The Pursuit of Excellence: Delivering Quality and Expanding Access to Hospice and Palliative Care Services

August 21-22, 2018
Marriott Griffin Gate
Lexington, Kentucky
The Pursuit of Excellence: Delivering Quality and Expanding Access to Hospice and Palliative Care Services

CONFERENCE OVERVIEW

The only constant is change and the hospice industry is in the very midst of it. Regardless, hospices must continue to pursue excellence.

The 2018 KAHPHC conference will address much of the change we see today in the industry, with a full range of engaging topics and speakers. The goal of the conference is to provide insight and tools to help attendees keep pace with what is going on in and around the industry.

Dr. Jim Meadows will open the conference this year. Dr. Meadows has devoted his entire medical career to patient advocacy through the improvement of quality of life. Prior to joining Narus Health, he worked as Director of Palliative Medicine for Tennessee Oncology. Dr. Meadows will talk about the future of Health Care.

The afternoon plenary will delve into payment and the scrutiny hospices are facing today and its impact. The afternoon plenary will be conducted by Carrie Cooley, Principal/CEO, Weatherbee Resources, Inc. Carrie’s experience and regulatory expertise will be extremely valuable to hospice leaders as you navigate the ever-changing hospice regulatory environment.

Throughout the day on Tuesday, attendees will be able to engage with colleagues to learn from topics covering management/regulatory, clinical, and psychosocial areas. New this year will be a CMS track that will be virtual sessions covering many topics attendees have asked for, to include, The Pepper report, hospice quality reporting and consumer assessments.

Wednesday morning the conference opens with breakout sessions beginning at 8:00 a.m. Marian Grant with CAPC/CTAC will be the Wednesday morning plenary speaker. Marian is the Policy consultant for the Center to Advance Palliative Care (CAPC) and Senior Regulatory Advisor for the Coalition to Transform Advance Care (C-TAC).

Another new feature this year is a break out lunch for Peer Groups. This will provide an opportunity for Peer groups to meet and discuss their areas of interest.

Judi Lund-Person will close our conference on Wednesday afternoon. Judy will present “A View from Washington”. Judi has been the Vice President of Quality for National Hospice and Palliative Care since 2002. Judi will share with us the latest and greatest from the regulatory front.

The breakout sessions on Wednesday will cover clinical, regulatory, Spiritual, Psychosocial, Volunteer and a Palliative track.

CONTACT HOUR CREDITS OFFERED

Nursing

The Kentucky Board of Nursing has approved contact hours as follows: KBN# 5-0038-12-2019-573, 6.0 contact hours for Tuesday, August 21, 2018 and KBN# 5-0038-12-2019-574, 6.0 contact hours for Wednesday, August 22, 2018. Kentucky Board of Nursing approval of an individual continuing education provider does not constitute endorsement of program content. To receive contact hours participants must attend the entire day, evaluate the offering, and bring their Kentucky nursing license number.

Social Work

Bluegrass Care Navigators is approved by the Kentucky Board of Social Work to sponsor continuing education for credential holders (KBSWSP 2018003). Bluegrass Care Navigators maintains responsibility for this program and its content. Contact hours for Social Workers are approved as follows: 6.0 contact hours for Tuesday, August 21, 2018 and 6.0 contact hours for Wednesday, August 22, 2018. To receive contact hours participants must attend the entire day, evaluate the offering and bring their Kentucky social worker license number.

NOTE: To receive continuing education credits:
You must sign in Tuesday at 9:00 a.m. and Wednesday at 8:00 a.m. Complete and return your evaluation forms at the end of each day to the Registration Desk.

