



# CONFERENCE HOTEL



The **LOEWS NEW ORLEANS HOTEL** has again been selected as this year's conference site. Conveniently located in the heart of the New Orleans business district at 300 Poydras Street, the conference site is easily accessible to numerous tourist attractions, great shopping and fabulous food!

## Loews New Orleans Hotel

**Registrants can book rooms on line or by calling 866-211-6411. The LMHPCO Conference Rate of \$104.00 per night is guaranteed through June 26, 2010.**

## Hotel Reservation & Cancellation Policy

The cancellation of guaranteed reservations must be received 72 hours prior to arrival in order to avoid a charge equal to one night's room and applicable taxes. All "no show" reservations will be billed to each individual's account.

## Check in and check out time

Check-in time for all attendees is 4:00PM. Attendees may be checked in earlier depending on occupancy levels and availability. In order to streamline the check-in process, the Hotel would appreciate receiving flight arrival times for attendees, if possible. Check out time is 12:00PM. Any guests checking out after 12:00PM may be assessed a fee equal to one night's room and tax.

## Early Departures

At check-in, each guest has the opportunity to reconfirm his or her departure date. Any guest departing prior to that date will be assessed one night's room rate. This charge will be posted to the guest's individual account.

## Hotel Parking

Overnight/valet parking for Conference guest is \$14 per day.

<http://www.loewshotels.com/en/Hotels/New-Orleans-Hotel/GroupOffers/LMHPCO.aspx>

**Special VA track for the 2010 LMHPCO Annual Leadership Conference is made possible by a generous grant from the CARPENTER FOUNDATION. This grant provides full scholarships, as well as accommodation support to key palliative care professionals within the 6 VA medical facilities located in LA and MS. Focusing on our conference theme of "Imagine", we strive for new ways of thinking, partnering and working with others to improve end of life care for everyone, including and especially our veterans.**

*These sessions are marked with ★★ ★*

Thursday and Friday morning enjoy your breakfast at a networking meeting for hospice providers and representatives of the VA. This will be a time to meet and discuss integration of the two services for Veterans.

## Conference Objectives

1. Understanding of the hospice history and philosophy as well as the challenges providers face in attempting to re-capture the spirit of hospice in today's regulatory environment
2. Identification of philosophy and scope of service for PACE programs as well as a comparison of hospice/ PACE similarities and differences
3. Understanding of the purpose, goals and structure of the VA's Comprehensive End-of-Life Care (CELC) initiative as well as the VA's strategy for the establishment and sustainable infrastructure for its Hospice and Palliative Care programs
4. Understanding of the hospice data analysis for Louisiana and Mississippi and implications of exceeding the hospice cap

# PRE-CONFERENCE

## Tuesday, July 27, 2010

**12:00 - 1:00 Registration**

**1:00-2:30 Concurrent Sessions**

**PR 1 Evaluation & Management of Pain in Patients with Life Limiting Illness**

**Jack McNulty, MD, FAAHPM**, Medical Director, Hospice of St. Tammany; President, Palliative Care Institute of Southeast LA

The undertreatment of pain, especially of chronic pain in those patients suffering from life-threatening conditions requires changes in physician's attitudes and knowledge of modern pain management. The standard of care for the treatment of pain is changing as new advances are implemented.

**PR 2 Special Psychosocial Issues for Veterans**

★★★ **Amos Bailey, MD, FACP, FAAHPM**

Director, Palliative Care, Birmingham VAMC, Assistant Professor Geriatric, Gerontology and Palliative Care, University of Alabama at Birmingham

This presentation will discuss issues such as PTSD, Military Sexual Trauma, Traumatic Brain Injury, Substance Use Disorders, and Suicidal Issues as they relate to Veterans and End-of-Life care.

**PR 3 Professional Boundaries: Helping Your Staff Not to Step over the Line**

**Nita Fowler, BSN, RN**, Home Health & Hospice Manager, Accreditation Commission for Health Care (ACHC)

Providing hospice care to patients in their place of residence is a job like no other. This presentation will help you and your staff to remain the professional and not a "member of the family".

**PR 4 Leadership Development**

**Sandra Bishop, D.N.S., RN**

Assistant Professor, The University of Southern Mississippi School of Nursing, LMHPCO Outgoing President

**Stephanie Schedler, CHCE**

Memorial Hospital and Palliative Care, LMHPCO Incoming President

This session is a must for those aspiring for leadership positions such as being a member of a Board of Directors, Committee membership, or program administrators. The importance of fiduciary responsibility, strategic planning and conflict management will be addressed.

**PR 5 Advance Care Planning**

**Larry Grubbs, D. Min., MSW, LCSW-BACS**

Professor of Social Work, Graduate Faculty Grambling State University School of Social Work  
Advance care planning is gaining an increase in prominence in today's culture. This session will focus on the role of advance care planning in providing quality end of life care.

