NHPCO’s 12th Clinical Team Conference and Pediatric Intensive

National Hospice and Palliative Care Organization

The Hospice IDT:
Leading and Innovating
Quality Throughout the Care Continuum

Preconference dates: October 4-5, 2011
Main Conference dates: October 6-8, 2011
Town & Country Resort and Convention Center,
San Diego, CA

In collaboration with

premiere conference supporter

FHSSA
Compassion has no borders

Pediatric Intensive
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Conference Overview

Conference Objectives

The Clinical Team Conference (CTC) and Pediatric Intensive will offer extensive and intensive basic (for the novice), intermediate (for the proficient) and advanced (for the expert) educational sessions that address a wide variety of topics, providing the opportunity for participants to:

- Identify innovative approaches that expand hospice and palliative care service delivery;
- Define excellence in interdisciplinary care;
- Demonstrate advanced pain and symptom management;
- Advance competencies in physical, psychosocial, spiritual and bereavement aspects of clinical care at the end of life;
- Assess the quality of their programs, practices and care;
- Improve access, care and outcomes of hospice and palliative care provided in diverse settings and to diverse populations;
- Integrate the indispensable and essential components of hospice and palliative care into new care settings and delivery systems;
- Discuss regulatory requirements and approaches to ensure compliance;
- Highlight evidence-based practice and outcomes;
- Promote quality hospice and palliative care for children and their families;
- Develop advocacy strategies to engage, influence and promote the care continuum;
- Participate in self-care opportunities;
- Strengthen networking, discussion and sharing among hospice professionals.

Who Should Attend?

All members of the hospice/palliative care team and community stakeholders will be represented at the conference and related events, including administrators, bereavement professionals, counselors, chief clinical officers, educators, managers, nurses, pharmacists, physicians, researchers, social workers, spiritual caregivers, team leaders, volunteers, volunteer managers and others working to promote the care continuum and quality end-of-life care.

Conference Logistics

About the Town & Country Resort and Convention Center

Town and Country Resort
500 Hotel Circle North
San Diego, CA 92108
$142.00 Single/Double
Online reservations: www.nhpco.org/CTC2011
Phone: 800-772-8527

Our conference venue for the 12th Clinical Team Conference is the Town and Country Resort and Convention Center – located 10 minutes from beautiful downtown San Diego! The Town and Country is a family-owned resort that has been welcoming guests for over 5 decades. The resort features modern accommodations in their beautiful tower hotel buildings or you can enjoy the feeling of a cozy retreat in their ranch-style garden bungalows, all of it spread over 32 lushly landscaped acres. San Diego, touted with nearly perfect weather, 70 miles of pristine
beaches and great major attractions is known worldwide as one of the best tourist destinations in the country. The resort features the usual amenities including beautiful pools, an adjacent 27-hole golf course, a first class spa facility and five restaurants on the property.

Hotel reservations for the conference should be made directly with the Town & Country Resort. NHPCO has negotiated a group rate of **$142 per night plus tax for a Single/Double.** Reservations can be made by calling 800-772-8527 and mentioning NHPCO. All reservations must be guaranteed by a major credit card. To receive this rate **you must make your reservation with hotel before Friday, September 9th, 2011.**

**Travel Discounts**

The following airlines offer special meeting fares. To receive these discounts, contact the airlines directly.

American Airlines **800-433-1790**
Call-in Discount Code: **A42H1BA**

Book this discount online at www.aa.com for AA/AE flights only without a ticketing charge; allow at least 4 business days for AA.com processing. Use the online discount code: **42H1BA**

Delta/Northwest Airlines: **800-328-1111**
Call-in Discount Code: **NY2C4**

Book this discount online at www.nwa.com and use the discount code: **NY2C4**

**Car Rental**

Car rental service is available through Avis. For additional information call **800-331-1600** and refer to file number: **B766617.**

**Ground Transportation**

Lindbergh International Airport is conveniently located 7 miles away from Town and Country Resort. Shuttle services average $10.00 per person from the airport to the resort. For airline information visit: www.san.org.

For a list of services to get you to and from the airport, into Mexico or around town, visit www.sandiego.org or stop by the hotel front desk.

**General Conference Information**

**Conference Registration**

Registration materials and name badges will be distributed during conference registration hours. Please visit our website to see the complete listing of registration hours at www.nhpco.org/CTC2011.

**NHPCO’s Marketplace**

NHPCO’s Marketplace has your favorite books and the most comprehensive technical materials for the clinical and interdisciplinary teams. The Marketplace also stocks your favorite CDs, DVDs and videos, accessories and gift ideas. The Marketplace will be open during registration hours throughout the conference.

**Cyber Station/Handouts**

The Cyber Station allows attendees an opportunity to print handouts and briefly check email while attending the conference. All session handouts provided to NHPCO by the established deadline will be available on our website prior to the conference. A link to the handouts page will be sent to registered attendees several days prior to the Main Conference. If you register for a Preconference Seminar, handouts will be distributed at the seminar.
Conference Highlights

CHAPCA Preconference Seminars
The California Hospice and Palliative Care Association (CHAPCA), in lieu of their annual state conference this year, will provide a dynamic learning experience in conjunction with the NHPCO Clinical Team Conference. On Wednesday, October 5, CHAPCA will host 4 Preconference Seminars that will provide intensive and challenging training for hospice staff. And, by attending these sessions you will earn continuing education credit which can applied toward credentials in hospice and palliative care, healthcare and other practice areas. Be sure to register early for these popular sessions as space may be limited. For details and session descriptions see page 12–13 or visit: www.nhpco.org/ctc2011 to download the registration form.

2011 CHAPCA Awards Reception
October 5, 2011

5:30 PM-7:00 PM
San Diego Hospice and the Institute for Palliative Medicine
4311 Third Avenue, San Diego, CA 92103

Come celebrate the winners of CHAPCA's annual awards at a reception hosted by the world renowned San Diego Hospice and Institute for Palliative Medicine. You’ll have an opportunity to tour this beautiful facility, meet staff, and enjoy wine and hors d’oeuvres. Martin McDonough, of Outcome Resources, will be pouring his personal favorites from his extensive wine collection. Because of space limitations, this reception is for California and Nevada hospice and palliative care staff only. Transportation from Town and Country Resort and Convention Center to San Diego Hospice is included in the reception fee.

Cost: $25 for CHAPCA members; $40 for non-members from California and Nevada.

Complimentary Boxed lunch
On the first day of the Main Conference, Thursday, October 6, NHPCO will provide a complimentary boxed lunch for all attendees! Grab a boxed lunch and network with your peers during the Discipline-specific Networking meetings. (See information below).

Conference Orientation
Is this your first time attending the Clinical Team Conference? Then you may want to attend the Conference Orientation. This orientation is designed to help newcomers and veterans alike get the most out of their conference experience. Conference Orientation will be held on Wednesday, October 5, from 6:00 pm – 7:00 pm.

Discipline-specific Networking Meetings by NCHPP
Extend your networking opportunities by participating in NCHPP! NCHPP is an interdisciplinary-focused and discipline-specific forum supporting hospice and palliative care professionals and volunteers through the provision of resources, education and networking opportunities. Fifteen discipline-specific NCHPP Sections collaborate to enhance the field of end-of-life care. Become involved, meet and share ideas, suggestions, challenges and opportunities with your peers! The Conference Learning Journal will provide details about the topics and issues to be discussed in these meetings. For now, plan to pick up your boxed lunch and attend Thursday, October 6 from noon–1:15 pm!
We earned our merit badge in Clinical Excellence.

For 15 years, Hospice Pharmacia has been committed to improving the lives of hospice patients through the expert management of medication. In fact, we were the first pharmacy of our kind, and through the years have earned our merit badge in clinical excellence.

Our clinical pharmacists work with your staff to support the selection of the most appropriate medications for each individual patient. Our prospective medication therapy management approach improves quality of life and ensures the best possible outcomes for patients and caregivers.

“We guarantee it.”

“The amount of clinical guidance we receive from HP is extraordinary and something that would not be available at a local pharmacy. I have always valued HP and their expertise, however I now feel that they are truly one of Cornerstone Hospice’s partners in patient care.”

- Cynthia Harris-Panning
VP, Regional CEO, Cornerstone Hospice
Family Evaluation of Hospice Care Survey

Got a question about your Family Evaluation of Hospice Care (FEHC) Survey results? On a first-come basis, members of the FEHC team will be available for one-on-one consultations regarding your FEHC questions and review the new NHPCO FEHC report. Carol Spence, Director of Research and Quality, Dr. David Casarett, and Dr. Joan M Teno will be available to meet with hospice programs about the new FEHC report. One-half hour consultations will be available on a first-come basis. If you want a consultation, please email fehc@nhpco.org to reserve your time on Thursday, October 6 2011.

FHSSA Presents: “From San Diego to Africa”

The National Hospice Foundation will host a special evening event for FHSSA at the CTC conference on Friday, October 7, from 6:00 pm to 9:00 pm. Please join us for drinks, hors d’oeuvres, music, a silent auction and an evening of fun. You don’t want to miss this event! Register at www.nhpco.org/CTC2011 and click on FHSSA Fund Event for more information. Tickets may also be purchased onsite at the Conference Events Desk. For information or sponsorship opportunities, contact Joy Nguyen at 703-647-5167. Pricing for this event is listed on page 27 with the registration fees.

To learn about FHSSA’s work in Africa visit www.FHSSA.org

Job Fair

Are you having trouble finding qualified staff to fill key positions in your organization? NHPCO’s Job Fair is a great way to promote your organization and have in-person meetings with experienced hospice professionals interested in making a career change. This cost-effective approach to recruiting qualified candidates can help you meet your future employees. The Job Fair will be open on Friday, October 7, between 7:00 am - 2:00 pm in the Exhibit Hall.

Please contact David Cherry by email at exhibit@nhpco.org or call 703-647-8509 to reserve your space. Conference attendees considering a career change or relocation are encouraged to bring an up-to-date resume and be prepared to meet potential employers.

