

Midwest Regional Conference on End of Life Care

October 29-30, 2007



Hyatt Regency Hotel-Crown Center
Kansas City, MO



About the Conference

The Midwest Regional Conference on End of Life Care is co-sponsored by the Missouri Hospice & Palliative Care Association, Kansas Hospice and Palliative Care Organization, Missouri Pain Initiative, Missouri End of Life Coalition, Kansas LIFE Project and Medicus CME. The conference is designed to assist health care professionals in understanding the health care issues when treatment changes from curative to palliative care. Palliative care focuses on comfort and quality of life rather than cure and prolongation of life. Palliative care is the foundation of hospice services, however the principles are applicable to any setting where care is being provided to the terminally ill.

Purpose

The Midwest Regional Conference on End of Life Care seeks to provide education for a multidisciplinary group of health care professionals to increase the quality of end of life care.

Target Audience

Physicians and their staff; Hospital Nurses, Social Workers & Discharge Planners; Hospice Nurses, Social Workers, Administrators, Medical Directors, Chaplains, Volunteer, Volunteer Coordinators and Bereavement Coordinators; Ethics Committees; Long-Term Care Nurses, Social Workers, Medical Directors, and Administrators; Palliative Care Nurses, Physicians, Coordinator/Administrators.

Conference Goals

- ◆ Improve standards of practice through education of professionals and others involved in providing end of life care,
- ◆ Improve access to appropriate end of life care through the alignment of individualized needs with available care, and
- ◆ Stimulate dialogue on ethical issues related to end of life care.

Conference Objectives

Participants attending the conference will be able to:

- ◆ Describe tools used to identify patients appropriate for end of life care,
- ◆ Identify effective pain and symptom management medications and treatments,
- ◆ List communications tools to improve difficult and painful discussion of end of life concerns,
- ◆ Identify importance of coordination of care when multiple providers are involved, and
- ◆ Examine current policies and regulations for providers of end of life care.

Contact Information

For more information contact Missouri Hospice & Palliative Care Association, 311 SW Pinnell Drive, Lee's Summit, MO 64081, 816/524-9505 Fax: 816/524-9501 or e-mail at info@mohospice.org

SPECIAL EVENTS/IMPORTANT NOTICES

Handouts—Information on where to download conference handouts will be provide with each registration. Conference attendees will need to print copies of the workshops they have selected prior to arrival if they wish to have a hard copy while at the conference. **THERE WILL BE NO PRINTING CAPABILITIES ON SITE.** If you prefer the bound version, it will be available for \$35 and must be ordered on the Conference Registration Form at the time you register. Only conference registrants may purchase handouts.

Silent Auction—Hospice agencies will be donating many wonderful items for this year's Auction. It is our hope that you will stop by on Monday afternoon and on Tuesday until 1:00 p.m. Bring your checkbook and carry home some wonderful purchases and have some fun.

Chocolate Therapy Break on Monday, October 29th sponsored by Heartland Cremation & Burial Society, St. Louis Cremation and National Body Donor Program (NBCP).

Exhibitor's Reception—Each conference attendee will receive a special invitation to attend the Exhibitor's Reception. Attendees will be encouraged to come meet the "exhibitors" and share development ideas to improve the delivery of end-of-life care.

Chaplain Networking Breakfast—Tuesday, October 30th GRAB your breakfast in Exhibit Hall and join the networking session and learn more about MHPCA Hospice and Palliative Care Chaplain Committee.

Networking Lunch on Tuesday, October 30 - Tables will be reserved for various hospice disciplines to encourage networking.

Continuing Education

Conference Schedule



CEU Instructions: The conference will make available continuing education credits as listed below.

Physician are required to sign in each day at the Conference Registration Desk.