**2:30-3:00 Break**

**3:00-4:30 Concurrent Sessions**

**PR 6 The Management of Non Pain Symptoms in Patients with Life Limiting Illness**

**Glenn Mire, MD**, Medical Director, Hospice of Acadiana, Inc., Clinical Associate Professor, LSU Family Medicine

Common non-pain symptoms in patients with a life-limiting illness include anorexia/cachexia, anxiety, constipation, delirium, depression, dyspnea, fatigue/asthenia, and nausea/vomiting. Pharmaceutical and non-pharmaceutical methods of symptom control are reviewed. Evidence-based methods are presented when available.

**PR 7 Psychiatric Medications at the End of Life**

★★★ **Amos Bailey, MD, FACP, FAAHPM**, Director,

Palliative Care, Birmingham VAMC, Assistant Professor Geriatric, Gerontology and Palliative Care, University of Alabama at Birmingham

This session will address depression, delirium, dementia and agitation in veterans as well as the selection of medications, potential benefits and side effects of medication choices.

**PR 8 Plan for the Future: How an Estate Plan Puts You in Control**

**Nicholas LaMothe, CFS, RN**

**William Duncan, MBA, BSN**

**Troy Macaluso, PhD, CFP**

Ameriprise Financial

This presentation is designed to help Social Workers and other IDG members, assist the patient and family to better understand the components of estate planning and prepare for the future. Issues to be discussed will include Social Security, Retirement Plans, Life Insurance, Health Insurance and Taxes.

**PR 9 Achieving Performance Excellence and Sustaining Compliance through CHAP Hospice Accreditation**

**Linda Scott, MSHA, RN**

Chief Operating Officer, Community Health Accreditation Program (CHAP)

Learn how your hospice organization can achieve excellence and sustain compliance through CHAP Hospice accreditation.

# LEADERSHIP CONFERENCE

## Wednesday, July 28, 2010

**7:00 - 8:30 Registration / Breakfast/  
Exhibit Hall Open**

**8:30-8:45 Opening Ceremony -  
Color Guard**

**8:45 - 9:00 Welcome -**

**Sandra Bishop, D.N.S., RN**  
*LMHPCO Outgoing President*  
**Stephanie Schedler, CHCE**  
*LMHPCO Incoming President*

**9:00 - 10:00 Opening Plenary:  
"Rediscovering Our Roots: Hospice as a  
Human Right"**



**Carlos F. Gomez, MD, PhD**, *Medical Director,  
The District of Columbia Pediatric Palliative  
Care Collaboration*

Dame Cicely Saunders saw hospice care as a response to a human need - not as a government program, nor an exercise in "alternative" care. People who are terminally ill require what they require, and our job is to get it to them. This presentation will trace the history of hospice, including hospice care in the West, and then challenge the audience to think about ways in which we can re-capture that spirit - even in the face of regulations, budget cutbacks, etc.

**10:00 - 10:30 Morning Break**

**10:30 - 12:00 Morning Concurrent Sessions**

**A 1 Eyes Wide Open: Treating Insomnia in the  
Hospice/Palliative Care Patient**

**Myra T. Belgeri, PharmD., CGP, BCPS, FASCP**  
*Hospiscript, Services, LLC*

Effective treatment of insomnia relies on proper assessment of an individual patient. This presentation will focus on identifying sleep difficulties and insomnia in the hospice or palliative care patient and will provide a brief background on the physiology of sleep and the pathophysiology of sleep disorders. We will also discuss the available treatment options used for the management of insomnia and how to choose the best pharmacotherapy for a specific patient.

**A 2 Culture of the Veteran**

★★★★ **Amos Bailey, MD, FACP, FAAHPM**  
*Director, Palliative Care, Birmingham  
VAMC, Assistant Professor Geriatric,*

*Gerontology and Palliative Care,  
University of Alabama at Birmingham*

This session is designed to give attendees a better understanding of the cultural characteristics of military/veteran experience. The topics to be discussed will include different theaters of battle, different battles, race, sex and atomic weapons.

**A 3 Pediatric Ethics: An Exercise in Tragic Choices**  
**Carlos F. Gomez, MD, PhD**, *Medical Director,  
The District of Columbia Pediatric Palliative Care  
Collaboration*

The decisions regarding the care of a child at the end of life -- though similar -- differ substantively from decisions regarding adults. This session explores the unique -- and often tragic -- choices that parents and health care providers face when providing care at the end of life.

**A 4 RACs, MACs, MICs, ZPICs & More**  
**Julie B. Mitchell, J.D., LL.M**, *Health Law*  
**D. James Blackwood, Jr. J.D.**

*Copeland, Cook, Taylor & Bush, P.A*  
This session will familiarize providers with the basics of increased government auditing efforts and upcoming government auditing and fraud and abuse initiatives.

