Riding the Wave of the Future

Nov. 9-10, 2015
Hilton Long Beach
Long Beach, CA
CMS is requiring more pre-payment audits. Are you ready?

With all of the regulatory changes for hospice this past year, and now the new federal requirement for surveys every three years, and more pre-billing audits, are you ready to be under this microscope?

Can you pass your next accreditation survey?

When was the last time someone reviewed your clinical record documentation?

Are you prepared for the next ADR request or ZPIC or MIC audit?

Stellar Concepts, Inc. can help you stay ahead of potential compliance issues and can help you develop new programs or reorganize your current operations.

Our services include:

- Pre-billing Clinical Record Review
- Baseline Compliance Audits
- Assistance with ADRs and CMS audits
- Start-up, multiple location & inpatient unit applications and program development
- Specialty program development
- Organizational restructuring
- Staff training and education

Holly Swiger, PhD, MPH, RN, is a well known California based hospice expert with over 30 years of hospice operational and regulatory experience.

Through her consulting company, Stellar Concepts, Inc., she’ll help you in your program development, compliance and education efforts.

Contact Holly at Stellar Concepts, Inc. to request a free quote for consulting services at 951-927-9318 or by email at hswiger@me.com.
A Welcome from the CHAPCA Board President

We are so glad that you have joined us for our 2015 Conference. CHAPCA is well known for offering quality education for hospice administrators, staff, and volunteers and this year’s program builds on that tradition. Our theme, Riding the Wave of the Future, is reflective of the enormous changes and opportunities that providers of hospice and palliative care are experiencing.

We asked you for input on the issues and challenges you face daily. The 2015 Education Committee, ably chaired by Dennis Cox, and supported by CHAPCA’s Director of Education, Dr. Holly Swiger, sought out speakers to offer innovative and practical answers to your concerns. The result is a program tailored to your needs, featuring the best and brightest speakers from the hospice and palliative care world.

Ira Byock, MD kicks off the conference on Monday morning. Dr. Byock is a leading palliative care physician, author, and public advocate for improving care through the end of life. His talk on “The Best Care Possible” is sure to challenge and stimulate you. For those who want more time with him, he will be presenting a breakout session on “Imagining People Well” and he will be signing books in the exhibit hall.

Individual breakout sessions cover a wide range of issues including policy implications of California’s new PAS legislation, palliative and concurrent care staff and reimbursement models, and identifying pre-terminal patients and prognosticating quality of life, among others.

We have built in time for networking and for just plain fun. A networking lunch on Monday, and a first ever casino night are new this year. Our annual awards luncheon will celebrate the best and brightest staff and programs in California.

Our conference would not be possible without our sponsors and exhibitors. Please join me in thanking them for their support of CHAPCA. Be sure to visit the exhibit hall on Monday afternoon and Tuesday morning. There will be prize drawings, but you must be present to win!

Please enjoy this year’s conference and take the opportunity to learn, relax and renew your spirit!

Patricia Shader, BSN, MS, RN, CHPCA
CHAPCA President
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The goal of CHAPCA’s 2015 Annual Conference is to provide an opportunity for health care professionals to receive the latest information on palliative, hospice, and end-of-life care in a casual, relaxed and rejuvenating setting.

Who Should Attend?

- Presidents & Chief Executive Officers
- Administrators & Executive Directors
- Physicians & Medical Directors
- Palliative Care Specialists
- Directors of Nursing & Clinical Staff
- Social Workers/MFTs/LCSWs
- Marketing & Public Relations Staff

- Volunteer Coordinators & Volunteers
- CNAs & HHAs
- Bereavement Coordinators & Chaplains
- RCFE/SNF Administrators
- Hospital Discharge Planners
- Board Members
- Students studying hospice-related disciplines

About Long Beach

Located in the heart of Southern California, Long Beach blends the urban sophistication of a big city with the relaxed atmosphere of a beach resort.

Discover world-class attractions, cutting-edge museums, award winning restaurants and a thriving, multi-faceted arts and culture scene. Voted one of America’s “Most Walkable Cities,” Long Beach is comprised of eight distinct neighborhoods and tucked in along the waterfront centrally located to Los Angeles and Orange County. Experience the big-city feel with small-town charm in a unique oceanfront setting—Welcome to Long Beach.
Transportation Information
It’s easy getting to and around Long Beach.
From airports, travel by car, limo, shuttle or the efficient Long Beach Yellow Cab. From downtown Long Beach, LAX and Orange County’s John Wayne Airport (SNA) airports are less than 30 minutes away while the ultra-convenient, affordable Long Beach Airport is seven miles away. Long Beach Airport (LGB) provides commercial service to 12 non-stop destinations, with connections worldwide. The airport is served by Delta Air Lines, JetBlue Airways and US Airways. Explore Long Beach on foot, bike or onboard the free downtown Passport shuttle. Downtown’s First Street Station connects you to Los Angeles attractions and surrounding cities. For turn by turn directions, visit http://www3.hilton.com/en/hotels/california/hilton-long-beach-LGBLHHF/maps-directions/index.html

Registration/Information Desk Hours
The Registration/Information Desk will be open during the following times:
Monday, November 9, 2015, 7:00 a.m.–7:00 p.m.
Tuesday, November 10, 2015, 7:00 a.m.–2:00 p.m.

Your Registration Fees Cover
Your conference registration fees cover expenses associated with registration materials, handouts, staff/faculty expenses, some conference food and beverage, audiovisual equipment/microphone rentals, and various marketing and printing costs. CHAPCA appreciates your support of its educational offerings and the need to offer high quality education to hospice professionals.

Name Badges and Tickets
Your name badge is your admission ticket to most sessions. Please wear your badge at all times during the conference. Registration material and badges will be distributed during registration hours. Attendees will be able to pick up their own packet only. A ticket, as well as your name badge, is required for admission to food and social functions.

Guest Passes
Is a spouse or companion traveling with you? You may purchase extra tickets to food and beverage functions. If you did not register your guest in advance, you may do so on site. Purchase of a guest registration entitles the guest to attend any conference session or food function for the days registered.

Tax Deduction
All expenses for Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills are tax deductible to the extent allowed by law. (Treas. Reg. L162-5 Coughlin v. Commissioner, 203 F2d 307)

Miscellaneous Information
Dress Recommendations—Your Comfort is Our Concern
Hotel staff does their best to provide a comfortable climate for our conference, however, sometimes it may be warmer or cooler than you prefer. Please layer your clothing to give you options. Also, we ask everyone to please turn off cellular phones and beepers during sessions.

Access for Attendees with Disabilities
CHAPCA is committed to making the conference accessible to our attendees. If you have a special need that may impact your participation in the conference, please check the appropriate box on the registration form and briefly describe your need. A staff member will be in touch prior to the conference to discuss accommodations.