Midwest Regional Conference on End of Life Care, a continuing educational activity, has been submitted for approval to:

Nurses: Missouri Alliance for Home Care is collaborating with Missouri Hospice and Palliative Care Association to make nursing continuing education credits available for this conference. Missouri Alliance for Home Care is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This conference will provide a maximum of 11.75 contact hours.

Social Workers: the NASW-Missouri Chapter and is pending pre-approval for social work contact hours.

Chaplains: the Association of Professional Chaplains in accordance with the criteria for continuing education events established by the Association of Professional Chaplains.

Continuing Medical Education

Accreditation This activity has been planned and implemented in accordance with the Essentials and Standards of the Missouri State Medical Association through the joint sponsorship of the Missouri Hospice and Palliative Care Association and Medicus CME. Medicus CME is accredited by the Missouri State Medical Association to provide continuing medical education for physicians.

Designation Medicus CME designates this educational activity for a maximum of 8.75 AMA PRA Category I Credit(s)TM. Physicians should only claim credit commensurate with the extend of their participation in the activity.

Disclosure Statement

It is the policy of Medicus CME to insure balance, independence, objectivity, and scientific rigor in all its educational programs. All faculty are required to disclose to the program audiences any real or apparent conflicts of interest related to the content of their presentations.

Monday, October 29

7:00 am Registration Opens
8:00 am **Hospice Medicare Bill Update**
9:00 am Shonda Brummer, Cahaba GBA

9:15 am **PRE-CONFERENCE SEMINARS**
11:15 am

- PC-1 **Pain Management & Palliative Care at Life's End**, Richard Payne, MD
- PC-2 **You've Got Personality!**
Ann Corley, MS
- PC-3 **Successful Suffering**
Deborah Grassman, ARNP, MSN
- PC-4 **Assessing Veterans' Needs and Accessing Resources:** A Panel Discussion

10:00 am Exhibit Hall Opens
6:00 pm

12:30 pm Conference Opens
1:45 pm Opening Conference Keynote Session

1:45 pm & 3:30 pm **Spotlighting** Exhibit Hall/Marketplace

2:15 pm Concurrent Session I
3:30 pm followed by Break

4:00 pm Concurrent Session II
5:00 pm followed by Break

5:00 pm Exhibitors Reception
6:00 pm

Tuesday, October 30

7:00 am Registration Opens
Breakfast/Exhibit Hall Opens

8:00 am Opening Keynote Session
9:15 am

9:15 am & 9:45 **Spotlighting** Exhibit Hall/Marketplace

9:45 am Concurrent Session III
10:45 am

11:15 am Concurrent Session IV
12:15 pm

12:15 pm Networking Lunch
1:15 pm

1:15 pm Concurrent Session V
2:45 pm

3:00 pm Closing Keynote Session
4:00 pm

Keynote Speakers

Richard Payne, MD is an internationally known expert in the areas of pain relief, palliative medicine, oncology and neurology. Dr. Payne graduated from Yale University and Harvard Medical School. Dr. Payne has served as Chief of the Pain and Symptom Management Sections at M.D. Anderson Cancer Center in Houston, TX and Memorial Sloan-Kettering, New York, NY.

Dr. Payne has authored or co-authored over 250 peer-reviewed papers, invited reviews, book chapters, abstracts and articles. He has lectured throughout the world on various topics related to research and clinical aspects of pain management and palliative medicine and end-of-life care. He also serves on the editorial board of *The Journal of Pain* (the official journal of the American Pain Society), *The Journal of Pain and Symptom Management* and *Medical Crossfire*.



Dr. Payne has served on the committee of the Agency for Health Care Policy and Research (AHCPR) in the Public Health Service, which developed formal guidelines for acute pain management and later co-chaired the expert panel which developed the national clinical practice guidelines for the management of cancer pain. He has been a leader of both national and international projects addressing health care access disparities in medically underserved populations, especially as they relate to cancer and HIV/AIDS patients requiring palliative and end of life care. Currently, Dr. Payne serves as the chair of the board of FHSSA (Foundation for Hospices in Sub-Saharan Africa) of The National Hospice and Palliative Care Organization. He is also a board member of the National Coalition of Cancer Survivors. He is co-chair of the Palliative Care Steering Committee of the National Quality Forum (NQF) and is a member of the Long Term Care Commission of the NQF.

