ACCHC’s industry-first Distinction in Palliative Care is designed to complement ACHC Home Health, Hospice, or Private Duty Accreditation.

Demonstrate your commitment to quality.
Create distinction among competition.
Drive continuous improvement.

Visit us at Booth #207
Welcome to the 2017 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, *Reach for the Stars: A Hospice Quality Constellation*, reflects the increased focus on quality and transparency to our patients and their families.

We asked you for input on the issues and challenges you face daily. The 2017 Education Committee then 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 inside and outside the hospice and palliative care world.

**Steven Pantilat, MD**, an internationally recognized expert in palliative care, and the founding Director of the UCSF Palliative Care Program, kicks off the conference on Sunday night. **Edo Banach**, the new President & CEO of the National Hospice and Palliative Care Organization closes the meeting on Tuesday with his view of the future of hospice and palliative care.

Individual breakout sessions cover a wide range of regulatory and administrative issues including implementing the new hospice emergency preparedness CoP, improving CAHPS scores, and understanding the government audit process, among others. Clinical issues include topics such as medical marijuana, managing agitation and aggressiveness in Dementia, and pain management.

We have built in time for networking and for just plain fun. On Sunday evening, you’ll have an opportunity to join your peers at our Dine Around Palm Springs. On Monday night, you’ll enjoy a drink and appetizers with our friends in the exhibit hall. Our annual awards luncheon on Tuesday will celebrate the best and brightest hospice and palliative care staff 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!

**Kitty Whitaker, RN, MS**
President and CEO
Hospice by the Bay
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General Information

Registration/Information Desk Hours
The Registration/Information Desk will be open during the following times:
- Sunday, October 8 ................................................. 2:00 p.m. – 6:00 p.m.
- Monday, October 9 .............................................. 6:30 a.m. – 5:00 p.m.
- Tuesday, October 10 ............................................. 7:30 a.m. – 1:00 p.m.

Name Badges and Tickets
Your name badge is your admission ticket to most sessions. Please wear your badge at all times during the conference. One drink ticket will be in your folder, courtesy of Enclara Pharmacia, to be used during the “hospitality with the Exhibitors” in the exhibit hall on Monday at 4:45 PM.

Annual Membership Meeting and Closing Luncheon
Annually, CHAPCA conducts a meeting of the membership in conjunction with the conference. The 2017 Annual Meeting will be held on Tuesday, October 10, 2017 during the closing luncheon. CHAPCA members are invited to participate in this meeting. This is your opportunity to hear from the leadership and to express your interests.

A ticket, as well as your name badge, is required for admission to the closing luncheon. Though the luncheon is included with your registration, RSVP was required at the time of registration. Some tickets may still be available. Check at the registration desk.

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 itself is non-smoking.
Special Events

Dine Around Palm Springs
Sunday, October 8, 2017
6:30 p.m. – 9:30 p.m.

What did attendees say about last year’s Dine Around?
• The best was “Dine Around”—great opportunity to meet new people and socialize.
• Dine around was a great idea! Met so many new people.
• The Dine Around gave us a chance to meet people we would not have otherwise met, great idea.
• Dine around Sacramento was great, had a few different people in our group and enjoyed the smaller gathering to discuss hospice, events, and shared ideas.

Because of its success in Sacramento, we are planning a Dine Around in Palm Springs! The Palm Springs restaurant scene is booming with new additions and extensive renovations to old favorites. This year’s Dine Around is your chance to experience the best of what Palm Springs offers. You will register for your choice of our carefully selected restaurants, and in small groups of 6-8, you will enjoy an evening of stimulating conversation with old and new friends! Restaurants will be available in a range of prices to help you with your budget, and sample menus will be available to browse. Each individual participating is responsible for transportation to and from the restaurant and the cost of the meal.

To help us plan, you will be asked to indicate your interest in participating on the registration form. This is a wonderful networking opportunity to start your 2017 conference experience.

Hospitality with the Exhibitors
Monday, October 9, 2017
4:45 p.m. – 6:00 p.m.

Grab a glass of wine, courtesy of Enclara Pharmacia, and enjoy snacks and conversation with your fellow conference goers and the exhibitors as we end the first day. This is a great opportunity to discuss what you learned and how you can bring it back to your job.

Breakfast and Poster Sessions with Exhibitors
Tuesday, October 10, 2017
7:30 a.m. – 9:45 a.m.

A continental breakfast will be served in the exhibit hall from 7:30 a.m. – 9:30 a.m., and poster sessions will be available until 9:45 a.m. Be sure to visit the exhibitors one last time and thank them for being at the conference. Their support allows us to keep registration rates affordable. There will be prize drawings throughout this time slot. You must be present to win.

Luncheon and CHAPCA Annual Meeting
Tuesday, October 10, 2017
1:00 p.m. – 2:45 p.m.

This event is included in your registration, however pre-registration is required. Because of space limitations, we are unable to fill requests for this luncheon on site. Enjoy a great lunch, network with your peers and celebrate with the best of the hospice and palliative care community. Awards include the Pierre Salmon Award and Gift of the Heart Award. There will also be a CHAPCA annual membership meeting. Edo Banach, the new President and CEO of NHPCO will share his vision of the future of hospice and palliative care.

While everyone may attend this meeting, only provider members are eligible to vote during the membership meeting. 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.

Grand Opening of the Exhibits,
Lunch and Dessert
Monday, October 9, 2017
12:15 p.m. – 3:00 p.m.

Concentrated exhibit hours allow you to learn about the newest products and services available to the hospice community. Enjoy a walk around lunch and visit with the exhibitors. Don’t miss the fun as we offer special surprise activities and special prizes in the exhibit hall. You MUST be present to win!
Keynote Speaker

Opening General Session

Sunday, October 8, 2017
4:00 p.m.—5:15 p.m.

Steven Pantilat, MD
Kates-Burnard and Hellman Distinguished Professor in Palliative Care
Division of Hospital Medicine
University of California San Francisco, San Francisco, CA.

Steven Pantilat, MD, is the Kates-Burnard and Hellman Distinguished Professor in Palliative Care in the Division of Hospital Medicine at UCSF and founding Director of the UCSF Palliative Care Program. He is also the Director of the Palliative Care Quality Network, a national quality improvement collaborative comprised of over 85 Palliative Care teams and of the UCSF Palliative Care Leadership Center.

Dr. Pantilat was President of the Society of Hospital Medicine in 2005-6 and elected a Master of Hospital Medicine in 2014. In 2007 he was a Fulbright Senior Scholar studying palliative care in Sydney, Australia. Dr. Pantilat received a James Irvine Foundation Leadership Award in 2011 and serves as Chair of the Advisory Board for the Cambia Foundation’s Sojourn Scholars Leadership Award program.

He is an internationally recognized expert in palliative care and has published over 90 peer-reviewed papers, authored two-dozen book chapters, and co-edited with colleagues at UCSF two textbooks on palliative care: “Care at the Close of Life” and “Hospital Based Palliative Medicine.” His new book for the public titled Life After the Diagnosis: Expert Advice on Living Well with Serious Illness for Patients and their Caregivers was published by DaCapo Lifelong Books in 2017.