Message Center
A Conference Message Center will be set up in the CHAPCA Registration Area. Please check the message board periodically for program changes and announcements.

Smoking Policy
For the comfort and health of all attendees, smoking is not permitted in any CHAPCA function. This policy includes general sessions, concurrent sessions, meals, social functions and meetings. The hotel’s sleeping rooms are 100% non-smoking.

Useful Telephone Numbers
CHAPCA office in Sacramento
(916) 925-3770
Hilton Long Beach Hotel
(562) 983-3400

Annual Membership Meeting
Annually, CHAPCA conducts a meeting of the membership in conjunction with the conference. The 2015 Annual Meeting will be held on Tuesday, November 10, 2015 during the luncheon. CHAPCA members are invited to participate in this meeting. This is your opportunity to hear from the leadership and to express your interests.

While everyone is urged to attend this meeting, only provider members are eligible to vote. Onsite, one representative from each provider member will be asked to sign in at the registration desk in order to receive a voting delegate ribbon.

Don’t miss this great conference! Registration, exhibit, advertising and sponsorship opportunity materials are available on-line at www.calhospice.org.
Join our innovative, compassionate and growing hospice care team! We have some very exciting career opportunities with excellent benefits, salaries and retention bonuses, featuring:

☆ ☆ ☆ **Director Quality, Education and Clinical Informatics** ☆ ☆ ☆

- *This position coordinates and oversees the Agency’s Quality Assessment Performance Improvement (QAPI) Committee data collection and reporting.*
- *Leads preparation of Agency for Joint Commission accreditation and works collaboratively with the Compliance officer.*
- *Provides oversight and planning for all committees and work groups associated with QAPI. The function and oversight of patient safety and infection control is also within this role.*
- *Responsible for staff safety, patient safety, and emergency preparedness.*
- *Responsible to develop and oversee programs to insure orientation and training meet the needs of the clinical staff.*
- *Manages the Quality, Education, and clinical informatics staff.*

Please visit our website at [www.hindshospice.org](http://www.hindshospice.org) for a full listing of our exciting job opportunities:

- **Nurse Practitioner**, Full Time
- **Clinical Supervisor- RN**, Full Time
- **Hospice RN**, Full Time
- **RN Community Liaison**, Full Time
- **Hospice MSW**, Full Time & Part Time
- **LCSW** for Center for Grief and Healing, Full Time

All interested and qualified individuals are invited to complete an application ([www.hindshospice.org](http://www.hindshospice.org)). Forward Application and resumes to:

Hinds Hospice, Human Resources 2490 W. Shaw Ave., Suite 101, Fresno, CA 93711. Applications and resumes may also be faxed to 559-248-8580 or scanned to email jobs@hindshospice.org.
Monday, November 9, 2015

**Exhibits**
3:30 p.m. – 6:30 p.m.
You asked—we listened. Concentrated exhibit hours allow you to learn about the newest products and services available to the hospice community. Don’t miss the fun as we offer special surprise activities and special prizes in the exhibit hall. You MUST be present to win!

**Dinner/Reception With the Exhibitors**
5:30 p.m. – 6:30 p.m.
Enjoy appetizers, and a light walk around dinner with our exhibitors in the exhibit hall. Chat with exhibitors and fellow conference goers as you enjoy small plates.

**Casino Night with Exhibitors**
6:45 p.m. – 8:45 p.m.
Come enjoy an evening of your favorite casino games, in a relaxing and fun atmosphere. You’ll have a chance to mingle with conference goers and exhibitors as you try your hand at games like blackjack, poker, and craps. A cash bar will be available. This event is included in your registration.

Tuesday, November 10, 2015

**Breakfast with Exhibitors and Poster Sessions**
7:30 a.m. – 9:30 a.m.
A continental breakfast will be served in the exhibit hall from 7:30 – 8:30 a.m., and poster sessions will be available. Be sure to visit the exhibitors and thank them for being at the conference. Their support allows us to keep registration rates affordable. There will be prize drawings throughout the exhibit hours. You must be present to win.

**Awards Luncheon and CHAPCA Annual Meeting**
11:30 a.m. – 1:00 p.m.
This event is included in your registration, however pre-registration is required. Enjoy a great lunch and the presentation of CHAPCA’s Awards. Celebrate with the best of the hospice and palliative care community. Awards include the Pierre Salmon Award, Outstanding Program Achievement Award and Gift of the Heart Award. There will also be a CHAPCA annual membership meeting.
Everybody wants the best care possible for their loved ones and themselves through the very end of life. Of course, that phrase means different things to different people. Delivering the best care possible, therefore, requires access to a broad array of services and coordination among providers, patients and their families. This presentation will explore the elements that must be in place within and beyond health care and the stakeholders who must be in communication to reliably provide care that is consistent with best practice standards and with the personal preferences of patients and families.

**About the Speaker**

**Ira Byock, MD** is a leading palliative care physician, author, and public advocate for improving care through the end of life. He serves as Executive Director and Chief Medical Officer for the Institute for Human Caring of Providence Health and Services, a 35 hospital health system serving communities across 5 western states. Dr. Byock advances efforts to measure, monitor and improve person centered care system wide. He is based in Torrance, CA.

Dr. Byock is Professor of Medicine and Community & Family Medicine at the Geisel School of Medicine at Dartmouth. He served as Director of Palliative Medicine at Dartmouth-Hitchcock Medical Center in Lebanon, New Hampshire from 2003 through July 2013.

Dr. Byock has been involved in hospice and palliative care since 1978, during his residency. At that time he helped found a hospice home care program for the indigent population served by the university hospital and county clinics of Fresno, California.

He is a Past President (1997) of the American Academy of Hospice and Palliative Medicine. During the 1990s he was a co-founder and principal investigator for the Missoula Demonstration Project, a community-based organization in Montana dedicated to the research and transformation of end-of-life experience locally, as a demonstration of what is possible.
nationally. From 1996 through 2006, he served as Director for Promoting Excellence in End-of-Life Care, a national grant program of the Robert Wood Johnson Foundation.

Dr. Byock has authored numerous articles on the ethics and practice of care. His research has led to conceptual frameworks for the lived experience of advanced illness, subjective quality of life measures, and simple, effective life-completion counseling. His leadership in development of groundbreaking prototypes for concurrent care of people through the end of life has been foundational to advancing patient-centered care. Byock’s first book, *Dying Well*, (1997) has become a standard in the field of hospice and palliative care. *The Four Things That Matter Most*, (2004) is used as a counseling tool widely by palliative care and hospice programs, as well as within pastoral care. His most recent book, *The Best Care Possible*, (March 2012) tackles the crisis that surrounds serious illness and dying in America and his quest to transform care through the end of life.