**A 5 It Takes a Village (The Hospice Team)**

**Donna R. Evans, LSW**, *Hospice Ministries, Inc.*  
The news of a terminal diagnosis to a patient and family can be as catastrophic as an earthquake. This session will focus on identifying team approach strategies to help patients and families deal with options, concerns and fears after the news of a terminal diagnosis.

**A 6 LMHPCO Legislative Advocacy**  
**John Sullivan, BS, MA**

*GPAC Owner/Principle, Director of the Alliance*  
This session will help attendees understand the importance of legislative advocacy at the state level as well as helping organizations understand the impact legislative advocacy has on hospice and palliative care providers.

**A7 Hospice Patients in the Home Care Setting  
who may be at Risk of Abuse, Neglect and  
Exploitation (Part 1 of 2)**

**Nancy Gustafson, BSN, MPH**  
*MSDH State Surveyor, MSDH Complaint Investigator*  
**Joe Sanderson, BS**  
**Rob Rushton, BS**

*Office of the Attorney General, Jackson, MS*  
This session will focus on identifying appropriate patients for personal care home settings while looking at admission and discharge criteria as well as medication handling. The session will focus on the issues that hospice providers need to

be aware of as we care for our vulnerable patients at the end of life. Attendees will be better able to formulate plans to diminish hospice patient risks primarily in personal care home settings.

## 12:00 - 12:15 Break

## 12:15 - 1:30 Lunch/LMHPCO Annual Meeting (Lunch provided) Fashion Show - *UNIFORM ADVANTAGE*

## 1:30 - 1:45 Break

## 1:45 - 3:15 Afternoon Concurrent Sessions

### B 1 Palliative Sedation

**John Redden, RPh, CGP, PharmD**

*VP Clinical Practice, Hospiscript*

This program discusses the clinical, emotional and ethical issues surrounding the use of Palliative Sedation as a symptom management strategy. It covers various terms and definitions associated with Palliative Sedation; looks at criteria for initiation and provides guidance to identify truly refractory symptoms. We also discuss medications that are considered appropriate to use for Palliative Sedation.

### B 2 ★★★ Building a Veteran-centric Culture in Your Hospice Agency

**Diane Jones, MSW**

*Palliative Care Consultant, Ethos Consulting Group*

The purpose of this presentation is to demonstrate that successful partnering among VA and community organizations focuses on veteran-centric care, facilitates continuity, coordination and communication, creates the commitment and buy-in to assure veterans' needs are being met, prevents duplication of service and maximizes utilization of resources.

### B 3 Leadership Strategies for Today's Regulatory Environment

**Susan Drongowski, RN, BS, MA**

*Associate Consultant, Weatherbee Resources, Inc.*

With increased regulatory scrutiny, it is more important than ever to engage your staff in the pursuit of organizational sustainability. This session will focus on how to transition your organization from fear or organizational viability to the pursuit of long-term sustainability.

### B 4 Spirituality & Body Image Following a Medical Crisis

**Jeff Murphy, M.Div., BCC**

*Clinical Chaplain, University of MS Medical Center*

Spiritual and emotional issues often emerge when a medical crisis alters the body. This session will assist hospice chaplains and other members of the IDG in affirming the personhood of an individual when the body is altered.

### B 5 MS Emergency Management Update and Expectations for Hospices

**Norman W. Miller, PhD,** Deputy Director, Office of Emergency Planning and Development, Mississippi State Department of Health

This session will provide valuable information regarding Emergency Preparedness efforts in the state of Mississippi.

### B 6 LA Emergency Management Update and Expectations for Hospices

**Doris G. Brown, MS, M.Ed, RN, CNS**

*Public Health Executive Director, Louisiana Department of Health and Hospitals Office of Public Health-Center for Community Preparedness*

This session will provide valuable information regarding Emergency Preparedness efforts in the state of Louisiana.

### B 7 Hospice Patients in the Home Care Setting who may be at Risk of Abuse, Neglect and Exploitation (Part 2 of 2)

**Nancy Gustafson, BSN, MPH,** MSDH State Surveyor, MSDH Complaint Investigator

**Joe Sanderson, BS**

*Rob Rushton, BS, Office of the Attorney General, Jackson, MS*

This session will focus on identifying appropriate patients for personal care home settings while looking at admission and discharge criteria as well as medication handling. The session will focus on the issues that hospice providers need to be aware of as we care for our vulnerable patients at the end of life. Attendees will be better able to formulate plans to diminish hospice patient risks primarily in personal care home settings.

