

Conference: Thursday, November 8

Registration & Continental Breakfast 8:00 am – 8:45 am

Welcome 8:45 am – 9:00 am

Timothy Boon, RN, Vice President, HPCFM Board of Directors

Keynote Address 9:00 am – 10:00 am

Inviting the Wisdom of Death into Life

Frank Ostaseski, Founder & Director, Metta Institute, Sausalito, CA.

Session Four – 10:30 am – 11:45 am

4A The Heart of Service

Frank Ostaseski, Founder & Director, Metta Institute, Sausalito, CA.

“I slept and dreamt that life was joy.
I awoke and saw that life was service.
I acted and behold, service was joy.”

-Tagore

At its core, good medicine is built on the practice of wise relationship. Patients want more than expertise -- they need a human face on the medical care they receive. Continuity, trust, and communication matter.

This takes us into the territory of service which is a natural expression of our humanity. Service is more than work; it is manifestation of our innate compassion, wisdom and generosity. While service is natural, even instinctual it isn't always easy. In this workshop we will explore the primary obstacles to service and discover how true service is always mutually beneficial.

4B Family Dynamics in the Perfect End of Life Experience: A Physician's Perspective

Sonali Wilborn, MD, MBA, National Medical Director, Seasons Hospice and Palliative Care, Rosemont, IL.

Family dynamics can complicate good care at end of life from both the physician and patient perspective. Dr. Wilborn will explore the role of culture, ethnicity and beliefs at end of life. The speaker will describe how physician background and beliefs can impact the patient, family and physician experience, including professional fulfillment vs. burnout.

4C Hot Topics in Hospice Fraud and Abuse

David S. Schumacher, JD, Partner and Mark A. Johnson, JD, Partner, Hooper, Lundy & Bookman, P.C., Boston and San Diego, CA.

Federal and state enforcement in the hospice space is at an all-time high. In this session, David Schumacher, a former health care fraud prosecutor from the U.S. Attorney's office in Boston, and Mark Johnson, a nationally-recognized attorney in the long-term care field, will provide an update of recent federal and state enforcement actions related to the hospice industry, as well as discuss best practices from a compliance perspective to avoid regulatory scrutiny and defend against audits and investigations once they are initiated.

4D Accessibility of Medical Marijuana in the Hospice Industry

Emily Hoffnagle, Pharm D, Pharmacist, Patriot Care, Lowell and **Michelle L. Shuffett, MD**, Physician Liaison, Columbia Care, New York, NY.

As awareness and availability of Medical Marijuana continues to grow, so does the opportunity to include it in the hospice plan of care. This workshop will review the benefits of Medical Marijuana for hospice patients. Drs. Hoffnagle and Shuffett will distinguish the roadblocks to accessing Medical Marijuana in hospice and the tools available to get around these roadblocks.

4E Shifting Goals of Care: Palliative Case Management

Karen Blair, RN, Palliative Care Coordinator, Commonwealth Care Alliance, Springfield.

This workshop will illustrate a novel approach to community palliative care. Using case presentations, involving complex serious illness, Ms. Blair will demonstrate palliative care as a natural part of normative primary care. The cases will illustrate the evolution of the goals of care and symptom management without disruption in the caregiving team and benefit to the patient.

4F Refocusing on the Patient Experience

Dawn Jelley, CHPN, RN, Senior Clinical Application Specialist, and **Andrea LeBlanc, RN, BSN, MBA**, Vice President of Product, HealthWyse/Casamba, Wilmington.

Patient Experience has fallen off the radar due to increased focus on satisfaction survey results; creating a burden to do more with less, meet regulatory demands, and manage staff and the bottom line. This workshop will explore how to build a culture and practice of patient-centered care that ensures exceptional patient experience. Ms. Jelley and Ms. LeBlanc will use real life examples, to discuss strategies, action items, and tools that organizations can use to achieve improved patient experience while managing all other operational demands.

