2020
October 27•28•29
ANNUAL EDUCATION CONFERENCE
LIVE - Virtual Event
WOW!

Miss a Little, Miss a Lot!
Content • Community • Connection • Continuing Education Credit
Welcome to the 2020 Annual Education Conference - A LIVE Virtual Event! #HPCFM2020

What are the most frequently used phrases of 2020?

Surely, you’ve heard, ‘It’s an unprecedented year,’ or ‘These are challenging times.’ The other favorite is ‘Pivot.’ And that is exactly what the HPCFM Conference Planning Committee (CPC) did when considering how important it is for hospice and palliative care professionals to come together annually for high-quality education.

Each year, for decades, HPCFM has hosted an Annual Education Conference focused on Content, Community, Connection and CEUs; often regarded as the largest end-of-life care conference in New England. The CPC has researched the best ways to pivot and convert this annual education event that is packed with high-quality educational content, a sense of community and connection to those sharing in the work and ever-important continuing education credits to A LIVE Virtual Event.

The event features three days of LIVE Virtual Content to inform and inspire your work in the days ahead. Whether you attend in casual business attire, or in your pajamas, in your office or in your living room, kitchen or dining room, or in an undisclosed location; you will be glad you did! The event is all LIVE and virtual. If you miss a little, you miss a lot!

Thanks to very generous sponsors, you will receive an exciting WOW Box, shipped ahead of the event - to help you build enthusiasm and prepare you for your day(s) at the conference. Your WOW Box will include specially designed and selected items to keep you in the ‘I am at a conference,’ frame of mind. Do Not Disturb – I am Attending a Conference door hangers to remind others around you that you are working, cups for staying hydrated and even a snack to keep energized. And a few more surprise goodies that will help you connect with speakers! (Register now for Early Bird rates! WOW Boxes guaranteed to arrive when you register by October 16! After that, the delivery gods are in charge.)

The CPC selected a variety of workshops from regulatory topics to the future to wellness practices. You’ll see familiar faces with important messages. Judi Lund Person, Jennifer Kennedy (NHPCO) and Shelley Dailey (NGS) will offer a PreConference Day filled with Regulatory Hot Topics. And on Day One of the general conference Edo Banach (NHPCO) will present the important, View from Washington. The CPC has even arranged for a little humor on the final day of the conference. Karyn Buxman will offer Amazed and Amused: Success, Significance & Happiness in Hospice & Palliative Care.

There will be many ways to Connect with your colleagues and friends once you enter the conference LOBBY. Once you receive your unique link as entry to the conference (essentially, your admission ticket) make sure to check out all the options (just to name a few!)

- Happy Hour (October 28th 5:00 – 6:00 pm)
- Discipline Specific Meetings (October 28th 3:00 – 4:00 pm)
- Custom-Designed Virtual Exhibit Booths (October 28th & 29th)
- Tech Check
There is time built in to visit the custom-designed VIRTUAL Sponsor and Exhibit booths! Make sure to stop by each booth and speak with the representatives! Just live the traditional live event, they will enter you into their raffles when you visit!

HPCFM is thankful to the sponsors for their investment in your professional education; each of them longtime friends of HPCFM. It is their support and generosity that has guaranteed this quality program. Thank you to Steve Geoffroy of Long-Term Pharmacy Solutions for his ongoing support, Diamond Sponsor, and Joe Casper of Casper Funeral & Cremation Services, Emerald Sponsor. Their financial support allows HPCFM to provide you with a high-quality event without increasing registration fees. See the complete list of sponsors throughout the registration site.

Every year there are new products and services represented here to make your life easier and to support your work. Please make every effort to visit our exhibitors during breaks and luncheon to learn about their products and services and thank them for their support!

To ensure smooth sailing for the LIVE Virtual Event, the conference tech company TPN will be hosting virtual check-ins for EVERY registrant on Monday, October 27th and each morning prior to the conference. This tech check is ESSENTIAL to guarantee that your conference experience is stellar and there will be NO ISSUES with your technology to get in the way of your conference experience. TPN will be available throughout the conference. You can find them in the LOBBY at the Tech Check Station and in each workshop. During the important and essential tech check, they will provide instructions specific to you, your computer, your Internet connection, etc. During registration, you will notice and important step and that is creating a TPN profile. This added step is important and creates a user profile that is unique to you and in the event of troubleshooting could come in handy. Thank you for your patience with the added step, so important to the PIVOT!