## 3:15 - 3:45 Afternoon Break

### 3:45 - 4:45 Afternoon Plenary:

### ★★★ VA's Comprehensive End-of-Life Care Initiative: Honoring Veterans' Preferences in VA and the Community



**Carol A. Luhrs, MD**

*Chief, Hematology/Oncology, Brooklyn Campus, New York Harbor HCS  
Director, Palliative Care, VISN 3*

*Director, VA CELC Implementation Center  
Associate Professor of Clinical Medicine  
State University of New York at Downstate  
Medical Center*

The VA's Comprehensive End-of-Life Care (CELC) initiative was designed in an effort to meet and improve the end-of-life care for Veterans. This plenary session will help attendees better understand the CELC initiative, as well as the structure of the VA's Hospice and Palliative Care Programs.

## 4:45 - 6:30 Exhibitor's Cocktail Reception

**7:30 - 8:15 Breakfast & Exhibit Hall Open**

**8:15-8:30 Morning Remarks:  
"Navigating the LMHPCO Website"**

**Jamey Boudreaux, MSW, M.Div.**  
LMHPCO Executive Director  
**Nancy Dunn, RN, MS, CT**  
LMHPCO Education Director

**8:30 - 10:00 Morning Plenary  
Hospice and PACE - Fraternal  
Twins?**



**Samira K. Beckwith, LCSW, FACHE**  
President/CEO Hope HealthCare Services  
**Linda Todd, RN, BA**  
Director for Hospice of Siouxland/Siouxland  
PACE

**Karren Weichert**  
President/CEO, Midland Care Connections  
In this session participants will get an overview of PACE basics and learn from three hospice CEO's who embraced PACE as an addition to the continuum of services provided by their organizations. Understand how hospice and PACE within one organization can work together to enhance care and services to clients. Also, learn some necessary next steps if considering becoming a PACE provider.



**10:00 - 10:30 Morning Break**

**10:30 - 12:00 Morning Concurrent  
Sessions**

**C 1 Evaluation & Management of Constipation  
in Patients with Life Limiting Illness**

**Glen Mire, MD**  
Medical Director, Hospice of Acadiana, Inc.  
Clinical Associate Professor,  
LSU Family Medicine  
Ineffective communication regarding constipation often leads to unnecessary suffering for the terminally ill patient. This session will focus on the signs and symptoms associated with constipation as well as effective treatment options for health care providers to consider.

**C 2 The Bereaved Family Survey: A  
comprehensive approach to Quality  
Improvement in the VA**

★★★ **Carol A. Luhrs, MD**, Director, Palliative Care, VISN 3, Director, VA CELC Implementation Center  
This session will focus on the Bereavement and Spirituality Quality initiatives. The history of the Bereaved Family Survey will be discussed as well as the structure of the VA's Comprehensive End-of-Life Care (CELC) PROMISE center.

**C 3 Fundamental Health Law for Hospice and  
Palliative Care**

**Christopher DeMeo, JD**  
Attorney, Munsch Hardt Kopf & Harr, P.C.  
The presentation is intended to educate and inform administrators of hospice and palliative care organizations regarding health law in general and the specific issues they may face in the operation of their organizations. Specifically, the presentation is intended to advise on administrative and regulatory issues related to hospice and palliative care including Regulatory Compliance, Healthcare Fraud Enforcement and Reimbursement Issues.

**C 4 Imagine the Healing Power**

**Rev. Ruth L. Lovell, M. Div.**  
Family Care Coordinator  
Mid-South Transplant Foundation  
**Tiffany Bozoudes, CTBS**  
Tissue Recovery Coordinator  
Transplant Foundation, Inc.  
This session will focus on donor registry awareness in the role of palliative care. The concept of "companioning" the bereaved will be explored along with mourner's rights, religion and faith. Tips for caregivers will be discussed.

**C 5 DHH Update**

**Marian Tate, RN, BSN**  
DHH Medical Certification Program Manager  
This session will focus on most frequently cited deficiencies in Louisiana as well as federal deficiencies. Attendees will learn steps to avoid getting cited.

**C 6 Recovery Audit Contractors and Medicare**

**Amy Reese**, Project Officer CMS, Division of Recovery Audit Operations, Provider Compliance Group, Office of Financial Management Centers for Medicare and Medicaid Services  
This session will discuss the basics of the RAC process and will introduce the Region C contractor for hospice.

**C7 Quality Assessment-Performance Improvement: Keep it Simple, Smarty**

**Cindy McCarville, BS, CHA**

*Program Liaison, Secure Computing/mumms*

This presentation will assist attendees in the development of their QAPI program, and in taking their current program to a new level. At the end of the presentation, attendees should be better able to understand trending and analysis of data, and be able to utilize the tips provided to transform their hospice practices.

