

*Reach  
for the  
Stars:*

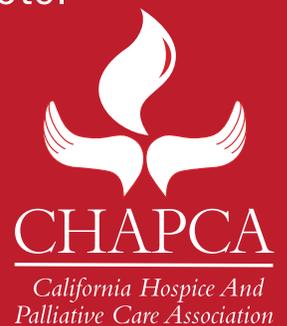


A Hospice  
Quality  
Constellation

October 8-10, 2017

Renaissance Palm Springs Hotel  
Palm Springs, CA

*Annual Conference and Exhibition*



P R E L I M I N A R Y P R O G R A M

# General Information

The goal of CHAPCA's 2017 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



Courtesy of Greater Palm Springs Convention & Visitors Bureau/ [visitgreaterpalmsprings.com](http://visitgreaterpalmsprings.com)

## About Palm Springs

Palm Springs has long been deemed California's ultimate desert playground. For nearly a century, Palm Springs has been a place of dreams and romance, sun-soaked days and spectacular star-filled nights.

Just two short hours from Los Angeles and San Diego, it's a place where big city dwellers have forever sought refuge. With its vibrant village atmosphere combined with an urban sensibility, and dotted with a wonderful assortment of fashion and crafts boutiques, art galleries, theaters and museums, it's a place that never disappoints.

Palm Springs is an irresistible collection of historic, retro and mid-century modern architectural treasures, eclectic film festivals, restaurants, outdoor cafes and late night bistros of every description.



Courtesy of Greater Palm Springs Convention & Visitors Bureau/[visitgreaterpalm Springs.com](http://visitgreaterpalm Springs.com).

## TRANSPORTATION INFORMATION

### Getting To Palm Springs

For convenience, we strongly suggest flying directly into the **Palm Springs International Airport (PSP)**, which is served by eleven airlines. There are direct flights from Los Angeles and San Francisco, and connecting flights from other cities. Our conference hotel is 1.5 miles from the airport, and offers complimentary airport shuttle service upon request. Use the available courtesy phone in the airport lobby.

The **LA/Ontario International Airport (ONT)** is 70 miles west of Palm Springs, and shuttle service to Palm Springs is available for a fee. The conference hotel does NOT provide shuttle service from Ontario Airport.

## HOTEL INFORMATION

Discover the Renaissance Palm Springs Hotel, located at the foot of the dramatic San Jacinto Mountains, where you will find sunshine and clear blue skies to draw you into this expansive Southern California retreat by day and surround yourself with the stars at night. Located near the Aerial Tram, casino and the Palm Springs Convention Center, our hotel in Palm Springs is the perfect destination. With museums and theaters nearby, the whole family will enjoy our Palm Springs hotel. The stylish onsite *Date* restaurant and other nearby eateries provide a unique upscale experience. For the perfect way to relax during the meeting, enjoy a late-night swim near the private cabanas and outdoor fire pits or treat yourself to a massage or other professional service at the *Spa Del Sol*. Get away to our Palm Springs, CA, hotel and enjoy a desert resort atmosphere with a cosmopolitan flavor.

### Renaissance Palm Springs Hotel

888 Tahquitz Canyon Way  
Palm Springs, CA 92262  
Tel: (760) 322-6000

### Special Conference Rate:

Rooms start at \$126 and the special rate is available from 10/7/17 – 10/10/17. You must book by **09/15/2017 or until the block sells out** to receive this special rate! After that date, rooms will be reserved on a space-available basis at the best rate available at the time of booking. Attendees are encouraged to reserve sleeping rooms early to guarantee the best rate. Check-in time is 4:00 p.m.; check-out time is 11:00 a.m. To make reservations by phone, call 1-800-228-9290. To make your reservation online, click here: [Book your group rate for CA HOSPICE & PALLIATIVE CARE ASSOC.](#)

## REGISTRATION INFORMATION

Conference registration and materials are available on our website at [http://calhospice.org/programs\\_and\\_services/#annual\\_conference](http://calhospice.org/programs_and_services/#annual_conference).

Conference registrations may not be shared. Each individual attendee must have his/her own registration. Please register online or use the form enclosed with this brochure to submit your conference registration. If you need additional forms, please make copies to share with fellow staff members, or invite them to download conference schedules and register online from our website.

### 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.

### Your Registration Fees Cover

Your conference registration fees cover expenses associated with registration materials, handouts, staff/faculty expenses, some conference meals, 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 the luncheons and to the reception.

## Guest Passes

Is a spouse or companion traveling with you? You can purchase extra tickets to food and beverage functions. See the registration form for details.