Labyrinth / Reflection Room

Labyrinths have been used for centuries as a spiritual practice, a time to quiet the mind and reflect.

NHPCO Clinical Conference attendees will have an opportunity to walk a labyrinth created with a combination of seashells, river rocks and small tiles, each of which was created by a hospice and palliative care professional. The tiles have been completed with the intention that colleagues will find ways to continue to rediscover their hearts and to find meaning and value in the work they do. As more and more tiles are added (some from a workshop at this conference), the labyrinth will come to reflect not only the collective hopes for one another but will become a tangible representation of the heart that goes into the work being done nationally and internationally for those who are suffering. May all who walk this labyrinth find comfort and support in the knowledge that there are those that have gone before you and those who will come after you.

A unique and popular feature of each Clinical Team Conference is the NCHPP Reflection Room. It is a quiet, reverent place where conference attendees can take a break from the hustle and bustle of the conference, created to honor the emotional and spiritual lives of those who take such nurturing care of others. Visit it several times during the conference to find comfort and take solace there.
Memorial Service

The National Council of Hospice and Palliative Professionals’ (NCHPP) annual Memorial Service honors and pays tribute to hospice and palliative professionals and volunteers who have died in the past year. All attendees are invited to gather on Thursday, October 6, from 4:15 pm to 5:00 pm. Join us for this inspirational time of remembrance as we celebrate the important lives of our colleagues.

Pediatric Intensive

In 2009 NHPCO’s Children’s Project on Palliative/Hospice Services (ChiPPS) published NHPCO’s first standards of care for hospices and palliative care providers offering specific guidance on how to optimally care for children and their family members. The NHPCO Pediatric Intensive offers sessions that enhance provider and professional capacity to meet and exceed these standards and ensure that staff has the education needed to confidently care for seriously ill children and their family caregivers. ChiPPS resources will be featured in the NHPCO Pavilion and in each Pediatric Intensive session.

Poster Sessions

Posters provide opportunities to learn, study and consider significant work presented in a visual medium, allowing learners to assimilate information in a new way and at their own pace. Posters will be displayed beginning Thursday, October 6 at 7:00 am until 5:00 pm on Friday, October 7. A Poster Session Discussion will be held Friday, October 7 from 10:00 am–11:00 am. This session, coupling the visual presentation with opportunities to discuss findings and applications with faculty, will provide a rich learning experience. Please visit our website for a list of posters to be included.

Welcome Reception with the Exhibitors

The first evening of the Clinical Team Conference kicks off with a showcase of the latest products and services for the hospice/palliative care industry. More than 60 exhibitors will display their latest offerings on Thursday, October 6, from 5:00 pm – 7:00 pm. Come have a drink on us and enjoy an entertaining evening with top vendors in the hospice/palliative care field.

Interested in showcasing your program? Do you have a product or service that benefits the hospice/palliative care field? For information regarding exhibit space, corporate support or final program advertising, please contact David Cherry by email at exhibit@nhpco.org or call 703-647-8509, or visit our website at www.nhpco.org/CTC2011 and click on the “Exhibitor Opportunities” link.

Yom Kippur Services/Respecting our Jewish Colleagues

NHPCO’s Clinical Team Conference occurs during a time that is of great significance to members of the Jewish faith/community. NHPCO regrets the scheduling conflict that requires individuals to make difficult choices about whether to attend the conference during the High Holy Days. To that end, we have arranged accommodations for those who would like to attend services during the conference.

We are grateful to Rabbi Philip Graubart and Congregation Beth El in San Diego who have generously invited CTC attendees observing the High Holy Days to participate in a Kol Nidre service on Friday evening, October 7, 2011, at 6:00 pm.

NHPCO will provide free transportation to anyone wishing to attend who preregisters for the event. Please note, due to space limitations, this offer extends only to those observing the High Holidays. Please contact Lynelle Williams-Halsey at lwilliamshalsey@nhpco.org or 703-647-1565 to RSVP for this opportunity.
National Hospice and Palliative Care Organization’s
Hospice Manager Development Program’s Foundational Course

October 4–5, 2011; 8:30 am – 5:00 pm

Faculty:

N. Joel Fry, MSW, LISW, Team Restoration Ministries, Osceola, IA
Judith Skretny, MA, The Center for Hospice and Palliative Care, Cheektowaga, NY

The Hospice MDP develops competent and confident hospice managers that can effectively manage the complexities of their responsibilities in the hospice organization. Managing programs, systems and people becomes much easier once managers have the tools they need, and the Hospice MDP provides them!

The Hospice MDP, created by national leaders and rooted in the important values of hospice care, provides a broad range of learning activities geared to new and developing hospice managers. Three levels of designation chart the progress of managers as they gain sophisticated knowledge and skills and develop into competent leaders in their organizations.

Completion of the two-day foundational course that will be offered at this conference is the first step in the developmental learning process that comprises the Hospice MDP. Additional online and in person learning modules follow the course and chart the progress, knowledge and skills of the hospice manager. For more information, visit the Hospice MDP website at www.nhpco.org/mdp.

The Hospice MDP foundational course at the CTC provides 5 of the 7 Level I modules required for completion of the Hospice MDP Level I Designation:

- Decision Making and Critical Thinking
- Interviewing, Coaching, Feedback and Evaluation Skills
- Regulations and Standards for Hospice Managers
- Situational Leadership and Leadership Style
- Values-Based Hospice Leadership

This course will ensure that you have the tools you need to establish yourself as a competent hospice manager. Join over 2,000 hospice management colleagues who have participated in the Hospice MDP.

Continuing Education for the Hospice MDP Foundational Course

Fourteen hours (14) of continuing education credit is available for nurses and social workers who attend both full days of the course.

Registration Information for the Hospice MDP Foundational Course

Space is limited, so register early to ensure your place in this popular program. To successfully complete this course (or to receive CE credit), you must attend both full days. Please note that the registration admission and cancellation policy stated in the conference registration information applies to the Hospice MDP. A continental breakfast and lunch is included both days.

Attendees’ comments:

“Great learning experience! I’m a newly appointed team manager and I feel this course gives me the foundation I need to be successful.”

“This was one of the best management development programs I have ever attended.”

“I received a lot of valuable information and tools I can take back with me to incorporate in my work; extremely helpful two days!”

“This course helped me identify my own style and how to motivate staff to achieve service excellence.”

www.nhpco.org/ctc2011
Continuing Education

This NHPCO conference offers continuing education credit for Counselors, Nurses, Physicians and Social Workers. The material presented in the education sessions represents the opinions of the speakers and not necessarily the views of the National Hospice and Palliative Care Organization (NHPCO), California Hospice and Palliative Care Association (CHAPCA), the Accreditation Council for Continuing Medical Education (ACCME), National Board of Certified Counselors (NBCC), Virginia Nurses Association (VNA), and National Association of Social Workers (NASW).

All faculty are required to disclose to program participants all relevant financial relationships with a commercial company. A copy of the disclosure information will be available on the conference website prior to the conference and will be included in the Learning Journal. There is a $40 application fee for continuing education credit for counselors, nurses, physicians and social workers.

Counselors

NHPCO is recognized by the National Board of Certified Counselors, Inc. for continuing education for National Certified Counselors. NHPCO adheres to NBCC continuing Education Guidelines. This conference will provide up to 28 hours.

Nurses

NHPCO is an approved provider of continuing nursing education by the Virginia Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Accredited status by ANCC and VNA refers only to continuing nursing education activities and does not imply endorsement of any commercial product displayed in conjunction with this activity. This conference will provide up to 28 hours. (VNA-CEA Provider Number 09-03-01).

Physicians

The National Hospice and Palliative Care Organization is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. The National Hospice and Palliative Care Organization designates this live activity for a maximum of 20 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Social Workers

Continuing education credit for social workers has been applied for through the National Association of Social Workers (provider number 886414158). This conference is pending approval for 28 hours.
Preconference Seminars

Note: Attendees must pre-register for all Preconference Seminars. These additional educational sessions (held on October 4th and 5th) precede the Main Conference which is October 6-8. Preconference Seminar fees are not included in your “Main Conference” registration fee. Continental breakfast is included with all sessions. Lunch is included only where indicated.

Tuesday, October 4, 2011

9:00 am – 5:00 pm

PC01 The Social Work End-of-Life Education Project

Mary Raymer, LMSW, ACSW, Raymer Psychotherapy and Consultation Services, Acme, MI
Theresa A. Altilio, LMSW, Beth Israel Medical Center, New York, NY

This in-depth program designed specifically for professional social workers teaches intermediate and advanced social work skills crucial to effective social work intervention. Key content includes clarification of the social work role and values specific to end of life, ethics, psychosocial assessment, therapeutic interventions, cultural differences, secondary trauma and self-care, as well as grief and bereavement. The format is designed to enhance critical thinking abilities and to support social workers in their daily practice. Created by Death in America social work leaders Mary Raymer, MSW and Ellen Csikai, MSW, PhD, the seminar is based on national research with social workers in all walks of healthcare. At the conclusion of this seminar, participants will be able to:

- Articulate and implement a sound contextual framework for their practice
- Gain tools for effective psychosocial assessment and interventions in end-of-life care
- Define ethical dilemmas and implement social work models for problem-solving
- Differentiate between normal and complicated grief
- Identify phases of life-threatening illness and psychosocial implications
- Identify secondary trauma

Wednesday, October 5, 2011

9:00 am – 5:00 pm

PC01 The Social Work End-of-Life Education Project (Day 2)

Mary Raymer, LMSW, ACSW, Raymer Psychotherapy and Consultation Services, Acme, MI
Theresa A. Altilio, LMSW, Beth Israel Medical Center, New York, NY

PC02 Managing Interpersonal Conflict in End-of-Life Care: Skill Building for Palliative Care Practioners

Larry Bridgesmith, J.D., Lipscomb University, Nashville, TN
Melinda Henderson, MD, CMD, AmeriChoice by UnitedHealthcare, Nashville, TN

Hospice and palliative care professionals often have to help patients and families explore alternatives and facilitate decision-making around difficult care options. This can be most challenging, as patients and families may be inexperienced in exploring and deciding upon the best options for themselves. The journey to a safe and healthy decision may require that professionals facilitate patients and families through conflict within and between themselves and an unfamiliar healthcare system to arrive at decisions fairly quickly.