4G Delirium: An Approach to Practical Evaluation and Management

Lisa Bradshaw, MSN, FNP, ACHPN, Palliative Nurse Practitioner, Dartmouth Hitchcock Medical Center, Andover and **Nicole DePace, MSN, GNP, ACHPN**, Palliative Nurse Practitioner, Good Shepherd Community Care, Quincy.

Often clinically challenging to assess and manage, delirium is a complex disorder that is frequently present in patients with serious illness and at end of life. This workshop will provide an advanced overview of delirium including its definition, clinical significance, screening, and management. Ms. Bradshaw and Ms. DePace will present evidence-based strategies to improve clinicians' evaluation and management skills that will lead to improved quality of life for patients and caregivers.

4H Staff Support Meetings: Helping You to Stay Healthy and Whole in Hospice Care

Luis Pacini, BA, RN, CHPN, Hospice Nurse and **Tim Boon, RN**, President/CEO, Good Shepherd Community Care, Newton.

Staff satisfaction and staff retention are critical in the maintenance and growth of a Hospice and/or Palliative Care Program. Research shows when staff are invited to participate in facilitated staff support meetings with an interdisciplinary community of colleagues, in a safe environment, personal coping strategies improve team cohesion and reinforce self-care strategies. Mr. Pacini and Mr. Boon will examine how making meaning of work enables one to address existential, personal and professional core values and encourages the realization that the team is part of the greater whole and contributes to the greater good.

4I The Supervisory Relationship: Retention and Success for Hospice Aides

Sydney Axelrod, MA, Training Facilitator and **Natalie Shellito, PhD, MA**, Research Associate, Home Care Aide Council, Watertown.

The importance of the Supervisor-Worker relationship in direct-care service settings was the focus of a state-wide survey of the Massachusetts home care industry. Ms. Axelrod and Ms. Shellito will present the findings related to the importance of the supervisory relationship, home care aides' perception of who their supervisors are, and how the quality of the supervisory relationships affects their work.

Session Five: 1 pm – 2:15 pm

5A Stop Good Talent from Walking Out the Door: Recruitment and Retention Strategies That Make Sense

Henry Roman, BS, MAc, SHRM-SCP, SPHR, Principal Consultant, HR Gods, Boston.

Recruitment and retention strategies can leverage your existing organizational strengths to create a high-productivity workforce. This workshop will explore project-based approaches to finding and keeping those performers who match your organizational culture and identify when it is necessary to make difficult decisions when change is needed

5B Preparing to Prepare: Best Practices in Emergency Operations

Rob Osgood, MS, MBAc, Executive Director, and **Erin Sanford, CHPCA**, Director of Business Operations, Seasons Hospice and Palliative Care, Burlington.

In 2017, the Centers Medicare and Medicaid implemented Emergency Management Regulations. In this workshop, with an eye toward efficient operations and team building, Mr. Osgood and Ms. Sanford will highlight the best practice elements of a well-designed Emergency Management program. The speakers will describe specific strategies for patient-centric hospice and palliative care programs.

5C Navigating the Complexities of ALS: A Clinical, Physical, Emotional and Spiritual Perspective

Darlene Sawicki, **MSN, ANP-BC, RN**, Neurology Ambulatory Nurse Director/Co-Director of ALS Multidisciplinary Clinic, Massachusetts General Hospital, Boston and **Diane McKenna-Yaskek, NP**, UMass Medical School, ALS Clinic, Worcester and **Ron Hoffman, Author**, The Sacred Bullet, Founder and Director, Compassionate Care ALS, Falmouth.

The complexities of working with persons living with ALS (PALS) and their caregivers may present challenges to any team. With ALS, no two patients are alike and most often are facing critical health needs at home which creates very challenging circumstances for everyone involved. Ms. Sawicki, Ms. McKenna-Yaskek and Mr. Hoffman will define ALS and the PALS assessment, current disease management resources, tools for communication. The speakers will introduce the 'art of showing up' and the P.A.C.E. (Participate, Advocate, Collaborate and Educate) approach to PALS when end of life is near.