On behalf of the HPCFM Board of Directors and the Conference Planning Committee (CPC), welcome to the 2020 Annual Education Conference – A LIVE Virtual Event!

Have a great LIVE Virtual Conference Experience!

Peace,

Christine McMichael
HPCFM Executive Director
Preconference - Quality, Regulatory & Compliance

PC1 • Regulatory Deep Dive in the Midst of a Public Health Emergency

Judi Lund Person, MPH, CHC, Vice President, Regulatory and Compliance, National Hospice & Palliative Care Organization, Alexandria, VA

This is an age of changing regulatory requirements for hospices. There are temporary changes because of the Public Health Emergency (PHE). Which of those changes will become permanent after the PHE is over? There are changes to the hospice admission process, with election statement changes and the addition of the addendum. Has that been delayed again? What are the next steps? What about Targeted Probe and Educate (TPE) and audits? Will they remain suspended after the PHE? For how long? What are the trends in audits we are seeing? This session will cover these issues and more, including issues that are late-breaking and just in time.

• At the completion of this session participants will be able to discuss temporary changes because of the Public Health Emergency and whether they will become permanent.

• At the completion of this session participants will be able to discuss a hospice’s processes for changes to the election statement and the addition of the addendum.

• At the completion of this session participants will be able to identify regulatory issues to address to support your program.
PC2 • Hospice Quality and Emergency Management; In Real Time, During a Pandemic

Jennifer Kennedy, EdD, MA, BSN, RN, CHC, Senior Director of Quality & Regulatory, National Hospice & Palliative Care Organization, Alexandria, VA

Did you know there are quality improvement opportunities throughout your hospice organization and care provision every day? You cannot improve your organization until you make the commitment to continuous quality improvement. This session will review the latest Hospice Quality Reporting Program (HQR) update and the place of quality improvement in your organization. The session will also discuss emergency management of the current public health emergency.

- At the completion of this session participants will be able to explain HQR updates and what is the quality reporting pipeline.
- At the completion of this session participants will be able to describe the quality value proposition in an organization’s operations strategy.
- At the completion of this session participants will be able to illustrate the role of emergency management and its components related to the current public health emergency.

PC3 • Public Health Emergency: COVID 19 Hospice Updates & Waivers

Shelly Dailey, MSN, BSN, RN, CPHM, National Government Services, East Syracuse, NY

This session is for any and all hospice employees and will deliver updates regarding the Public Health Emergency Covid-19, offer information regarding current Medical Review/TPE processes, provide tips to assist providers in avoiding common home health claims denials, and ensure hospice providers have access to valuable home health references and resources.

- Deliver updates regarding the Public Health Emergency PHE Covid-19
- Offer information regarding current Medical Review/TPE processes
- Provide tips to assist providers in avoiding common hospice claims denials
- Ensure providers have access to valuable hospice references and resources
Keynote 10:00 AM – 11:00 AM

View from Washington
Edo Banach, JD, President & CEO, National Hospice & Palliative Care Organization, Alexandria, VA

The present and future of health care in this country is in the home. COVID-19 has accelerated that trend. Learn about the various innovations and changes that are taking place, and that you must embrace, in order to succeed.

- Discuss and identify regulatory and legislative flexibilities in hospice and palliative care.
- Discuss innovations that will impact payment and provision of care in hospice and palliative care.
- Discuss and identify ways in which these trends are impacted by the pandemic.

Session I • 11:15 AM - 12:15 PM

1A • COVID-19 Lessons Learned: Emergency Preparedness, Infection Control Challenges and Hospice Provider Solutions
Kimberly Skehan, RN, Senior Manager, Simione Healthcare Consultants, LLC, Hamden, CT

During this presentation we will provide a summary of the regulatory changes and operational challenges faced by hospices as a result of COVID-19, especially related to emergency/pandemic planning and Infection prevention and control. A review of innovative provider solutions implemented to meet patient, staff, and family needs during this crisis will be shared, along with strategies to facilitate ongoing infection control, pandemic planning, and survey readiness that hospice providers may incorporate into daily operations.