Midwest Regional Conference on End of Life Care

ELISABETH KUBLER-ROSS LEADERSHIP SCHOLARSHIP



Elisabeth Kubler-Ross, pioneer in the field of death, dying, and bereavement, opened a door to the taboo subject of death in our society. Her book, "On Death and Dying," released in 1969, revolutionized commonly held understandings of terminal illness and death. She taught us to learn from the dying how best to live and be cared for at the end of life.

The Midwest Regional Conference on End of Life Care has established a scholarship in her name to celebrate and affirm leadership in end-of-life care.

Applicants must be individuals whose work has advanced the quality of end of life care. Seeking to celebrate and affirm leaders/pioneers, those who have made a difference, the 2007 scholarship will be presented to individuals whose work exemplifies leadership. These individuals have, through their works:

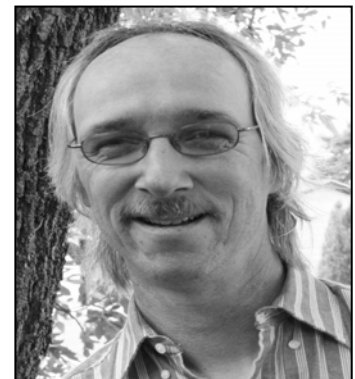
- improved end of life care through influence and impact on public policy;
- through skills in providing quality care; or
- through improving services to their community.

For more information contact MHPCA at 816-524-9505 or by email at info@mohospice.org



Robin A. Edgar was inspired with the idea for **The Healing Power of Reminiscence** workshop when she was preparing her course, "Writing My Life Story" for the John C. Campbell Folk School in Brass-town, North Carolina. Today, she offers her reminiscence workshops in various venues including art centers, caregiver programs, libraries, and schools. "Since the beginning of time, storytelling has been used to explain our existence, preserve cultural history and honor our ancestors. The repetition of these stories engenders a powerful connection to who we are and why we are here." A professional writer and storyteller for over 30 years, Edgar's book, *In My Mother's Kitchen: An Introduction to The Healing Power of Reminiscence* (Tree House Enterprises, 2003), is in its second edition and is available in libraries, bookstores, and Amazon.com.

Ward Foley has given hundreds of presentations throughout the U.S and Canada for more than twenty years, at businesses, colleges, churches, and schools. He is also a frequent guest on TV and radio. Author, speaker, husband, father, and friend, Ward has also been a Little League coach, cross-country bicyclist, and more— all as part of his



lifelong campaign to find happiness and peace, and share his secret for doing so with others. Ward is a volunteer with Hospice Services, Phillipsburg, KS.

Hotel Registration Information

Hyatt Regency Crown Center

2345 McGee
Kansas City, MO 64108



Hotel Registration

816-421-1234 or 800-233-1234

or Online at:

<http://crowncenter.hyatt.com/groupbooking/mhax>
Sleeping Room Rate \$109.00 single/double (plus tax)

**Parking Not Included—Self Parking \$13.50/day
Valet Parking \$16.50/day**

The ultimate central location in Kansas City, connected by enclosed walkway to Crown Center, an office and shopping complex, Science City at Union Station, and central to Bartle Hall Convention Center. Newly renovated hotel is just minutes from downtown Kansas City, The Country Club Plaza, theaters and dining.

Room Block - Missouri Hospice & Palliative Care Association has reserved a block of rooms until September 28, 2007. At the cut-off date, the Hyatt will release the unreserved rooms for general sale. (The group rate will no be available after the cut-off date.)

