



CHAPCA

2024 ANNUAL CONFERENCE AGENDA
LONG BEACH MARRIOTT
NOVEMBER 5, 6, & 7, 2024



2024 ANNUAL CONFERENCE AGENDA

Things to Do & Need-To-Know

Wi-Fi: Complimentary in all rooms.

Parking: Hotel parking is complimentary and they can park anywhere and in the back of the hotel as well.

Shuttle: The hotel provides shuttle service to/from the Long Beach Airport. Please have each guest call the operator at 562-425-5210 once they have luggage and ready to be picked up.

Shuttle runs from 6am-10pm daily. Guest must call for pick up.

Things to Do

Yang Chow 2.0
\$\$ · Chinese
Long Beach, CA
Opens 11 AM
Dine-in·Takeout·Delivery

Baja Sonora Mexican Restaurant
\$ · Mexican
Long Beach, CA
Opens 11 AM
Mexican classics including big burritos

Coffee Parlor | COPA
Coffee shop
Long Beach, CA
Dine-in·Takeout·No delivery

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NOTE: CHAPCA OFFICE & STORAGE WILL BE OPEN FROM 8:00 AM TO END OF DAY EACH DAY.



2024 ANNUAL CONFERENCE AGENDA

November 5th, 2024

Open	Close	Description	Room
8:00 AM	11:45 AM	Registration	Post
12:00 PM	2:00 PM	Exhibits Open Lunch & Beverage	Salon DEF
12:00 PM	2:00 PM	Overflow Room Food & Beverage	Rickenbacker
2:00 PM	3:30 PM	Key Note Leadership Development Leading Through Change Presented by: Dennis McIntee	Salon ABC
3:45 PM	4:45 PM	Julie McFadden, RN Book Signing and Q&A Nothing to Fear - Demystifying Death to Live More Fully	Salon ABC

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2024 ANNUAL CONFERENCE AGENDA

November 6th, 2024

Open	Close	Description	Room
7:30 AM	8:45 AM	Exhibits Breakfast & Beverage	Salon DEF
8:00 AM	8:45 AM	Overflow Room Food & Beverage	Rickenbacker
9:00 AM	10:00 AM	Session 1A Leadership: Drama Free teams	Salon AB
9:00 AM	10:00 AM	Session 1B Clinical-Operations: QAPI- The Agent and The Instrument (Presented by: Heidi Wall)	Salon C
9:00 AM	10:00 AM	Session 1C Clinical-Operations: Compliance with California Medical Aid in Dying Presented by: Thalia DeWolf, Sonny Vukic & Kevin Malone	Lindbergh
10:15 AM	11:15 AM	Session 2A Leadership: Motivating the Unmotivated Presented by: Dennis McIntee	Salon AB
10:15 AM	11:15 AM	Session 2B Clinical-Operations: Transforming your Hospice's Welcome Experience Presented by: Raianne Melton	Salon C
10:15 AM	11:15 AM	Session 2C Clinical-Operations: Navigating Hospice Survey Landscape Presented by: Kimberly Skehan	Lindbergh



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Open	Close	Description	Room
11:30 AM	12:30 PM	Session 3A Leadership: Retention is More than a Buzzword Presented by: Dennis McIntee	Salon AB
11:30 AM	12:30 PM	Session 3B Clinical-Operations: A Panel on Improving Interdisciplinary Team Communication and Quality Care Standards Presented by: Ronny Kimelman, Dr. Raffi Hodikian, Gasia Majarian, Armine Khudanyan & David Chulpaeff	Salon C
11:30 AM	12:30 PM	Session 3C: Clinical Operations: Documenting Eligibility When Failure to Die is the Problem Beth Noyce	Lindbergh
12:30 PM	2:30 PM	Exhibits Lunch & Beverage	Salon DEF
12:30 PM	2:30 PM	Overflow Room Food & Beverage	Rickenbacker
2:30 PM	3:30 PM	Session 4ABC History of Hospice Benefit and What Happened In California Presented by: Judi Lund Person, Sheila Clark & Stacey Smith	Salon ABC
2:30 PM	3:30 PM	Leadership Vendor Session: Mastering Customer Communication Presented by: Dennis McIntee	Salon DEF
3:30pm	5:30pm	After Party Beer-Wine-Soft Drinks-Mexican Food-Cheese and Fruit	Salon DEF