- Describe the regulatory changes impacting hospices as a result of COVID-19, specifically related to emergency/pandemic preparedness and infection prevention and control.
- Describe updated Content Management System survey protocols and areas of survey focus as a result of COVID-19.
- Identify three strategies hospice providers can implement to facilitate ongoing compliance with emergency/pandemic preparedness and infection prevention and control requirements.
1B • Breathe ... A Team Approach to Dyspnea Management
Maureen Groden, MA, RN, CHPN, Director of Hospice and Palliative Care, Holyoke Visiting Nurse Association, Hospice Life Care, Holyoke and Jeffrey Zesiger, MD, MD, Palliative Care Physician, Baystate Medical Center, Springfield

Whether it’s heart disease, cancer, chronic obstructive pulmonary disease (COPD) or now COVID19, management of dyspnea can be a challenge for Palliative and Hospice Care teams. Dr. Zesiger and Ms. Groden will review holistic symptom management using case studies in the home care and inpatient setting. The presenters will describe key strategies for dyspnea management that will bring positive outcomes for patient and family outcomes.

• Describe key strategies for team-based dyspnea management
• List four evidenced-based medical management interventions for dyspnea
• Explain COVID-19 specific considerations
• Describe Cardiac/Circulatory and Pulmonary specific considerations
• Describe Teamwork strategies for positive patient and family outcomes

1C • Hospice, Palliative Care and Racial Equity
Craig S. Andrade, RN, DrPH, Associate Dean for Practice/Activist Lab Director, Boston University School of Public Health, Boston

Structural racism impacts all sectors of U.S. society. Using a foundational framework, Dr. Andrade will describe how race-based, structural inequities impact access to hospice and palliative care services and its outcomes. The presenter will define steps to assist professionals in the creation of a more refined practice that will lead to more inclusive, safe and effective client experiences.

• Demonstrate how structural racism may manifest in communities and programs.
• Explain how explicit and implicit racism affects health practice.
• Describe steps that leaders can take to create safe and inclusive spaces the workplace and in programs.
• Highlight connections with the larger reality of racial inequity in the U.S
1D • Leadership Roundtable
Gillian Breuer, DO, Hospice Medical Director, Good Shepard Community Care, Newton

In this invitation only session, Mr. Banach and Ms. Dolaway will facilitate a timely discussion among leaders of HPCFM member organizations to explore and examine the issues facing hospice and palliative care today in an ever-changing health care environment, while navigating a public health emergency.

Lunch with Sponsors & Exhibitors • 12:15 – 1:00 PM

Session II • 1:00 PM - 2:00 PM

2A • Hospice In The Time of COVID19 - A Physician Perspective
Gillian Breuer, DO, Hospice Medical Director, Good Shepard Community Care, Newton

It seems that everything has changed during COVID19. Providing hospice care during a Public Health Emergency (PHE) requires a certain nimbleness in order to best serve patients, families and the hospice team. Dr. Breuer will describe eligibility criteria for confirmed and suspected COVID19 cases and common symptom management techniques required in home hospice care for these patients. The use of telehealth, due to a Center for Medicare and Medicaid Services (CMS) waiver, features prominently in hospice care delivery during this time. The presenter will explain its benefits and challenges to providing high quality end-of-life care.

- Describe how to apply existing hospice eligibility criteria to patients with COVID19
- Describe common symptoms experienced in hospice patients with COVID19
- Explain the role of telehealth in end-of-life care during the state of emergency

2B • Frontline End-of-Life Nursing During Times of Crisis
Janet Travers, RN, CHPN, Hospice of the South Shore, Rockland

2020 has brought unanticipated challenges to palliative and hospice professionals and the patients they serve. During the Public Health Emergency (PHE) frequent adjustments to care delivery, processes and procedures has become the norm. Ms. Travers will discuss changes to care delivery that became necessary in the wake of the COVID19 Northeast surge. The presenter will present strategies for maintaining safety guidelines and providing high quality care to patients who are lonely and longing for visits and struggling families longing to see loved ones as end-of-life draws near.

- Outline three major areas of care that need to be adjusted to provide safe care to patients and families during the covid-19 pandemic.
- Describe how to provide staff safety when working with patients and families in a potentially highly infectious environment.
- List three methods for decreasing emotional stress due to patient and family isolation.
- Identify how to work within the regulations of assisted living facilities, skilled nursing facilities and group homes while providing quality hospice care during a crisis.
2C • National Government Services - Hospice: Documenting Transfers & Revocation
Shelly Dailey, MSN, BSN, RN, CPHM, National Government Services, East Syracuse, NY

This session will provide intermediate level information and education regarding appropriate medical record documentation and processes required when a hospice patient/Medicare beneficiary is transferred to another hospice agency or a revocation is implemented.