EDUCATION COMMITTEE

Euretha Godby, Chair
Hospice of Lake Cumberland
Liz Fowler
Bluegrass Care Navigators
Phil Marshall
Hosparus Health
Susan Hunt
Community Hospice
Janelle Wheeler
Heritage Hospice
Brandy Cantor
KAHPC

Amber Kirchner
Hosparus Health
Deborah May
Hosparus Health
Gail McGillis
Hospice Care Plus
Turner West
Bluegrass Care Navigators
Amber Coomer
Hosparus Health

LEARNING OBJECTIVES

After completing this conference, participants will be able to:

- Illustrate the value of expanding palliative care program services in the community
- Identify how the current state of government and federal policy will impact palliative and hospice care
- Relate how to improve patient outcomes through innovative clinical approaches
- Recognize the importance of delivering quality care through the use of compassionate psychosocial and spiritual techniques
**Judi Lund-Person, BA, MPH, CHC** is the Vice President, of Regulator and Compliance for the National Hospice and Palliative Care Organization. Judi serves as a key contact with the Centers for Medicare and Medicaid Services, interfacing with hospice payment policy, Part D, survey and certification, contractor management, and program integrity functions, among others. She also represents hospice and palliative care with the Medicare Administrative Contractors and other federal agencies and many national organizations. Recent issues include advocating for changes in the Notice of Election filing and payment process, advocating for new guidance regarding Part D and hospice, and ongoing work with the Medicare Administrative Contractors on hospice payment policy issues.

She works daily with hospice providers and state hospice organizations on the ever-increasing array of regulatory and compliance issues and translates complex regulatory language into actionable “plain English” for hospice providers. She works with her team at NHPCO to develop regulatory and compliance tools for hospice providers each year, including hospice payment rates and wage index values and compliance guides to assist providers in achieving compliance with various federal rules and regulations.

**Carrie Cooley, RN, MSN** is the *Principal/Chief Executive Officer* for Weatherbee Resources. Carrie first joined Weatherbee in 2009 as an Associate Consultant and was hired as the Consulting Coordinator in 2012 and was promoted to Principal/CEO in January 2018.

Carrie's mission is to prepare and support hospices navigating the ever-changing regulatory hospice environment. Carrie's regulatory expertise and extensive consulting experience includes forensic clinical record auditing, baseline compliance audits/mock surveys, interim management, clinical due diligence, and executive coaching. Carrie also works directly with clients' legal counsel in preparation for arbitration and other hearings; she serves as an expert witness. Weatherbee also works extensively with clients who are under a Corporate Integrity Agreement (CIA); Carrie and the Consulting team manage the Independent Review Organization (IRO) audit activities required by the Office of Inspector General (OIG). Carrie's excellent rapport with executives and staff alike – coupled with her regulatory and clinical acumen, and knowledge of best practices – assures excellent consulting outcomes.

Under Carrie’s leadership, Weatherbee has assisted hundreds of clients under investigation by Zone Program Integrity Contractors (ZPIC), Benefit Integrity Support Centers (BISC), Recovery Auditors (RA), the Department of Justice (DOJ), and OIG.

As a member of Weatherbee's Speaker's Bureau, Carrie teaches a broad range of hospice, regulatory, and leadership-related topics nationally and is a member of the faculty for Weatherbee's renowned Hospice Regulatory Boot Camps. Carrie also frequently speaks at state and national hospice conferences on compliance-related topics. Carrie is a registered nurse and holds a Master's degree from Samford University with a specialty in nursing leadership and healthcare finance.

**Dr. Jim Meadows** has devoted his entire medical career to patient advocacy through the improvement of quality of life. Prior to joining Narus Health, he worked as Director of Palliative Medicine for Tennessee Oncology. A Nashville native, Dr. Meadows completed his Bachelor of Science degree from Lipscomb University before received his Doctorate of Medicine from Loma Linda University School of Medicine in southern California. Upon completion of residency, he relocated back to Nashville where he subsequently served as Medical Director for Alive Hospice, Sumner Hospice, and as National Medical Director for Gentiva Health.

Dr. Meadows twice chaired the Tennessee Hospice Organization and maintains an active role in policy development for palliative and end of life needs. He is a member of the American Academy of Hospice and Palliative Medicine, National Hospice and Palliative Care Organization, and the American Society of Clinical Oncology.