2024 ANNUAL CONFERENCE AGENDA

November 7th, 2024			
Open	Close	Description	Room
7:30 AM	9:00 AM	Exhibits Breakfast & Beverage	Rickenbacker
7:30 AM	9:00 AM	Overflow Room Food and Beverage	Salon DEF
9:00 AM	11:00 AM	Judi Lund Person Regulatory update Judi Lund Person and Bob Tavares Panel Discussion -Why the Data Matters	Salon ABC
11:00 AM	12:00 PM	California Department of Public Health Update	Salon ABC
12:00 PM		Conference Closed	Salon DEF

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MENU

Breakfast Lunch Snack Beverage			
Day	Time	Description	Room
November 5,6,7	7:30/4:00	Daily Bottomless Beverage Coffee - Tea - Soft Drinks - Water	Salon DEF
November 5	12:00 PM	Lunch American Buffett Assorted Rolls & Butter - Garden Salad - Cole Slaw - Braised beef with Root Veg - Roasted Chicken - Smashed Potato Bar - Roasted Vegetables - Carrot Cake	Salon DEF
November 5	4:45 PM	End of Day Italian Market Roasted Veg Skewers - Antipasto Platter W/ Olives Cherry Peppers Pear Tomatoes Salami Pepperoni Prosciutto Pepper Jack Cheese Provilone and Baguettes Fresh Mixed Berries Biscotti	Salon DEF
November 6 and 7	7:30 AM	Platinum Breakfast Buffett Fresh Seasonal Fruit - Yogurt Fruit Parfait - Breakfast Breads-Muffins Cinamon Rolls-Croissants - Cold Cereals - Oatmeal - Breakfast Burrito - Scrambled Eggs - Turkey Patties - Bacon - Breakfast Potatoes -	Salon DEF
November 6	12:30	Lunch Asian Buffet Thai Chicken Lettuse Wraps - Chilled Shrimp Chow Mein Salad - Hoisin Turkey Pot Stickers - Beef & Broccoli - Kung Pao Checken - Asian Veg Stir Fry - Fried Rice - Tropical Cake	Salon DEF



MENU

Breakfast Lunch Snack Beverage			
Day	Time	Description	Room
November 6	2:00 PM	Snack Lemon Bars - Lemon Pound Cake	Salon DEF
November 6	3:30-5:30 PM	After Party Wine-Beer- Soft Drinks Mexican Buffet Quesadillas - Chicken and Cheese Tacos - Chicken - Carne Asada - Carnitas Brisket Empanadas - BBQ Brisket Sliders - Mini Croissant Sandwiches International & Domestic Cheese Board with Crackers - Fresh Sliced Seasonal Fruit Display	Salon DEF

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Select LTC Pharmacy is one of the largest providers of hospice pharmacy services in Southern California, with locations in Los Angeles and Riverside Counties. We are dedicated to serving the unique needs of hospice patients, offering compassionate and professional care with a sole focus on this critical stage of life. Select LTC services leading hospices, including Bristol Hospice, Torrance Memorial Hospice, and thousands of hospice patients daily.

Our commitment to quality extends beyond pharmacy services. Select's uniformed drivers are highly trained in protocols for delivering sensitive medications with compliance and care. We believe in a patient-first approach, and our motto is simple:

"We treat each patient as if they were a member of our own family."

To learn more about Select LTC Pharmacy, please contact us at info@selectltcpharmacy.com or call us at 310-341-3455.



KanTime-The #1 Hospice management suite

KanTime's hospice management suite helps hospice and palliative care agencies maintain complete compliance while gaining access to a fully integrated suite of tools that allows you to streamline operations while adhering to all rules and regulations. Built in collaboration with hospice agencies and other industry veterans who understand the challenges the industry faces, KanTime helps streamline processes end-to-end from point of care to the back office.

www.kantime.com

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Founded in 1977 as a division of the Hospital Home Health Care Agency of California, Providence TrinityCare Hospice began as a small, local team that has since evolved into a vibrant regional program with five clinical teams and a staff of more than 180 dedicated professionals. An innovator and leader in providing hospice care for patients and families in need of end-of-life services, Providence TrinityCare Hospice was one of a select group of hospices in the nation chosen to participate in a demonstration project through the U. S. Department of Health and Human Services. The project assisted the federal government with the legislative proposal that made hospice a Medicare benefit to all beneficiaries. Years later, Hospital Home Health received the first hospice license issued by the State of California in recognition of the organization's efforts in lobbying for hospice state licensure. Providence TrinityCare Hospice has received special commendations in 2002, 2005 and again in 2008 from the organization's accrediting body, Community Health Accreditation Program (CHAP), in recognition of the development of innovative programs, excellence of community health care practice and quality performance.