This seminar will teach key foundational skills to equip practitioners in facilitating difficult conversations with patients and families in these crucial moments, facilitating choices and decisions that are healthy
for them and in keeping with their goals and values. Learning and applying multidisciplinary tools from conflict management, mediation, palliative care, social science and neuroscience in an interactive format, participants will leave this seminar with tools and strategies to incorporate into their immediate practice.

**Objectives:**

- Embrace the opportunities in conflict situations
- Identify strengths and weaknesses of personal preferences in conflict responses
- Demonstrate the differences between issues and interests in the decision-making process
- Navigate the collaborative road map by which care providers can assist patients and families move through resistance to acceptance of care decisions
- Develop process approaches to help individuals move past denial and anger and determine preferable options in end-of-life circumstances
- Integrate conflict management skills into beneficial approaches for families facing challenging care decisions

**PC03  Hospice Documentation – Just Do It!**  
Jennifer Kennedy, MA, BSN, RN, National Hospice and Palliative Care Organization, Alexandria, VA

Strong documentation of hospice patient care is essential to assuring good patient care and regulatory compliance. Providers continue to struggle with documenting assessment, medication profiles, plan of care, and coordination of care. Learn tips for managing the process of assessment and care planning, documenting to levels of care, demonstrating ongoing eligibility and meeting the requirements in the Local Coverage Determinations (LCDs). Hear the latest about what FSs/MACs are looking for when they conduct medical review and learn about resources for your staff.

**Objectives:**

- Discuss “who is watching” the hospice industry
- Explain CMS’s top 10 survey deficiencies for 2010
- Review how clinical documentation affects the entire hospice organization
- Discuss document regulations and requirements from hospice admission to discharge
- Discuss documentation of the care planning process
- Teach tips for documenting to the level of care and the Local Coverage Determinations (LCDs)
- Discuss methods for improving documentation of the interdisciplinary team and changing an organization’s focus to “every day, every note” documentation thinking
- Describe resources and tools that support hospice documentation

**9:00 am – 12:00 pm**

**PC04  Complex Cases: Pain Management**

Rosene D. Pirrello, RPh, BPharm, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA  
Roger A. Strong, NP, PhD, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA  
Gary T. Buckholz, MD, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA  
Charles R. Lewis, MD, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA

Challenging pain management experiences offer opportunities for advanced problem solving and the focus of our best knowledge and skills. Using interactive case discussion, this seminar will highlight advances in the assessment and management of intractable pain. Opioid selection and rotation and approaches to neuropathic, nociceptive pain, both somatic and visceral, as well as mixed pain syndromes will be addressed. Attendees will examine the pathogenesis of pain, and how this translates into physical findings and patient presentation.
Participants will gain in-depth knowledge about the pharmacology of analgesics and co-analgesics, as well as starting doses, titration strategies and monitoring strategies.

Objectives:

- Discuss advances in the whole patient assessment of intractable pain
- Discuss advances in the management of intractable pain
- Identify appropriate approaches to the effective treatment of intractable pain
- Utilize case examples to demonstrate the effective management of pain and symptoms

PC05  Advanced Skills for Building Strong Teams: Communication, Goal Setting and IDT Best Practices

Gary Gardia, MEd, LCSW, CT, Gary Gardia, Inc, St. George, UT

A strong and well-coordinated team is essential in order to keep the promises we make to people who are ill and their loved ones. With ongoing talk of budget cuts, it is imperative that we demonstrate the importance of a holistic and interdisciplinary/transdisciplinary approach to care. There is research to support the many benefits of effective team practice with findings such as better overall care, cost reduction, improved patient/family satisfaction and increased staff/volunteer retention. This intensive session will focus on building advanced skills that contribute to well-coordinated and efficient teams. Also included will be an emphasis on establishing patient/family-centered goals and plans, navigating challenges such as complex cases and methods to get beyond team disagreements and personality conflicts. Attendance by all members of the team is encouraged.

Objectives:

- Differentiate interdisciplinary practice from transdisciplinary and multidisciplinary practice
- List five interdisciplinary/transdisciplinary team best practices
- Describe a highly effective and time sensitive team meeting that moves beyond “reporting”
- Discuss two methods that assist teams to effectively address complex cases
- Describe one method that is useful when addressing team personality conflicts

1:30 pm – 4:30 pm

PC06  Advance Care Planning – Designing an Effective Consultation Service from Community to Hospital

Suzi K. Johnson, MPH, RN, Sharp HospiceCare, La Mesa, CA
John Tastad, Sharp HospiceCare, La Mesa, CA
Margaret Elizondo, MD, Sharp HospiceCare, La Mesa, CA

Learn how Sharp HospiceCare developed an advance care planning model that proactively influences the planning process for the care of persons with serious, advanced or terminal illness. Using a dynamic and multidimensional approach, facilitating conversations earlier in the disease trajectory can result in better alignment between wishes and actual care received. We will share real life experiences, data and other evidence-based information to guide you in considering developing such a unique and service oriented program.

Objectives:

- Clarify the importance of advance care planning, and the connection to quality end-of-life care
- Describe the three stages of advance care planning
- Identify criteria for referring to the Advance Care Planning Consultation Program
- Describe how this model can impact the care continuum in a positive manner
- Describe model development and funding considerations
PC07  Unimaginable Loss: Helping Parents and Siblings Cope with the Death of a Child
Marcia Lattanzi-Licht, LHD, RN, LPC, Lattanzi-Licht and Associates, Boulder, CO

Parents, siblings and professionals struggle with the extreme stresses involved in the life-threatening illness and death of a child. This case-based seminar focuses on the unique nature of the experience and the current body of research available to guide the care of families during this life-altering process. Participants will explore specific suggestions and approaches for the support of parents, siblings and the pediatric palliative care team, and will leave with new tools and resources to put immediately into practice.

Objectives:
- Discuss stresses and responses when a child has a life-threatening illness and when a child dies
- Identify the research and data on the range of parental and sibling responses to the death of a child
- Discuss case experiences of families coping with the life-threatening illness of a child and with the death of a child
- Review recommendations for supporting parents and siblings experiencing the end-stage illness and death of a child

PC08  Complementary Therapies in Hospice Care: A Primer and Action Plan
Katie Cyre, MS, MT-BC, Hospice & Palliative CareCenter, Winston-Salem, NC

Complementary Therapies (CT) are enjoying significant attention and growth in end-of-life care. Why? These modalities have the potential to increase quality of life for patients and families; one of hospice care’s primary goals. The integration of complementary therapies into the holistic interdisciplinary (IDT) hospice model provides care teams with additional tools for addressing pain and symptom management, improving patient and family coping and helping to facilitate successful life closure.

This seminar will provide guidance to programs who want to introduce or further develop a CT program into the continuum of services that patients and families receive. Attendees will receive an overview of complementary therapies in hospice, including various modalities and program structures, and recommendations for supporting the work of members of the IDT (such as home health aides) and volunteers. The session will provide a deeper understanding of successful coordination, collaboration and integration with overarching agency goals, the IDT and patient/family plan of care. Lessons learned by programs that have launched successful CT programs will also be shared to help attendees inform new and developing programs.

Objectives:
- Identify the types of complementary therapies being provided by hospices, personnel who are providing them, and the training they receive
- Discuss coordination and collaboration with the interdisciplinary team and integration with the patient/family plan of care
- Identify tips for launching or further developing a complementary therapies program
• Describe effective approaches for professionals working with substance abusing patients
• Practice specific interventions designed to alleviate common challenges arising in providing care for these patients

CHAPCA 2 Practical and Ethical Issues in Pediatric Palliative Care

Glen Komatsu, MD, Providence TrinityCare Hospice, Torrance, CA

Caring for children with complex medical conditions can be extremely difficult for hospice professionals. This seminar will address the myths that surround the dying child, will describe “family” in relation to children experiencing illness and will empower caregivers to advocate for the needs of the sick child and family. We’ll look at ways to strengthen and support the relationship between family members, identify and discuss the unique needs of siblings and explore the physical and emotional toll experienced by those caring for children with life-threatening illnesses.

Objectives:
• Describe the myths that surround dying children and families
• Develop successful strategies to advocate for the needs of dying children and families
• Describe strategies to strengthen and support family relationships and care for siblings’ needs

1:30 pm – 4:30 pm

CHAPCA 3 Smoothing the Path to Providing Hospice Services in Long-Term Care Settings

Holly Swiger, PhD, MPH, RN, VITAS Innovative Hospice Care, Murrieta, CA

Nancy Beecham, RN-BC, BS, FACDONALTC, Edgemoor Geriatric Hospital, San Diego, CA

Patricia Shader, RN, BSN, CHPCA, The Elizabeth Hospice, Escondido, CA

Providing hospice care in institutional settings is fraught with challenges, including communication, case coordination, documentation and increased scrutiny by different regulatory agencies. Hospice, skilled nursing home and assisted living providers will provide tools, strategies and tricks to make delivering quality service to your patients in long-term care settings smoother for you and better for your patient.

Objectives:
• Discuss the challenges of providing quality hospice care in institutional settings
• Describe specific tools, strategies and tricks designed to improve the quality of care provided in long-term care settings
• Identify quality outcomes for the successful provision of hospice care in long-term care settings

CHAPCA 4 Debating Ethical Issues in 21st Century Hospice Care

Michael Nisco, MD, MBA, Saint Agnes Hospice & Palliative Care Services; UCSF Hospice & Palliative Medicine Fellowship, Fresno, CA

Providing care for patients who lack capacity for decision making, using or not using artificial hydration and nutrition, concern on when to withdraw treatment for a patient, can keep us awake at night. This session will allow you to explore the ethical implications of decisions we face daily in hospice. While there are few “right” answers, you will learn an approach to these situations that will help clarify the ethical issues, then you will be challenged to think hard and dig deep into yourself on the quandaries posed by providing hospice care with 21st century medicine. After learning an ethical decision making framework, you will be involved in small group discussion of real world cases. You’ll leave the session with a clearer understanding of yourself and with the tools to help you think through ethical decisions on the job.