Limited Liability - Missouri Hospice and Palliative Care Association is not responsible for airline or hotel reservations. Please confirm registration acceptance prior to purchase of non-refundable or penalty airline tickets. MINIMUM and Maximum ENROLLMENTS have been established. The liability of MHPCA is limited to the conference registration fee.

Pre-Conference Schedule

Monday, October 29, 2007

8:00 AM – 9:00 AM Session

Sailing Though Hospice Billing Changes -This presentation will discuss common hospice billing errors, CR 5245 which mandates use of HCPCS for service locations and changes to continuous home care, and CR 5567 which becomes effective in January 2008, and requires additional claim data to indicate services/visits provided *Shonda Brummer, BS, Provider Education Coordinator, Cahaba GBA, Des Moines, IA*

9:15 AM – 11:15 AM Pre-Conference Seminars

- PC-1 Pain Management & Palliative Care at Life's End** - This workshop will describe the distinction between pain and suffering, sharing current concepts and misconceptions about the use of opioid medications . Through a discussion of core competencies of palliative medicine presenter will distinguish between palliative medicine and hospice care. *Richard Payne, MD, Director, Duke Institute of Care at the End of Life, Durham, NC*
- PC-2 You've Got Personality!** - Ever wonder why you click with some clients or team members and clash with others? Your personality type may have something to do with it. Come learn about yours. *Ann Corley, MS, Owner, SageWorks Coaching and Consulting, Lee's Summit, MO*
- PC-3 Successful Suffering** - This is 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. *Deborah Grassman, ARNP, MSN, Hospice Coordinator, Bay Pines VA Medical Center, Bay Pines, FL*
- PC-4 Assessing Veterans' Needs and Accessing Resources** - This session will heighten participants' awareness of veterans and their unique needs at the end of life and lead them through the labyrinth of working with the Department of Veterans Affairs (VA) in general and the challenges of understanding the interface between VA and the Medicare Hospice Benefit in particular. Attendees will have an opportunity to discuss policy and regulatory conundrums facing both VA and community hospices. They will also increase their understanding of veterans as well as VA policies and regulations and gain skills in successfully communicating and navigating between VA and community hospices. *Member of Hospice and VA Panel members to be determined*

NHPCO Quality Partners Improvement Collaborative

**October 31-November 1, 2007
Hyatt Regency Hotel - Kansas City, MO**

Education Committee is proud to announce partnership with NHPCO to bring Quality Collaborative to Kansas City in conjunction with the Midwest Regional Conference on End of Life Care. KHPCO and MHPCA members have this special opportunity to participate in an NHPCO educational event, Quality Partners Midwest Improvement Collaborative: Wave 4, in Kansas City.

“NHPCO’s quality collaborative program has been a very worthwhile experience! Our team tackled our agency’s response to “on call” issues as our project. We received expert guidance as well as didactic training in understanding and implementing the QAPI process. It was invaluable to me as a relatively new hospice medical director in understanding the nature and implementation of quality improvement systems, in anticipation of the new COPs”
--Jeff Seymore, M.D., Hospice and Community Care, Rock Hill, SC

What is a collaborative?

It’s a structured model for quality improvement that is a joint effort among multiple individuals and/or organizations. Participants share resources and information to achieve goals that would not be attainable for an individual or organization working on its own.

The model utilizes a disciplined approach to identifying a problem, selecting an attainable aim, implementing changes, and testing to see if changes are improvements in an iterative manner.

How will it work?

The QP Collaborative is based on the Institute for Health Care Improvement (IHI) Model for Improvement. This model encourages and supports improvements by teams using the plan-do-study-act (PDSA) method. The nine month collaborative program includes:

- Learning sessions to gain knowledge and skills in the model for improvement
- Action periods to apply new learning to a particular improvement project
- Monthly team reports to track progress
- Monthly team coaching calls to problem solve and support teams during the project
- Email communications for ready access to help and networking with other teams
- Access to the Quality Partners webpage that is hidden from the Web site for team members only to share your results and see how the other teams are doing.