His newest book will be available for sale and there will be a book signing immediately following his presentation.
Edo Banach is the new President & CEO of the National Hospice and Palliative Care Organization. He previously was a Partner in the firm of Gallagher, Evelius & Jones in Baltimore, MD. Prior to that, he was the Deputy Director of the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services and Associate General Counsel at the Visiting Nurse Service of New York. Prior to that, Edo was the Medicare Rights Center’s General Counsel. Edo also practiced health law at the firm of Latham & Watkins and clerked for U.S. Judge John T. Nixon of the Federal District Court for the Middle District of Tennessee.

Prior to attending law school Edo worked for the New York City Department of Homeless Services and Mayor’s Office of Operations. He holds a B.A. from Binghamton University and a J.D. from the University of Pennsylvania Law School.
SUNDAY, OCTOBER 8, 2017

2:00 p.m. – 6:00 p.m. Registration Open

4:00 p.m. – 5:15 p.m. Opening General Session - CATALINA
A Population Health Approach to Palliative Care
Steven Pantilat, MD, Professor of Medicine, UCSF Palliative Care Program, San Francisco, CA.

6:00 p.m. Registration for Dine Around closes

6:30 p.m. – 9:30 p.m. Dine Around

MONDAY, OCTOBER 9, 2017

6:30 a.m. – 5:00 p.m. Registration Open

7:00 a.m. – 8:00 a.m. Coffee break

8:00 a.m. – 9:15 a.m. Workshops
1A. Quality Indicators in Palliative Care - SANTA ROSA
   Steven Pantilat, MD, Professor of Medicine, UCSF Palliative Care Program, San Francisco, CA.
1B. The New Hospice Emergency Preparedness CoP - SAN JACINTO
   Lisa Meadows, MSW, Clinical Compliance Educator, ACHC, Cary, NC.
1C. Managing Pain & Coping with Opioidophobia - PUEBLO
   Terri Maxwell, PhD, APRN, Vice President, Enclara Pharmacia and CCO, Turn-Key Health, Philadelphia, PA.

9:30 a.m. – 10:45 a.m. Workshops
2A. Improve Communication Skills—Improve CAHPS Survey Scores! - SANTA ROSA
   Robin Fiorelli, MSW, LCSW, Sr. Director Bereavement and Volunteers, VITAS Healthcare, San Diego, CA.
2B. Medical Marijuana: Highs and Lows - SAN JACINTO
   Alen Voskanian, MD, MBA, FAAHMP, Regional Medical Director, VITAS Healthcare, Torrance, CA.
2C. De-Mystifying the Government Audit Process – Keep Calm and Carry On - PUEBLO
   Meg S.L. Pekarske, JD, Shareholder, Bryan Nowicki, JD, Shareholder, Reinhart Boerner Van Deuren, s.c., Madison, WI.

11:00 a.m. – 12:15 p.m. Workshops
3A. CDPH Update - SAN JACINTO
   Virginia Yamashiro, RN, BSN, Chief, Field Operations; Tina Paschke, Branch Chief, California Department of Public Health, Sacramento, CA.
3B. Are You Ready to Implement the New Cal/OSHA Workplace Violence Prevention in Healthcare Standard? - PUEBLO
   Mark Lee, CPP, CBRM, CBRA, President and Founder, The Emeree Group, LLC, Surprise, AZ.
3C. Hospice Quality Reporting – CAHPS & HIS - SANTA ROSA
   Katie Wehri, BS, CHPC, Director of Operations Consulting, Healthcare Provider Solutions, Inc., Nashville, TN.
12:15 p.m. – 3:00 p.m.  Exhibits Open - **CALIFORNIA GRAND BALLROOM**
12:30 p.m. – 2:00 p.m.  Lunch with Exhibitors
2:30 p.m. – 3:00 p.m.  Coffee and Dessert in the Hall
3:15 p.m. – 4:30 p.m.  Workshops
   4A.  **Improving Patient/Family Satisfaction Through Motivational Interviewing** - **SANTA ROSA**
        William Matulich, PhD, Clinical Psychologist/Trainer/Consultant, Self Employed, San Diego, CA.
   4B.  **Understanding and Effectively Negotiating Contracts** - **PUEBLO**
        Stephen Phillips, JD, Partner, Hooper, Lundy & Bookman, P.C., San Francisco, CA.
   4C.  **Evaluation and Management of Agitation and Aggression in Dementia** - **SAN JACINTO**
        Joseph Shega MD, National Medical Director, VITAS Healthcare, Gotha, FL.
4:45 p.m. – 6:00 p.m.  Reception with Exhibitors - **CALIFORNIA GRAND BALLROOM**
6:00 p.m.  Evening free to enjoy Palm Springs.

**TUESDAY, OCTOBER 10, 2017**

7:30 a.m. – 1:00 p.m.  Registration Open
7:30 a.m. – 9:45 a.m.  Breakfast and Poster Sessions with Exhibitors
10:00 a.m. – 11:15 a.m.  Workshops
   5A.  **Compliance & the Consequences** - **SAN JACINTO**
        Sarah McSpadden, RN, MSN, MHA, CHC, Chief Operating Officer, The Elizabeth Hospice, Escondido, CA.
   5B.  **Reframing the Delivery of Care Model** - **MOJAVE LEARNING CENTER**
        Abigail D’Agostino, RN, BSN, PHN, MBA, Director of Patient Care Services, Lightbridge Hospice & Palliative Care, San Diego, CA.
   5C.  **HIPAA Security Risk Management** - **PUEBLO**
        Robert Burgett, BSB/M, Director, Information Technology & Security Official, The Elizabeth Hospice, Escondido, CA.
11:30 a.m. – 12:45 p.m.  Workshops
   6A.  **Incorporating the End of Life Option Act (ELOA) into Hospice Practice: One Agency’s Journey** - **MOJAVE LEARNING CENTER**
        Laura Koehler, MSW, LCSW, ACHP-SW, Director of Clinical Services; Molly Bourne, MD, Chief Medical Officer, Hospice by the Bay, Larkspur, CA.
   6B.  **Philanthropy and Hospice** - **PUEBLO**
        Jean Loo-Russo, BA, CFM, Chief Philanthropy Officer, The Elizabeth Hospice, Escondido, CA.
1:00 p.m. – 2:45 p.m.  Closing General Session, Networking Lunch, Awards Presentation and Annual Business Meeting - **CATALINA**
        Edo Banach, JD, President & CEO, National Hospice and Palliative Care Organization, Alexandria, VA.
3:00 p.m.  Conference Ends.  Have a safe trip home.
SUNDAY, OCTOBER 8, 2017

2:00 p.m. – 6:00 p.m. Registration Open

4:00 p.m. – 5:15 p.m.
Opening General Session
A Population Health Approach to Palliative Care

CATALINA

Steven Pantilat, MD, Professor of Medicine, UCSF Palliative Care Program, San Francisco, CA.

Advances in medicine help us live longer with a better quality of life than at any point in history. This has also contributed to the reality that most Americans will live with serious illness for years or decades. As a result, too often patients with serious illness receive care they do not want, from which they cannot benefit, and fail to receive care they do want, from which they can benefit. By taking a population health approach and proactively identifying and addressing the palliative care needs of people with serious illness in all settings, palliative care teams can improve the care of this growing population and increase the value of healthcare.

6:00 p.m. Registration for Dine Around closes

6:30 p.m. – 9:30 p.m. Dine Around

The Palm Springs restaurant scene is booming with new additions and extensive renovations to old favorites. This year’s Dine Around is your chance to experience the best of what Palm Springs offers. You will register for your choice of our carefully selected restaurants, and in small groups of 6-8, you will enjoy an evening of stimulating conversation with old and new friends! Restaurants will be available in a range of prices to help you with your budget. Each individual participating is responsible for transportation to and from the restaurant and the cost of the meal.