**12:00 - 12:15 Morning Break**

**12:15 - 1:30 Lunch/ Heart of Hospice Awards (Lunch Provided)**

**1:30 - 1:45 Break**

**1:45 - 3:15 Afternoon Concurrent Sessions**

**D 1 Introduction to Opioid & Non-Opioid Pain Therapy**

**Curt Bicknell, BS, PharmD.**

*Client Relations Liaison, Hospice Pharmacia*

This presentation focuses on managing pain with non-pharmacologic and pharmacologic methods, including opioid and non-opioid medications. The adverse effects of each medication will be covered in depth, including strategies for the minimization of each. Barriers to pain management will be discussed, which include clinician-related, patient/caregiver-related and health system-related. Finally, the presentation focuses on the vital importance of performing a complete pain assessment, with special interest in those patients who are greatest at risk for poor assessment.

**D 2 Heroes Among Us**

★★★ **Deborah Grassman, ARNP, Director of Hospice & Palliative Care, Bay Pines VAMC**

Join Deborah Grassman, author of *Peace at Last: Stories of Hope and Healing for Veterans and Their Families*, for an exciting learning opportunity that presents age-old concepts in a new and refreshing way. You will learn concepts about the process of abiding, reckoning, and beholding suffering so that suffering can be redeemed. The role of therapeutic letter-writing and forgiveness so that at-one-ment can occur will be explored. Techniques for penetrating stoicism so veterans can accomplish healing will also be addressed. This is an inspiring presentation you won't want to miss.

**D 3 African Americans and End-of-Life Care**

**Angelita H. Brown, MS**

*Program Manager, LSUHSC School of Nursing*

This session will focus on the historical view of end-of-life issues in the African American community and will identify some of the fears, myths, religious beliefs and trainings.

**D 4 Strategic Planning**

**Sandra Bishop, D.N.S., RN**

*Assistant Professor, The University of Southern Mississippi School of Nursing*

This session will assist hospice leaders in learning to think strategically. The management functions of formulating a strategic plan will be discussed.

**D 5 Reshaping Medicaid: LA Medicaid Update**

**Rodney Wise, MD, Medicaid Medical Director**  
**Ann Donley, RN, Medicaid Coordinated Care**

This session will focus on Louisiana's Medicaid movement towards coordinated systems of care.

**D 6 MS Medicaid Update**

**J. Courtney Horton, III, MS, Division of Medicaid**  
**Randy Ponder, ACS**

*Provider Services Regional Coordinator*

This session will focus on the current Mississippi Medicaid hospice process and access to the provider policy manual. Attendees will also learn about the current updates available from ACS.

**D 7 Regulatory Compliance for the Hospice Medical Director**

**Jennifer Kennedy, MA, BSN, RN**

*NHPCO Regulatory & Compliance Director*

The role of the hospice medical director is more important than ever! The recent changes and additions to the hospice medical director's responsibilities by CMS speak volumes and there are more changes on the horizon! We will explore the current regulatory and compliance issues facing today's hospice medical director.

**3:15 - 3:45 Afternoon Break**

**3:45 - 4:45 Closing Plenary:  
"Medical Review Update: Analysis of Hospice Claims for LA and MS"**



**Mary Jane Schultz, RN**

*Director, Medical Review  
Palmetto GBA*

This presentation is designed to give participants a better understanding of the hospice utilization data for Louisiana and Mississippi as well as better understanding of the implications of exceeding the hospice cap.

7:30 -8:30 Registration

8:30-10:00 Morning Concurrent Session

**PC 1 Managing Difficult Symptoms**
**Carlos F. Gomez, MD, PhD**
*Medical Director, The District of Columbia Pediatric Palliative Care Collaboration*

This session will review the latest interventions in managing some of the most distressing symptoms at the end of life, including refractory pain and nausea, fatigue, and the appropriate uses of palliative sedation. This session is designed for hospice physicians and hospice medical directors.

**PC 2 Palmetto GBA: Investigating the Basics of Medicare (Part 1 of 2)**
**Marilyn Jeske, BS, Ombudsman, Palmetto GBA  
Mary Jane Schultz, RN**
*Director, Medical Review Palmetto GBA*

This series is designed for both new to Medicare and intermediate billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing, Medical Review and documentation.

**PC 3 How Medicare Data Can Help YOUR Hospice (Part 1 of 2)**
**Cordt T. Kassner, PhD, Hospice Analytics, Inc.**

This presentation will explain Medicare Hospice claims data and other public data resources specific to Louisiana and Mississippi, focusing on hospice utilization, patient characteristics, and access to hospice services.

**PC 4 Ethical/Legal Issues in End of Life Care**
**Tanya Schreiber, DNS (c), PHCNS-BC, ACHPN**
*Assistant Professor, Dept. of Nursing, Nicholls State University*

This ELNEC module will discuss key ethical issues and legal concerns in end-of-life care and resources to address these in practice.