Want to learn more?

Informational conference calls to explain how the Collaborative will work have been scheduled for:

-August 13 at 12:00 pm

-August 23 at 9:00 am

-September 7 at 9:00 am

-August 13 at 1:00 pm

-August 23 at 10:00 am

-September 7 at 10:00 am

To participate in one of the upcoming informational calls or for further information, contact Virgie Garzon at vgarzon@nhpco.org.



For More Information contact
NHPCO at vgarzon@nhpco.org.
Or on the web at <http://nhpco.org/i4a/pages/index.cfm?pageID=4907>

Conference Schedule

Monday, October 29, 2007

12:30 PM – 1:45 PM Welcome/Opening Keynote Session

Hope, Meaning & Dignity at End of Life - The plenary session will include a discussion of traditional and non-traditional concepts of hope applicable to medical illness, the preservation of meaning, hope and dignity in the face of terminal illness, the spiritual values and ways of re-framing hope for patients and families facing terminal illness. Review of palliative care case scenarios in which constructs of hope, meaning and dignity were central to care plans for the patient and family .

Richard Payne, MD, Director, Duke Institute of Care at the End of Life, Durham, NC

1:45 PM – 2:15 PM Break

2:15 PM – 3:30 PM Concurrent Session I

- I-A Agitation, Grimacing and Moaning at the End of Life** - Observations of suffering are frequently misinterpreted by both the family and the health care team. An approach to and the treatment of agitation, grimacing and moaning will be presented. Delirium is one of the most frequently misdiagnosed and treated conditions in hospice and palliative care. *Jim Stoddard, DO, Medical Director, Palliative Care Team, North Kansas City Hospital, North Kansas City, MO*
- I-B Analgesics from a pharmacology perspective: Science or voodoo?** - This session will focus on opioid and non-opioid analgesics with an emphasis on the pharmacology and kinetics of these agents. Clinical pearls will be provided to further differentiate between agents in each of the classes. *Chris Herndon, PharmD, BCPS, Assistant Professor, Southern Illinois University-Edwardsville, Edwardsville, IL*
- I-C What if...? Emergency/Disaster Management** - Hospices will be faced with a crisis of some degree at some time. This session will look back at recent events, i.e. snowstorms, power outages, etc. to plan for future unforeseen happenings. *Sandy Kuhlman, BSN, Executive Director, Hospice Services, Phillipsburg, KS; and Julie Pinkerton, Executive Director, Hospice of the Prairie, Dodge City, KS*
- I-D Ethical Issues Surrounding End of Life Care** - This session will explore ethical issues faced by our patients and families as they near end of life. It will provide a framework for the clinicians as they seek to assist their families in making these difficult decisions. *Brenda Lovelady, RN, BSN, Director HH and Hospice, Liberty Hospital Hospice, Liberty, MO*
- I-E Facilitating Psychotherapeutic and Spiritual Forgiveness at the End of Life** - Facilitating forgiveness is a critical component of end-of-life care. Patients, families and hospice clinicians may feel overwhelmed or feel they lack tools to accomplish true peace and reconciliation. This session will help hospice clinicians detect disrupted relationships, empathize with perpetrators and victims, and address interpersonal and spiritual forgiveness. Special attention will be given to the interrelationship between faith and forgiveness, as well as the critical issues of substance and sexual abuse. *John Flaherty, LCSW, LSCSW, MSW, Social Worker; Tom Blake, MA, Chaplain; and Tim Allison, MA, M Div, Chaplain, NorthCare Hospice and Palliative Care, North Kansas City, MO*
- I-F Wounded Warrior: Veterans' Last Battle** - This emotionally powerful and pioneering presentation that will impact participants in such a way that they will never again view a veteran, especially a combat veteran in the same way. Guidelines for providing assessment and interventions for the unique needs of veterans at EOL will be provided. As a result, Hospice staff will be able to more sensitively and effectively respond to the unique needs of veterans as they near EOL. *Deborah Grassman, ARNP, MSN, Hospice Coordinator, Bay Pines VA Medical Center, Bay Pines, FL*
- I-G Hospice vs. Palliative Care in the Home Setting** - All hospice is palliative care, but not all palliative care is hospice. How are they similar and how do they differ? Both focus on quality of life but treatment and philosophy may be different. *Maria Ferrell, MSN, APRN, BC-PCM, Clinical Nurse Specialist; and Sally Roberts, RN, Palliative Home Care Team Manager, Kansas City Hospice and Palliative Care, Kansas City, MO*