MONDAY, OCTOBER 9, 2017

6:30 a.m. – 5:00 p.m. Registration Open

7:00 a.m. – 8:00 a.m. Coffee break

8:00 a.m. – 9:15 a.m. Workshops

1A. Quality Indicators in Palliative Care

SANTA ROSA

Steven Pantilat, MD, Professor of Medicine, UCSF Palliative Care Program, San Francisco, CA.

Quality measurement is essential for helping palliative care programs grow, sustain, and improve patient care and is increasingly necessary to meet payment reforms. Standardized data elements and shared data collection platforms enable essential benchmarking and comparisons of key palliative care processes and outcomes, in addition to facilitating the identification of best practices and execution of collaborative quality improvement projects.

The Palliative Care Quality Network (PCQN), a network of more than 85 palliative care teams, provides the tools and resources to help meet these data collection, reporting, and quality improvement needs. We will share lessons learned from a collaborative quality improvement project conducted in the PCQN including how to conduct QI and best practices.

Learning Objectives:

• Describe the current environment as it relates to quality measurement and reporting in palliative care
• Describe the PCQN as an approach to quality measurement and collaborative quality improvement work
• Discuss key learnings from a collaborative QI process and implications for engaging in QI efforts going forward
1B. The New Hospice Emergency Preparedness CoP
SAN JACINTO
Lisa Meadows, MSW, Clinical Compliance Educator, ACHC, Cary, NC.

The Medicare Conditions of Participation have now mandated Medicare Certified Hospice providers to have a comprehensive emergency preparedness plan in place that will help ensure the safety of hospice patients in the event of an emergency. In this session, you will learn the necessary components of the plan, and will have a clear idea of how to implement it.

Learning Objectives:
- Participants will have an understanding of how to develop a plan including the development of policies and procedures and the training of staff
- Participants will have an understanding of how to implement a communication plan
- Participants will have an understanding of how to test the plan

1C. Managing Pain & Coping with Opiodphobia
PUEBLO
Terri Maxwell, PhD, APRN, Vice President, Enclara Pharmacia and CCO, Turn-Key Health, Philadelphia, PA.

The problem of abuse and addiction to opioids has emerged as a major issue in the United States, leading to new Opioid Prescribing Guidelines from the CDC as well as the enactment of new opioid prescribing laws. Despite exceptions for hospice and palliative patients, the combination of new laws and publicity about the dangers of opioids is making it harder to prescribe opioids, access opioids, and convince our patients that they are safe to use. We’ll explore how we got to this point and will describe new guidelines and laws affecting opioid prescribing. We’ll conclude with a discussion about a balanced approach to opioid prescribing and ways to address opioidophobia with patients and family members.

Learning Objectives:
- Describe a brief history of opioid prescribing
- Review recent federal guidelines and state regulations related to opioid prescribing
- Discuss a balanced approach to opioid prescribing in hospice and palliative care
- Address patient and family opioid-related concerns

2A. Improve Communication Skills—Improve CAHPS Survey Scores!
SANTA ROSA
Robin Fiorelli, MSW, LCSW, Sr. Director Bereavement and Volunteers, VITAS Healthcare, San Diego, CA.

WHAT we say to patients and families and HOW we say it matters! This is especially true when handling End of Life conversations and/or addressing patient or family concerns. Key phrases in the CAHPS Survey ask things like, did the team “keep you informed…explain things…really care about…listen carefully…get the help you needed…give you as much information as you wanted…” This presentation will review effective communication skills as well as a five step plan for handling any concerns and objections.

Learning Objectives:
- Describe the components of effective communication
- Understand the use of self and self awareness as a key component to effective communication
- Name specific verbal and non-verbal listening skills to enact when communicating with patients and families
- Describe the five step process that is most effective in handling concerns and objections

2B. Medical Marijuana: Highs and Lows
SAN JACINTO
Alen Voskanian, MD, MBA, FAAHPM, Regional Medical Director, VITAS Healthcare, Torrance, CA.

Now that Medical Marijuana is legal in California, how does it fit into the hospice plan of care? What do physicians need to be aware of for medication reconciliation? Does it go on the medication list? In this session, you will learn to describe the pharmacology of medical marijuana and key drug-drug interactions. You’ll also learn the state laws and discuss strategies for developing policy and practice guidelines as a hospice.

Learning Objectives:
- Describe the pharmacology of medical marijuana
- Describe laws and strategies for developing policies
- Highlight the evidence related to the benefits of medical marijuana in hospice and palliative care settings
- Understand the side effects of marijuana
2C. De-Mystifying the Government Audit Process—Keep Calm and Carry On

PUEBLO
Meg S.L. Pekarske, JD, Shareholder; Bryan Nowicki, JD, Shareholder, Reinhart Boerner Van Deuren, s.c., Madison, WI.

Attendees will learn straightforward strategies for getting prepared for audits in the changing regulatory landscape. These strategies will also improve internal competencies and efficiencies and promote the provision of quality hospice and palliative care. You will be empowered with the knowledge needed to “keep calm and carry on” during an audit.

Learning Objectives:
• Learn the common areas of focus for government audits and the basis for claim denials
• Identify the components of an effective audit “game plan” from preventing to defending adverse audit findings
• Describe strategies and resources for surviving an audit, including onsite interviews

11:00 a.m. – 12:15 p.m. Workshops

3A. CDPH Update

SAN JACINTO
Virginia Yamashiro, RN, BSN, Chief, Field Operations; Tina Paschke, Branch Chief, California Department of Public Health, Sacramento, CA.

We will discuss CDPH Licensing and Certification, Centralized Applications Unit functions and operations with regards to hospice applications, when and how hospices request changes in location, multiple locations, and Hospice Inpatient Units. This session will discuss top survey deficiencies for hospice surveys; the update on the process of the development of hospice regulations; and, any relevant CMS guidance/concerns for hospice programs.

Learning Objectives:
• Name common errors in the hospice application process
• Describe the hospice survey process
• Identify common deficiencies in hospice surveys

3B. Are You Ready to Implement the New Cal/OSHA Workplace Violence Prevention in Healthcare Standard?

PUEBLO
Mark Lee, CPP, CBRM, CBRA, President and Founder, The Emeree Group, LLC, Surprise, AZ.

As workplace violence appears on the rise, it is important for hospices to protect staff and volunteers with sound preventive practices. This session will provide an overview of the new mandatory Cal/OSHA Workplace Violence Prevention in Healthcare Standard and its effects on hospice programs. The session will also feature guidelines for implementation, training and governance for the home office, multiple office locations, as well as mandatory assessment criteria for the home visit.

Learning Objectives:
• Describe the Cal/OSHA workplace violence prevention standard and its effects on hospice
• Attendees will be familiar with the training requirements of the standard

3C. Hospice Quality Reporting—CAHPS & HIS

SANTA ROSA
Katie Wehri, BS, CHPC, Director of Operations Consulting, Healthcare Provider Solutions, Inc., Nashville, TN.

Hospices will see two new quality measures and the implementation of Hospice Compare in 2017. CMS is working on a standardized assessment tool, HEART and other enhancements to the HQRP. This session will review the current HQRP structure and likely future refinements, along with a focus on improving HIS and CAHPS hospice survey results.