Objectives:
• Appreciate the importance of managing ethical distress in caregivers
• Understand how to better facilitate the process for making difficult health care decisions
• Learn about the major ethical models, and the role of the 4 principles commonly used for ethical decision making in medical care.
• Be able to apply these principles to decisions around patient care.
Opening Plenary Session
A Heartfelt and Humorous Look at Life’s Transitions

Jeffery Zaslow

Jeffery Zaslow is a columnist for The Wall Street Journal and in 2009/2010 was the author or co-author of three bestselling books. One of them, The Last Lecture, was written with Randy Pausch.

Zaslow’s Wall Street Journal column focuses on life transitions and often attracts wide media interest. That was certainly the case in September 2007, after Zaslow attended the final lecture of Carnegie Mellon Professor Randy Pausch. Zaslow’s column about the talk sparked a worldwide phenomenon. Millions of people have since viewed footage of the lecture. Zaslow was drawn to the story of Randy Pausch because he has created a beat unlike most others in journalism. While The Wall Street Journal covers the heart of the financial world, Zaslow tends to the hearts of its readers. The Last Lecture has been translated into 46 languages, and was #1 on best-seller lists worldwide, remaining on The New York Times best-seller list for more than 100 weeks.

The National Society of Newspaper Columnists twice named Zaslow as best general-interest columnist at a newspaper with over 100,000 circulation. Zaslow first worked at the Journal from 1983 to 1987, when he wrote about a competition to replace Ann Landers at the Chicago Sun-Times. He entered to get an angle for his story, and won the job over 12,000 applicants. He worked at the Sun-Times from 1987 to 2001, and was also a columnist for USA Weekend, the Sunday supplement in 510 newspapers.

In 2008, he received the Distinguished Column Writing Award from the New York Newspaper Publishers Association. Zaslow’s TV appearances have included The Tonight Show, Oprah, Larry King Live, 60 Minutes, The Today Show and Good Morning America. A Philadelphia native, Zaslow is a 1980 graduate of Carnegie Mellon, where he majored in creative writing.

Wall Street Journal columnist Jeffery Zaslow writes about the moments when life takes a turn. To open NHPCO’s Clinical Team Conference, Mr. Zaslow will delve into the recesses of our cultural psyche with results that are surprising, funny and often extremely moving while providing an inside look at the phenomenon that led to his bestselling book with Randy Pausch, The Last Lecture. Showing video messages from Dr. Pausch and sharing lessons learned in his many hours writing the book with the Carnegie Mellon professor as he approached the end of his life, Zaslow will reveal memorable insights from a story that captivated people worldwide and that continues to inspire. His message will help hospice and palliative professionals keep their attention focused on the “things that matter most.” In Randy’s own words - ”The key question to keep asking is: are you spending your time on the right things? Because time is all you have.”

At the completion of this session, participants will be able to:

• Identify characteristics of key transitions in life;
• Discuss insights about life, work and priorities; and
• Describe the importance of legacy and memory.

General Plenary II
Delirium Assessment and Management

Scott Irwin, MD, PhD

Scott Irwin is the Director and founder of the Psychiatry Programs at The Institute for Palliative Medicine at San Diego Hospice, where he investigates better assessments and treatments for depression and delirium to improve outcomes for those with advanced, life-threatening illnesses and their families. He also coordinates and provides consultative psychiatric services for patients and families, as well as, family medicine and internal medicine residents and coordinates UCSD Psychiatry Resident rotations related to hospice and palliative medicine. Dr. Irwin received a Bachelor of Science Degree in Psychobiology from the University of California, Los Angeles and a PhD in Neuroscience at the University of Illinois, Urbana-Champaign and graduated from the University of Illinois Medical School. Dr. Irwin currently holds appointments as faculty in the Institute of Palliative Medicine at San Diego Hospice and as an Assistant Clinical Professor in the Department of Psychiatry at UCSD.
of Psychiatry, UCSD School of Medicine. He is an active member of the American College of Psychiatrists, American Academy of Hospice and Palliative Medicine, Academy of Psychosomatic Medicine and the National Hospice and Palliative Care Organization.

Charles F. von Gunten, MD, PhD, FACP, FAAHPM

Charles von Gunten is the Provost for the Institute for Palliative Medicine at San Diego Hospice, a teaching and research affiliate of the University of California at San Diego, University of San Diego and San Diego State University. He is the Chairman of the Test Committee for Hospice & Palliative Medicine and on the American Board of Medical Specialties. He is an expert for the Center to Advance Palliative Care (CAPC) on developing hospital-based palliative care programs. He serves as Medical Director of the Doris A. Howell Service, a palliative care consultation service at the Moores UCSD Cancer Center.

Dr. von Gunten received his Bachelor of Arts Degree with honors from Brown University, then earned a PhD in Biochemistry and his MD degree with honors from the University of Colorado Health Sciences Center in Denver, Colorado. He currently holds the academic rank of Clinical Professor of Medicine, University of California at San Diego where he is a member of the NIH-designated Moores Comprehensive Cancer Center.

Delirium (the acute onset of confusion, difficulty focusing attention and disorganized or incoherent thinking) is one of the most common and challenging diagnoses for a hospice team to manage. In an innovative and entertaining session, three clinical vignettes will be presented to illustrate the assessment and management of delirium, agitated delirium and terminal delirium. A handy pocket card to remind clinicians of the key parts of assessment and management will be distributed to all participants as a way to make the information easy to implement clinically.

At the completion of this session, participants will be able to:
• Describe the complex diagnosis of delirium and its prominent features;
• Identify and utilize assessment strategies for delirium; and
• Effectively manage delirium in the hospice patient.

Closing Plenary

180 Days

Saturday, October 8
8:30 am – 9:15 am

Taren Sterry, MA, CT

Taren Sterry is the Manager of Volunteer Program Services at the Visiting Nurse Service of New York Hospice Care. As far as she knows, she is also the only actor, writer and comedian in NYC to also hold a Certificate in Thanatology. Her one woman play, 180 Days, about her first six months working in hospice, had three extended, sold out runs in NYC. Taren is a 2008 Manhattan Monologue Slam Winner. She wrote, produced and starred in the totally hilarious “Totes Hilare.” In 2009, Taren was a winning model on Bravo’s “The Fashion Show.” Taren can be seen performing original material in NYC at Stage Left Studio every month and teaches Improv and Public Speaking at the People’s Improv Theater.

Taren has 180 days to help her patients find meaning at the end of life…can she do it?

180 Days is the story of Taren Sterry’s first six months working in hospice. While attending the University of California at Santa Cruz, she embarks on a six month ethnographic field study to work with terminally ill patients and their families. Taren eagerly anticipates having deeply spiritual encounters, but first she must learn how to survive in a foreign land, face the past and savor the taste of humble pie.

Hospice professionals will easily relate to Taren’s tale of compassion, challenge and calling, interwoven with her amazing gifts of wit, humor and pathos. 180 Days is a tribute to both those receiving hospice care and those who do the work. Taren opens her heart and mind to find ways to make the journey of those in her care meaningful and, as she does, finds meaning in her own life.

At the completion of this session, participants will be able to:
• Identify patient-related challenges faced by hospice professionals;
• Describe personal challenges faced by hospice professionals; and
• List coping skills of hospice staff.
Concurrent Sessions

Note: Attendees do not have to pre-register for concurrent sessions. These sessions are open to all conference attendees and are included in the “Main Conference” registration. To view session descriptions, visit: www.nhpco.org/CTC2011 and click on “Educational Programs.”

Thursday, October 6, 2011

10:15 am – 11:45 am

2A  Team Spirit? Tools for Advanced Engagement
Marcia Lattanzi-Licht, LHD, MA, LPC, Lattanzi-Licht and Associates, Boulder, CO

2B  The Management of Delirium
Scott Irwin, MD, PhD, San Diego Hospice & The Institute for Palliative Medicine, San Diego, CA

2C  Teaching Patients to Intervene and Impact Their Experience of Pain
Molly Guzzino, ATR-BC, LPC, LMFT, Austin, TX

2D  End-of-Life Issues for Lesbian, Gay, Bisexual and Transgendered Patients: Gaining Awareness
Beth Shapiro, MSSA, LISW-S, ACHP-SW, Hospice of the Western Reserve, Inc, Lyndhurst, OH

2E  Transformations of Despair: The Arts Informing Patient Care
Susan Freeman, MA, VITAS Innovative Hospice Care, San Diego, CA
John Gillman, PhD, VITAS Innovative Hospice Care, San Diego, CA

2F  The Bright Side of Bereavement Care: Putting Lessons from Research and Practice to Work in Your Program
Dale G. Larson, PhD, Santa Clara University, Santa Clara, CA

2G  Regulatory Hot Topics
Judi Lund Person, MPH, National Hospice and Palliative Care Organization, Alexandria, VA
Jennifer Kennedy, MA, BSN, RN, National Hospice and Palliative Care Organization, Alexandria, VA

2H  Creating a Culture of Employee Problem Solving and Accountability
Claire B. Tehan, MA, Tehan & Associates, Redondo Beach, CA

NHPCO’s Hospice and Palliative Care Professional Scholarship Program
Supported by an educational grant from Hospice and Community Care Insurance Services

Applications are now being accepted for the Hospice and Palliative Care Professional Scholarship Program.