**PC 5 Psychosocial/Spiritual Resilience for Hospice Caregivers: An Overview for Clinicians, Clergy, and Administrators (Part 1 of 2)**
**Kathleen Regan Figley, MS, DMin**
*President/Founder Figley Institute  
Adjunct Faculty Tulane University*

Participants will learn how to recognize the negative impact of hospice work on caregivers,

recognize factors which increase resilience to caregiver fatigue, and identify the critical elements of a comprehensive resilience plan.

**PC 6 Regulatory Guidance for Hospice Volunteer Managers**
**Jennifer Kennedy, MA, B.S.N., RN**

NHPCO Regulatory & Compliance Director  
This session will offer Volunteer Coordinators current information about regulatory compliance for hospice volunteers, resources for management, and an opportunity to discuss the challenging issues facing hospice volunteering today.

**PC 7 End of Life Care: The Catholic Perspective (Part 1 of 2)**
**Most Reverend Gregory M. Aymond**
*Archbishop of New Orleans*

This session will focus on end-of-life decision-making and care within the Catholic tradition, providing insights for hospice chaplains and clergy working with terminally ill patients, caregivers and their families.

10:00 - 10:30 Break

10:30 - 12:00 Concurrent Sessions

**PC 8 Principles of Pediatric Palliative Care**
**Carlos F. Gomez, MD, PhD**
*Medical Director, The District of Columbia Pediatric Palliative Care Collaboration*

This session reviews the most common presentations of children who are enrolled in hospice care, and discusses appropriate interventions to manage their symptoms. This session is designed for hospice physicians and hospice medical directors.

**PC 9 Palmetto GBA: Investigating the Basics of Medicare (Part 2 of 2)**
**Marilyn Jeske, BS, Ombudsman, Palmetto GBA  
Mary Jane Schultz, RN**
*Director, Medical Review Palmetto GBA*

This series is designed for both new to Medicare and intermediate billers, administrative staff and clinicians to equip them with the tools they need to be successful with Medicare billing, Medical Review and documentation.

**PC 10 How Medicare Data Can Help YOUR Hospice (Part 2 of 2)**
**Cordt Kassner, PhD, Hospice Analytics, Inc.**

This presentation will explain Medicare Hospice claims data and other public data resources specific to Louisiana and Mississippi, focusing on hospice utilization, patient characteristics, and access to hospice services.

## PC 11 Documentation for Hospice Eligibility

**Jennifer Kennedy, MA, BSN, RN**

*NHPCO Regulatory & Compliance Director*

Every day, every note, documentation is more important than ever! Providers continue to wrestle with developing systems for assessing eligibility and admission to the hospice program, completing the initial and comprehensive assessment and providing the documentation necessary to update the plan of care and provide information for continuing eligibility. Learn tips for managing the process of assessment and care planning. Learn tips for documenting levels of care and meeting the requirements in the Local Coverage Determination (LCDs). Here the latest in what FIs/MACs are looking for when they conduct medical reviews.

## PC 12 Psychosocial/Spiritual Resilience for Hospice Caregivers: An Overview for Clinicians, Clergy, and Administrators (Part 2 of 2)

**Kathleen Regan Figley, MS, DMin**

*President/Founder Figley Institute,*

*Adjunct Faculty Tulane University*

Participants will learn how to recognize the negative impact of hospice work on caregivers, recognize factors which increase resilience to caregiver fatigue, and identify the critical elements of a comprehensive resilience plan,

## PC 13 Communication Concepts for Volunteers

**Rev. Amy Zietlow, M.Div.**

**Kristin Gibbs, BA**

**Laura Savage, BA**

*Hospice of Baton Rouge*

In hospice care, volunteers are the face of the local community for the patients and their caregivers. Volunteers should be aware of societal trends in end of life care as well as the trends in the diseases and medical conditions that prevail at end of life. This knowledge can provide a frame of reference for a volunteer as they prepare to serve a hospice patient and his/her caregivers. This knowledge can help shape how a volunteer uses four core concepts in communication in relating to patients and caregivers.

## PC 14 End of Life Care: The Catholic Perspective (Part 2 of 2)

**Most Reverend Gregory M. Aymond**

*Archbishop of New Orleans*

This session will focus on end-of-life decision-making and care within the Catholic tradition, providing insights for hospice chaplains and clergy working with terminally ill patients, caregivers and their families.

## CONTINUING EDUCATION

In order to receive continuing education credits, the applicant must be a duly registered attendee of the conference AND complete a conference evaluation form for each workshop attended. Completed evaluation forms will be collected on-site. Certificates will be mailed.

### Social Worker Continuing Education Credit

Social Work Contact Hours (CEU's) are accredited through the School of Social Work at Grambling State University, in cooperation with LMHPCO. Mississippi social workers will be credited, through a reciprocal agreement, with the appropriate conversion of contact hours into SWU's.

