care at the End of Life: A Model of Cooperation & Innovation* – Rev. Jennifer Block; Rabbi Jon Sommer