Scholarship recipients will receive one complimentary full conference registration to the 12th Clinical Team Conference. For eligibility criteria and to apply, visit www.nhpco.org/ctc2011. Space is limited, so submit your application today.
2I  Palliative Care in the PACE Model
Richard O. Schamp, MD, Altitude Edge Consultants/St. Louis University, Saint Louis, MO
Karrren Weichert, Midland Care, Topeka, KS

2J  The Art of Being in Relationship
Rana Limbo, PhD, RN, PMHCNS-BC, Gundersen Lutheran Medical Foundation, Inc, La Crosse, WI
Kathie Kobler, MS, APN, PCNS-BC, Advocate Lutheran General Hospital, Park Ridge, IL

2K  Lighting the Way for Others: A Program for Developing Exceptional Preceptors
Mary Jo Quinn, MS, ARNP, ACHPN, Chapters Health Systems, Inc, Temple Terrace, FL
Mary Lou Proch, EdD, MSN, Chapters Health Systems, Temple Terrace, FL

2L  The Dynamics of Dying
Barbara Karnes, RN, Barbara Karnes Books, Inc, Vancouver, WA

2M  StoryCorps and the Power of Storytelling
Perri Chinalai, MA, StoryCorps, Brooklyn, NY

1:30 pm–2:30 pm

3A  Using Appreciative Inquiry to Bring Out the Best of Your Interdisciplinary Team
Gwynn Sullivan, RN, MSN, National Hospice and Palliative Care Organization, Alexandria, VA

3B  Practical Approaches for Appropriate Opioid Conversion and Rotation
Matthew Zimmerman, Hospice Pharmacia, a division of excelleRx, Philadelphia, PA

3C  Fall Assessment and Prevention: Tying Evidence into Practice
Cathy Emmett, BSN, MSN, Chapters Health Systems, Temple Terrace, FL

3D  Dignity Therapy Implementation in a Community Hospice Setting
Lori Montross, PhD, San Diego Hospice & The Institute for Palliative Medicine, San Diego, CA

3E  Isn’t It Time to Talk About It? An African-American Perspective on Holding onto Faith at the End of Life
Heidi Barham, MDiv, Hospice of the Western Reserve, Inc, Westlake, OH

3F  Are You Still With Me? Utilizing Metaphors of Absence and Presence in Bereavement Care
Elissa Al-Chokhachy, MA, RN, CHPN, FT, Merrimack Valley Hospice, Lawrence, MA
John E. Monroe-Cassel, MDiv, MAT, AseraCare Hospice, Wellesley Hills, MA

3G  Documenting Terminal Status: The LCDs and Beyond
Edward Martin, MD, MPH, Home and Hospice Care of RI, Providence, RI

3H  Using Lean Principles and Practices to Promote Comfort in 24 Hours
Linda Simon, PhD, CHPN, Gilchrist Hospice Care, Hunt Valley, MD
Theresa Countryman, RN, BSN, CHPN, Gilchrist Hospice, Hunt Valley, MD

3I  Improving Hospice Access and Outreach to Underserved Chinese Americans
Sandy Chen Stokes, RN, MSN, Chinese American Coalition for Compassionate Care, Shingle Springs, CA
Sally Adelus, RN, SRN, DN, Hospice of the Valley, San Jose, CA
Monique Kuo, MD, Volunteer and Transitions Program, Hospice of the Valley, San Jose, CA
Victoria J. Wild, BA, Hospice of the Valley, San Jose, CA
Jeanne Wun, Hospice of the Valley, San Jose, CA

3J  Blueprint For Perinatal Palliative Care: Organizational Strategies For Developing Your Community-Based Program
Lizabeth Sumner, RN, BSN, The Elizabeth Hospice, Escondido, CA
Suzanne Toce, MD, Gundersen Lutheran Medical Center, La Crosse, WI

3K  Reflections: An Oral History Project
Turner West, MTS, Hospice of the Bluegrass, Lexington, KY

3L  Masks of Hospice Professionals Grieving a Personal Death Loss
Barb Kamlet, MA, Exempla Lutheran Hospice at Collier Hospice Center, Wheat Ridge, CO
3M  The Art of Integration: Hospice and Palliative Care in Long-Term Care Settings  
Carol Lovci, RN, BSN, MSN, San Diego Hospice and The Institute for Palliative Medicine, San Diego, CA

2:45 pm – 3:45 pm

4A  Strengthening Teams Through Reflective Reading and Discussion: Exploring Values, Deepening Connections, Responding Imaginatively  
Jennifer Smith, MD, Cook County Hospital, Chicago, IL  
Orlando Mackie, MD, Cook County Hospital, Chicago, IL  
Elizabeth Lynn, PhD, Valparaiso University, Valparaiso, IN  
Catherine Deamant, MD, Cook County Hospital, Chicago, IL

4B  Are You Out of Your Mind? Effectively Managing Terminal Restlessness, Behavioral Disturbances and Delirium  
Myra Belgeri, PharmD, CGP, BCPS, FASCP, HospiScript Services, LLC, Montgomery, AL

4C  Honoring Wishes Across Settings of Care: POLST – Evidence, Advocacy and Innovation  
Susan Tolle, MD, Oregon Health & Science University, Portland, OR  
James A. Mittelberger, MD, MPH, Evertcare Hospice & Palliative Care, Concord, CA

4D  Psychosocial Documentation: Tips for Improvement in an Era of Increased Medicare Scrutiny  
Kevin Singer, RN, CHPN, Seasons Hospice and Palliative Care, Phoenix, AZ  
Russell Hilliard, PhD, LCSW, LCAT, MT-BC, Seasons Hospice and Palliative Care, Rosemont, IL

4E  How Is it with Your Soul? Is Palliative Sedation an Ethical Intervention in the Case of Existential Suffering?  
Jennifer Ballentine, MA, Life Quality Institute, Denver, CO

4F  Grief in Two Weeks?: Proposed Changes to the DSM-V and Implications for Bereavement Care  
Kristine A. Munholland, PhD, MSW, Kaiser Permanente Hospice, Portland Oregon

4G  Understanding the Medicare Hospice Benefit  
Susan Balfour, RN, Hospice Fundamentals, Cary, NC

4H  FMEA – A Proactive Approach to Quality Improvement: Analyzing Risk in the Prescribing and Delivery of Controlled Substances  
Cathy Almon, BSN, RN, CPHQ, Hospice & Palliative Care Charlotte Region, Charlotte, NC  
Michael Bolewitz, PharmD, MBA, Hospice & Palliative Care Charlotte Region, Charlotte, NC

4I  Care Continuum Innovation through AIM (Advanced Illness Management)  
James McGregor, MD, Sutter VNA and Hospice, Roseville, CA  
Khue Nguyen, PharmD, Sutter VNA and Hospice, Emeryville, CA  
Sharyl Kooyer, RN, BSN, Sutter Roseville & Sacramento Hospices, Sutter VNA and Hospice, Roseville, CA

4J  Transitions of Care for Children with Complex Medical Conditions: Tools for Enhancing Consistency Across Providers and Sites of Care  
Suzanne Toce, MD, Gundersen Lutheran Medical Center, La Crosse, WI

4K  QAPI for Hospice Volunteer Programs: Quit Assuming… Prove It!  
Sandra L. Huster, BA, Covenant Hospice Inc, Pensacola, FL

4L  Take My Hand: Helping Individuals with Intellectual Disabilities Who are at the End of Life  
Lisa Kynvi, MA, Merrimack Valley Hospice, Lawrence, MA

4M  Collaborating (Safely) Over the Internet  
Natasha Beauchamp, MSc, Elder Pages Online, Sebastopol, CA

Friday, October 7, 2011

10:45 am – 11:45 am

6A  Is Hospice as We Know it Terminally Ill? Getting Back to “A Special Way of Caring”  
Gary Gardia, MEd, LCSW, CT, Gary Gardia, Inc, St. George, UT

6B  What Every Social Worker and Chaplain Wants to Know about Pain Management but is Afraid to Ask  
April Perry, APN, MEd, Duke Home Care & Hospice, Durham, NC
6C Medication Discontinuation Syndromes: Avoiding Increased Symptom Burden

Charles Wellman, MD, Hospice of the Western Reserve, Inc, Cleveland, OH

J. Brandon Walters, MD, Hospice of the Western Reserve, Cleveland, OH

6D The Palliative Care Psychiatry Program at The Institute for Palliative Medicine at San Diego Hospice

Scott Irwin, MD, PhD, San Diego Hospice & The Institute for Palliative Medicine, San Diego, CA

6E The Devil Isn’t in the Details: Strategies for Divine Documentation of Spiritual Care

M. Bernadine Parks, MS, PCC-S, The Hospice of Dayton, Dayton, OH

6F Caminando Juntos—Walking Together. An Innovative and Culturally-Sensitive Bereavement Program for Latino Children and Youth

Silvia Austerlic, MA, Hospice of Santa Cruz County, Scotts Valley, CA

6G Hospice Eligibility and Certification—The Continuing Saga

Roseanne Berry, MSN, RN, R&C Healthcare Solutions, Tempe, AZ

Charlene Ross, MSN, MBA, RN, R&C Healthcare Solutions, Mesa, AZ

6H Evaluation of End-of-Life Care at a Comprehensive Community Cancer Institute

David E. Cowall, MD, Coastal Hospice, Salisbury, MD

6I Rules for the New Underground Railroad 2: Gaining Access to the Gatekeepers in the African-American Community

Katrina Walker, BSW, LSW, Hospice of the Valley, Youngstown, OH

6J Hope, Healing and Humility in Action: Beyond Cultural Competence in Pediatric Palliative Care

Maureen Horgan, LICSW, Providence Hospice of Seattle, Seattle, WA

Rev. Nayer Taheri, MASC, Seattle Children’s Hospital, Seattle, WA

6K Measuring Program Impact: The ACE Project—Advocating for Clinical Excellence Transdisciplinary Palliative Care Education

Shirley Otis-Green, MSW, ACSW, LCSW, OSW-C, City of Hope National Medical Center, Duarte, CA

6L Education of Hospice Aides

Catherine Sweeney, RN, CHPN, Hospice Care Network, Woodbury, NY

6M We Honor Veterans

Kathryn Smith, RN, MSN, CHPN, Hospice of Dayton, Inc, Dayton, OH

Miriam Morrison, BA, MA, CVA, Hospice of Dayton, Inc, Dayton, OH

1:15 pm–2:45 pm

7A Do You Trust Your Team? Does Your Team Trust You?