3:30 PM - 4:00 PM Break

4:00 PM – 5:00 PM Concurrent Session II

- II-A End of Life Care and Renal Dialysis: Decision Making and Empowerment** - Patients with end-stage renal disease who are not candidates for renal transplant face difficult decisions about whether to initiate, continue, and withdraw from renal dialysis. Most are candidates for palliative care during all these phases (before, during and after dialysis). We will describe "best practices" communication and patient-centered care for this important and valuable palliative care population. *Clay M. Anderson, MD, Director and Associate Professor, Missouri Palliative Care Program, University of Missouri, Ellis Fischel Cancer Center, Columbia, MO*
- II-B Applying Principles of Pain Management** - What is pain? What causes it? This workshop will include physical and nonphysical pain management through traditional and novel pain management concepts. Nurses and chaplains, bath aides or social workers can improve the patient's pain. *Leonard Hock, DO, President, Internal Medicine Specialists, Inc., Overland Park, KS*
- II-C Understanding and Responding to Medicare Denials** - Reasons for denial of hospice services will be presented including all levels of appeal. Documentation required for these appeals will be discussed including tools and steps to writing an appeal, and preparing for ALJ hearings will be included. *Jesse A. Roberts, MD, Medical Director; and Barbara Beggs, RN, BSN, NorthCare Hospice and Palliative Care, North Kansas City, MO*

Conference Schedule

Monday, October 29, 2007

4:00 PM – 5:00 PM Concurrent Session II *continued*

- II-D A Mattress for the Casket? Understand the World of Funerals** - Come learn what you can do and how you can help make funeral planning less stressful and costly for patients and families (including your own). Learn how little you know about the wide world of funerals. *Nancy Peterson, MSW, Volunteer Coordinator, AseraCare Hospice, Kansas City, MO*
- II-E Between Two Worlds: Spiritual Care to the Dementia Patient** - A growing percentage of patients receiving hospice care have Alzheimer's or other forms of dementia. The challenge and promise of providing spiritual care to these patients and their families will be explored in this presentation. *Joel Whiteside, DMin, Chaplain; Leslie Bone, Chaplain, Kansas City Hospice and Palliative Care, Kansas City, MO*
- II-F Re-Ignite Your Joy...Rediscovering why you do what you do!** - Having too many of "those kind of days"? Feel like you need to go to the islands and you just got back from vacation? This high-energy, interactive workshop will boost your spirits, provide new ideas and practical "easy" tools to revive and re-energize you and your co-workers. Rediscover your passion, recommit to those you serve, rev up your engine and re-charge your soul! *JoCarolyn Chambers, BSSW, MSW, LMSW, Social Worker, Harry Hynes Hospice, Wichita, KS*
- II-G Art Without Words** - Workshop will review a study that details 16 months of art therapy with a 70-year-old African American male diagnosed with Amyotrophic Lateral Sclerosis receiving hospice services. Strikingly opposite of disease progression, client illustrates his gradual emotional acceptance of his physical illness by using various art media, symbols and design. *Marilynn Demers, MS, ATR, BSW, EFT Adc-CC, President/Art Therapist, Naturally Yours Inc. Traveling Art Therapy, Liberty, MO*