### Nursing Continuing Education Credit

Contact hours for Nursing Continuing Education provided through Louisiana-Mississippi Hospice and Palliative Care Organization. LMHPCO is an approved provider of nursing continuing education by the Louisiana State Board of Nursing. CE Provider number 46. **This conference is approved for a maximum of 16 contact hours.**

### Physician Continuing Medical Education

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

### Chaplaincy Education

This conference is recognized by the Association of Professional Chaplains state leadership of LA and MS as an accepted educational event for chaplains. A certificate will be awarded for each contact hour the chaplain is in attendance.

### Nursing Facility Administrators

Continuing Education for Nursing Facility Administrators is pending approval by the State of Louisiana Board of Examiners of Nursing Facility Administrators (LABENFA).

## Americans with Disabilities Act

If you need special assistance or accommodations identified in the ADA, please contact LMHPCO office in advance at 888-546-1500.



## Premier Exhibitors and Conference Exhibitors and Vendors

LMHPCO again offers an opportunity to put you in front of our members and attendees by becoming a Premier Exhibitor. Premier Exhibitors have the opportunity to exhibit and also be the exclusive sponsor for morning breakfast. Please contact Jamey at 1-888-546-1500 or at [jboudreaux@lmhpc.org](mailto:jboudreaux@lmhpc.org) for complete details on this exciting exhibiting and sponsorship opportunity.

LMHPCO is offering 30 hours of exhibit time. This will provide exhibitors time for contacting and networking possibilities with our membership and conference attendees. Exhibitors will be allowed to set up their stations beginning on Tuesday morning, July 27, 2010. Exhibit space is limited and available on a first come, first serve basis. Exhibitors will be provided with one 6-foot skirted table.

### Exhibit Hours are as follows:

#### CONFERENCE:

**Tuesday, July 27, 2010** 12 noon - 4:30PM

**Wednesday, July 28, 2010** 7:00AM - 6:00PM

**Thursday, July 29, 2010** 7:00AM - 4:30PM

#### POST-CONFERENCE:

**Friday, July 30, 2010** 7:00AM - 12:30PM

**LMHPCO Member Exhibitor: \$500.00**

**Non-Member: \$1000.00**

Exhibit Fees must be received no later than July 16, 2010.

To reserve your exhibit space at this year's Leadership Conference, please contact Jamey Boudreaux at 1-888-546-1500 or by e-mail at [jboudreaux@lmhpc.org](mailto:jboudreaux@lmhpc.org).

#### PHOTOGRAPHY:

*LMHPCO will be taking photos throughout the entire conference. Registration implies consent to be photographed and permission for LMHPCO to use the photos in its printed materials.*

*LMHPCO recommends bringing a sweater/light jacket for your comfort as the temperature of the rooms can sometimes feel too cool.*

**Mail conference registration and payment to:**

**LMHPCO**

**Attn: 2010 Annual Leadership Conference**

**717 Kerlerec**

**New Orleans, LA 70116**

**FAX Registration with credit card info to LMHPCO at:**

**504-948-3908**

**On Line Registration**

may be accessed at

**[www.LMHPCO.org](http://www.LMHPCO.org)**

**Registration/Cancellation Policy Information:**

**All cancellations must be submitted in writing.**

**A \$50 processing fee will apply to all cancellations.**

Cancellations made on or before **June 18, 2010** will receive a full refund, less a processing fee.

Cancellations between **June 19, 2010 and July 16, 2010** will receive a 50% refund.

**No refunds will be made in registration cancellations postmarked after July 16, 2010.**

Substitutions are welcomed. Please submit your request in writing.

*All refunds will be processed within 30 days after the 2010 Leadership Conference.*

# LMHPCO LEADERSHIP CONFERENCE REGISTRATION / RATES

Loews New Orleans Hotel, New Orleans, LA

July 27 – 30, 2010



CONFERENCE RATE:	MEMBER EARLY BIRD (received by June 30, 2010)	MEMBER (received on/after July 1, 2010)	MEMBER On-site	NON-MEMBER EARLY BIRD (received by June 30, 2010)	NON-MEMBER (received on/after July 1, 2010)	NON-MEMBER On-site
<b>Full Conference (Leadership &amp; Pre- or Post-conference)</b>	<input type="checkbox"/> \$400	<input type="checkbox"/> \$450	<input type="checkbox"/> \$500	<input type="checkbox"/> \$600	<input type="checkbox"/> \$650	<input type="checkbox"/> \$700