Learning Objectives:
• Articulate the HQRP measures, measures that are part of Hospice Compare, and how these measures are calculated
• Learn and understand anticipated future HQRP enhancements and refinements and their impact
• State two performance improvement activities for HIS and the CAHPS Hospice Survey

12:15 p.m. – 3:00 p.m. Exhibits Open

CALIFORNIA GRAND BALLROOM

12:30 p.m. – 2:00 p.m. Lunch with Exhibitors

2:30 p.m. – 3:00 p.m. Coffee and Dessert in the Hall
3:15 p.m. – 4:30 p.m. Workshops

4A. Improving Patient/Family Satisfaction Through Motivational Interviewing

SANTA ROSA

William Matulich, PhD, Clinical Psychologist/Trainer/Consultant, San Diego, CA.

In this short introduction to Motivational Interviewing (MI), participants will learn the relationship between the person-centered counseling skills inherent in MI and "customer" satisfaction. Through lecture and a brief exercise, the difference between the MI approach and a more directive, traditional "medical model" approach will be highlighted. The purpose and need for supporting client autonomy and empowering clients will be presented. Specific questioning and listening skills will be introduced. Four MI consistent approaches to giving information and advice will be presented.

Learning Objectives:

• List the 4 core skills of motivational interviewing
• Describe the difference between the MI approach and a more directive, medical model approach
• Describe how to nurture client autonomy in practice
• Describe how to give information in an MI consistent way

4B. Understanding and Effectively Negotiating Contracts

PUEBLO

Stephen Phillips, JD, Partner, Hooper, Lundy & Bookman, P.C., San Francisco, CA.

This presentation will provide an advanced understanding of hospice contracts, including contractual terms present in most contracts, and discuss best practices for effective contract negotiation for the hospice industry.

Learning Objectives:

• Identify and evaluate fundamental contractual terms
• Assess risk allocation through indemnity, limitations of liability, disclaimers and waivers
• Evaluate terms for exiting contracts

4C. Evaluation and Management of Agitation and Aggression in Dementia

SAN JACINTO

Joseph Shega MD, National Medical Director, VITAS Healthcare, Gotha, FL.

Clinically significant agitation and aggression affects almost every person with dementia, with moderate and end stage patients being the most impacted. The purpose of this presentation is to integrate evidence based practice into the assessment and management of agitation and aggression in dementia. After appropriate identification, steps to management which will be reviewed include: 1.) Identification and treatment of contributors to agitation and aggression; 2.) Implementation of effective non-pharmacologic management approaches; and 3.) Incorporation of pharmacologic treatment strategies, including more novel medications. Taken together, attendees will be provided with tools to more effectively assess and manage agitation and aggression so that patients experience a better quality of life and families benefit from more meaningful interactions.

Learning Objectives:

• Differentiate between dementia-related agitation, delirium, and terminal restlessness
• Identify and treat at least six contributors to agitation and aggression in dementia
• Evaluate the effectiveness of non-pharmacologic management strategies
• Incorporate two new evidence-based approaches to the pharmacologic management of agitation and aggression in dementia

4:45 p.m. – 6:00 p.m. Reception with Exhibitors

CALIFORNIA GRAND BALLROOM

6:00 p.m. Evening free to enjoy Palm Springs.

TUESDAY, OCTOBER 10, 2017

7:30 a.m. – 1:00 p.m. Registration

7:30 a.m. – 9:45 a.m. Breakfast with Exhibitors

CALIFORNIA GRAND BALLROOM

A continental breakfast will be served in the exhibit hall from 7:30 a.m. – 9:00 a.m., and poster sessions will be available until 9:45 a.m. Be sure to visit the exhibitors one last time and thank them for being at the conference. Their support allows us to keep registration rates affordable. There will be prize drawings throughout this time slot. You must be present to win.

7:30 a.m. – 9:45 a.m. Poster Sessions

1. Being Mortal: Continuing the Conversation

Louise Joyce, Community Relations Manager, Yolo Hospice, Davis, CA; Alison Kent, Graphic Recorder, Listen Ink, Davis, CA.

The project uses PBS's FRONTLINE film "Being Mortal," based on the book by Atul Gawande, MD, to educate audiences and encourage people to take concrete steps to identify and communicate their wishes for end-of-life care. These 27 events are visually captured on the graphic recordings (posters).
2. CA End of Life Option Act – Year One in Review
Stefanie, Elkins, Access Campaign Medical Outreach Manager, Compassion & Choices, Alameda, CA.
The California End of Life Option Act went into effect on June 9, 2016. This is an overview and analysis of the data and public reports that the Department of Public Health is required to compile each year from information submitted by attending physicians whose patients have accessed the law.

3. Everyone’s Business – Nobody’s Job: Engaging Community Partnerships
Mary Matthiesen, Community Engagement & Education Director; Lisa Deal, PhD, Chief Clinical Officer, Mission Hospice and Home Care, San Mateo, CA.
How can we engage our community? Using a community strengths approach, Mission Hospice & Home Care launched a pilot in two sites: Half Moon Bay and Menlo Park, to learn if we could engage community leaders as partners to inform wider awareness/education and service initiatives around end of life conversations and care moving forward.

4. Expanding Access to Home-based Palliative Care Through Innovative Partnerships
Brooke Delaney, RN, MSN, MFA, Palliative Care Clinical Program Manager, Blue Shield of California, Woodland Hills, CA.
This poster will report on an innovative partnership developed to bridge the gap in access to palliative care and identify best practices in extending access to community-dwelling patients with serious illness. We will discuss our partners, project aims, and palliative care interventions.

5. Mindful Caregiver Education
George Kellar, Executive Director, Zen Hospice Project, San Francisco, CA.
Zen Hospice Project has been evolving its mindfulness caregiving techniques and educational programs for more than 25 years. Based on contemplative traditions, its secular model of care empowers caregivers with the capacity to simply be present by the bedside and as support for other caregivers while providing the opportunity to become more comfortable with their own mortality.

6. Policy Development for California’s End-of-Life Option Act
Martha Kay Nelson, MTS, Director of Spiritual Care, Mission Hospice and Home Care, San Mateo, CA.
Discover an agency-wide approach to engaging California’s End-of-Life Option Act, which emphasizes the importance of ground-up policy development on sensitive and complex topics and encourages an educated and inclusive work environment.

7. Portraits of Love
Anjie Villalobos, Executive Director/President; Diann Verdugo, BSN, CHPN, CLNC, Portraits of Love Program Director, Palliative Care Program Director; Arnetta Robinson, Chairman of the Board, Director of Marketing, Pacific Hospice & Palliative Care Foundation/Sea Crest Hospice, Costa Mesa, CA.
Pacific Hospice & Palliative Care Foundation’s, “Portraits of Love” program offers photo sessions to those who are terminally ill. From this work, “Hospice Is” emerged. This book is a compilation of photos, words and quotes created as a unique medium of education and brought forward in an effort to broaden the perception and understanding of hospice.

10:00 a.m. – 11:15 a.m. Workshops

5A. Compliance & the Consequences
SAN JACINTO
Sarah McSpadden, RN, MSN, MHA, CHC, Chief Operating Officer, The Elizabeth Hospice, Escondido, CA.
A comprehensive well-designed and well implemented compliance program should reduce instances of misconduct from occurring in any health care organization. The federal government, in Chapter 8 of the Federal Sentencing Guidelines, has published guidance on the essential elements of a compliance program. We’ll review these elements, discuss current OIG risk areas for hospice and palliative care and discuss steps to reduce any compliance or quality risk in your organization. The industry is changing and organizations must be prepared for the scrutiny that is increasing.