Dr. Byock has been the recipient of numerous awards for academic achievement and community services. In 2014 he was recognized as a Visionary by the Academy of Hospice and Palliative Medicine, as well as being given the Academy’s most prestigious honor, the Lifetime Achievement Award. He is a sought-after speaker and consultant to health care organizations. Byock has been a featured guest on national radio and television programs, including NPR’s *All Things Considered*, *Talk of the Nation*, *On Being*, CBS 60 Minutes, Fox and Friends, The Diane Rehm Show and PBS *The News Hour*. 
Schedule at a Glance

MONDAY, NOVEMBER 9, 2015

7:00 a.m. – 7:00 p.m.  Registration
8:45 a.m. – 10:30 a.m.  Opening General Session: The Best Care Possible: Clinical and Cultural Leadership for the 21st Century
Dr. Ira Byock
10:45 a.m. – 12:15 p.m.  Concurrent Workshops
• 1A - Wound Care at the End of Life
• 1B - The View From Washington – Hospice and the Big Picture
• 1C - Palliative & Concurrent Care Staffing and Reimbursement Models – Part I
12:30 p.m. – 1:15 p.m.  Networking lunch. Pick up lunch and eat with others who share your interests.
1:30 p.m. – 3:15 p.m.  Concurrent Workshops
• 2A - Growing Revenue by Growing Family/Self Referrals
• 2B - Hot Regulatory Topics
• 2C - Imagining People Well: Human Development Through the End of Life
3:30 p.m. – 6:30 p.m.  Exhibits
5:30 p.m. – 6:30 p.m.  Dinner with Exhibitors
6:45 p.m. – 8:45 p.m.  Casino Night

TUESDAY, NOVEMBER 10, 2015

7:00 a.m. – 2:00 p.m.  Registration
7:30 a.m. – 9:30 a.m.  Breakfast with Exhibitors
Poster Sessions
9:30 a.m.  Exhibit Hall Closes for 2015
9:45 a.m. – 11:15 a.m.  Concurrent Workshops
• 3A - Death With Dignity Act Policy Considerations
• 3B - Advanced Disease Management & Cost Containment
• 3C - Creating a Successful Palliative Care Program
11:30 a.m. – 1:00 p.m.  Awards Luncheon, CHAPCA Annual Meeting
1:15 p.m. – 3:00 p.m.  Concurrent Workshops
• 4A - Hope in Hospice: Riding the Waves
• 4B - Financial Fitness: Exercise Your Options for Excellence in Hospice Operations
• 4C - How to Identify Pre-terminal Patients and Prognosticate for Quality-of-Life
3:15 p.m. – 4:45 p.m.  Concurrent Workshops
• 5A - Quality and Compliance – Improving Patient Care Delivery While Ensuring Reimbursement
• 5B - Caring Ethically for Spiritual and Existential Pain: Supporting Persons of All Faiths and No Faith
• 5C - Innovative Models of Palliative Care – Part II
4:45 p.m.  Conference ends
Monday, November 9, 2015

7:00 a.m. – 7:00 p.m.  Registration Open
Outside Caribbean

8:45 a.m. – 10:30 a.m.
Opening General Session
The Best Care Possible: Clinical and Cultural Leadership for the 21st Century

Ira Byock, MD, Executive Director and Chief Medical Officer, Institute for Human Caring, Providence Health and Services, Torrance, CA. Everybody wants the best care possible for their loved ones and themselves through the very end of life. Of course, that phrase means different things to different people. Delivering the best care possible, therefore, requires access to a broad array of services and coordination among providers, patients and their families. This presentation will explore the elements that must be in place within and beyond health care and the stakeholders who must be in communication to reliably provide care that is consistent with best practice standards and with the personal preferences of patients and families.

10:45 a.m. – 12:15 p.m.
Concurrent Workshops

1A. Wound Care at the End of Life

Atlantic

Leila Malicoat, RN, CHA, CWOCN, CHPCA, LNHA, Regional Administrator/Wound Care Consultant, Optimal Health Services, Fresno, CA.

Wound management can be a challenging area of care given the continuing developments in our understanding of the process of wound healing and the bewildering array of dressings and devices for treatment of wounds. The presentation will discuss the special situation of wound care and the hospice patients, the different phases of wound healing, different kinds of wound healing, the goals of wound care in hospice and palliative care, and to learn new products in the care of wounds of hospice patients. The importance of having a standardized process and making sure that the clinicians are aware of the goals of care to ensure promotion of quality of life and balancing with the cost of wound products, will also be discussed. Coding for wounds using the new ICD-10 will be presented for discussion.

Learning Objectives:
• The participant will be able to describe the phases of wound healing
• The participant will be able to differentiate between acute, chronic and terminal wound healing
• The participant will learn to maximize the use of new products to meet the goals of care of the patient and family
• The participant will be able to apply new knowledge to case studies
1B. The View From Washington—Hospice and the Big Picture
Catalina
Judi Lund Person, MPH, National Hospice and Palliative Care Organization, Alexandria, VA.
Hospice providers are a part of the larger health care community. As the health care landscape changes, where will hospice end up? What kinds of changes are ahead? What does the claims data show us about the use of hospice services, the services provided by members of the interdisciplinary team and the utilization of the four levels of care? What kinds of innovations can hospices implement that will carry the hospice community into the future? How can hospice providers maximize the clinical skills and team-based care experiences to expand the care to patients after a diagnosis of a serious illness and before their election of hospice care? And finally, the vexing question of how will the new hospice payment reform system work and what does it do to the delivery of hospice care?

Learning Objectives:
• Describe the current Washington policy environment, including data on the delivery of hospice care
• Discuss Medicare/Medicaid innovations, hospice and palliative care
• Describe the implementation of hospice payment reform and current activities and time frames
• Discuss options for hospice and palliative care to be provided upstream

1C. Palliative and Concurrent Care Staff and Reimbursement Models-Part 1
Pacific
Anastasia Dodson MPP, Associate Director, California Department of Health Care Services, Sacramento, CA; Linda Gibson, BSN, MBA, President & CEO, Napa Valley Hospice & Adult Day Services, Napa, CA; Ann Hablitzel, RN, BSN, MBA, Hospice Care of California, Placentia, CA; Jeff Hammond, Administrator, Sea Crest Home Health and Hospice, Costa Mesa, CA.
This presentation describes an essential framework of best practices and core components of community-based palliative care, including an advanced care delivery model, noteworthy outcomes, realistic financial impacts and lessons learned. The presentation will include:
• Discussion of an Innovative Palliative Care pilot project under development with the Partnership Healthplan, in collaboration with Napa Valley Hospice & Adult Day Services, and three other Northern California providers;
• Hospice Care of California will describe their palliative care contract and working relationship with Blue Cross of California;
• Sea Crest Hospice will describe the model and operational requirements for phase 1 participants of the Care Choices Medicare Demonstration Project; and
• A representative from the California Department of Health Services will provide an update to the progress of SB 1004, which passed the legislature in 2014, designed to expand access to palliative care services for beneficiaries of Medi-Cal managed care plans.

