Keynote 9:00 am – 10:00 am: *5 Principles for Creating a Happy & Fulfilling Life*

**Danny Bader**, BS, Author, Speaker, Certified Coach, jckrbbt, Kennett Square, PA.

As hospice and palliative care professionals, measuring productivity provides daily challenges. When rating productivity on a scale from 1 to 10, most answers typically fall between 4 and 7. Mr. Bader will present strategies for getting to 8 and beyond in a focused and meaningful way. The presenter posits that it’s not just about managing time; it’s about managing focus. The presenter will demonstrate that the development of a strong, habitual approach, and system will allow for better management of projects, emails, phone calls and interruptions; highlighting that to stay ahead in the game of life one needs to work from both the inside and the outside; to maximize focus, control, and inspiration toward one’s personal and professional life.

**WORKSHOP 4 10:30 am – 11:45 am**

4A **Palliative Care: Adding Value in the Healthcare System**

**Jennifer Ritzau**, MD Board Certified Hospice & Palliative Care, Director, Palliative Care and Associate Medical Director, Hope Hospice and Palliative Care of Rhode Island, Providence, RI.

Understanding the value of palliative care is critical to its success as viable segment of the healthcare system. Dr. Ritzau will highlight palliative care on the serious illness continuum and its intrinsic value to the clinical encounter and the resulting cost saving of healthcare dollars. In addition, the presenter will address the barriers to good end-of-life care in America and how palliative care can effectively address some of these barriers.
**4B  To Treat or Not To Treat: Management of Oncologic Emergencies in the Hospice Setting**

*Julie Vandaveer, PharmD, Registered Pharmacist, Certificate in Geriatrics and Geriatric Pharmacy, Geriatrics residency (PGY-1), Clinical Pharmacist, Optum Hospice Pharmacy Services, formerly known as HospiScript, Melbourne, Fl.*

When encountering an oncologic emergency with a hospice patient, it is vital that hospice clinicians anticipate, identify and manage the distress. Dr. Vandaveer will describe metabolic and structural oncologic emergencies and effective treatment options and the steps to developing a sound management plan.

**4C  Managing Yourself and Your Stuff**

*Danny Bader, BS, Author, Speaker, Certified Coach, jckrbbt, Kennett Square, PA.*

A clear strategy is essential for purposeful productivity. Mr. Bader provides a proven approach for developing a clear vision and identifying mindsets that prevent the turning of visions into reality. The presenter will offer an approach to leverage tools such as Outlook and mobile phones to develop a strong, simple system that will enhance thinking, maximize focus, and maximize results to produce both personally and professionally.

**4D  Utilizing Telehealth for Cardio-Pulmonary Palliative Care**

*Robert Abel  RN, BSN, CHPN, CMC, CCM, Chief Nursing Officer and Director of Palliative Care, MaineHealth Care at Home, Saco, ME.*

Improving patient-family centered care for patients with serious life limiting cardio-pulmonary illnesses is vital. Mr. Abel will provide an overview of specialized cardio-pulmonary care utilizing Telehealth, clinical protocols and successful collaboration with community and hospital based providers. The presenter will include a discussion of the use of analytics and data to demonstrate program effectiveness and outcomes.

**4E  Documentation Reality Check: Do My Notes Prove Terminally Illness?**

*Ruth Recchia, RN, CHPN, RN and Senior Manager of Compliance, Simione Healthcare Consultants, Pleasant Valley, NY.*

The most common reason for payment denial when a hospice record is audited in a government review is *six month terminal prognosis not supported*. Ms. Recchia will illustrate the vital role of hospice team members, in painting an accurate picture of disease progression and patient decline. The presenter will offer practical, real life examples that will improve documentation.
Legal and Ethical "Hot Spots" in the Care of Patients with Cognitive Impairment

Jay M. Elias, Esquire, BA, JD, General Counsel, Dyer Lake Funeral Home and Cremation Service,

Individuals and families living with cognitive impairment, dementia, or Alzheimer’s face a host of unique challenges that include not only clinical care, but legal and ethical considerations. Mr. Elias will explore some of the prevalent issues facing home healthcare providers relating to patient autonomy, decision-making capacity, safety, competency, and confidentiality.