Learning Objectives:
• Describe the elements of a compliance program
• Evaluate the compliance needs of their organization

5B. Reframing the Delivery of Care Model
MOJAVE LEARNING CENTER
Abigail D’Agostino, RN, BSN, PHN, MBA,  Director of Patient Care Services, Lightbridge Hospice & Palliative Care, San Diego, CA.
How is your organization responding to the new payment model for hospice? Have you made any staffing changes for better patient outcomes? This session will share how one organization evaluated their program and examined their staffing models. New approaches to the clinical and business culture were then investigated to maximize resources. The delivery of care model will be discussed.

Learning Objectives:
• Identify opportunities and approaches for effective allocation of resources
• Elevate clinical approaches to maximize care plan effectiveness and mitigate rework
• Engage staff to maximize the success in the delivery of care
5C. HIPAA Security Risk Management  
PUEBLO  
Robert Burgett, BSB/M, Director, Information Technology & Security Official, The Elizabeth Hospice, Escondido, CA.

HIPAA Privacy breaches are increasingly common and coupled with a high price tag. This presentation’s focus is centered around identifying your risks and protecting information and knowledge related to privacy and security in the healthcare environment. Participants will leave with a better understanding of how achieving a legally defensible posture and system will better protect an organization and its patients.

Learning Objectives:
- Describe what a GAP assessment entails
- Describe the data privacy life cycle
- Describe six ways a program can come under scrutiny
- Describe HHS HIPAA Audit Protocol Changes

11:30 a.m. – 12:45 p.m.

6A. Incorporating the End of Life Option Act (EOLOA) into Hospice Practice: One Agency’s Journey  
MOJAVE LEARNING CENTER  
Laura Koehler, MSW, LCSW, ACHP-SW, Director of Clinical Services; Molly Bourne, MD, Chief Medical Officer, Hospice by the Bay, Larkspur, CA.

The EOLOA has been in effect for over a year. Hospice by the Bay (HBTB) began working on their policy and protocol as soon as the law’s passing was announced. Utilizing aid-in-dying medications is now one of the options our patients have available at the end of life. While incorporating this into our practice, we must also acknowledge that this is a new, “different” kind of death experience, even for the most-seasoned hospice professional.

We will share our experience developing a policy and protocol; a snapshot of the patients who have taken advantage of this new option; and the reactions of our clinical staff. We have found that time and energy focusing on the staff experience has resulted in a smooth incorporation of this new law into our clinical practice.

Learning Objectives:
- Describe one agency’s process for creating and updating a comprehensive approach to the EOLOA
- Describe the impact of EOLOA deaths on clinical staff and effective ways to provide support
- Describe the demographics and characteristics of patients taking advantage of the EOLOA in the San Francisco Bay area

1:00 p.m. – 2:45 p.m.

6B. Philanthropy and Hospice  
PUEBLO  
Jean Loo-Russo, BA, CFM, Chief Philanthropy Officer, The Elizabeth Hospice, Escondido, CA.

Decreasing Medicare payments and rigorous regulations mean that there is more emphasis on raising philanthropic funds in order to provide high quality care. Donors are becoming more sophisticated in their giving to nonprofit organizations and philanthropy continues to evolve. How do you meet these challenges while increasing your community funding?

Learning Objectives:
- The attendee will be able to understand what motivates donors
- The attendee will be able to understand the criteria for moving the giving levels up
- The attendee will understand how to coordinate their team

1:00 p.m. – 2:45 p.m.  
Closing General Session, Networking Lunch, Awards Presentation and Annual Business Meeting  
CATALINA  
Edo Banach, JD, President & CEO, National Hospice and Palliative Care Organization, Alexandria, VA.

This event is included in your registration, however pre-registration is required. Enjoy a great lunch, network with your peers and celebrate with the best of the hospice and palliative care community. Awards include the Pierre Salmon Award and Gift of the Heart Award.

Meet NHPCO’s new President and CEO, Edo Banach, and hear his vision for the future role of hospice in healthcare. There will also be a CHAPCA annual membership meeting.

3:00 p.m.  
Conference Ends  
Have a safe trip home.
Faculty Listing

Edo Banach, JD, President & CEO, National Hospice and Palliative Care Organization, Alexandria, VA. Closing Session

Molly Bourne, MD, Chief Medical Officer, Hospice By the Bay, Larkspur, CA. Session 6A

Robert Burgett, BSB/M, Director Information Technology & Security Official, The Elizabeth Hospice, Escondido, CA. Session 5C

Abigail D’Agostino, RN, BSN, PHN, MBA, Director of Patient Care Services, LightBridge Hospice & Palliative Care, San Diego, CA. Session 5B

Lisa Deal, PhD, Chief Clinical Officer, Mission Hospice and Home Care, San Mateo, CA. Session 5B

Brooke Delaney, RN, MSN, MFA, Palliative Care Clinical Program Manager, Blue Shield of California, Woodland Hills, CA. Poster Session

Stefanie Elkins, Access Campaign Medical Outreach Manager, Compassion & Choices, Alameda, CA. Poster Session

Robin Fiorelli, MSW, LCSW, Sr. Director Bereavement and Volunteers, Vitas Healthcare, San Diego, CA. Session 2A

Louise Joyce, Community Relations Manager, Yolo Hospice, Davis, CA. Poster Session

George Kellar, Executive Director, Zen Hospice Project, San Francisco, CA. Poster Session

Alison Kent, Graphic Recorder, Listen Ink, Davis, CA. Poster Session

Laura Koehler, MSW, LCSW, ACHP-SW, Director of Clinical Services, Hospice By the Bay, Larkspur, CA. Session 6A

Mark Lee, CPP, CBRM, CBRA, President and Founder, The Emervee Group, LLC, Surprise, AZ. Session 3B

Jean Loo-Russo, BA, CFM, Chief Philanthropy Officer, The Elizabeth Hospice, Escondido, CA. Session 6B

Mary Matthiesen, Community Engagement & Education Director, Mission Hospice and Home Care, San Mateo, CA. Poster Session

William Matulich, PhD, Psychologist/Trainer/Consultant, San Diego, CA. Session 4A

Terri Maxwell, PhD, APRN, Vice President, Enclara Pharmacia, Chief Clinical Officer, Turn-Key Health, Philadelphia, PA. Session 1C

Sarah McSpadden, RN, MSN, MHA, CHC, Chief Operating Officer, The Elizabeth Hospice, Escondido, CA. Session 5A

Lisa Meadows, MSW, Clinical Compliance Educator, Accreditation Commission for Health Care, Cary, NC. Session 1B

Martha Kay Nelson, MTS, Director of Spiritual Care, Mission Hospice and Home Care, San Mateo, CA. Poster Session

Bryan Nowicki, JD, Shareholder, Reinhart Boerner Van Deuren s.c., Madison, WI. Session 2C

Steven Pantilat, MD, Professor of Medicine, UCSF Palliative Care Program, San Francisco, CA. Keynote and Session 1A

Tina Paschke, Branch Chief, California Department of Public Health, Sacramento, CA. Session 3A

Meg Pekarske, JD, Shareholder, Reinhart Boerner Van Deuren s.c., Madison, WI. Session 2C

Stephen Phillips, JD, Partner, Hooper, Lundy & Bookman, P.C., San Francisco, CA. Session 4B