5D Kidney Dialysis and End of Life Decisions

Linda K. Reedy, MSW, LICSW, ACHP-SW, CNSW, Renal Social Worker, Fresenius Kidney Care, Lowell.

People die while on dialysis awaiting transplant or shortly after being removed from a transplant list. This workshop will review the functions of the kidney, the causes of End Stage Renal Disease, and offer an overview of life on dialysis including current statistics. Ms. Reedy will describe the unique opportunity that social workers have to assist End Stage Renal Disease patients in discussing goals of care and advance directive decision making.

5E Fight, Hope, Miracle: Unpacking the Emotion Beneath the Words Patients Use

Priscilla Minkin, APBCC BA, ME, MA, Senior Chaplain, and **Patsy Fortney, BA**, Chaplain, Department of Palliative and Spiritual Care, Central Vermont Medical Center, Berlin, VT.

When patients use words like fight, hope and miracle, it is important to understand and incorporate the operative emotion behind the words to avoid shutting down conversation. This workshop will offer skills for connecting more deeply with the heart of the matter, and the heart of the person. The presenters will highlight tools and resources to assist with identifying emotions, interventions and outcomes.

5F Healing for Heroes: Post Traumatic Stress Disorder (PTSD) Symptom Management with Medical Cannabis

Tracey Gregory, RN, QAPI/Staff Development, Hospice of Western and Central MA, **Ann M. Brum**, Business Development, Medwell, Brockton, and **Mark Ledewitz, AS, BS, RN**, Cannabis Dispensary, Pittsfield.

Post-Traumatic Stress Disorder (PTSD) triggers may increase at end of life. Veterans with combat related PTSD have found improved quality of life using medical cannabis. This workshop will explore the regulations and clinical guidelines to dosing. Including the veteran perspective, the speakers will describe the process of obtaining a Massachusetts Medical Marijuana card.

5G Aromatherapy: The Power of Essential Oils to Enhance Patient Care

Valerie Masi, BSN, CHPN, CA, Clinical Director, Cranberry Hospice and Palliative Care, Plymouth.

This workshop will describe the basics of aromatherapy including its definition, the safety of essential oils and their application. Ms. Masi will highlight the symptom relief properties of certain essential oils. In addition, the speaker will describe present useful tips to for starting an aromatherapy program in hospice.

5H Caring of the Soul at the End of Life: A Holistic Approach to Dying Well

Nikki Stournaras, MTS, Spiritual Care/Bereavement Coordinator, West River Hospice, Newton.

Not all pain is caused by disease; it may be fear, loneliness or isolation. Ms. Stournaras will discuss the benefits of a non-medical, alternative, holistic approach for the care of the soul at end of life, including a brief overview of prayers and sacred rituals sometimes employed. The presenter will highlight the use of Reiki, aromatherapy, guided imagery, music as alternative methods.

Session Three – 2:30 pm – 3:45 pm

6A If You're Going, You Need to Keep Going: Constipation and Changes in Elimination at End of Life

Joel Bauman MD, Hospice Medical Director and **Regina Cunningham, RN, BSN, CHPN**, Hospice RN Case Manager, VNA Hospice and Palliative Care, Woburn,

Changes in bowel function are frequently encountered during the course of life-limiting illness and are associated with distressing symptomatology. When control of advancing disease process is no longer possible, understanding ways to facilitate elimination with comfort and dignity is important in enhancing quality of life throughout the dying process. Dr. Bauman and Ms. Cunningham will review the anatomy of bowel function, identify the importance of altered bowel function at end of life and highlight times when cessation of clinical intervention is clinically appropriate.

6B Goals of Care and What Matters Most in Supportive Care

Robin Pelletier, RN, BS, Director of Supportive Care Services and **Lorie Resendes Trainor, RN, CNP, ACHPN**, Palliative Care Nurse Practitioner, Southcoast VNA, Fairhaven.