National Council of Hospice and Palliative Professionals Executive Committee

7B Breathing Life into an Established COPD Program

Gregory W. Hughes Jr, RRT, Chapters Health Systems, Inc, Temple Terrace, FL

Mary Jo Quinn, MS, ARNP, ACHPN, Chapters Health Systems, Inc, Temple Terrace, FL

7C Improving Late-Stage Disease Management and End-of-Life Care by Understanding the Emerging Diagnosis of Geriatric Frailty Syndrome

Daniel Hoefer, MD, Sharp HospiceCare, La Mesa, CA

7D Results of a National Social Work Survey

Sherri Weisenfluh, LCSW, Hospice of the Bluegrass Inc, Lexington, KY

7E Windows and Mirrors: A Look into the Extraordinary World of the Dying

Annette Childs, PhD, Circle of Life Hospice, Reno, NV

www.nhpco.org/ctc2011
7F Supporting the Bereaved Through the Informed Use of Clinical Interventions
Minoa Chang, MD, PhD, The Center for Grief Care and Education at The Institute for Palliative Medicine, San Diego, CA
Joseph Pirrello, LMFT, RSc, The Center for Grief Care and Education at The Institute for Palliative Medicine, San Diego, CA
Nicole Reich, LMFT, FT, The Center for Grief Care and Education at The Institute for Palliative Medicine, San Diego, CA
Loni Ison, LMFT, The Center for Grief Care and Education at The Institute for Palliative Medicine, San Diego, CA

7G Clinical Documentation and Audits – The Clinician Connection
Jackie Lopez-Devine, RN, MSN, Hospice of Palm Beach County, West Palm Beach, FL
Roseanne Berry, MSN, RN, R&C Healthcare Solutions, Tempe, AZ

7H Ethics Imperative: Implications of Caring for Cardiac Patients at the End of Life
Patrice Tadel, MSN, RN, VITAS Innovative Hospice Care, Naperville, IL

7I Education and Practical Resources to Enhance Care of Veterans with Life-Limiting Illness
Pam Malloy, RN, MN, OCN, FPCN, American Association of Colleges of Nursing (AACN), Washington, DC
Emil Zuberbueler, BS, National Hospice and Palliative Care Organization, Alexandria, VA
Deborah Grassman, ARNP, Hospice & Palliative Care, Bay Pines VA Medical Center, Bay Pines, FL
Michelle Gabriel, RN, MS, VA Palo Alto Health Care System, Palo Alto, CA

7J Concurrent Care for Children: Section 2302 of the Patient Protection and Affordable Care Act
Judi Lund Person, MPH, National Hospice and Palliative Care Organization, Alexandria, VA
Sarah Friebert, MD, Akron Children’s Hospital, Akron, OH
Gwynn Sullivan, RN, MSN, National Hospice and Palliative Care Organization, Alexandria, VA

7K Step Right Up! Getcha Competencies Here: Ensuring Clinical Competency for the Entire IDG
Angela Waterbury, BSN, CHPN, Pikes Peak Hospice and Palliative Care Inc, Colorado Springs, CO
B. Darlene Avery, MDiv, LCSW, Pikes Peak Hospice and Palliative Care Inc, Colorado Springs, CO

7L Beyond Compassion Fatigue and Burnout: Strengthening Resilience in the Hospice Team
Dale G. Larson, PhD, Santa Clara University, Santa Clara, CA

7M Interventions for Children and Adolescents During a Parent’s Advanced Illness
Grace Christ, PhD, MA, Columbia University School of Social Work, Seattle, WA

3:00 pm – 4:00 pm

8A The Role of Core Values in the IDT: The Next Chapter
Paul Longenecker, RN, MBA, PhD, Lourdes College, Sylvania, OH

8B Non-Pharmacological Adjuncts: Supporting Dyspnea and Intractable Nausea by Adding Clinical Reflexology and Aromatherapy to the Hospice Plan of Care
Valerie Hartman, RN, CHPN, CTRN, Holy Redeemer Home Care and Hospice, Philadelphia, PA

8C Palliative Care Consultations Prior to Destination-Therapy Left Ventricular Assist Device Insertion
Erin Davis, RN, BSN, University of Utah Hospital, Salt Lake City, UT
Holli Martinez, FNP-BC, ACHPN, University of Utah Hospital, Salt Lake City, UT

8D Challenges As Growing Edges: It Really Is About Us
Patricia A. Goodwin, ACSW, LCSW, ACHP-SW, Halifax Health Hospice of Volusia/Flagler, Port Orange, FL

8E Picture Perfect Death: Meaning Making Through Narrative and Metaphor
Ronald King, DMin, Holy Redeemer Home Care and Hospice, Philadelphia, PA
8F  Bridging the Gap: Grief Support Across the Care Continuum
Susan Sheehan, LCSW, MPA, NorthShore University HealthSystem Home and Hospice Services, Skokie, IL
Thomas Dennis, MDiv, MAPC, LCPC, NorthShore University HealthSystem Home and Hospice Services, Skokie, IL

8G  Discharge from Hospice Care: Hospice Provider and Patient Considerations
Jennifer Kennedy, MA, BSN, RN, National Hospice and Palliative Care Organization, Alexandria, VA

8H  The Promise and Evidence of Telehospice Interventions for Improving Communication and Clinical Outcomes
Elaine M. Wittenberg-Lyles, PhD, University of North Texas, Denton, TX
Deborah A. Randall, JD, Law Office of Deborah Randall, Chevy Chase, MD
Debra Oliver, MSW, PhD, University of Missouri, Columbia, MO

8I  Developing Diagnosis-Specific Programming
Robin Stawasz, LMSW, Southern Tier Hospice and Palliative Care, Corning, NY
Suzanne Scheib, RN, BSN, CHPN, Southern Tier Hospice and Palliative Care, Corning, NY

8J  Our Story: A Parent’s Perspective on Pediatric Hospice and Palliative Care
Dianne B. Gray, BS, Hospice and Healthcare Communications, Naples, FL

8K  PREPARED: Preparing Residents for End-of-Life Plans and Respecting End-of-Life Decisions
Judy Citko, JD, Coalition for Compassionate Care of California, Sacramento, CA
Catherine McGregor, RN, MSN, FNS, C, Sutter Health Sacramento-Sierra Region, Auburn, CA

8L  Breaking New Ground In Documentation Competency
Lisa Glavin, MA, HPC Healthcare, Inc, Tampa, FL

8M  Help More Patients in your Community – Improve the Effectiveness of Your Outreach and Admissions Teams
Robin Finkelstein, MBA, Market Insight Inc, Louisville, KY

4:15 pm – 5:15 pm

9A  Nurturing and Nurtured: Maintaining Professional Boundaries
Patrice Tadel, MSN, RN, VITAS Innovative Hospice Care, Naperville, IL
Robin Fiorelli, LCSW, VITAS Innovative Hospice Care, San Diego, CA

9B  Benefits and Cautions of Methadone Use
Glenn Panzer, MD, The Elizabeth Hospice, Escondido, CA

9C  I Don’t Remember How To Do This–Let Someone Else Do The Math
Bernard Fischer, RPh, CPh, FASCP, Hospice of Martin and St. Lucie, Stuart, FL

9D  A Different Kind of Wound Care: Healing Spiritual and Psychological Wounds
Sherri Weisenfluh, LCSW, Hospice of the Bluegrass Inc, Lexington, KY
Bonnie Meyer, DMin, BCC, Hospice of the Bluegrass, Lexington, KY

9E  Ethical Decision-Making for Hospice Social Workers
Erin Baker-McCuan, MSW, Hospice, Haven Health, Signal Hill, CA
Steve R. Wilson, PhD, LCSW, California State University, Long Beach - School of Social Work, Long Beach, CA

9F  The Complexities of Child Loss
Laura Larson, LCSW, Hospice of the Valley, Santa Cruz, CA

9G  Animal Hospice: On the Rise and Growing!
Marocchino D. Kathryn, PhD, FT, The Nikki Hospice Foundation for Pets, Vallejo, CA
Sharen Meyers, LCSW, Partners In Care, Bend, OR

9H  Tracking and Reducing Adverse Events
Liz Silva, MSPT, Deyta, LLC, Louisville, KY
9I Developing the Care Continuum in Your Community
Kathy Brandt, MS, National Hospice and Palliative Care Organization, Alexandria, VA
Gwynn Sullivan, RN, MSN, National Hospice and Palliative Care Organization, Alexandria, VA

9J Perinatal Hospice: Caring for the Latino Family
Suzanne Engelder, MSW, St. Joseph Hospice, Orange, CA
Debra Bolton, RNC, St. Joseph Hospice, Orange, CA
Cathy O’Neil, MT-BC, St. Joseph Hospice, Orange, CA
Michael Barton, MDiv, St. Joseph Hospice, Orange, CA

9K Survey of Team Attitudes and Relationships (STAR) National Results
David Casarett, MD, MA, University of Pennsylvania, Division of Geriatrics, Philadelphia, PA

9L Curtains and Walls: Grief Support for Hospice Professionals Coping with the Loss of their Own Family Member or Close Friend
Barb Kamlet, MA, Exempla Lutheran Hospice at Collier Hospice Center, Wheat Ridge, CO

9M Crossing the Lines: Real Life Stories of Hospice Staff Boundary Violations and What We Can Learn From Them
April Perry, APN, MEd, Duke Home Care & Hospice, Durham, NC

Saturday, October 8, 2011
10:00 am – 11:30 am

11A Thinking Outside the Box While Placing the Patient in a Box: Transdisciplinary Team While Caring for a Patient with Huntington’s Disease
Beth Shapiro, MSSA, LISW-S, ACHP-SW, Hospice of the Western Reserve, Inc, Lyndhurst, OH