## Instant Conference Discount

CHAPCA members receive substantial discounts on the cost of all CHAPCA-sponsored conferences. If you would like to join CHAPCA to take advantage of these discounts, please call (916) 925-3770, or download a CHAPCA membership application from [this link](http://www.calhospice.org/membership/).

<http://www.calhospice.org/membership/>

## Friends From Neighboring States

CHAPCA member rates will be extended to any hospice provider that belongs to their state's hospice organization.

## Cancellation Policy

Refunds, less a \$75 administrative fee, will be made upon written notice of cancellations postmarked by September 8, 2017. No refunds will be given for cancellations postmarked after September 8, 2017, or for "no shows." Substitutions are permitted. Please contact the CHAPCA office to make changes to your registration.

## Session Moderators

Would you like to be a session moderator for the 2017 CHAPCA Annual Conference? The duties are simple—check the room beforehand to make sure everything is ready; introduce the speaker/faculty for the session; and alert conference staff if audio/visual assistance is needed. Simple as that! We assign you to sessions you are already signed up to attend so you won't miss out on the program you were particularly interested in. If you'd like to help us out, please mark your registration form accordingly—this is your chance to be part of the program!



Courtesy of Greater Palm Springs Convention & Visitors Bureau/[visitgreaterpalmsprings.com](http://visitgreaterpalmsprings.com).

## 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.

### 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.

### Useful Telephone Numbers

*CHAPCA office in Sacramento*

916-925-3770

*Renaissance Palm Springs Hotel*

760-322-6000

### Annual Membership Meeting

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.

While everyone may 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 online at

[www.calhospice.org](http://www.calhospice.org)

# 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.

## **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!

## **Hospitality with the Exhibitors**

**Monday, October 9, 2017**

**4:45 p.m. – 6:00 p.m.**

Grab a glass of wine from the cash bar. 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, Outstanding Program Achievement 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.

# 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.

# Keynote Speaker

## Closing Luncheon Speaker

**Tuesday, October 10, 2017**  
**1:00 p.m. – 2:45 p.m.**

### **Edo Banach, JD**

*President and CEO*  
*National Hospice and Palliative Care Organization, Alexandria, VA*



**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.

# Sessions By Day

## 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**  
*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**  
*Steven Pantilat, MD, Professor of Medicine, UCSF Palliative Care Program, San Francisco, CA.*
  - 1B. The New Hospice Emergency Preparedness CoP**  
*Lisa Meadows, MSW, Clinical Compliance Educator, ACHC, Cary, NC.*
  - 1C. Managing Pain & Coping with Opiodphobia**  
*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!**  
*Robin Fiorelli, MSW, LCSW, Sr. Director Bereavement and Volunteers, VITAS Healthcare, San Diego, CA.*
  - 2B. Medical Marijuana: Highs and Lows**  
*Alen Voskarian, MD, MBA, FAAHPM, Regional Medical Director, VITAS Healthcare, Torrance, CA.*
  - 2C. De-Mystifying the Government Audit Process – Keep Calm and Carry On**  
*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**  
*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?**  
*Mark Lee, CPP, CBRM, CBRA, President and Founder, The Emeree Group, LLC, Surprise, AZ.*
  - 3C. Hospice Quality Reporting – CAHPS & HIS**  
*Katie Wehri, BS, CHPC, Director of Operations Consulting, Healthcare Provider Solutions, Inc., Nashville, TN.*

# Sessions By Day

12:15 p.m. – 3:00 p.m.	Exhibits Open
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 <ul style="list-style-type: none"><li><b>4A. Improving Patient/Family Satisfaction Through Motivational Interviewing</b> <i>William Matulich, PhD, Clinical Psychologist/Trainer/Consultant, Self Employed, San Diego, CA.</i></li><li><b>4B. Understanding and Effectively Negotiating Contracts</b> <i>Stephen Phillips, JD, Partner, Hooper, Lundy &amp; Bookman, P.C., San Francisco, CA.</i></li><li><b>4C. Evaluation and Management of Agitation and Aggression in Dementia</b> <i>Joseph Shega MD, National Medical Director, VITAS Healthcare, Gotha, FL.</i></li></ul>
4:45 p.m. – 6:00 p.m.	Reception with Exhibitors
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 <ul style="list-style-type: none"><li><b>5A. Compliance &amp; the Consequences</b> <i>Sarah McSpadden, RN, MSN, MHA, CHC, Chief Operating Officer, The Elizabeth Hospice, Escondido, CA.</i></li><li><b>5B. Reframing the Delivery of Care Model</b> <i>Abigail D'Agostino, RN, BSN, PHN, MBA, Director of Patient Care Services, Lightbridge Hospice &amp; Palliative Care, San Diego, CA.</i></li><li><b>5C. HIPAA Security Risk Management</b> <i>Robert Burgett, BSB/M, Director, Information Technology &amp; Security Official, The Elizabeth Hospice, Escondido, CA.</i></li></ul>
11:30 a.m. – 12:45 p.m.	<ul style="list-style-type: none"><li><b>6A. Incorporating the End of Life Option Act (EOLOA) into Hospice Practice: One Agency's Journey</b> <i>Laura Koehler, MSW, LCSW, ACHP-SW, Director of Clinical Services; Molly Bourne, MD, Chief Medical Officer, Hospice by the Bay, Larkspur, CA.</i></li><li><b>6B. Philanthropy and Hospice</b> <i>Jean Loo-Russo, BA, CFM, Chief Philanthropy Officer, The Elizabeth Hospice, Escondido, CA.</i></li></ul>
1:00 p.m. – 2:45 p.m.	<b>Closing General Session, Networking Lunch, Awards Presentation and Annual Business Meeting</b> <i>Edo Banach, JD, President &amp; CEO, National Hospice and Palliative Care Organization, Alexandria, VA.</i>
3:00 p.m.	Conference Ends. Have a safe trip home.