In his spare time, Dr. Meadows enjoys motorcycles, golf, and photography, but his greatest passion is being with his son and daughter.

**Marian Grant, DNP, ACNP-BC, ACHPN, FPCN, RN** is Senior Regulatory Advisor for the Coalition to Transform Advanced Care (C-TAC), a policy and marketing consultant for the Center to Advance Palliative Care (CAPC), and a palliative care nurse practitioner at the University of Maryland Medical Center. She is adjunct faculty at the University of Maryland and Johns Hopkins Schools of Nursing. In 2014, she was selected as a Robert Wood Johnson Health Policy Fellow.

Dr. Grant has served on the board of the Hospice and Palliative Nurses Association, been faculty for ELNEC, the End-of-Life Nursing Education Consortium, and speaks nationally and internationally on palliative care. Before becoming a nurse, she had a career in marketing at the Procter & Gamble Company and worked on the Max Factor and Cover Girl cosmetics brands.
### Schedule of Events
**Tuesday, August 21, 2018**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00-9:00</td>
<td><strong>Vendor Booths Open</strong></td>
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| 9:00-9:15  | **Welcome**  
  *Welcome to KAHPC 20th Annual Conference*  
  Liz Fowler, President, KAHPC  
  CEO, Bluegrass Care Navigators |
| 9:15-10:15 | **Opening Plenary**  
  *Palliative Care: Fully Loaded!*  
  Jim Meadows  
  Narus Health |
| 10:15-10:30| **Break**  
  Visit Vendors (Coffee, Tea, Water Available) |
| 10:30-11:30| **Breakout Session 1**  
  **1A**  
  Palliative Sedation Therapy: A Case Study  
  Drew Lally, MD  
  Hosparus Health  
  **1B**  
  Continuous Care  
  Carrie Cooley, RN, MSN  
  Principal/CEO, Weatherbee Resources, Inc  
  **1C**  
  SAGECare: Supporting Lesbian, Gay, Bisexual and Transgender Older Adults  
  Vicki J. Stanley, MA, HS-BCP  
  **1D**  
  Consumer Assessment of Healthcare Providers and Systems  
  Debra Dean-Whittaker, Ph.D.  
  Division of Consumer Assessment & Plan Performance  
  Centers for Medicare & Medicaid Services |
| 11:30-12:30| **Lunch**  
  2018 KAHPC Awards Presentation  
  Location: Bluegrass Pavilion |
| 12:30-12:45| **Break**  
  Visit Vendors |
| 12:45-1:45| **Afternoon Plenary**  
  *What’s New With Payment Related Scrutiny? Targeted Probe and Educate Audits and More*  
  Carrie Cooley, RN, MSN  
  Principal/CEO, Weatherbee Resources, Inc |
| 1:45-2:00 | **Break**  
  Visit Vendors |
| 2:00-3:00 | **Breakout Session 2**  
  **2A**  
  Improving Clinical Skills Through Close Reading: A Narrative Medicine Approach  
  Susan Berla, BA, RN, CHPN  
  Hosparus Health  
  **2B**  
  Sexual Harassment and other Human Resource Issues  
  Cynthia L. Effinger, Esq.  
  McBrayer, McGinnis, Leslie and Kirkland  
  **2C**  
  Nurturing Hope at the End of Life  
  Amber Kirchner  
  Hosparus Health  
  **2D**  
  PEPPER: A Comparative Data Report for Hospices  
  Kimberly Hrehor, MHA, RHIA, CHC, PMP  
  TMF Health Quality Institute |
| 3:00-3:15 | **Break**  
  Visit Vendors |
| 3:15-4:15 | **Breakout Session 3**  
  **3A**  
  Achieving Better Outcomes Through Deprescribing in Hospice  
  Marisa Todd, PharmD, BCPS  
  Enclara Pharmacia  
  **3B**  
  Do You Really Know Your Risks? What If the Answer is NO?  
  Joe Danaher, CRISC  
  Integrity IT  
  Phillip Miller, President  
  Integrity IT  
  **3C**  
  Healing the Healers—Supporting Clinician Wellbeing  
  Joe Rotella, MD, MBA, FAAHPM, HMDC  
  Catalyst HPM  
  **3D**  
  Hospice Quality Reporting Program  
  Cindy Massuda  
  Centers for Medicare & Medicaid Services |
| 4:15-4:30 | **Evaluations**  
  Complete and Return Evaluations. CE Certificates Provided. |
| 4:00—5:30 | **Board Meeting**  
  KAHPC Board of Directors Meeting  
  Location: TBD |
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<tr>
<th>Time</th>
<th>Location</th>
<th>Session 4</th>
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<td>Breakout</td>
<td>8:00-9:00</td>
<td>Hospice Assessment Tools and Comparative Documentation</td>
<td>Hospice and Palliative Approach to Infectious Disease</td>
<td>Art of Possible in Patient and Caregiver Experience</td>
<td>The Palliative Care Nurse as Case Manager</td>
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<td>Session 4</td>
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<td>Carrie Cooley, RN, MSN, Weatherbee Resources, Inc</td>
<td>Kimberly L. Bell, MD, Bluegrass Care Navigators</td>
<td>Becky Thorne, OneSource/Total Triage, Laurie Nelson, RN, Bluegrass Care Navigators</td>
<td>Kim Whisman, MSN, RN, Bluegrass Care Navigators</td>
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<td>Euretha Godby, Vice President KAHPC</td>
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<td>Federal Policy Update 2018: What’s Next for Palliative Care?</td>
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<td>Peer Group Break Out Lunch</td>
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<td>Session 5</td>
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<td>Regulatory Deep Dive</td>
<td>Neuropathic Pain</td>
<td>Recruit Your Way to Serving More Patients</td>
<td>Moving Upstream Successfully: Starting a Community-based MD/NP Palliative Care Consult Program</td>
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<td>Judi Lund Person, BA, MPH, CHC, National Hospice and Palliative Care Organization</td>
<td>Thomas McKain, MD, Hosparus Health</td>
<td>Sylvia M. Johnson, Volunteer Manager, Hosparus Health</td>
<td>Tricia Cobler, APRN, ACHPN, Hosparus Health</td>
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<td>Closing</td>
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<td>The View From Washington for Hospice</td>
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<td>Evaluations</td>
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<td>Complete and Return Evaluations. Contact Hour Certificates Provided.</td>
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As a new edition to this year’s conference, the Kentucky Association of Hospice and Palliative Care (KAHPC) has incorporated a peer group luncheon that will take place on Wednesday, Aug. 22nd. The peer groups have long been an important part of the basic structure of KAHPC.