Demystifying the VA’s Coverage of Hospice and Palliative Care

Stephen Spano, JD, MBA, Partner, and Andrea A. J. Witt, Esquire, Partner, Spano & Dawicki, LLC, Saugus.

Many aspects of Veteran’s benefits for hospice and palliative care are misunderstood, including the application process, available services, and payment. Mr. Spano and Ms. Witt will clarify the facts about the Department of Veteran Affairs coverage for hospice and palliative care. The presenters will describe how to easily access the benefits that exist in a confusing and complex environment.

Mindfulness-Based Stress Reduction for the Hospice Worker

Nancy Ledoux, BA, M.Div., Level II Reiki practitioner, Mindfulness Teacher and Coach, Newburyport and Denise Cranney, LMT; Level II Reiki Practitioner, Licensed Massage Therapist, Mindfulness Coach, Danvers.

Ms. Ledoux and Ms. Cranney will describe the benefits of mindfulness for physical, emotional and neurological health that can lead to the discovery of a healthy alternative to living life on automatic pilot. The presenters will demonstrate simple exercises, to assist clinicians in the navigation of challenges faced daily by hospice caregivers.

Caring for the Bereaved: Strategies for Individual and Groups Work

Sue Morris, BS, MPsy, PsyD, Director of Bereavement Services, Dana-Farber Cancer Institute, Boston.

Dr. Morris will present the nature of grief from a psychological perspective. The presenter will also discuss the experience of normal grief, risk factors for difficult bereavement reactions and strategies based on cognitive behavior therapy (CBT) principles that can be used with individuals or in groups.
A Physician's Perspective on Aid in Dying

David Grube, M.D., National Medical Director, Compassion & Choices, Denver, CO.

This year, California became the fifth state to authorize aid in dying as an option for patients at the end of life with twenty more states introducing similar legislation. Increasingly, palliative care physicians and other health professionals will be asked to weigh in. Dr. Grube will provide an in-depth understanding of the clinical practice of aid in dying and review of 17 years of data from Oregon and personal insights from a family physician with patient-care experience.

Discrimination and Barriers to Diversity in Hospice and Palliative Care

Karen Blair, RN, BSN, Palliative Care Coordinator, Commonwealth Care Alliance, Springfield and Sara Berliner, BA Candidate, Student, Hampshire College, Hampden.

Patients come to hospice from a variety of cultural groups; awareness and understanding of the myriad cultures is often unclear or unknown. Ms. Blair and Ms. Berliner will describe the importance of understanding one’s own privilege, biases, stereotypes and assumptions and how they impact our organizations and access to hospice and palliative care.

"But I Can’t Let Him Starve": A Comprehensive Approach to the Assessment and Management of Anorexia

Victoria Gurfolino, BSN, MSN, PMHNP-BC, Nurse Practitioner and Mary Buss, MD, MPH, MD, Clinical Director of Out-Patient Palliative Care and Oncologist, Beth Israel Deaconess Medical Center, Boston.

Anorexia is a common problem experienced by patients at end of life, affecting both patient and family, adding to symptom burden and fears of decline. Ms. Gurfolino and Dr. Buss will describe symptoms that may contribute to loss of appetite. The presenters will review the effects of nausea, vomiting, constipation and their impact to the patient and provide interventional pharmacological strategies that will ease symptoms as well as the emotional, spiritual, and physical impact of anorexia on patient and family.

Pain by the Numbers: Titration and Conversions

Deborah F. Turiano, MD, BA, MD, Associate Hospice Medical Director, VNA Care Hospice, Woburn and James Krasnow, RPh, BS, CAGS, FASCP, Pharmacist, Long Term Pharmacy Solutions, Lowell.