# Program By Day

## SUNDAY, OCTOBER 8, 2017

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

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**4:00 p.m. – 5:15 p.m.  
Opening General Session**

### ***A Population Health Approach to Palliative Care***



*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**

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**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**

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**7:00 a.m. – 8:00 a.m. Coffee break**

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**8:00 a.m. – 9:15 a.m. Workshops**

### ***1A. Quality Indicators in Palliative Care***

*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.

### ***1B. The New Hospice Emergency Preparedness CoP***

*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.

### **1C. Managing Pain & Coping with Opiodphobia**

*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 opioidphobia with patients and family members.

### **9:30 a.m. – 10:45 a.m. Workshops**

#### **2A. Improve Communication Skills— Improve CAHPS Survey Scores!**

*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.

#### **2B. Medical Marijuana: Highs and Lows**

*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 policies and practice guidelines as a hospice.

### **2C. De-Mystifying the Government Audit Process—Keep Calm and Carry On**

*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.

### **11:00 a.m. – 12:15 p.m. Workshops**

#### **3A. CDPH Update**

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

CDPH Licensing and Certification, Centralized Applications Unit functions and operates with regards to hospice applications, when and how hospices request changes in location, multiple locations, and IPUs. 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.

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

*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.

#### **3C. Hospice Quality Reporting—CAHPS & HIS**

*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 HQR. This session will review the current HQR structure and likely future refinements along with a focus on improving HIS and CAHPS hospice survey results.

**12:15 p.m. – 3:00 p.m. Exhibits Open**

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

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**2:30 p.m. – 3:00 p.m. Coffee and Dessert in the Hall**

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**3:15 p.m. – 4:30 p.m. Workshops**

**4A. Improving Patient/Family Satisfaction Through Motivational Interviewing**

*William Matulich, PhD, Clinical Psychologist/Trainer/Consultant, Self Employed, 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.

**4B. Understanding and Effectively Negotiating Contracts**

*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.

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

*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.

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

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

## **TUESDAY, OCTOBER 10, 2017**

**7:30 a.m. – 1:00 p.m. Registration**

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**7:30 a.m. – 9:45 a.m. Breakfast and Poster Sessions with Exhibitors**

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.

Watch the CHAPCA website, [http://www.calhospice.org/programs\\_and\\_services/#annual\\_conference](http://www.calhospice.org/programs_and_services/#annual_conference) for a listing of this year's poster sessions.

**10:00 a.m. – 11:15 a.m. Workshops**

**5A. Compliance & the Consequences**

*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.

**5B. Reframing the Delivery of Care Model**

*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 organization 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.

### **5C. HIPAA Security Risk Management**

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.

### **11:30 a.m. -12:45 p.m.**

#### **6A. Incorporating the End of Life Option Act (EOLOA) into Hospice Practice: One Agency's Journey**

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.

#### **6B. Philanthropy and Hospice**

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?

### **1:00 p.m. – 2:45 p.m. Closing General Session, Networking Lunch, Awards Presentation and Annual Business Meeting**



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, Outstanding Program Achievement 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.



# 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

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

**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 Emeree Group, LLC, Surprise, AZ. Session 3B

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

**William Matulich, PhD**, Psychologist/Trainer/Consultant, Self Employed, 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

**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

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

**Alen 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.

### 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 10 hours of continuing education credit for this conference.

### Social Workers and Physicians

Credit for social workers and physicians is being considered. Please let us know if this is important for you.