- Provide detailed information regarding medical record documentation for hospice transfers
- Deliver expectation for medical record documentation when a patient revokes from hospice service
- Offer valuable resources and references regarding hospice transfers and revocation
- Q&A

2D • Celebrating 10 Years - Massachusetts Expert Panel on End-of-Life Care - What’s Next?
Lachlan Forrow, MD, Chair (2009-2011), Massachusetts Expert Panel on End-of-Life Care, Boston

As we approach the 10th anniversary of the 2010 Report and Recommendations of the Massachusetts Expert Panel on End-of-Life Care: Patient-Centered Care and Human Mortality: The Urgency of Health System Reforms to Ensure Respect for Patients’ Wishes and Accountability for Excellence in Care, what have we accomplished so far? What still remains to be done? What can and must each of us - all of us - do to contribute to accelerated progress in the months and years ahead?
Scientists have shown that people’s attitude and mindset play a crucial role in one’s health and resilience; ability to perform and succeed; ability to connect and be significant; and one’s overall happiness. Author, TEDx speaker, and neurohumorist, Karyn Buxman, will describe how to achieve true success, lasting significance and genuine happiness for yourself and those you serve. The speaker will describe the negative physiological effect of cumulative stress and the psychological benefit of humor during a crisis.

1. List a negative physiological effect of cumulative stress.
2. State a psychological benefit of humor during a crisis.
3. Describe a means of rewiring the brain for a more positive perspective.

Confusion and misconceptions abound regarding the relationship between palliative care and hospice in the context of the larger health care industry, as well as how palliative care is funded and what it really is. The intent is to provide an overview of palliative care, as a specialty and as part of good primary care, including some models available in the Baystate.

- Distinguish the broad definition of palliative care from the very specialized hospice care
- Describe who might be eligible for palliative care
- List at least two types of palliative care program
- List at least two challenges in implementing palliative care more broadly
3B • Exploring the Fives: Weaving Hospice and Buddhist Wisdom During Trying Times
Nancy Barcelo, Hospice Volunteer, Previous Hospice Volunteer Coordinator, Worcester

As the seasons begin to change, we are still living and working in unprecedented times, facing the challenges of caring for patients, families and ourselves has taken its toll. Nancy Barcelo will describe a path through these challenges in a series of “fives”: The Five Precept in Buddhism, The Five Precepts as interpreted by Frank Ostaseski as related to service to the dying. The Five Recollections: reminders about the reality of impermanence as taught in the Upajjhatthana Sutta of the Buddha (aging, illness, death, change and where we find our groundedness). The presenter will illustrate the value of these concepts both personally and professionally during these challenging times.

- Identify three aspects of Buddhist teachings that correspond directly to Hospice Philosophy.
- The Five Buddhist Precepts, The Five Recollections and the Five Precepts for the dying from Frank Ostaseski
- Distinguishing the Five Buddhist Precepts and how the apply to hospice work for professionals and patients/families in this time of pandemic
- To utilize the interpretation of the Buddhist Precepts as Frank Ostaseski refines them in terms of working with the dying. Welcome everything, bring your whole self to the experience, do not wait, finding rest in the middle of things, cultivate do not know mind.
- Discovery through various interpretation, The Five Recollections, reminders of impermanence as taught in the Upajjhatthana Sutta.

3C • Cannabidiol (CBD) is Here to Stay: What You Need to Know About its Impact on Hospice Care
Kay Cooney, RN, GCNS, ARPN, Lakeview Consultancy, West Wareham

Now that the Cannabidiol (CBD) compound is widely available, it is here to stay and growing in use and popularity. Ms. Cooney will explain the uses of CBD for pain and symptom management in hospice and palliative care patients. The presenter will address common drug interactions, basic pharmacology, routes of administration and the importance of certificates of authenticity.

- List three uses for CBD symptom relief with the hospice and palliative care patients
- List three routes of CBD administration
- List symptoms of interactions, overuse
- Describe process to determine CBD quality and the importance of certificate of authenticity (COA)
3D • Dignity of Risk: Important Considerations at End-of-Life

Kristen Dillon, PsyD, ABPP, Clinical Psychologist in Hospice & Palliative Care, Edith Nourse Rogers Memorial Veterans Hospital, Boston

Dignity of risk at end-of-life may be tied to personal growth and quality of life. Dr. Dillon will define the dignity of risk concept and potential ethical dilemmas that may arise as a result. The speaker will use case examples to illustrate potential ethical considerations, clinician bias and dignity of risk. To further develop understanding of the concept, the speaker will also explain a variety of developmental theories and shared decision making at end-of-life.