11B Medical Acupuncture: A Non-Pharmacologic Approach to Symptom Management at the End of Life
Kirk sax Jay Poonkasem, MD, LMT, Suncoast Hospice, Clearwater, FL

11C To Clot or Not to Clot: The Safe and Appropriate Use of Anticoagulation in Hospice
Myra Belgeri, PharmD, CGP, BCPS, FASCP, HospiScript Services, LLC, Montgomery, AL

11D Listening with Our Eyes: Responding with Our HeARTs
Amanda Lance-Sexton, LMFT, ATR-BC, The Center for Grief Care and Education at The Institute for Palliative Medicine, San Diego, CA
Nicole Reich, LMFT, FT, The Center for Grief Care and Education at The Institute for Palliative Medicine, San Diego, CA

11E Spiritual Suffering Scale: Use, Benefits and Results
Bonnie Meyer, DMIn, BCC, Hospice of the Bluegrass, Lexington, KY

11F “There Is No Wrong Way To Grieve” True? Exploring Effective Bereavement Care and Programming
Gary Gardia, MEd, LCSW, CT, Gary Gardia, Inc, St. Georges, UT

11G One Step at a Time: Building Your Complementary Therapy Program on a Strong Professional Foundation
Terre Mirsch, RN, BSN, CHPN, CHPCA, Holy Redeemer Home Care and Hospice, Philadelphia, PA
Valerie Hartman, RN, CHPN, CTRN, Holy Redeemer Home Care and Hospice, Philadelphia, PA

11H Transdisciplinary Approach to Ethics Consults
Stephen Chavez Matzel, MSW, LCSW, Palomar Pomerado Health, Poway, CA
Victor Kovner, MD, The Elizabeth Hospice, Escondido, CA

11I Joining the House of Medicine: Developing Innovative Hospice Inpatient Programs in Acute Care Hospitals
Deede Byrne, Hospice of the Bluegrass, Lexington, KY
Todd Cote, MD, FAAHPM, FAAP, Hospice of the Bluegrass, Lexington, KY

11J Building for the Long Run: Care and Feeding of the Pediatric Interdisciplinary Team
Sarah Friebert, MD, Akron Children’s Hospital, Akron, OH
Margaret Farrar Laco, RN, MSN, CPNP, Akron Children’s Hospital, Akron, OH
11K  More Than Bones and Biscuits: Therapy Dogs at Work
Molly Johnson, BS, Canine Comfort, LLC, Neenah, WI

11L  Creating Sacred Space for Renewal and Reflection: Personal Responsibility and Practical Applications
Julie Prazich, MD, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA
Holly B. Yang, MD, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA
Noreen Carrington, LMFT, FT, The Institute for Palliative Medicine at San Diego Hospice, San Diego, CA

11:45 am – 12:45 pm

12A  Caregiving as a Rite of Passage: Maximizing Support, Honoring Transformation
Sharon Bigger, RN, CHPN, Carepartners, Asheville, NC

12B  Topical and Transdermal Therapies for Symptom Palliation: Utility, Limitations and Future Opportunities
Neal Slatkin, MD, Hospice of the Valley, San Jose, CA
Michelle Rhiner, RN-BC, MSN, GNP-BC, ACHPN, Pallgesia Associates, Alta Loma, CA

12C  Minding Your “P’s” and “Q’s” in End-of-Life Wound Care: Palliation and Quality
Marilyn Graves, MSN, RN, CHPN, Gilchrist Hospice Care, Hunt Valley, MD

12D  Saying Goodbye to Someone You Love: Meaningful Conversations at the End of Life
Fredda S. Wasserman, MA, MPH, LMFT, CT, Our House Grief Support Center, Los Angeles, CA
Norine Dresser, MA, California State University, Los Angeles, Los Angeles, CA

12E  The Gift of Blessing: Sustenance and Challenge for the Soul
Jean Hopkins, MS, CT, Alliance Home Health Care, LLC, Albuquerque, NM
Martha Rutland, DMin, VITAS Innovative Hospice Care, Miami, FL

12F  Grief in the Hispanic Culture
Voni De Almeida, LSW, Hospice of the Western Reserve, Lorain, OH

12G  The 2010-2011 Top 10 Survey Deficiencies Cited by CMS
Jennifer Kennedy, MA, BSN, RN, National Hospice and Palliative Care Organization, Alexandria, VA

12H  Preparing for Public Reporting – Approaches of Top Quality Leaders
Martha Tecca, MBA, Deyta, LLC, Lyme, NH

12I  Becoming the Student: Dialogue with South Asian Doctors about Hospice’s Natural Prevalence in Eastern Cultures
Varun Mehta, Silverado Hospice, Sugar Land, TX

12J  Innovative Palliative Care Education in a Pediatric Hospital Setting

12K  Guiding the Way: The Journey of Patients with their End-of-Life Doula
Deborah Geffen-Jones, AA, NCBF, Gilchrist Hospice Care, Hunt Valley, MD

12L  A Specialized Hospice Program’s Interdisciplinary Approach to the ALS Patient in End-of-Life Care
Susan Whitacre, RD, NorthCare Hospice & Palliative Care, N. Kansas City, MO
Riza Carter, RN, NorthCare Hospice & Palliative Care, N. Kansas City, MO
Janice Jester, RN, NorthCare Hospice & Palliative Care, N. Kansas City, MO
## Agenda At-A-Glance

### 12th Clinical Team Conference and Pediatric Intensive
**The Hospice IDT: Leading and Innovating Quality Throughout the Care Continuum**  
Town and Country Resort and Convention Center, San Diego, CA

**Preconference Dates:** October 4-5, 2011  
**Main Conference Dates:** October 6-8, 2011

### Tuesday, October 4
- **7:00 AM – 8:30 AM**  
  Morning Refreshments
- **7:30 AM – 6:00 PM**  
  Registration and Cyber Station Open
- **8:30 AM – 5:00 PM**  
  Hospice MDP Foundational Course (Day 1)

### Wednesday, October 5
- **24 hrs**  
  Cyber Station
- **7:00 AM – 8:30 AM**  
  Morning Refreshments
- **7:00 AM – 6:00 PM**  
  Registration and Marketplace Open
- **8:30 AM – 5:00 PM**  
  Hospice MDP Foundational Course (Day 2)
- **9:00 AM – 5:00 PM**  
  NHPCO Full-Day Preconference Seminars
- **9:00 AM – Noon**  
  NHPCO and CHAPCA Half-Day Morning Preconference Seminars
- **1:30 PM – 4:30 PM**  
  NHPCO and CHAPCA Half-Day Afternoon Preconference Seminars
- **5:30 PM – 7:00 PM**  
  CHAPCA Awards Reception
- **6:00 PM – 7:00 PM**  
  Conference Orientation

### Thursday, October 6
- **24 hrs**  
  Cyber Station
- **7:00 AM – 8:30 AM**  
  Morning Refreshments
- **7:00 AM – 5:00 PM**  
  Registration, Marketplace and DC Providers Audio Sales Open
- **7:00 AM – 5:00 PM**  
  Poster Sessions Open
- **8:30 AM – 10:00 AM**  
  **Opening Plenary:** A Heartfelt and Humorous Look at Life’s Transitions with Jeffrey Zaslow
- **10:15 AM – 11:45 AM**  
  Concurrent Sessions
- **11:45 AM – 1:30 PM**  
  Complimentary Boxed Lunch
- **Noon – 1:15 PM**  
  Discipline-Specific Networking Meetings (NCHPP)
- **1:30 PM – 2:30 PM**  
  Concurrent Sessions
- **2:45 PM – 3:45 PM**  
  Concurrent Sessions
- **4:15 PM – 5:00 PM**  
  Memorial Service
- **5:00 PM – 7:00 PM**  
  Welcome Reception with Exhibitors
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>24 hrs</td>
<td>Cyber Station</td>
</tr>
<tr>
<td>7:00 AM – 8:15 AM</td>
<td>Morning Refreshments with Exhibitors</td>
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<tr>
<td>7:00 AM – 5:00 PM</td>
<td>Registration, Marketplace and DC Providers Audio Sales Open</td>
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<tr>
<td>7:00 AM – 5:00 PM</td>
<td>Poster Sessions Open</td>
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<tr>
<td>7:00 AM – 1:45 PM</td>
<td>Job Fair</td>
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<tr>
<td>8:30 AM – 10:00 AM</td>
<td>Plenary II: Delirium Assessment and Management with Scott Irwin &amp; Charles von Gunten</td>
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<tr>
<td>10:00 AM – 11:00 AM</td>
<td>Networking Break with Exhibitors</td>
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<tr>
<td>10:00 AM – 11:00 AM</td>
<td>Poster Sessions with Faculty Discussion</td>
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<td>10:45 AM – 11:45 AM</td>
<td>Concurrent Sessions</td>
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<tr>
<td>11:45 AM – 1:00 PM</td>
<td>Networking Lunch with Exhibitors</td>
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<tr>
<td>1:15 PM – 2:45 PM</td>
<td>Concurrent Sessions</td>
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<tr>
<td>3:00 PM – 4:00 PM</td>
<td>Concurrent Sessions</td>
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<tr>
<td>4:15 PM – 5:15 PM</td>
<td>Concurrent Sessions</td>
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<tr>
<td>6:00 PM – 8:00 PM</td>
<td>Yom Kippur Kol Nidre Service (Free transportation provided, registration required)</td>
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<tr>
<td>6:00 PM – 9:00 PM</td>
<td>FHSSA Presents: “From San Diego to Africa”</td>
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**Saturday, October 8**

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<tr>
<th>Time</th>
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<tr>
<td>Until 1:30 PM</td>
<td>Cyber Station</td>
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<tr>
<td>7:00 AM – 8:30 AM</td>
<td>Morning Refreshments</td>
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<tr>
<td>7:30 AM – 11:30 AM</td>
<td>Registration, Marketplace and DC Providers Audio Sales Open</td>
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<tr>
<td>8:00 AM – 9:15 AM</td>
<td>Closing Plenary: 180 Days with Taren Sterry</td>
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<tr>
<td>9:30 AM – 11:00 AM</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>11:15 AM – 12:15 PM</td>
<td>Concurrent Sessions</td>
</tr>
</tbody>
</table>
Registration Information

Attendee Registration Fees

Please note: CHAPCA members pay the NHPCO member rates.