Hospice patients often present with complex and hard to manage pain syndromes and opioid analgesics require appropriate titration and conversion to ensure good pain relief while minimizing adverse side effects. Dr. Turiano and Mr. Krasnow will define the pharmacologic approaches to the management of acute and chronic pain and
describe the basic principles used for titration of opioid analgesics. Using case studies, the presenters will also demonstrate how to calculate equianalgesic dose equivalents.

5E Promoting Resilient Primary Caregivers

Kathy Bogigian, BA, LICSW, MSW, Social worker/Bereavement Coordinator, Fidelis Hospice, Haverhill, MA

Almost a third of the adult US population acts as a caregiver for an ill or disabled relative, providing essential services as an integral part of the healthcare team. The role of caregiver raises unique challenges as well as potential benefits for caregivers and those for whom they care. Ms. Bogigian will describe the stressors and potential strengths of caregivers, providing information on specific interventions to promote resilience and caregiver well-being throughout the illness trajectory.

5F How to make the most out of your visit with the Dementia Patient

Laci Gentry, LICSW, BSW, MSW, Medical Social Worker, Care Dimensions, Wellesley.

It can be difficult to determine if a visit with a person with dementia made a difference. Ms. Gentry will present strategies to make visits more meaningful and beneficial for your patient in the moment. The presenter will also describe ways hospice professionals can support families and caregivers of patients with dementia who may have been dealing with this disease for many years.

5G The We Honor Veterans: - Living the Mission to Care for Heroes

Michele Clayborne, BS, MSHS, Director of Operations and Mary Beth Kawalek, Community Liaison and We Honor Veterans Program Coordinator, Brookhaven Hospice, Framingham.

When caring for veterans facing end of life, it is important to consider their military experience. Ms. Clayborne and Ms. Kawalek will describe the idiosyncratic nature of providing hospice care to veterans; provide strategies to demonstrate value-added hospice services for veterans and their families and describe the ways in which the hospice team can integrate collaborative inter-disciplinary care planning specifically focused on the unique needs of veterans.

5H Rippling: Inspiration and Hope at End of Life

Lisa Kynvi, BA, MA, LMHC, MT-BC, Creative Arts Therapist, Care Dimensions, Inc., Danvers.

Rippling, a concept developed by Irvin Yalom, is a technique that can be used to help soften the pain and loneliness of the final journey, and potentially even bring patients some hope when they are at end of life. It can be a powerful concept in countering death anxiety and despair. Ms. Kynvi will describe the concept of rippling, and provide attendees with inspiration by presenting some of the final, hopeful messages patients have chosen to document and share with others as a result of rippling.
WORKSHOP 6   2:30 pm – 3:45 pm

6A  Learned Communication: It’s More Than Just Building Rapport

*Jensy Stafford, MD, Board Certified in Family Medicine, Board Certified in Hospice and Palliative Care, Associate Medical Director, Hope Hospice and Palliative Care, Providence, RI.*

In medical training, establishing rapport with patients is often considered the marker for good communication skills, when in reality, expert communication is a learned and nuanced skill. Dr. Stafford will describe communication skills that can be applied to everyday practice including how to "diagnose" a patient's illness understanding and coping and techniques to disclose serious news. In addition, the presenter will demonstrate a systematic approach to discuss prognosis.

6B  Compliance Forecast: Success Ahead

*Kathleen Diamond, RN, BSN, Director of Education and Quality, Old Colony Hospice & Palliative Care, Randolph.*

In the 34 years since hospice care became part of the Medicare benefit much has changed, requiring that administrators as well as clinicians must now focus time and energy on regulatory requirements to a greater degree than ever. It is not a question of ‘if’ the MAC or the government will request records for review, it is a question of ‘when’. Ms. Diamond will describe how to ameliorate the fear of scrutiny coming through your agency’s door by understanding how to be ready and how to respond.