Annetta Robinson, Chairman of the Board, Director of Marketing, Pacific Hospice & Palliative Care Foundation/Sea Crest Hospice, Costa Mesa, CA. Poster Session

Joseph Shega, MD, National Medical Director, Vitas Healthcare, Gotha, FL. Session 4C

Diann Verdugo, BSN, CHPN, CLNC, Portraits of Love Program Director, Palliative Care Program Director, Pacific Hospice & Palliative Care Foundation/Sea Crest Hospice, Costa Mesa, CA. Poster Session

Anjie Villalobos, Executive Director/President, Pacific Hospice & Palliative Care Foundation/Sea Crest Hospice, Costa Mesa, CA. Poster Session

Alien Voskanian, MD, MBA, FAAHPM, Regional Medical Director, Vitas Healthcare, Torrance, CA. Session 2B

Katie Wehri, BS, CHPC, Director of Operations Consulting, Healthcare Provider Solutions, Nashville, TN. Session 3C

Virginia Yamashiro, RN, BSN, Chief of Field Operations, California Department of Public Health, Sacramento, CA. Session 3A
CONTINUING EDUCATION CREDITS

This activity is offered by the California Hospice and Palliative Care Association, an accredited provider. In order to receive continuing education credits, the applicant must be registered for the conference AND complete a conference evaluation form for each session attended. Attendees may complete the evaluation forms for the sessions they attended online. 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 $25 for credit is required for each individual wishing to obtain CEU credits.

Registered Nurses
CHAPCA is approved by the California Board of Registered Nursing, Provider #CEP 11389. RNs may report up to 10 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 10 hours of continuing education credit for this conference.

Social Workers
Social Work Continuing Education Credit is provided by California State University San Marcos Extended Learning. LCSWs, MSWs and MFTs may report up to 10 hours of continuing education credit for this conference.
PASSPORT TO PRIZES
On Tuesday, October 9, at 9:00 AM, we will be drawing for prizes in the exhibit hall! To be eligible to win, you must visit all the exhibitors on the Passport to Prizes postcard in your conference folder. Get each square stamped by the exhibitors you visit, and once every square is stamped, turn in your card for a raffle ticket at the registration desk. You must be present to win.

ACHC
139 Weston Oaks Court
Cary, NC 27513
PH: 919-785-1214
Email: lmeadows@achc.org
Web: www.achc.org
Booth Rep: Lisa Meadows, Clinical Compliance Educator
ACHC is a nationally-recognized accreditation organization with CMS deeming authority for Home Health, Hospice and DMEPOS. Visit us at achc.org or contact customerservice@achc.org.
BOOTH #: 207

American Medical Technologies
17595 Cartwright Road
Irvine, CA 92614
PH: 916-626-7986
Email: chet.dodson@amtwoundcare.com, stella.kim@amtwoundcare.com
Web: www.amtwoundcare.com
Booth Reps: Chet Dodson, Regional Manager; Stella Kim, Regional Manager
Wound care supplies and dressings.
BOOTH #: 209

Brighttree LLC
1735 North Brown Road, Suite 500
Lawrenceville, GA 30043
PH: 678-473-6790
Email: tmccomas@brightree.com
Web: www.brightree.com
Booth Rep: Tyler McComas, Regional Sales Director
Brightree, a wholly-owned subsidiary of ResMed (NYSE: RMD), is a leading provider of cloud-based software to improve clinical and business performance of post-acute care companies. Ranked one of the top 100 healthcare IT companies in the U.S., Brightree serves more than 2,200 organizations in the HME, home health, hospice, orthotic and prosthetic, HME pharmacy, home infusion, and rehabilitation home care segments.
BOOTH #107

Claremont Lincoln University
250 West First Street, Suite 330
Claremont, CA 91711
PH: 909-667-4413
Email: lgarcia@claremontlincoln.edu
Web: www.claremontlincoln.edu
Booth Rep: Lynne Garcia, Director of Enrollment Management
Claremont Lincoln University is a non-profit online graduate university offering Masters of Arts degrees as well as certificate programs.
BOOTH #: 208 - PASSPORT TO PRIZES BOOTH!
Community Health Accreditation Partner (CHAP)
1275 K Street NW, Suite 800
Washington, DC 20005
PH: 202-467-1707
Email: nancy.reeder@chapinc.org
Web: www.chapinc.org
Booth Rep: Nancy Reeder, VP Business Development
The Community Health Accreditation Program (CHAP) is an independent, not-for-profit organization accrediting hospice and home health providers nationwide, including home and community care and services. Founded in 1965, CHAP was the first accreditation organization dedicated to advancing quality care provided in the home and community - supporting individuals to remain safely in their homes and community. Visit www.chapinc.org to learn more.
BOOTH #: 408

Compassion and Choices
3055 Wilshire Blvd., Suite 1010
Los Angeles, CA 90010
PH: 213-819-8781
Email: selkins@compassionandchoices.org, joan_stucker@dc.rr.com, jepstein@compassionandchoices.org, eruiz@compassionandchoices.org
Web: www.compassionandchoices.org
Booth Reps: Stefanie Elkins, CA Medical Outreach Manager; Joan Stucker, Riverside County Access Campaign Team Leader; Judy Neall Epstein, Access Campaign EOLC Volunteer Manager; Erika Ruiz, Access Campaign Public Outreach Manager
Compassion & Choices’ mission is to improve care and expand choice at end of life.
BOOTH #: 306

Complia Health
1827 Walden Office Square, Suite 104
Schaumburg, IL 60173
PH: 847-429-3165
Email: nbothwell@compliahealth.com
Web: www.compliahealth.com
Booth Rep: Norm Bothwell, Regional Vice President of Sales
Software solutions for home health, community care, residential care, and hospice.
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Consolo Services Group
444 Lewis Hargett Circle, Suite 125
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PH: 877-846-5831
Email: tcroucher@consoloservices.com
Web: www.consoloservices.com
Booth Rep: Tony Croucher, Sales Manager
Consolo is the premiere web-based EMR solution for hospice and palliative care, offering a fully regulatory compliant billing and clinical software suite.
BOOTH #106

CSU Institute for Palliative Care
333 S. Twin Oaks Valley Road
San Marcos, CA 92096
PH: 760-750-4006
Email: mmmarshall@csusm.edu, mmorales@csusm.edu
Web: www.csupalliativecare.org
Booth Reps: Melanie Marshall, Marketing Specialist; Marina Morales, Relationship Manager
The CSU Institute for Palliative Care offers online and customized education to expand access to and awareness of palliative care.
BOOTH #: 205

DeVerco, Inc.
300 Park Avenue, 2nd Floor
San Jose, CA 95110
PH: 800-219-0664
Email: robertl@devero.com
Web: www.devero.com
Booth Rep: Rob Love, Marketing
DeVerco is an EMR with clinical documentation and agency management for pre and post acute care: home health, hospice, private duty, pediatrics, and other care at home services.
BOOTH #: 508

Employment Development Department
800 Capitol Mall, Mic 29
Sacramento, CA 95814
PH: 916-657-5086
Email: Elena.Macaluso@edd.ca.gov
Web: http://edd.ca.gov/
Booth Rep: Elena Macaluso, Outreach Analyst
Paid Family Leave provides benefits to workers to care for an ill family member so they can be there for the moments that matter.
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Enclara Pharmacia
1601 Cherry Street, Suite 1700
Philadelphia, PA 19102
PH: 215-282-1627
Email: vdixon@enclarapharmacia.com, ddouglass@enclarapharmacia.com
Web: www.enclarapharmacia.com
Booth Reps: Venessa Dixon, Regional Director of Business Development; Deanna Douglass, Senior VP, Sales
Enclara Pharmacia is a national full service mail order and PBM supplier of medications and clinical services developed specifically for the hospice and palliative care industry.
BOOTH #: 304