The mission of the peer groups is to provide professional guidance, educational direction and emotional support for members, provide a channel for sharing information and a vehicle for networking, problem solving and education. These groups also help individual programs to enhance the quality of patient care being delivered through education and sharing of information.

On Wednesday, attendees will have the option of attending one of the following peer group sessions during lunch. Those who do not wish to attend a session will enjoy lunch in the regular location with others who are not attending a peer group session.

Peer group leaders will be providing an agenda and outline for each session. This lunch and session is included with your paid registration on Wednesday. Anyone not registered for the conference on Wednesday who wants to attend only the peer group lunch session will need to register separately for the lunch session only and note which peer group meeting you will be attending. Following is a list of the peer groups that will have space provided for a working lunch should the peer group leader decide to host a session:

- Social Work Peer Group
- Inpatient Care Coordinator Peer Group
- Volunteer Peer Group
- Patient Care Coordinator Peer Group
- Medical Director/Physician Peer Group
- Marketing/Development Peer Group
- Billing Peer Group
- IT Peer Group
- Bereavement Peer Group
- APRN Peer Group
The Kentucky Association of Hospice and Palliative Care annually honors staff, leaders, and community supporters who exemplify providing quality end-of-life care to members of our communities. Your paid registration on Tuesday includes admission to the awards luncheon. Additional luncheon tickets for those not registered can be purchased at $35.00 each.