Contact Phone: (310) 543-3400

Website: www.trinitycarehospice.org



Axxess is the leading home healthcare technology company, providing solutions that improve care for more than 2 million patients nationwide and are trusted by more than 7,000 organizations. Axxess offers a complete suite of easy-to-use, innovative software solutions, empowering hospice, home health, and home care providers to grow their business while making lives better. The company's collaborative culture focused on innovation and excellent is recognized nationally as a "Best Place to Work."

Contact Phone: (214) 575-7711

Website: www.axxess.com



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Horizon Oxygen remains one of the largest, privately-held DME companies in the regions we serve. This independence has allowed the patient-first vision to permeate throughout the organization knowing that each branch location is operated with the same focus: Be a blessing. Whether the patient lives in the outskirts of Dallas, Texas, or downtown Los Angeles, the patient will be met in their time of need in the same caring way.

Contact Us: 714-575-8901
Website: <https://www.horizonoxygen.com/>



Compact in size yet large of heart, Hospice of the North Coast provides an array of programs and services to the terminally ill, their families and the community. When you choose Hospice of the North Coast as your hospice provider, you can be assured of having an entire team dedicated to meeting your needs. A small staff-to-patient ratio ensures warm, individualized care twenty-four hours a day, seven days a week. We take pride in combining sophisticated clinical responses, pain management modalities and integrated therapies with traditional hospice care and caring that supports body, mind and spirit. When you have questions, concerns, need help or simply someone to talk to, please ask for us.

Contact Phone: (760) 431-4100
Website: www.hospicenorthcoast.org

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At Sharp HospiceCare, we believe that hospice is more than end-of-life support. It's about comfort, compassion and giving every patient the best possible quality of life. We're skilled at pain management and symptom control, but we're also human beings with loved ones of our own — and we're at your side when you need us the most.

Contact Phone: 619-667-1900

Website:

sharp.com/hospice



Hoffmann's There Because We Care

Tom and Beth Hoffmann were busy business owners in 1990 when a young AIDS-stricken mother turned to their home-health agency for help. They referred her to what was then Bakersfield's only hospice agency, but she was denied. The Hoffmann's cared for the woman until her passing in 1994. Deeply touched by the experience of caring for the mother and her two HIV-positive children, the Hoffmann's founded their non-profit hospice agency the following year with the pledge that no hospice eligible patients would ever be turned away, regardless of their illness or ability to pay. The early years were a test of fortitude as the Hoffmann's labored to establish their agency in the Bakersfield healthcare community. They opened the office in east Bakersfield, sharing space with Hoffmann Homecare, the family's for-profit business. Hoffmann Hospice is now the oldest, most trusted, and respected hospice agency in Kern County. Hoffmann Hospice offers the highest quality end-of-life care to hundreds of terminally ill patients every year. The agency strives for continued excellence in medical, bereavement and spiritual care, earning its accreditation through the Community Health Accreditation Program (CHAP), the highest accreditation in the healthcare community. In 2015 the Hoffmann's and their staff continued to seek new ways of serving Kern County by opening Kern County's first-and-only hospice home. Their vision was to have patients like the young mother who started it all for the Hoffmann's to have a warm and comforting place in which to spend their final days. Tom and Beth consider it a privilege to care for their community. They are committed to providing professional and compassionate end-of-life care when the time is needed.



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Meet the Presenters



Judi Lund Person, MPH, CHC
Regulatory Counsel
California Hospice and Palliative Care Association



Dennis McIntee
Executive Coach, Leadership Consultant, Speaker, Author,
Podcaster



Sonny Vukic, MBA, PT
Chief Operating Officer
Redwood Hospice



Bob Tavares
Chief Commercial Officer, HealthPivots

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Hospice Nurse Julie McFadden, RN



Kevin Malone
partner in the national law firm Epstein Becker Green



Thalia DeWolf, RN, BSN, CHPN, PHN



Heid Wall BSN, RN, CPHQ

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Stacey Smith | Vice President, Public Affairs



Armine Khudanyan, RN, MSN, CPHQ, Chief Executive Officer at QAPIplus



Ronny Kimelman, Chief Executive Officer at Select Pharmacy



Raffi Hodikian, M.D. Medical Director at Bristol Hospice

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Gasia Majarian, MHA, RCFE, Executive Director at Bristol Hospice



David Chulpaeff, PharmD, Chief Operating Officer at Select Pharmacy



Kimberly Skehan, RN, MSN, HCS-D, COS-C Vice President,
Accreditation CHAP



Raianne Melton, RN, BSN, CHPN



Beth Noyce, RN, BSJMC, HCS-C, BCHH-C, COQS