



**2025 ANNUAL CONFERENCE AGENDA  
LONG BEACH MARRIOTT  
SEPTEMBER 16-18, 2025**



**CHAPCA**



# 2025 ANNUAL CONFERENCE AGENDA

## Things to Do & Need-To-Know

### Need-to-Know

**Wi-Fi:** Complimentary Wi-Fi in all rooms, information will also be available at registration desk

**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 11AM  
Dine-in·Takeout·Delivery

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

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

\*AGENDA IS SUBJECT TO CHANGE\*

CHAPCA ANNUAL CONFERENCE 2024 AGENDA

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



# CHAPCA

## 2025 ANNUAL CONFERENCE AGENDA

Day 1, September 16, 2025

Open	Close	Description	Room
8:00 AM	11:45 AM	Registration	Post
12:00 PM	2:00 PM	Exhibits Open   Lunch & Beverage	Salon DEF
2:00 PM	3:30 PM	Transforming Healthcare: Caring for Others Without Losing Ourselves Rev. Dr. Carla Cheatham	Salon ABC
3:45 PM	4:45 PM	From Insight to Impact: How Leading Hospice Providers Use Data to Fuel Smarter Growth Trella Panel	Salon ABC



# CHAPCA

## 2025 ANNUAL CONFERENCE AGENDA

Day 2, September 17, 2025

Open	Close	Session	Description	Room
7:30am	8:45am		Exhibits   Breakfast & Beverage	Salon DEF
9:00 AM	10:00 AM	1A	Attunement, Attachment and Deep Listening - Part One; Rev. Dr. Carla Cheatham	Salon AB
9:00 AM	10:00 AM	1B	HOPE + HCAHPS = 5 Stars Raianne Melton- Axxess	Salon C
9:00 AM	10:00 AM	1C	Medicare Hospice Program Integrity: What This Means for Providers CHAP	Lindbergh
9:00 AM	10:00 AM	1D	Care is Treatment - Nancy Heyerman and Brenda Kizzire Odonata Care	Rickenbacker
10:15 AM	11:15 AM	2A	Attunement, Attachment and Deep Listening - Part Two; Rev. Dr. Carla Cheatham	Salon AB
10:15 AM	11:15 AM	2B	How do we Document a Failure to Die Beth Noyce	Salon C



# CHAPCA

## 2025 ANNUAL CONFERENCE AGENDA

Day 2, September 17, 2025

Open	Close	SESSION	Description	Room
10:15 AM	11:15 AM	2C	The Importance of an Effective Hospice Compliance Program Kim Skehan & Kimberly Belsky CHAP	Lindbergh
10:15 AM	11:15 AM	2D	Leveraging Market Intelligence for Referral Growth with Stronger Collaboration Natalie Deckbar - TrellaHealth	Rickenbacker
11:30 AM	12:30 PM	3A	Attunement, Attachment and Deep Listening - Part Three Rev. Dr. Carla Cheatham	Salon AB
11:30 AM	12:30 PM	3B	Labor and Employment Law Compliance in California; A Refresher for Employers Jon Mcnutt, Husch Blackwell	Salon C
11:30 AM	12:30 PM	3C	Hospice Quality Reporting and HOPE Update Kim Skehan & Kimberly Belsky CHAP	Lindbergh
11:30 AM	12:30 PM	3D	Enhanced Oversight Sheila Clark- CHAPCA	Rickenbacker



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## 2025 ANNUAL CONFERENCE AGENDA

Day 2, September 17, 2025

Open	Close	SESSION	Description	Room
12:30 PM	2:30 PM		Exhibits   Lunch & Beverage	Salon DEF
2:30 PM	3:30 PM	4A	Hospice Audit Readiness and Defensible Documentation Mary Nicholson - HealthCare ConsultLink	Salon AB
2:30 PM	3:30 PM	4B	Emergency preparedness Beth Noyce	Salon C
2:30 PM	3:30 PM	4C	CA End of Life Options Act Jessica Empeno C&C	Lindbergh
2:30 PM	3:30 PM	4D	Related and Unrelated case studies, determining hospice eligibility, prognostication: the hospice medical director responsibilities  Dr. Kenneth Vermette- Vitas	Rickenbacker
3:45pm	4:45pm	5A	Leading the Future of Hospice Care: Strategic Implementation of the HOPE Tool Katherine Morrison- Wellsky	Salon AB
3:45pm	4:45pm	5B	Integration of Palliative Medicine with Oncology - The Common Road to Success  Dr. Sorin Buga, City of Hope	Salon C