Learning Objectives:
• Describe the key components of a community-based palliative care program
• Describe the financial impact of a community-based palliative care program
• Identify three alternative palliative models of care

12:30 p.m. – 1:15 p.m.
Networking Lunch
Outside International Ballroom
Grab a lunch and sit with people you would like to network with. Tables will be arranged by topics and/or practice disciplines.

1:30 p.m. – 3:15 p.m.
Concurrent Workshops
2A. Growing Revenue by Growing Family/Self Referrals
Atlantic
Stan Massey, Partner/Chief Branding Officer, Transcend Hospice Marketing Group, Holland, OH.
Learn why growing admissions from family/self referrals is a huge and largely untapped opportunity to growing hospice revenue. Gain insights to what family healthcare decision makers know and think about hospice and its providers based on surveys of more than 10,000 families. See real-world results of marketing directly to consumers along with tips on reaching them to encourage family/self referrals.

Learning Objectives:
• Identify the right mix of referral sources
• Indicate how hospice organizations can grow family/self referrals
• Understand how the increase from family/self referrals can help add revenue

2B. Hot Regulatory Topics
Pacific
Judi Lund Person, MPH, National Hospice and Palliative Care Organization, Alexandria, VA.
Want a “deep dive” into current hospice regulatory issues? This session will provide you with the details and reasons for many of the current and upcoming regulatory changes. Details on the OIG focus on hospice, changes in hospice payment with the release of the Hospice Wage Index final rule, CY 2016 Physician Fee Schedule issues and other regulatory
changes in the planning or proposed stages for FY 2016. This session is also intended as a forum for conference participants to ask questions and have dialogue about compliance and regulatory issues commonly faced by hospice professionals and organizations and how to plan for the future.

Learning Objectives:
• Describe the current regulatory environment and the issues driving change
• Discuss the concept of prognosis, determination of relatedness and diagnoses on the claim form
• Describe FY2016 Hospice Wage Index final rule and the changes in reimbursement
• Discuss OIG activity for hospice

2C. Imagining People Well: Human Development Through the End of Life
Catalina
Ira Byock, MD, Executive Director and Chief Medical Officer, Institute for Human Caring, Providence Health and Services, Torrance, CA.
Illness and dying cannot be fully encompassed by the problem-based model of medicine. Beyond symptoms and suffering, dying is a profound personal experience for the individual as well as for his or her family. The concept of “personhood” and the conceptual framework of human development will be presented as tools for understanding the nature of suffering and the opportunity associated with the time of human life we call “dying.” Developmental landmarks and taskwork suggested by this framework are presented and illustrated by stories. A therapeutic approach to fostering human development through the end of life can empower clinicians to alleviate suffering and improve quality of life, and guide the people we serve to a satisfying sense of life completion and life closure.

Learning Objectives:
• Understand the concept of “personhood” and recognize that the nature of suffering involves a felt loss of meaning and purpose and a sense of impending personal disintegration
• Identify a conceptual model and terminology of human development, applied to the evaluation, care planning and therapeutic intervention pertinent to psycho-social and spiritual suffering and resolution related to dying
• Envision aspects of the personal experience of dying that are not captured by the problem-based model of medicine
• Describe the phenomenology of wellbeing
• Recognize an approach to outcome measurements that reflect these comprehensive goals of palliative aspects of care
• In a society that would like to ignore the realities of dying, these young people can assist the community in embracing this crucial and special time of life.

**Plans for Palliative Care Standards**
Susan Mackay, RN, BSN, Director of Accreditation, Community Health Accreditation Partner, Washington, DC.

Palliative care is one of the fastest growing specialties in American medicine today. This growth is driven not only by our aging population but also by the cultural and financial shift in medicine from fee-for-service to value-based care. In this burgeoning field quality standards and measures are needed to ensure that changes in payment systems do not adversely affect quality of care for patients receiving palliative care, especially at the end of life.

**Learning Objectives**
- Discuss the diverse field of community-based palliative care
- Describe elements of strong palliative care services
- Identify the benefits of palliative care standards

**Honoring Our Veterans in Hospice**
Patti Herbst, Hospice Chaplain, Kaiser Hospice South Bay, Santa Clara, CA.

Out of every four dying Americans, one is a Veteran. Veterans have made many sacrifices to serve our country and it is never too late to honor them with a hero’s welcome with gratitude. The Veterans’ Recognition and Remembrance Program for home hospice organizations is a way of doing this.

**Learning Objectives**
- Discuss the needs of Veterans on hospice
- Provide ways of honoring our Veterans in hospice through recognition and remembrance

**Hospice for the Homeless**
Patricia Devlin, MSW, Director of Family and Support Services, Silverado Hospice, San Diego, CA and Kyla Winters, Chief Development Officer, Alpha Project, San Diego, CA.

In 2014, Silverado Hospice San Diego joined Alpha Project’s efforts to address the needs of homeless individuals who have received a terminal illness diagnosis. The added insight and resources provided by Alpha Project in conjunction with the hospice care provided by Silverado Hospice, has afforded these patients the opportunity to receive care in a home of their own. The Hospice and Alpha team continue to seek partnerships with hospitals, nursing facilities and other community agencies to address this important need.

**Learning Objectives**
- Attendee will be able to identify community partners
- Attendee will be able to consider program development to fit their community
- Attendee will be able to describe the benefits of this program to hospital partners to reduce re-admission

**Pharmacist Impact on Discontinuation of ABH Topical Gel in Hospice**
Esther Liu, PharmD, MSIA, CGP, Clinical Pharmacist and Sora Yoon, PharmD, Pharmacist Resident, Outcome Resources, Rocklin, CA.

The poster will detail a successful patient-centered interdisciplinary approach led by clinical pharmacists to reduce the use of ABH (lorazepam-diphenhydramine-haloperidol) topical gel in hospice patients. Rationale for reduction in utilization of ABH topical gel will be presented, (evidence of ineffectiveness & high cost).

**Learning Objectives**
- Participant will be able to identify and discuss published clinical studies suggesting that ABH topical gel is ineffective
- Participant will be able to understand how clinical pharmacists improve quality of care and control drug costs by optimizing drug therapy in hospice

**Addressing the Under Served Hispanic Population**
Elisheva Irma Diaz, DD, Rabbi/Chaplain and Dale Shagrin, Director of Community Education, Care One Hospice, Tarzana, CA.

This session will provide a practical guide on the subject of Southern California’s under served Hispanic population, and a how-to guide in reaching out to this population. Rabbi Diaz will apply her first hand personal and professional experience in going through the end of life journey with a family member.