**Register for the Leadership Conference and Pre- or Post-Conference, and get the other half-day FREE!**

<b>Leadership ONLY Wednesday, July 28th &amp; Thursday, July 29th</b>	<input type="checkbox"/> \$300	<input type="checkbox"/> \$350	<input type="checkbox"/> \$400	<input type="checkbox"/> \$500	<input type="checkbox"/> \$550	<input type="checkbox"/> \$600
<b>Pre-conference ONLY Tuesday, July 27th</b>	<input type="checkbox"/> \$100	<input type="checkbox"/> \$130	<input type="checkbox"/> \$155	<input type="checkbox"/> \$180	<input type="checkbox"/> \$230	<input type="checkbox"/> \$280
<b>Post-conference ONLY Friday, July 30th</b>	<input type="checkbox"/> \$100	<input type="checkbox"/> \$130	<input type="checkbox"/> \$155	<input type="checkbox"/> \$180	<input type="checkbox"/> \$230	<input type="checkbox"/> \$280

**ARE YOU A MEMBER?**  YES  NO Total: \$ \_\_\_\_\_

*Registration rate includes all Conference materials, Receptions, Continuing Education Credit (Physicians, Nurses, Nursing Facility Administrators, Social Workers & Chaplains), as well as Breakfast and Lunch on Wednesday and Thursday, Breakfast on Friday.*

✓ Please check the Concurrent Breakout sessions you plan to attend each day:

<b>Tuesday Afternoon Pre-conference Part 1</b>	<input type="checkbox"/> PR1	<input type="checkbox"/> PR2	<input type="checkbox"/> PR3	<input type="checkbox"/> PR4	<input type="checkbox"/> PR5		
<b>Tuesday Afternoon Pre-conference Part 2</b>	<input type="checkbox"/> PR6	<input type="checkbox"/> PR7	<input type="checkbox"/> PR8	<input type="checkbox"/> PR9			
<b>Wednesday Morning Concurrent Session</b>	<input type="checkbox"/> A1	<input type="checkbox"/> A2	<input type="checkbox"/> A3	<input type="checkbox"/> A4	<input type="checkbox"/> A5	<input type="checkbox"/> A6	<input type="checkbox"/> A7
<b>Wednesday Afternoon Concurrent Session</b>	<input type="checkbox"/> B1	<input type="checkbox"/> B2	<input type="checkbox"/> B3	<input type="checkbox"/> B4	<input type="checkbox"/> B5	<input type="checkbox"/> B6	<input type="checkbox"/> B7
<b>Thursday Morning Concurrent Session</b>	<input type="checkbox"/> C1	<input type="checkbox"/> C2	<input type="checkbox"/> C3	<input type="checkbox"/> C4	<input type="checkbox"/> C5	<input type="checkbox"/> C6	<input type="checkbox"/> C7
<b>Thursday Afternoon Concurrent Session</b>	<input type="checkbox"/> D1	<input type="checkbox"/> D2	<input type="checkbox"/> D3	<input type="checkbox"/> D4	<input type="checkbox"/> D5	<input type="checkbox"/> D6	<input type="checkbox"/> D7
<b>Friday Morning Post-conference Part 1</b>	<input type="checkbox"/> PC1	<input type="checkbox"/> PC2	<input type="checkbox"/> PC3	<input type="checkbox"/> PC4	<input type="checkbox"/> PC5	<input type="checkbox"/> PC6	<input type="checkbox"/> PC7
<b>Friday Morning Post-conference Part 2</b>	<input type="checkbox"/> PC8	<input type="checkbox"/> PC9	<input type="checkbox"/> PC10	<input type="checkbox"/> PC11	<input type="checkbox"/> PC12	<input type="checkbox"/> PC13	<input type="checkbox"/> PC14

Administrator	ADMIN
Finance/Information Systems	FIN/INF
Social Worker	SW
Bereavement Professional	BER/PRO
Nurse	RN/LPN
Spiritual Caregiver	SPIR/CARE
CEO/Executive Director	CEO/EXEC
Quality Assessment/ Performance Improvement	QAPI
VA Partnership	VA
Hospice Aide	HA
Pharmacist	PHAM
Volunteer Manager	VOL
Development/Marketing	DEV/PRM
Physician	MD

Registrant's Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Hospice Agency Affiliation: \_\_\_\_\_

Discipline Code: \_\_\_\_\_

Payment by Check (made payable to LMHPCO) Check# \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Payment by Credit Card:  
 VISA  MasterCard  American Express  Discover Total Charge: \$ \_\_\_\_\_

Card # \_\_\_\_\_ Security Code \_\_\_\_\_ Exp. Date: \_\_\_\_\_  
(located on back of credit card)

Name: (please print) \_\_\_\_\_

Signature: \_\_\_\_\_





717 Kerlerec • New Orleans, LA 70116

PRE-SORTED  
STANDARD  
U.S. POSTAGE PAID  
NEW ORLEANS, LA  
PERMIT NO. 2250