Please join us in recognizing leaders in our field and our state.

**Hospice Innovator Award**
- For an individual or group who has demonstrated excellence in the use of skills, caring and devotion to patients and colleagues.

**Hospice Distinguished Leader Award**
- For a person demonstrating sensitivity and commitment to the hospice mission and to the promotion of end-of-life care.

**Hospice Champion Award**
- Individuals who have advanced the cause and support of the hospice industry and/ or supported those principles and concepts consistent with values underlying the provision of hospice services.

**The Award of Excellence**
- For an individual who has attained repeated outstanding support in hospice end-of-life care through advocacy, partnership, and strengthening public policy.

**Hospice Pioneer Award**
- For an individual who has blazed a trail for others to follow within the hospice profession, education, program development, administration, government or community activities.

**Above and Beyond Award**
- For a person demonstrating exemplary actions of heroism or courage beyond the call of duty within their hospice role.

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Headquartered in Lexington, KY, Consolo is the premier provider of web-based EHR software. Driven by passion for post-acute we serve more than 400 agencies across the United States, including many right here in Kentucky. We offer clinical EHR software, claims billing software, revenue cycle management, referrals CRM, visit/mileage/time tracking, embedded e-prescribing/EPCS, embedded analytics, secure messaging, medication history, inpatient facility support and so much more.
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The Pursuit of Excellence: Delivering Quality and Expanding Access to Hospice and Palliative Care Services

Please type or print. Use separate form for each registrant.

First Name: ________________________________ Last Name: ________________________________
Organization: ______________________________ License #: ________________________________
Credentials: ______________________________ Type of Contact Hours requested: __________________
Job Title: ______________________________ Email: ______________________________
Address: ___________________________________________________________________________________________
City: ____________________ State: ______ ZIP: _______ Phone: _____________________________

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<tr>
<th>Registration Fees:</th>
<th>Early Bird KAHPC Member (until July 25th )</th>
<th>KAHPC Member (after July 25th)</th>
<th>Non-Member</th>
<th>Amount Due</th>
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<tbody>
<tr>
<td>☐ Tuesday</td>
<td>$150</td>
<td>$165</td>
<td>$225</td>
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<td>☐ Wednesday</td>
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<tr>
<td>☐ Additional Award Luncheon Tickets (Tuesday)</td>
<td>$35 Each</td>
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<tr>
<td>☐ Peer Group Lunch Session (Wednesday)</td>
<td>$30 Each</td>
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TOTAL AMOUNT DUE (ADD LAST COLUMN) $________

Peer Group Attending (if applicable) X

Method of Payment

☐ Check (payable to KAHPC) ☐ Credit Card - Circle one: Visa / MasterCard

Credit Card# ______________________________ Exp. Date: _________
Name on Card (print) ______________________________ 3 digit code________ (on back of card)
Billing address on card: ______________________________

Please complete registration form and send payment to:

Brandy Cantor
Kentucky Association of Hospice and Palliative Care
305 Ann St., Suite 308, Frankfort, KY 40601
bcantor@mmlk.com
Phone: 1-888-322-7317 Fax: 1-888-755-6531

You will receive email confirmation of your registration at the above email address.

***No cancellations after August 1, 2018; but you may send another person in your place at no additional cost.***

Hotel Information

A block of rooms are being held at the Marriott Griffin Gate Resort in Lexington at the conference rate of $139 per night double occupancy. Please call the hotel directly for reservations; identify yourself as a Kentucky Hospice Conference participant.

Marriott Griffin Gate
1800 Newtown Pike
Lexington, KY 40511
Phone: (859) 231-5100
Thank you for attending.

KAHPC
20th Annual
Conference and Symposium