Glatfelter Healthcare Practice
P.O. Box 2726
York, PA 17405
PH: 800-233-1957
Email: dlocke@glatfelters.com
Web: www.glatfelterhealthcarepractice.com
Booth Rep: Dudley Locke, Sales Executive
Insurance products tailored to hospice, home healthcare and senior living organization; while supporting these products with excellent service, risk management and unquestioned financial strength.
BOOTH #: 307

Healthcare Provider Solutions
810 Royal Parkway, Suite 200
Nashville, TN 37214
PH: 615-399-7499
Email: acunningham@healthcareprovidersolutions.com
Web: www.healthcareprovidersolutions.com
Booth Rep: Allison Cunningham, Director of Sales & Marketing
Healthcare Provider Solutions, Inc. specializes in financial, billing, reimbursement and clinical consulting to the home care and hospice industries. Our core services include billing and collections, receivable collection projects, clinical chart reviews, operational reviews and educational services through webinars, training videos, seminars and a Home Health Pocket Guide to OASIS.
BOOTH #: 206

Home Healthcare Solutions
1810 Summit Commerce Park
Twinsburg, OH 44087
PH: 330-963-6996
Email: robert.recker@cardinalhealth.com, victor.marran@cardinalhealth.com
Web: www.hh-solutions.com
Booth Reps: Dave Fields, Senior Account Representative; Victor Marran, Account Representative
Our Mobile Supply Closet® Program innovates in supply delivery/replenishment, business intelligence, enhanced clinical practice, workflow improvement, third-party supply billing, software integration and financial outcomes.
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Homecare Homebase
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Dallas, TX 75206
PH: 214-239-6700
Email: bweathers@hchb.com
Web: www.hchb.com
Booth Rep: Brett Weathers, VP of Sales
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BOOTH #: 203

Horizon Oxygen & Medical Equipment
22911 Savi Ranch Pkwy.
Yorba Linda, CA 92887
PH: 714-575-8901
Email: matt@horizonoxygen.com, patrick@horizonoxygen.com, phuante@horizonoxygen.com, jenniferwest@horizonoxygen.com
Web: www.horizonoxygen.com
Booth Reps: Matt Moore, Account Executive; Patrick Loschke, Account Manager; Paul Huante, CEO; Jennifer West, Office Manager/Software Rep
We provide all durable medical equipment exclusively for hospice. Serving San Diego, Palm Springs, Victorville, Inland Empire, Orange County, LA County, Bay Area and Sacramento.
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Hospice Cloud
7451 Airport Freeway
Richland Hills, TX 76118
PH: 817-332-4433
Email: alex.freeman@hospicecloud.com
Web: www.hospicecloud.com
Booth Rep: Alex Freeman, Director of Business Development
Hospice Cloud is the nation’s leading full service and network managed DME provider. With 80 locations all powered by Hospice Cloud Pro, we can create a solution for your agency.
BOOTH #102

Hospice Pharmacy Solutions (HPS)
2201 N. Central Expressway, Suite 250
Richardson, TX 75080
PH: 866-851-4866
Email: cpetry@hospicepharmacysolutions.com, babramson@hospicepharmacysolutions.com, blong@hospicepharmacysolutions.com
Web: www.hospicepharmacysolutions.com
Booth Reps: Corey Petry, VP of Sales; Bonnie Abramson; Beckie Long
HPS partners with providers to deliver patient-focused care through robust medication management programs, actionable reporting tools and hospice-specific educational resources.
BOOTH #: 406

Hospice Source
3440 Sojourn Drive, Suite 150
Carrollton, TX 75006
PH: 214-572-0520
Email: lnewcomer@hospicesource.net, sgaynes@hospicesource.net
Web: http://hs.hospicesource.net
Booth Reps: Levi Newcomer, Account Manager; Sam Gaynes, Sales Executive
Hospice Source offers Compassionate Care through the provision of high quality medical equipment at the lowest cost possible to the hospice partner.
BOOTH #109

Hospicelink
2625 2nd Avenue North
Birmingham, AL 35203
PH: 877-325-4032
Email: brittney.jaskowiak@hospicelink.com
Web: www.hospicelink.com
Booth Rep: Brittney Jaskowiak, National Sales Director
Hospicelink is the leading hospice Durable Medical Equipment Benefit Manager (DBM) that comprises a web-based technology platform, an expert consulting team, a national network of DME suppliers, and real-time reporting analytics.
BOOTH #503

HospiceMed
1030 W. Bellwood Lane
Salt Lake City, UT
PH: 855-590-2100
Email: jprice@hospicemed.com, jlaudie@hospicemed.com
Web: www.hospicemed.com
Booth Reps: Jeremy Price, Sales Executive; Jared Laudie, Sales Executive
HospiceMed offers both full PBM services and/or a mobile prescription management software that works with your existing PBM.
BOOTH #: 308

Kaiser Permanente
1950 Franklin Blvd.
Oakland, CA 94612
PH: 562-777-2662
Email: Dana.A.Poland@kp.org
Web: www.kp.org
Booth Rep: Mary Sandman, Service Line Manager
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KanTime
4340 Stevens Creek Blvd., Suite 162
San Jose, CA 95129
PH: 408-615-8880 ext. 3
Email: heather@kanrad.com, nmelchior@kanrad.com
Web: www.kantime.com
Booth Reps: Heather Townsend, Regional Sales Director; Nicole Melchior, Director of Clinical Compliance/Project Manager
*KanTime Hospice is an enterprise-cloud-based software that helps agencies become deficiency-free because of its compliance-driven workflow in the billing, IDT, bereavement, and volunteer management modules.*
BOOTH #: 302

Kindred Hospice
12900 Foster Street, Suite 100
Overland Park, KS 66213
PH: 913-814-2112
Email: Kelly.webb@gentiva.com
Web: www.kindredhealthcare.com
Booth Rep: Kelly Webb, Talent Acquisition Manager
*We provide hospice services all over the U.S.*
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Kinnser Software
2600 Via Fortuna Drive, Suite 150
Austin, TX 78746
PH: 512-879-3135
Email: Jeff.Mcquilliams@kinnser.com
Web: www.kinnser.com
Booth Rep: Jeff McQuilliams, Senior Account Executive
*Kinnser's innovative software solutions and world-class support help home health, therapy, hospice and private duty businesses reduce expenses, increase revenue, streamline processes and improve care.*
BOOTH #403

Life and Death Matters
2958 Lamont Road
Saanichton, BC V8M 1W5
PH: 250-652-6781
Email: ted@lifeanddeathmatters.ca, kath@lifeanddeathmatters.ca
Web: www.lifeanddeathmatters.ca
Booth Reps: Ted Murray, CFO; Kath Murray, CEO
*We're on a mission to develop and deliver resources to increase the capacity of the individual to provide excellent care for the dying and the bereaved.*
BOOTH #510