The Conversation Project is one of many recent national efforts encouraging *the conversation* about end-of-life wishes. This workshop will describe the importance of the role health care organizations play as the keeper of patient wishes. Ms. Pelletier and Ms. Resendes Trainor will describe document storage, the electronic health record, and the provision of care that respects patient wishes

6C With an Eye to Compliance: Effective Documentation for Hospice and Palliative Care Providers from a Legal Perspective.

Jay M. Elias, Esq., BA, JD, General Counsel, Dyer-Lake Funeral Home, North Attleboro.

Documentation in the healthcare setting serves multiple purposes including communication, evidence and compliance; all with the goal of ensuring high quality patient care. In this workshop, Attorney Elias will explain how accurate, appropriate, and effective documentation is perhaps the single most important factor in proving eligibility for hospice care and why the most important strategy for successful documentation is to consistently, clearly, and carefully document the patient's condition and the services provided so that the documentation submitted leaves absolutely no doubt about the patient's hospice eligibility.

6D Thoughtful De-prescribing of Medications in End-of-Life Care

Mary Mihalyo, PharmD, BCPS, CDE, BS, CEO, Delta Care Rx and Assistant Professor, Duquesne University, Steubenville, OH.

As patients approach the end of life the medical necessity for many medications declines. Hospice and palliative care clinicians may struggle to identify medications that may be discontinued. Dr. Mihalyo will identify clinical tools useful in de-prescribing of medications, stakeholder communication and other essential information relative to medication use in end-of-life care.

6E Taking the Taboo Out of End-of-Life Conversations: Culturally Sensitive Discussions with Chinese Americans

Alicia M Gomez, MSW MBA, Chief Strategy and Business Development Officer/Licensed Independent Clinical Social Worker and **Shiyun Guan, BA**, Program and Project Coordinator, Boston Senior Home Care, Boston.

In the Chinese culture the term death or discussions about death are taboo, creating a barrier to discussing end-of-life care. In this workshop, Ms. Gomez and Ms. Guan will provide insight into culturally sensitive methods to successful conversations by describing Chinese cultural spiritual beliefs and practices.

6F Dysphagia in End Stage Dementia: Artificial Nutrition vs Comfort Feeding

Renee Bryden, OTR/L, RN, BSN,CHPN Assistant Clinical Services Director and **Sara LeRoy Igoe, BA, M.S. CCC-SLP**, Speech Language Pathologist, Broad Reach Hospice and Palliative Care, North Chatham.

Initiating conversations about eating and drinking at end of life can be challenging for hospice and palliative care clinicians. Ms. Bryden and Ms. Igoe will provide an overview of the mechanics of swallowing as well as the behavioral, motor and cognitive deficits consistent with the stages of dementia and the compensatory techniques for each stage. The presenters will share guidelines and scripts for clinical staff, caregivers and family members on disease progression as well as effective ways to initiate these difficult conversations.

6G Mood and Substance Use Disorder, Their Effect on Pain Management

Victoria Gurfolino, MSN-PMHNP-BC, Nurse Practitioner Palliative Care, Beth Israel Deaconess Medical Center, Boston.

Comorbid diagnoses such as mood and substance disorder may complicate pain and symptom management for hospice and palliative care patients. Ms. Gurfolino will present risk assessment tools and interventions to manage symptoms for patients with increased need. The presenter will use case studies to illustrate safe practice, opiate risk tool, and agreement when pain, addiction or mood disorders are present.

6H Thanatology: The Art of End-of-Life Care

Sandra L. Bertman, PhD, FT, LCSW, EdM, Good Shepherd Community Care, Newton.

Miracles are not created; it is possible to create space for miracles to occur. Engagement with the arts is a creative act and may be the catalyst in the search for meaning, to initiate reflective practice and to incite change. Ms. Bertman will demonstrate how the arts challenge, instruct, and buttress the endeavor to stay present with another's suffering and to better understand our own.