**Learning Objectives**
- The attendee will be able to evaluate how effective their organization has been in reaching out to the Hispanic population in the area they are serving
- The attendee will be able to assess the effectiveness of their organization at identifying ways in which they may better approach and serve those Hispanic families who may benefit from palliative services
- The attendee will be able to describe at least three reasons why cultural mores effect the choices that Hispanic families make regarding end of life treatment
- The attendee will be able to implement a culturally specific support system for the Hispanic population

**Bioethics Resources and Committees in Post-Acute Care**
Christine Wilson, JD, RN, CHC, Attorney, Tyler & Wilson, Los Angeles, CA.

Ethical issues at the end of life arise in hospice just as they would in any other setting. The challenge for hospice is to obtain the resources needed to confront and/or mediate these issues. Ethics committees and resources in post-acute
care, including hospice, are definitely the wave of the future. This presentation will demonstrate how these committees and resources can be helpful to hospice providers with examples of how some hospice programs have met these challenges.

**Learning Objectives**

- The attendee will be able to describe the four considerations relevant to a patient-centered bioethics evaluation
- The attendee will be able to identify a situation where bioethics mediation would be a useful tool
- The attendee will understand and be able to describe the function and role of an ethics committee

**9:45 a.m. – 11:15 a.m.**

**Concurrent Workshops**

**3A. Death With Dignity Act Policy Considerations**  
**Catalina**  
Anne Koepsell, RN, BSN, MHA, Former Executive Director, Washington State Hospice Association; Consultant and Faculty Member, University of Phoenix Online, Kennewick, WA.  
End of Life Option act, also known as Death with Dignity and physician aid-in-dying, is legal in six states including California. This session will discuss the policy and procedure considerations in order to be prepared for implementation of this legislation in 2016. It will include a review of eligibility criteria, as well as a discussion of the characteristics of those individuals who access this option based upon Oregon data, including their utilization of hospice.

**Learning Objectives:**

- Identify the eligibility criteria for End of Life Option Act as defined in the law
- Restate the key characteristics of individuals who utilized this option to end their lives based upon Oregon data
- Describe key policies and procedures organizations need to develop in preparation for implementation of this legislation

**3B. Advanced Disease Management & Cost Containment**  
**Pacific**  
Terri Maxwell, PhD, APRN, Chief Operating Officer, Turn-Key Health, Philadelphia, PA; Timothy Dauwalder, DO, Executive Medical Director, VNA Hospice & Palliative Care of Southern California, Claremont, CA.  
The comprehensive obligation of hospice care requires an efficiency of services unique to the Part A benefit. At a limited per diem rate and shrinking revenue, efficient management of advanced disease is required to insure a solvent hospice provider. Advanced medical management often comes burdened with complex and multiple medication and treatment costs. Thoughtful analysis of the treatment plan and pharmaceutical costs can save thousands of dollars and provide better patient outcomes. Knowing which medication and treatment options yield the greatest benefit at the least expense to time and finance is imperative. We will focus on disease specific management and outline efficient treatment options while exposing excessive expenditures and waste often seen with the management of advanced disease.

**Learning Objectives:**

- Identify at least one alternative (less expensive and equally effective) medication in the management of CHF and COPD
- Identify the three most expensive frequently utilized medications for your hospice
- Find the motivation to develop a routine analysis of your pharmacy formulary considering both cost and effectiveness

**3C. Creating a Successful Palliative Care Program**  
**Atlantic**  
Patricia Murphy, RN, BSN, MA, Palliative Care Program Manager, The Elizabeth Hospice, Escondido, CA.  
Critical ingredients for success when considering the creation of a palliative care program are organizational commitment, ample financial resources, effective program design, appropriate staffing, excellent relationships within the health care community and laser like skill in negotiating contracts with payors. The presentation will focus on applying these factors in the program design phase so as to position your program to focus on quality outcomes, sustainability and ongoing strategic positioning. There will be ample time for discussion of practical realities during the planning process and beyond.

**Learning Objectives:**

- Apply knowledge of resources necessary for palliative care program development
- Apply best practices in the delivery of quality palliative care
- Negotiate successful third party contracts
- Articulate differences between palliative care and hospice care

**11:30 a.m. – 1:00 p.m.**

**Awards Luncheon and Annual Meeting**  
**International Ballroom 1 & 2**

Come and celebrate the best of hospice and palliative care as we present CHAPCA’s annual awards. There will be an annual meeting for CHAPCA as well at this luncheon.
1:15 p.m. – 3:00 p.m.
Concurrent Workshops

4A. **Hope in Hospice: Riding the Waves**
*Pacific*

David B. Feldman, PhD, Associate Professor of Counseling Psychology, Santa Clara University, Daly City, CA; Penny Phillips, MDiv, Hospice and Palliative Care Chaplain, VA Palo Alto Health Care System, Palo Alto, CA.

Hope is an integral ingredient in providing hospice and palliative care, and all disciplines deal with it in some way. Hope is certainly important at life’s end. However, many health care professionals and laypeople equate hope at the end of life with hope for a cure, which can lead to unfortunate consequences. What can hospice and palliative care providers do to help guide patients and their families to redefine what hope means? This presentation will address this question through a discussion of empirical research and case material. We will discuss how the meaning of hope shifts for patients from cure to quality of life as they confront the end of life. We also will describe practical ways that health care professionals can aid patients and families in making this important shift. In addition, participants from all disciplines will be engaged to re-examine and redefine hope for themselves and in their own work.

**Learning Objectives:**
- Be familiar with the general definition of hope and its positive effects on psychosocial-spiritual health
- Understand how hope changes and is redefined as patients face the end of life
- Identify at least one way that you can address issues of hope with your patients or families
- Identify one way that hope can be nurtured in your own life

4B. **Financial Fitness: Exercise Your Options for Excellence in Hospice Operations**
*Atlantic*

Robert Simione, Managing Principal, Simione Healthcare Consultants, Hamden, CT.

What kind of financial condition is your hospice organization in? With increasing competition and regulatory requirements, chances are that every hospice in the nation would benefit from a business checkup to improve efficiency and fiscal health. Learn about key indicators you should be monitoring, how to identify cost reduction opportunities and ways to maximize your budget preparation, cost reporting, revenue cycle, payment models and reach other financial operations. This comprehensive overview is designed to help you outrun the competition and reach the finish line in a much better position for strategic growth.

**Learning Objectives:**
- Develop strategies for optimizing the new hospice payment rates and address issues regarding the two-tiered Routine Home Care rate and Service Intensity Add-on, CBSA designations and changes to the CAP calculation and CAP Year realignment
- Assess the need for changes within hospice organizations regarding data collection, quality reporting, comprehensive assessment, diagnosis on claims and non-hospice spending to maximize reimbursement
- Evaluate finances for opportunities to improve revenue cycle, benchmarking and administrative/clinical operations

4C. **How to Identify Pre-terminal Patients and Prognosticate for Quality-of-Life**
*Catalina*

Daniel Hoefer, MD, Associate Medical Director, Sharp HealthCare, El Cajon, CA.