1. Participants will be able to define dignity of risk
2. Participants will be able to name 1 principle of dignity of risk
3. Participants will be able to identify two bioethical principles

Lunch with Sponsors & Exhibitors • 12:15 – 1:00 PM

Session IV • 1:00 PM - 2:00 PM

4A • Essential Workers – Acknowledging the Impact of Caring for Others During a Public Health Crisis

Lisa Kynvi, MA, MT-BC, LMHC, Coordinator of Creative Arts Therapy, Care Dimensions, Danvers

Our brains encourage us to avoid pain, and the culture trains us to shun it, but our unacknowledged emotional pain and loss will chase us endlessly, pushing us away from ourselves and each other. This interactive workshop offers gentle encouragement and tools for meeting the pain that arises and tending to it so that we can be ready to meet the next moment, the next patient, the next colleague.

• Describe the connection between unacknowledged loss and burnout.
• Identify a place in your body that holds or experiences pain and articulate how it can be understood as a call for compassionate attention.
• Describe a brief ritual you could incorporate into your daily routine that would support the noticing and healing of frequently unacknowledged losses
4B • Funeral and Memorial Options in a Post COVID19 Reality
Heather Massey, MSW, Director, Certified Home Funeral Guide and Educator, In Loving Hands, Cape Cod Funerals, West Falmouth, Director National Home Funeral Alliance, Everett and Jasmine Tanguay, Certified Life Tribute Professional, Insight Institute (OK), Certified Legacy Facilitator, Life Legacies (MN), Stoughton

Funeral and body disposition options are often confusing for patients and families–especially since the arrival of the COVID-19 pandemic. Ms. Massey and Ms. Tanguay will provide an overview of regulations and rights helpful to families when working with funeral providers and venues. The speakers will also list ways to create meaningful rituals when the body is not present and/or family cannot gather. In addition, the speakers will highlight alternative and virtual commemoration in a time of social distancing and restrictions, evolving disposition options and cost in light of considerations relative to a pandemic.

- Identify the current legalities, rights and options for post death care and disposition
- Identify the benefits, challenges and components of various funeral and disposition arrangements in the current context.
- Identify consumer empowerment and protection strategies as they relate to funeral care options.
- Provide examples of commemorative ceremonies or rituals that can be used under circumstances of social distancing.
- Direct families to resources for disposition, memorialization, and funeral options.

4C • Understanding & Documenting the Levels of Care (LOC) and Documentation Expectations from Admission to Discharge in Hospice
Shelly Dailey, MSN, BSN, RN, CPHM, National Government Services, East Syracuse, NY

This session has been designed to provide education specific to the hospice admission through discharge processes and the documentation highlighting the certification of terminal illness, beneficiary election statement, patient assessment, the plan of care and documentation to support the level of care utilized when submitting a claim.

- Provide education regarding hospice documentation of levels of care and the beneficiary election statement
- Deliver information regarding hospice documentation of certification of terminal illness and patient assessment
- Provide resources and references for all Medicare hospice regulatory information
The Veterans Affairs (VA) Outpatient Palliative Care Program and the Inpatient Hospice Unit follow unique admission processes and procedures. Ms. Riordan and Ms. Gallant will explain the general process for admission to inpatient hospice care in a VA hospice unit and distinguish veteran specific protocols within inpatient hospice at a VA facility. The presenters will also address the ways VA Outpatient Palliative Care can work with Massachusetts hospice organizations to meet the needs of veterans at end of life in the community.

At the end of this activity the learner will be able to:

1. Describe inpatient hospice care at the VA and list facilities in Massachusetts.
2. Explain the general process for admission to inpatient hospice care in a VA hospice unit.
3. Distinguish veteran specific protocols within inpatient hospice at a VA facility.
4. Understand how VA Outpatient Palliative Care can work with Massachusetts hospice organizations to meet the needs of Veterans who wish to have EOL care in the community.
Thank you to the leadership of the Hospice & Palliative Care Federation of Massachusetts, and especially to the Annual Education Conference Planning Committee, for its effort in planning and presenting the 2020 HPCFM Annual Education Conference - LIVE Virtual Event.

Christine McMichael
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Hospice Services of Massachusetts

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