# 2025 ANNUAL CONFERENCE AGENDA

Day 3, September 18, 2025

Open	Close	Description	Room
7:30 AM	9:00 AM	Exhibits   Breakfast & Beverage	Rickenbacker
9:00 AM	11:00 AM	CDPH CA State Hospice Update	Salon ABC
11:00 AM	12:00 PM	Federal Hospice Update	Salon ABC
1200pm	100pm	Tear Down Vendor	Salon DEF

# 2025 ANNUAL CONFERENCE AGENDA

## Meet the Presenters



Rev. Dr. Carla Cheatham  
PhD, MDiv, MA  
Certified Trauma Therapist



Natalie Deckbar  
Director of Sales, Provider Markets  
TrellaHealth



Dr. Sorin Buga  
City Of Hope



Jon McNutt, Partner  
Husch Blackwell LLP



Raianne Melton, RN, BSN, CHPN  
Director of Clinical Services, Professional Services  
Axxess



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

# 2025 ANNUAL CONFERENCE AGENDA

## Meet the Presenters



Kathleen Belsky  
Accreditation CHAP



Brenda Kizzire RN BSN  
Odonata Care LLC



Nancy Heyerman RN BSN CHPN  
Odonata Care LLC



Mary Nicholson BSN, MPA  
Home Care and Hospice Consultant/Content Writer  
HealthCare ConsultLink



Jessica Empeno  
National Director, Clinical Engagement  
Compassion & Choices

# 2025 ANNUAL CONFERENCE AGENDA

## Meet the Presenters



Dr. Kenneth N. Vermette, M.D., HMDCB  
Vitas



Katherine Morrison, MSN, RN  
Director, Advisory Services | WellSky  
Master of Science in Nursing – Nursing Informatics  
(Homeland Security focus)



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



Dan Diaz  
Advocate for End-of-Life Options & Medical Aid-in-Dying  
Legislation



Lisa Pahl  
CEO of The Death Deck, LLC



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## Thank you to our Sponsors



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](http://www.axxess.com)



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/>



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](http://sharp.com/hospice)



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Thank you to our Sponsors



Welcome to St. Mary's Pharmacy! We're more than just a pharmacy; we're your partner in health care. With a dedicated team of professional pharmacists and a wide range of products and services, we're here to provide you with personalized care and comprehensive solutions for your health and wellness needs. Whether you need a prescription, expert advice, or quality products, we're here to help you achieve your best self. Experience the difference with St. Mary's Pharmacy, where your health is our number one priority.

Contact Phone: 559-862-3887  
Website: <https://pharmacy.stmaryshha.com/#>



Senior Medicare Patrols (SMPs) help Medicare beneficiaries, families, and caregivers prevent, detect, and report health care fraud, errors, and abuse. Through outreach, education, and volunteer support, SMPs protect older adults' health, finances, and medical identity while saving Medicare dollars.

Contact Phone: 877-808-2468  
Website: [info@smpresource.org](mailto:info@smpresource.org)



VITAS® Healthcare has been committed to compassionate end-of-life care since 1978, when our first patient, Emmy Philhour, taught us the importance of helping patients remain at home. Today, as a national leader in hospice, we continue to honor the lessons of every patient and family we serve—providing care guided by our values and evolving to meet the changing needs of those with life-limiting illness.

Contact Phone: 866.945.3879  
Website: <https://www.vitas.com/>



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The logo for BetterRX, consisting of the word "better" in white lowercase letters inside a rounded orange-to-red gradient pill shape, with "RX" in a smaller font to the right.

BetterRX's technology is an all-in-one medication management solution designed to connect your entire care team through efficient ordering, end-to-end prescription tracking, and medication optimization.

Contact Phone: 855-590-2100  
Website: <https://www.betterrxx.com/>



Enable compliance and survey-readiness for Hospice Providers through simple implementation of an intelligent and seamless process of patient-care charting, monitoring, auditing, reporting and management for timely delivery of hospice services.

Contact: 626-699-2135  
Website: <https://hospicemd.com/website/index.html>



Leading hospice providers use Archouse to gather medical records, streamline intake, and manage the admission process.