This presentation will teach you how to identify pre-terminal patients using evidence based medicine. You will understand why it is important to know which type of geriatric patient you are caring for. With this knowledge you will learn how to change your treatment strategies and evaluate risk for (prognosticate) quality of life endpoints such as cognitive decline, functional decline, institutionalization and being an emotional and financial burden to the patient. Most palliative and hospice prognostication is for death. This session will show you how to help your patients make choices understanding their prognostic risk decline in patient centered outcomes. It will furthermore provide you with the medical evidence to properly stop or change medications. You will be up-to-date on standards of care and why we do not achieve them in today’s healthcare.

**Learning Objectives:**
- Attendee will begin to develop the skills to identify a pre-terminal patient
- Attendee will develop skills in prognosticating for cognitive decline, functional decline and institutionalization
- Providers will understand the harms of polypharmacy and ACB-anticholinergic burden
3:15 p.m. – 4:45 p.m.
Concurrent Workshops

5A. Quality and Compliance – Improving Patient Care Delivery While Ensuring Reimbursement
Catalina
Sarah McSpadden, RN, MSN, CHC, Vice President Clinical Services, Quality and Compliance, HealthEssentials, Escondido, CA.

Hospices today are facing increased scrutiny due to new compliance requirements related to reimbursement as well as quality reporting requirements with HIS submissions and CAHPS surveys. This presentation will focus on ways to improve compliance with regulations while delivering quality patient care. We will review the OIG risk areas, COP requirements, Quality Care initiatives and how to put together a 360 degree quality/compliance plan to ensure successful hospice care delivery.

Learning Objectives:
• Identify compliance and quality risks in hospice care delivery
• Describe the process of implementing compliance and quality measurements to improve care
• Describe how compliance and quality measures improve patient care

5B. Caring Ethically for Spiritual and Existential Pain: Supporting Persons of All Faiths and No Faith
Atlantic
Carla Cheatham, MA, Mdiv, PhD, TRT, Principal and Lead Trainer, Carla Cheatham Consulting Group, LLC, Austin, TX.

Religious and spiritual (R/S) diversity is at an all-time high. Patients indicate they wish to discuss R/S issues with their healthcare providers, yet also report this often does not happen. Many professionals neglect these conversations out of discomfort, while others are way too comfortable discussing their own beliefs and breach ethical boundaries. Either extreme is spiritual malpractice. No one person can be expected to know everything about all belief systems. All that is needed is the skill to know the right questions to ask, the resources to turn to for support, and a personal ability to move past one’s own beliefs in order to provide culturally competent care for another.

Learning Objectives:
• The attendee will be able to assess their own ability to be with persons of another or no religion
• The attendee will be able to name multiple resources to support them in the provision of culturally competent spiritual care
• The attendee will be able to describe a plan for developing relationships to increase their comfort with and knowledge of other R/S belief systems

5C. Innovative Models of Palliative Care – Part II
Pacific
Terri Maxwell, PhD, APRN, Chief Operating Officer, Turn-Key Health, Philadelphia, PA; Sue Fairley, MHSA, CNHA, CALA, Vice President Health Services, Pilgrim Place, Claremont, CA; Timothy Dauwalder, DO, Executive Medical Director, VNA Hospice & Palliative Care of Southern California, Claremont, CA; Dennis Cox, LCSW, Educator, Sutter Advanced Illness Management Program, Sutter Care at Home, Roseville, CA.

Over-medicalized care of persons during the last year of life is a billion dollar problem that continues to grow as our population ages. Expenditures during the last year of life represents approximately 30% of the total Medicare FFS spending. These expenditures don’t take into account the burden experienced by patients and families when patients receive care that cannot achieve their goals. As risk shifts to providers and provider/payer partnerships are developing, there are opportunities to develop new community-based models to address the needs of those with advanced illness. Three models that address advanced illness management will be presented including: Turn-Key Health as a model to support community-based organizations and payers improve the outcomes of care to persons with advanced illness, while providing data to ensure return on investment; Sutter Advanced Illness Management (AIM) program as a home-based palliative care model which provides improved quality of care with substantial cost savings; and, Pilgrim Place as a continuum of care at the residential care, community and skilled level that utilizes resources thoughtfully while providing appropriate attention to those with advanced disease.

Learning Objectives:
• Describe the components of a community-based advanced illness management population health program
• Demonstrate the value of palliative care to payers and ACOs from a quality of care and financial perspective
• Establish an evidence based alternative model of care to traditional community clinic and hospital models