McBee Associates
997 Old Eagle School Road, Suite 205
Wayne, PA 19087
PH: 610-964-9680
Email: lauragallagher@mcbearssociates.com, deegeray@mcbearssociates.com
Web: www.mcbearssociates.com
Booth Reps: Laura Gallagher, Conference Coordinator; Dee Geray, Clinical Consulting Manager
*McBee is the nation's premier independent consulting firm that delivers financial, operational, and clinical consulting services exclusively to health care providers across the continuum of care.*
BOOTH #: 309

McKesson Medical - Surgical
8121 10th Avenue North
Golden Valley, MN 55427
PH: 763-595-6885
Email: mark.merz@mckesson.com, lindsay.sieber@mckesson.com
Web: www.mckesson.com
Booth Reps: Mark Mertz, Area Sales Manager; Lindsay Sieber, Account Manager
*McKesson Medical-Surgical works to develop and deliver solutions that help reduce costs and improve quality of care through a comprehensive offering of medical supplies, equipment, and technology-related services.*
BOOTH #: 407
MedCure
18111 NE Sandy Blvd.
Portland, OR 97230
PH: 503-257-9100
Email: elizabeth.macgillis@medcure.org
Web: www.medcure.org
Booth Rep: Elizabeth MacGillis, Education Director
MEDCURE is a leading AATB accredited whole body donation program, devoted to the compassionate and ethical service, which connects donors with medical research and education.
BOOTH #: 405

Medline Industries, Inc.
One Medline Place
Mundelein, IL 60060
PH: 847-837-2758
Email: lreyes@medline.com, jraimondi@medline.com
Web: www.medline.com
Booth Reps: Lucy Reyes, RVP Home Care CA; Josh Raimondi, SVP West Area; Kelly Grace, Clinical Account Manager
As a manufacturer and distributor of healthcare products and solutions, Medline helps drive both clinical and financial success. Our commitment to advancing healthcare is evident in our actions every day.
BOOTH #410

MesoCare
440 Lousiana Street, Suite 1212
Houston, TX 77002
PH: 800-692-8608
Email: sarah@mesocare.org, kathleen@mesocare.org
Web: www.mesocare.org
Booth Reps: Sarah Bono, Patient Advocate; Kathleen Bono, Patient Advocate
MesoCare.org provides mesothelioma patients, their family members, and caregivers with tools and resources to better understand, treat, and cope with this rare form of cancer.
BOOTH #: 305

Mountain View Services, Inc.
625 Amigos Drive
Redlands, CA 92373
PH: 909-335-8121
Email: eric.goodman@mtviewservices.com, becky.hade@mtviewservices.com
Web: www.mtviewservices.com
Booth Reps: Eric Goodman, President; Becky Hade, Service Manager
Medical supplies, incontinent supplies, gloves, wipes, personal items, etc.
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National Cemetery Administration
1100 First Street NE
Washington, DC 20002
PH: 202-632-7212
Email: yolanda.crowe@va.gov
Web: www.cern.va.gov
Booth Rep: Yolanda Crowe, Riverside National Cemetery Representative
Information regarding Veterans National Cemeteries and Burial Benefits
BOOTH #411

Neptune Society/Neptune Society of Northern California Cremation Services
1353 East Eighth Street
Chico, CA 95928
PH: 530-345-7200
Email: margaret.mundt@sci-us.com
Web: www.neptunesociety.com and www.neptunesociety.com
Booth Rep: Margaret Mundt, Funeral Director/Manager
The Neptune Society and The Neptune Society of Northern California funeral homes have provided cremation services for over 46 years. Once separate entities, our funeral homes are now under the same ownership which enables families nationwide to choose the Neptune Society for their cremation and funeral needs. We take pride in serving families in a way that honors the deceased and the survivors. The Neptune Society funeral homes are a proud supporter of CHAPCA and provide information and support to hospice providers and the families they serve.
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OnePoint Patient Care
3006 S. Priest Drive
Tempe, AZ 85282
PH: 480-240-1100
Email: wkocher@oppc.com
Web: www.oppc.com
Booth Rep: Wayne Kocher, Business Development Director
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Email: ckelley@procarerx.com
Web: www.procarehospicecare.com
Booth Rep: Curley Kelly, 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 #: 303

Optum Hospice Pharmacy Services
4525 Executive Park Drive, Suite 100
Montgomery, AL 36116
PH: 334-956-7500
Email: ornela.hansen@hospiscript.com
Web: www.optum.com
Booth Rep: Ornela Hansen, Business Development Manager
Optum is a leading health services and innovation company, which includes the Hospice Pharmacy Service business (previously HospiScript) that delivers care-focused, innovative and cost-effective solutions.
BOOTH #: 211

Providence Health & Services
20555 Earl Street
Torrance, CA 90503
PH: 310-793-8121
Email: kathleen.harris@providence.org
Web: www.providenceiscalling.jobs
Booth Rep: Kathleen Harris, Senior Recruiter
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BOOTH #: 204

ProAction Insurance Services
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Corona, CA 92879
PH: 951-898-9892
Email: kofi@proaction-ins.com,
ron@proaction-ins.com
Web: www.proaction-ins.com
Booth Reps: Kofi Bass, Business Development Officer; Ron Santos, President
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BOOTH #504

Seasons Hospice
6400 Shafer Court, Suite 700
Rosemont, IL 60018
PH: 847-692-1000
Email: kmoriarty@seasons.org, cphipps@seasons.org
Web: www.seasons.org
Booth Reps: Kelly Moriarty, National HR Director; Christian Phipps, Talent Acquisition Specialist
Hospice and Palliative Care
BOOTH #310
Sprint
6591 Irvine Center Drive, Suite 100
Irvine, CA 92618
PH: 949-973-7942
Email: Rachel.Lowe@sprint.com, Alexandra.Cross@sprint.com
Web: www.sprint.com
Booth Reps: Rachel Lowe, Regional Development Consultant; Ali Cross, General Business Account Executive
Spring is a telecommunications company that provides wireless services and delivers technology to help professionals transform healthcare to be more accessible to everyone.
BOOTH #210

StateServ Medical
2130 E. University Drive
Tempe, AZ 85281
PH: 877-633-7250
Email: knelson@stateserv.com, cansburg@stateserv.com
Web: www.stateserv.com
Booth Reps: Kristin Nelson, Regional Director of Sales; Chris Ansburg, National Accounts Manager
StateServ is the provider of DME to hospice by offering technology solutions, benefit management and direct delivery services.
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Total Triage
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University of California Anatomical Donation Program
1111 Broadway Street, 14th Floor
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PH: 510-287-3810
Email: pipe@ucdavis.edu, brooks@uci.edu, andrew.corson@ucsf.edu, fisher@mednet.ucla.edu, dfisher@mednet.ucla.edu
Web: www.ucop.edu/ad-program/
Booth Reps: Kimberly Pipe, Assistant Director, UC Davis Body Donation Program; Mark Brooks, Director; Andrew Corson, Director; Dean Fisher, Director
UC Anatomical Donation Programs are supporting the education of health professionals and scientific research at the University of California and beyond.
BOOTH #: 506

VITAS Healthcare
670 North McCarthy Blvd., Suite 220
Milpitas, CA 95035
PH: 408-964-6800
Email: radina.haggard@vitas.com, terry.mort@vitas.com, wesley.rogers@vitas.com, david.mack@vitas.com
Web: www.vitas.com
Booth Reps: Radina Haggard, Senior Regional Recruiter – California; Terry Mort, Talent Acquisition Manager; Wesley Rogers, General Manager; David Mack, Director of Customer Services
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