Website: <https://www.archouse.health/>



# 2025 ANNUAL CONFERENCE AGENDA

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Website: <https://www.healthcaresynergy.com/>



# 2025 ANNUAL CONFERENCE AGENDA

## Conference Food/Beverage

### DAY ONE

#### BOTTOMLESS BEVERAGES

- FRESHLY BREWED HOUSE COFFEE (REGULAR & DECAF)
- HOT TEAVANA® TEAS
- ASSORTED SOFT DRINKS
- BOTTLED WATERS

#### LUNCH

- SALAD BAR: CHICKEN SONORA & PASTA SALAD
- WHOLE WHEAT ROLLS & BUTTER
- SOUP DU JOUR
- MIXED SALAD GREENS: CARROTS, CUCUMBER, TOMATO WEDGES, GARBANZO BEANS, RED KIDNEY BEANS, BLACK OLIVES, CROUTONS
- FRESH FRUIT SALAD

#### SWEET FEATURE – WHEN LIFE GIVES YOU LEMONS

- LEMON BARS
- LEMON POUND CAKE
- LEMON CUPCAKES
- FRESH-SQUEEZED LEMONADE

### DAY TWO

#### BOTTOMLESS BEVERAGES

- FRESHLY BREWED HOUSE COFFEE (REGULAR & DECAF)
- HOT TEAVANA® TEAS
- ASSORTED SOFT DRINKS
- BOTTLED WATERS



# 2025 ANNUAL CONFERENCE AGENDA

## Conference Food/Beverage

### DAY TWO CONTINUED....

#### **PLATINUM BREAKFAST**

- FRESH SEASONAL FRUIT
- FRUIT-FILLED DANISHES
- MUFFINS
- CINNAMON ROLLS
- CROISSANTS
- YOGURT PARFAITS
- OATMEAL WITH TOPPINGS
- COLD CEREALS WITH MILK OPTIONS
- FRESHLY SCRAMBLED EGGS
- CHICKEN APPLE SAUSAGE OR TURKEY PATTIES
- CRISPY BACON
- BREAKFAST POTATOES
- CHILLED JUICES

#### **HOT CAKES STATION**

#### **ASIAN BUFFET**

- THAI CHICKEN LETTUCE WRAPS
- ASIAN GREEN SALAD
- HOISIN TURKEY POT STICKERS
- BEEF & BROCCOLI
- KUNG PAO CHICKEN
- VEGETABLE STIR FRY
- FRIED RICE
- PINEAPPLE COCONUT CAKE



# 2025 ANNUAL CONFERENCE AGENDA

## Conference Food/Beverage

### DAY TWO CONTINUED.....

#### SNACK FEATURE – GOOD VS EVIL

- GOURMET CUPCAKES
- ENERGY & PROTEIN BARS
- SEASONAL WHOLE FRUIT

#### THE RECEPTION EXPERIENCE – SABOR MEXICANO

- BEBIDAS REFRESCANTES (REFRESHING BEVERAGES): PREMIUM BOTTLED BEERS, CALIFORNIA WINES, MARGARITAS & AGUAS FRESCAS
- QUE COMIENCE LA FIESTA (STARTERS): MEXICAN-INSPIRED CHILLED VEGETABLES, QUESO FRESCO WITH ÁRBOL PEPPER SAUCE, HOMEMADE TORTILLA CHIPS WITH MANGO SALSA, BLACK BEAN DIP, PICO DE GALLO, RED & GREEN SALSAS, GUACAMOLE
- ENSALADAS Y MÁS (SALADS & MORE): ALEX CARDINI CAESAR SALAD, SOUTHWESTERN SALAD, SHRIMP CEVICHE IN WONTON SHELLS
- FLAVORS FANTÁSTICOS (FANTASTIC FLAVORS):
  - FAJITA STATION – SHRIMP, CHICKEN, OR BEEF
  - SURF & TURF TOWER – GRILLED TENDERLOIN, JUMBO PRAWN, SPANISH RICE, TOMATILLO SALSA
  - TACO FRESCO – WARM CORN TORTILLAS, AVOCADO SALSA, CHICKEN, CARNE ASADA, CARNITAS, OR LEMON PEPPER FISH
- DULCES (DESSERTS): FLAN, FILLED CHURROS, BUÑUELOS, DULCE DE GUAYABA, DULCE DE LECHE CHEESECAKE



# 2025 ANNUAL CONFERENCE AGENDA

## Conference Food/Beverage

### DAY THREE

#### PLATINUM BREAKFAST

- FRESH SEASONAL FRUIT
- FRUIT-FILLED DANISHES
- MUFFINS
- CINNAMON ROLLS
- CROISSANTS
- YOGURT PARFAITS
- OATMEAL WITH TOPPINGS
- COLD CEREALS WITH MILK OPTIONS
- FRESHLY SCRAMBLED EGGS
- CHICKEN APPLE SAUSAGE OR TURKEY PATTIES
- CRISPY BACON
- BREAKFAST POTATOES
- CHILLED JUICES

#### WAFFLE STATION

#### BOXED LUNCHES

CHOICE OF TURKEY, CHICKEN, OR BEEF SANDWICH