4:45 p.m.
Conference Ends
Have a safe trip home.
<table>
<thead>
<tr>
<th>Faculty Listing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ira Byock, MD.</strong> Executive Director and Chief Medical Officer, Institute for Human Caring, Providence Health and Services, Torrance, CA. Keynote and Session 2C</td>
</tr>
<tr>
<td><strong>Carla Cheatham, MA, Mdiv, PhD, TRT.</strong> Principal and Lead Trainer, Carla Cheatham Consulting Group, LLC, Austin, TX. Session 5B</td>
</tr>
<tr>
<td><strong>Dennis Cox, LCSW.</strong> Advanced Illness Management Educator, Sutter Care at Home, Roseville, CA. Session 3B, 5C</td>
</tr>
<tr>
<td><strong>Timothy Dauwalder, DO.</strong> Executive Medical Director, VNA Hospice &amp; Palliative Care of Southern California, Claremont, CA. Sessions 3B, 5C</td>
</tr>
<tr>
<td><strong>Patricia Devlin, MSW.</strong> Director of Family and Support Services, Silverado Hospice, San Diego, CA. Session 5C</td>
</tr>
<tr>
<td><strong>Elisheva Irma Diaz, DD.</strong> Rabbi/Chaplain, Care One Hospice, Tarzana, CA. Poster Session</td>
</tr>
<tr>
<td><strong>Anastasia Dodson, MPP.</strong> Associate Director, California Department of Health Care Services, Sacramento, CA. Session 1C</td>
</tr>
<tr>
<td><strong>Sue Fairley, MHSA, CNHA, CALA.</strong> Vice President Health Services, Pilgrim Place, Claremont, CA. Session 5C</td>
</tr>
<tr>
<td><strong>David B. Feldman, PhD.</strong> Associate Professor of Counseling Psychology, Santa Clara University, Daly City, CA. Session 4A</td>
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<tr>
<td><strong>Linda Gibson, BSN, MBA.</strong> President &amp; CEO, Napa Valley Hospice &amp; Adult Day Services, Napa, CA. Session 1C</td>
</tr>
<tr>
<td><strong>Ann Hablitzel, RN, BSN, MBA.</strong> Hospice Care of California, Placentia, CA. Session 1C</td>
</tr>
<tr>
<td><strong>Jeff Hammond.</strong> Administrator, Sea Crest Home Health and Hospice, Costa Mesa, CA. Session 1C</td>
</tr>
<tr>
<td><strong>Patti Herbst.</strong> Hospice Chaplain, Kaiser Hospice South Bay, Santa Clara, CA. Poster Session</td>
</tr>
<tr>
<td><strong>Daniel Hoefer, MD.</strong> Associate Medical Director, Sharp HealthCare, El Cajon, CA. Session 4C</td>
</tr>
<tr>
<td><strong>Denise Kelly, HHA, CNA.</strong> Volunteer Coordinator, Sharp HospicCare, La Mesa, CA. Poster Session</td>
</tr>
<tr>
<td><strong>Anne Koepsell, RN, BSN, MHA.</strong> Former Executive Director, Washington State Hospice Association, Consultant and Faculty Member, University of Phoenix Online, Kennewick, WA. Session 3A</td>
</tr>
<tr>
<td><strong>Esther Liu, PharmD, MSIA, CGP.</strong> Clinical Pharmacist, Outcome Resources, Rocklin, CA. Poster Session</td>
</tr>
<tr>
<td><strong>Judi Lund Person, MPH.</strong> Vice President, Regulatory and Compliance, NHPCO, Alexandria, VA. Sessions 1B, 2B</td>
</tr>
<tr>
<td><strong>Susan Mackay, RN, BSN.</strong> Director of Accreditation, Community Health Accreditation Partner, Washington, DC. Poster Session</td>
</tr>
<tr>
<td><strong>Leila Malicoat, RN, CHA, CWOCN, CHPCA, LNHA.</strong> Regional Administrator/Wound Care Consultant, Optimal Health Services, Fresno, CA. Session 1A</td>
</tr>
<tr>
<td><strong>Stan Massey.</strong> Partner/Chief Branding Officer, Transcend Hospice Marketing Group, Holland, OH. Session 2A</td>
</tr>
<tr>
<td><strong>Terri Maxwell, PhD, APRN.</strong> Chief Operating Officer, Turn-Key Health, Philadelphia, PA. Sessions 3B, 5C</td>
</tr>
<tr>
<td><strong>Sarah McSpadden, RN, MSN, MHA, CHC.</strong> VP Clinical Services, Quality and Compliance, Health Essentials, LLC, Escondido, CA. Session 5A</td>
</tr>
<tr>
<td><strong>Patricia Murphy, RN, BSN, MA.</strong> Palliative Care Manager, The Elizabeth Hospice, Escondido, CA. Session 3C</td>
</tr>
<tr>
<td><strong>Penny Phillips, MDiv.</strong> Hospice and Palliative Care Chaplain, VA Palo Alto Health Care System, Palo Alto, CA. Session 4A</td>
</tr>
<tr>
<td><strong>Dale Shagrin.</strong> Director of Community Education, Care One Hospice, Tarzana, CA. Poster Session</td>
</tr>
<tr>
<td><strong>Robert Simione.</strong> Managing Principal, Simione Healthcare Consultants, Hamden, CT. Session 4B</td>
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<tr>
<td><strong>Christine Wilson, JD, RN, CHC.</strong> Attorney, Tyler &amp; Wilson, Los Angeles, CA. Poster Session</td>
</tr>
<tr>
<td><strong>Kyla Winters.</strong> Chief Development Officer, Alpha Project, San Diego, CA. Poster Session</td>
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<tr>
<td><strong>Sora Yoon, PharmD.</strong> Pharmacist Resident, Outcome Resources, Rocklin, CA. Poster Session</td>
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</tbody>
</table>
CONTINUING EDUCATION CREDITS

This activity is offered by the California Hospice Foundation, an accredited provider. In order to receive continuing education credits, the applicant must be registered for the conference AND evaluate each session attended on the online evaluation form, located at https://www.surveymonkey.com/r/2015chapca. CEU certificates will be e-mailed no later than six weeks after the conference is completed and forms are received. Please note a separate fee of $20 is required for each individual wishing to obtain CEU credits.

Registered Nurses
Provider approved by the California Board of Registered Nursing, Provider #CEP 11389. RNs may report up to 9 hours of continuing education credit for this conference.

Social Workers
California Hospice Foundation has been approved as a provider of continuing education through the Board of Behavioral Science Examiners, PCE 370. LCSWs, MSWs and MFTs may report up to 9 hours of continuing education credit for this conference.

Licensed Vocational Nurses
The Board of Vocational Nurses and Psychiatric Technical Examiners (BVNPTE) will accept courses offered by approved BRN providers for LVN license renewals. LVNs may report up to 9 hours of continuing education credit for this conference.

CNA/HHA
The Aide and Technician Certification Unit, Licensing and Certification Program in the California Department of Health Services (DHS) has established that BRN approved providers meet DHS’s criteria to offer continuing educational courses to CNA’s. CNAs and HHAs may report up to 9 hours of continuing education credit for this conference.
Meeting Rooms

Second Floor Ballroom Level

Third Floor Meeting Rooms

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Web: www.brodaseating.com
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PH: 916-489-2222
Email: sotis-green@coalitionccc.org
Web: www.coalitionccc.org
Booth Rep: Shirley Otis-Green, Clinical Director of Consulting Services
Coalition for Compassionate Care offers numerous resources in multiple languages to assist with conversations about advance care planning, goals of care and treatment options.
BOOTH #: 124

Community Health Accreditation Partner
1275 K Street NW, Suite 800
Washington, DC 20005
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Email: smackay@chapinc.org
Web: www.cchomenurses.com
Booth Rep: Susan Mackay, Director of Accreditation
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Email: sdahl@csusm.edu, mbrown@csusm.edu
Web: www.csupalliativecare.org
Booth Reps: Steve Dahl, Marketing Director; Maria Brown, Communications Specialist
The CSU Institute for Palliative Care provides online and classroom professional-development programs that help nurses, social workers, and chaplains integrate evidence-based palliative care practices.
BOOTH #: 216

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Booth Rep: Albert Herrera, Sales Manager
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Web: www.hospiscript.com
Booth Rep: Brent Roddy, Director of Business Development
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Web: www.humancaregroup.com
Booth Reps: Charmaine Santos-Chong, Territory Manager; Alaine Perlman, Territory Manager
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Web: www.independenceathome.org
Booth Reps: Monica Harris-Green, Resource Specialist; Gabriela Oropeza
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Booth Reps: Chris Pearse, Director; Dee Geray, Clinical Manager  
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**BOOTH #: 119**