6C  Introduction to Pain Management

*Deb A. Arzonico, RN-BC, CPHNN, Hospice Case Manager, VNA Hospice of Cape Cod, South Dennis.*

Relief of pain is a primary focus of every hospice and palliative care clinician. Ms. Arzonico will describe different types of pain and the clinical assessments used to assess pain in a variety of patients including awake and cognitively impaired patients. The presenter will demonstrate the use of the drug ladder to change from non-narcotics to narcotics including a discussion of medications used for achieving optimal end-of-life care.

6D  Cannabis 101-The Basics: What Every Hospice Professional Should Know

*Elizabeth Dost, RN, ACNA, SCC, Senior Executive Consultant and Chief Clinical Officer, Senior Healthcare Executive Consultant, Taunton.*

As laws and regulations change around the use of cannabis in Massachusetts, hospice providers need to be prepared. Ms. Dost will present a basic training on cannabis medicine including the different strains of cannabis, hybrids and the entourage effect. In addition, the presenter will describe the effects of cannabis on suffering, symptoms and the implications for hospice professionals and hospice patients.

6E  Acupuncture is Underutilized in Hospice and Palliative Medicine
**Susan Neary, BS, MS-PREP, DVM, MAOM, Licensed Acupuncturist, Self-employed, Watertown.**

Acupuncture provides comfort through ameliorating symptoms, especially pain, anxiety, shortness of breath, and nausea/vomiting, contributing to an enhanced quality of life. Dr. Neary will describe the benefits of acupuncture in the hospice setting and the research to support its use. In addition, the presenter will highlight its benefits including symptom control; improved physical, emotional, and interpersonal functioning; spiritual outlook; and preparation for death.

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**Groundwork to a successful Bereavement Program**

*Jaye Casellini, LSW, BSW, MS, Bereavement Coordinator, Good Shepherd Community Care, Newton and Kathleen McAleer, LICSW, ACHP-SW, BFA, MSW, Bereavement Coordinator, Cranberry Hospice & Palliative Care, Plymouth.*

Bereavement remains one of the top ten survey deficiencies for hospice providers. Ms. Casellini and Ms. McAleer will present industry best practices for bereavement care using NHPCO guidance in conjunction with the Medicare Conditions of Participation for Hospice. In addition, the presenters will review the essential components of the bereavement plan of care.

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**No Veteran Dies Alone Project: Hospice Caregiving for Veterans**

*Kelley Saindon, RN, CHPN, Nurse Manager, Karen Budnick, LICSW, ACHP-SW, Social Worker and William McEvoy, BS, MBA, MA, Army Veteran, Massachusetts District Court Magistrate, Hospice Volunteer, No Veteran Dies Alone Program, David James Hospice Wing, Edith Nourse Rogers Memorial Veterans Hospital, Bedford.*

At end of life, veterans may have unique needs that may include the effects of on-going post-traumatic stress, the emergence of PTSD, detachment, lack of trust, or even complicated family dynamics. Ms. Saindon, Ms. Budnick and Mr. McEvoy will discuss strategies for working veterans and their unique needs at end of life, the role of volunteers, and suggestions for both staff and volunteers to ensure that no veteran dies alone.

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**The Vigil Volunteer - A Quiet Presence, The Act of Mindfulness**

*Gail Kushnir, BFA, Volunteer Coordinator, and Cherine Whitney, BFA, MLIS, Volunteer, Hope Hospice & Palliative Care of Rhode Island, Providence, RI.*

Vigil volunteering requires an advanced skill-set for the traditionally trained hospice volunteer. Ms. Kushnir and Ms. Whitney will describe and define this advanced skill set and how the collaboration among the interdisciplinary team, support for the actively dying patient, and the meaningfulness of a quiet, mindful presence impact end of life for patients and volunteers.