To register for the 2011 CTC please download the registration form at www.nhpco.org/ctc2011 and mail or fax it to NHPCO. You may also register for the conference online.

### A NHPCO Main Conference Registration: Thursday, October 6 - Saturday, October 8, 2011

<table>
<thead>
<tr>
<th></th>
<th>Advance Rates Valid 6/17 through 9/9</th>
<th>Standard Rates Apply After 9/9</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHPCO Main Conference</td>
<td>$500 / $700</td>
<td>$670 / $870</td>
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</tbody>
</table>

*TEAM REGISTRATION DISCOUNT* Save $50 per Main Conference registration when you register 3-5 individuals from your organization. Save $75 per Main Conference registration when you register 6 or more individuals. In order to receive the discount, all attendees must be registered for the Main Conference at the same time. The team discount applies only to Main Conference registrations and cannot be applied to the CHAPCA events, Hospice Manager Development Program, Preconference Seminars, Day Passes or any other events. The Team Discount is also available if you register online.

### B One-Day Conference Passes (Includes educational sessions on the day(s) selected)

<table>
<thead>
<tr>
<th>Day(s)</th>
<th>Advance Rates Valid 6/17 through 9/9</th>
<th>Standard Rates Apply After 9/9</th>
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<tbody>
<tr>
<td></td>
<td>Member/Non-Member</td>
<td>Member/Non-Member</td>
</tr>
<tr>
<td>(Day 1) Thursday, October 6</td>
<td>$260 / $460</td>
<td>$360 / $560</td>
</tr>
<tr>
<td>(Day 2) Friday, October 7</td>
<td>$260 / $460</td>
<td>$360 / $560</td>
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<tr>
<td>(Day 3) Saturday, October 8</td>
<td>$205 / $405</td>
<td>$305 / $505</td>
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</tbody>
</table>

### C CHAPCA and NHPCO Preconference Seminars are on October 4th & 5th (Only one selection should be made for each time slot. Be sure your selections do not conflict with each other.)

<table>
<thead>
<tr>
<th>Time</th>
<th>Advance Rates Valid 6/17 through 9/9</th>
<th>Standard Rates Apply After 9/9</th>
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<tbody>
<tr>
<td></td>
<td>Member/Non-Member</td>
<td>Member/Non-Member</td>
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<tr>
<td>October 4-5, 8:30 am – 5:00 pm</td>
<td>$395 / $595</td>
<td>$470 / $670</td>
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<tr>
<td>Hospice Manager Development Program Foundational Course</td>
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<tr>
<td>October 4-5, 9:00 am – 5:00 pm</td>
<td>$225 / $425</td>
<td>$250 / $450</td>
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<tr>
<td>PC01 The Social Work End-of-Life Education Project</td>
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<tr>
<td>October 5, 9:00 am – 5:00 pm</td>
<td>$225 / $425</td>
<td>$250 / $450</td>
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<tr>
<td>PC02 Managing Interpersonal Conflicts in End-of-Life Care</td>
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<td>PC03 Hospice Documentation</td>
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<tr>
<td>October 5, 9:00 am – 12:00 pm</td>
<td>$95 / $295</td>
<td>$120 / $320</td>
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<tr>
<td>CHAPCA 01 When Your Patient is a Substance Abuser</td>
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<td>CHAPCA 02 Practical and Ethical Issues in Pediatric Palliative Care</td>
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<td>PC04 Complex Cases: Pain Management</td>
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<td>PC05 Advanced Skills for Building Strong Teams</td>
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<tr>
<td>October 5, 1:30 pm – 4:30 pm</td>
<td>$95 / $295</td>
<td>$120 / $320</td>
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<tr>
<td>CHAPCA 03 Smoothing the Path: Hospice in Long-Term Care</td>
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<tr>
<td>CHAPCA 04 Debating Ethical Issues in 21st Century Hospice Care</td>
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<tr>
<td>PC06 Advance Care Planning: Designing an Effective Consultation Service</td>
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<tr>
<td>PC07 Unimaginable Loss: Helping Parents and Siblings Cope with the Death of a Child</td>
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<tr>
<td>PC08 Complementary Therapies in Hospice Care</td>
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</tbody>
</table>
Please note: NHPCO members pay CHAPCA member rates.

**D Continuing Education**

- Counselor: $40
- Nurse
- Physician
- Social Worker

**E Special Events**

**Wednesday, October 5, 5:30 pm - 7:00 pm**

**CHAPCA Awards Reception**

(Because of space limitations, this reception is limited to California and Nevada hospice and palliative care attendees only).

**Friday, October 7, 6:00 – 9:00 pm**

**FHSSA Presents: “From San Diego to Africa”**

FHSSA Event – with CTC11 Registration

FHSSA Event Only

FHSSA Event Patron

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Register online, by fax or mail:

**Online:**  www.nhpco.org/CTC2011

**Fax:**  877-779-6472 (toll free)

**Mail:** please make check payable to

NHPCO

P.O. Box 824392

Philadelphia PA 19182-4392

**Or for Overnight Deliveries ONLY**

OVERNIGHT COURIER MAIL (Federal Express, UPS, DHL, etc.)

PNB Bank c/o NHPCO

Lockbox Number 824392

Route 38 & East Gate Drive

Moorestown, NJ 08057

*** always put the box name and number in the reference line of the package

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Please Note: This brochure DOES NOT include a registration form. To register for the 2011 CTC please register online OR download a form at www.nhpco.org/CTC2011 and mail or fax it to NHPCO.

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Main Conference Registration & Admission Policy

Only registered individuals having a name badge may attend the conference events. Registrations without payment in full will not be processed and registrations cannot be accepted by phone. Members must be in good standing at the time of registration to receive member rates and registrations must be postmarked no later than the dates listed on the Registration Form. Attendees are encouraged to register online to expedite the registration process. For online registration, visit our website at www.nhpco.org/ctc2010.
The Main Conference registration fee includes access to the plenary sessions, concurrent sessions, exhibit hall and conference meal functions. Some activities have limited seating; attendees will be accommodated on a first-come, first-seated basis. A photographer will be present at the conference. Registration for the conference implies consent to be filmed on video or photographed and consent for such images to be used by NHPCO in printed materials.

**Team Registration/Discount**

**Save $50 dollars per Main Conference registration** when you register 3-5 individuals from your organization. Save $75 per Main Conference registration when you register 6 or more people from your organization. **Please note that in order to receive the discount, all attendees from your organization must be registered for the main conference at the same time.** The Team Discount applies only to Main Conference registrations and cannot be applied to the Hospice Manager Development Program, Preconference Seminars, Day Passes already discounted rates or any other events. The Team Discount is also available for those organizations registering online and will be applied at checkout.

**Confirmation Notice**

**Only online registrants** can print out a confirmation immediately after registering. All other attendees should receive a confirmation notice by email after their registration is processed. Please allow 7–10 business days for processing. If you have any questions, please call NHPCO’s Member Services Center at 800-646-6460. Additional updates and important information will be emailed to registrants prior to the conference.

**Registration Cancellation Policy**

All cancellations and refund requests must be made in writing by August 15, 2011. A refund of the conference fee, minus a $50 administrative fee, will be given for cancellations received by that date. Cancellations on August 16 or before September 9, 2011 will receive a 50% refund less the $50 administrative fee. No refunds will be granted for requests postmarked after September 9, 2011. Submit all requests to conferences@nhpco.org. Refunds will be processed within 30 business days after the conference. NHPCO regrets that refunds will not be given for those who fail to attend.

**SUBSTITUTION POLICY:** Substitution of registrations is permitted prior to the conference and onsite. Only one substitution is permitted per original registrant. The individual submitting the substitution request is responsible for all financial obligations (any balance due) associated with that substitution as well updating any contact information. Substitution requests can be sent via email to conferences@nhpco.org or via fax at 703-837-1233 or 877-779-6472.

NHPCO reserves the right to substitute faculty or to cancel or reschedule sessions due to low enrollment or other unforeseen circumstances. If the conference must be cancelled, registrants will receive full credits or refunds of the paid registration fees. No refunds can be made for lodging, airfare, or any other expenses related to attending the conference.
When life gets serious
you’ll want our serious experience on your side.

It can easily happen, because your employees and volunteers have more on their minds than their driving. It may be a patient in distress, a grieving family or just the nagging pressure of falling behind a busy schedule. Auto accidents are a major cause of lawsuits against hospices and home health care agencies as well as a cause of serious injuries and lost time.

Lawsuits are expensive to defend, and some result in very high-dollar losses. That’s why liability insurance coverage is so important. Hospice and Community Care Insurance Services is administered by Glatfelter Insurance Group, a national agency. We work closely with your insurance agent to provide competitive proposals and friendly service for special businesses like yours.

Before you can take care of others, you have to take care of yourself.

Insurance for Hospices and Home Health Care Agencies
- Professional Liability
- Property Insurance
- General Liability
- Non-owned Auto Liability
- Directors & Officers Liability

For more information, call 800-233-1957 • www.hccis.com

My.NHPCO is an online community built specifically for NHPCO members. Using simple and easy-to-use tools, My.NHPCO will empower you to exchange ideas and expand your professional network with hospice and palliative care professionals from across the nation.

Get started!
http://my.nhpco.org

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Future NHPCO Conference Dates and Locations

SAVE THE DATE
27th Management and Leadership Conference.
March 29–31, 2012
Gaylord National Resort and Convention Center
National Harbor, Maryland

SAVE THE DATE
13th Clinical Team Conference.
November 5–7, 2012
Walt Disney World Dolphin Resort
Lake Buena Vista, Florida