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Booth Rep: Desirae Roseneau, Education Director  
*MedCure is a whole body donation program that connects donors to researchers and educators. MedCure pays all costs for the family that include transportation, cremation and one copy of the death certificate.*

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Walnut Creek, CA 94596  
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Email: jesse.mcleod@mutualofamerica.com  
Web: www.mutualofamerica.com  
Booth Rep: Jesse McLeod, Group Account Representative  
*Mutual of America offers a wide variety of retirement plans for employers and organizations of all sizes. We provide full services for 401K and 403b plans.*  
**BOOTH #: 120**

**SPONSOR**
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1353 East 8th Street  
Chico, CA 95928  
PH: 530-345-7200  
Email: margaret.mundt@sci-us.com, dana.gutman-wedge@neptunesociety.com  
Web: www.neptune-society.com  
Booth Reps: Margaret Mundt, Funeral Director/Manager; Dana Gutman-Wedge, Manager, Sherman Oaks Branch  
*Cremation services. Providing dignified compassionate services to families in need for over 45 years.*  
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**NuvoMed, Inc.**  
2300 E. Roy Street  
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PH: 866-418-3772  
Email: tmcknight@nuvomed.com  
Web: www.nuvomed.com  
Booth Rep: Teylor Pallas, Sales Representative  
*NuvoMed offers the DisImpactor, a simple solution for the standardized treatment of fecal impaction. Our approach provides compassionate, dignified relief that saves you time and money.*

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OnePoint Patient Care
8130 Lehigh Ave.
Morton Grove, IL 60053
PH: 847-583-5652
Email: wkocher@oppc.com
Web: www.oppc.com
Booth Rep: Wayne Kocher, Business Development Director-Western Division
OnePoint Patient Care is the nation’s leading hospice pharmacy providing pharmacy benefits management (PBM), mail order and local dispensing exclusively for hospice.

BOOTH #: 211

Outcome Resources
2210 Plaza Drive, Suite 300
Rocklin, CA 95765
PH: 866-877-2053
Email: blong@outcomeresources.com, babramson@outcomeresources.com
Web: www.outcomeresources.com
Booth Reps: Beckie Long, VP of Account Management, Bonnie Abramson, Account Manager
Outcome Resources delivers hospice pharmacy management spend solutions with flexible, customized plan designs; 24/7 pharmacist and account team support; personalized education programs; and in-depth reporting.

BOOTH #: 204

Phoenix Hospice
100 Sanhedrin Circle
Willits, CA 95490
PH: 707-459-1818
Email: hottcm@pacific.net
Booth Rep: Charles Hott, Medical Director
Will present free resource guide for “What To Do When Someone Dies” in English and Spanish.

BOOTH #: 200

ProAction Insurance Services
225 E. Rincon Avenue, Suite 112
Corona, CA 92879
PH: 951-898-9892
Email: kofi@proaction-ins.com
Web: www.proaction-ins.com
Booth Rep: Kofi Bass, Business Development Officer
ProAction Insurance Services is a retail commercial insurance brokerage specializing in providing insurance products and services designed to meet the unique needs of healthcare and care giving businesses.

BOOTH #: 121

ProCare HospiceCare
1267 Professional Parkway
Gainesville, GA 30507
PH: 678-248-3101
Email: estarling@procarerx.com, asessner@procarerx.com, rjarman@procarerx.com
Web: www.procarehospicecare.com
Booth Reps: Eric Starling, National Director of Sales; April Sessner, Regional Director of Sales; Rich Jarman, Regional Director of Sales
ProCare HospiceCare specializes in customized pharmacy technology services that will enhance your hospice program, reduce your pharmacy spending while allowing you to maintain your current providers.

BOOTH #: 214

SPONSOR
St. Joseph Hospice
200 W. Center Street Promenade, Suite 200B
Anaheim, CA 92805
PH: 714-712-9559
Email: crystal.walsh@stjoe.org, christine.kowalski@stjoe.org
Web: www.stjosephhomehealth.org
Booth Reps: Crystal Walsh, Hospital Liaison Manager; Kristine Kowalski, Director of Hospice
The St. Joseph Health System exists to extend the healing ministry of Jesus in the tradition of the sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the community we serve.

BOOTH #: 217

StateServ Medical
2130 E University Drive
Tempe, AZ 85281
PH: 877-633-7250
Email: knelson@stateserv.com
Web: www.stateserv.com
Booth Rep: Kristin Nelson, Business Development Associate
StateServ is the provider of DME to hospice by offering technology solutions, benefit management and direct delivery services.

BOOTH #: 219
**Suncoast Solutions**  
5771 Roosevelt Blvd., #400  
Clearwater, FL 33760  
PH: 727-599-2500  
Email: mspinney@sncoast.com  
Web: www.sncoast.com  
Booth Rep: Mike Spinney, Director of Business Development  
*Suncoast Solutions software captures all clinical, financial and administrative data related to patient services.*  
**BOOTH #: 115**

**Sutter Care at Home**  
8330 Ferguson Ave.  
Sacramento, CA 95828  
PH: 916-297-8378  
Email: udellsg@sutterhealth.org, smajkil@sutterhealth.org  
Web: www.suttercareathome.org  
Booth Reps: Sandra Udell, Recruiter, Lejla Smajkic-Veriato, Recruiter  
*Sutter Care at Home is one of the largest home care agencies in Northern California, serving more than 100,000 patients in 23 counties annually.*  
**BOOTH #: 110**

**University of California Anatomical Donation Program**  
1111 Franklin Street, 11th Floor  
Oakland, CA 94607  
PH: 510-287-3810  
Email: stbarton@ucsd.edu, hbrooks@uci.edu, aron.davis@ucdmc.ucdavis.edu, dfisher@mednet.ucla.edu  
Booth Reps: Scott Barton, UCSD BDP Director; Mark Brooks, UC Irvine Director; Aron Davis, Director of Anatomical Donation Program; Dean Fisher, Director of Anatomical Donation Program  
*Anatomical Donation: supporting the education of health professionals and scientific research at the University of California and beyond.*  
**BOOTH #: 117**

**VITAS Healthcare®**  
201 S. Biscayne Blvd., #400  
Miami, FL 33131  
PH: 866-984-8274  
Email: nick.chastain@vitas.com, radina.haggard@vitas.com  
Web: www.vitas.com  
Booth Reps: Nick Chastain, Senior Regional Recruiter; Radina Haggard, Regional Recruiter  
*VITAS Healthcare®, a pioneer and leader in the hospice movement since 1978, is the nation’s largest provider of end-of-life care.*  
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Save the Date!

We’ll see you in Sacramento!

2016 CHAPCA Annual Conference & Exhibition

Monday, October 3, 2016 to Tuesday, October 4, 2016

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