5:00 PM - 6:00 PM Wine and Cheese Reception

Tuesday, October 30, 2007

8:00 AM – 9:15 AM Opening Keynote Session

The Healing Power of Reminiscence - "The Healing Power of Reminiscence" focuses on using the senses to recall and celebrate significant memories as an effective tool to cope with loss or change due to illness or death.
Robin Edgar, BA, Author and Workshop Facilitator, Charlotte, NC

9:15 AM– 9:45 AM Spotighting Exhibitor Hall and Marketplace

9:45 AM - 10:45 AM Concurrent Session III

- III-A Treatment of Lymphedema in the Hospice Patient** - An exploration of Lymphedema as either a primary or secondary issue for the hospice patient. We will review treatment options in a variety of patient situations, addressing benefits and obstacles as well as contraindications. A relatively new treatment, MLD/CDT often needs to be introduced to the medical team as well as patient and families. *Diane Bourgeois, MA, MLT/CDT, LMT, CACC, Lymphedema Therapist; Patty Poore RN, BSN Community Liaison, Kansas City Hospice and Palliative Care, Kansas City, MO*
- III-B Complimentary Care Options in Pain Management** - Come to learn about cognitive/behavioral therapy, as well as 4 major alternative care options: acupuncture, massage, reflexology and craniosacral therapy. What do they do, what kinds of pain conditions are they helpful for and what kind of results can be expected. Real life examples will be used to further personalize the information. *Rebecca Rengo-Kocher, MA, MSW, LCSW, ACSW, President, Beyond Chronic Pain, St. Charles, MO*
- III-C Open Access Hospice or Pre-Hospice Palliative Care: What is the Future?** - Open access hospice care is becoming more available. The financing and philosophy of this value-added service are not yet well-established. An alternative to this approach established at our institution, pre-hospice outpatient palliative care, will be introduced. The two approaches will be compared and contrasted. *Clay M. Anderson, MD, Director and Associate Professor, Missouri Palliative Care Program, University of Missouri, Ellis Fischel Cancer Center, Columbia, MO*
- III-D First Do No Harm: Avoid Common Problems Interacting with Patients and Families** - We often unintentionally bring harmful qualities into our interactions with patients, families, and colleagues. Learn strategies to avoid undermining your work before you even begin, and be ready for anything! *Lois A. Johnson, LMSW, Social Worker, Palliative Care Consult Team, Providence Medical Center, Kansas City, KS*
- III-E The Uses of Prayer in Spiritual Care** - The chaplain's prayer with the patient has an impact on the patient. Here are twelve functions of prayer and an assessment of their helpfulness. *George M. Gehant, ThM, Chaplain and Spiritual Care Coordinator, BJC Hospice at Alton, Alton, IL*
- III-F Finding Joy in Caring for a Loved One with Alzheimer's** - Caring for a person who is affected by Alzheimer's disease or other dementia can be stressful and emotionally straining. At the same time it can be filled with moments of peace and joy. This presentation will give ideas for easing caregiver stress, coping with difficult situations and uncovering those moments of joy. *Angel Yanez, RN, BSN, Quality Mgr Education Co-Coordinator, Kendallwood Hospice, Riverside, MO*

Conference Schedule

Tuesday, October 30, 2007

9:45 AM – 10:45 AM Concurrent Session III *continued*

- III-G Fear or Dyspnea** - The management of dyspnea in advanced disease at the end of life presents significant challenges. Pathophysiology of dyspnea including the asphyxia threat will be discussed. Evidence based studies will be presented suggesting that there are several alternatives for treatment. Respiratory distress may be best addressed with a clear understanding of the multidimensional components involved. *Jesse A. Roberts, MD, Medical Director, NorthCare Hospice and Palliative Care, North Kansas City, MO*

10:45 AM - 11:15 AM Break

11:15 PM – 12:15 PM Concurrent Session IV

- IV-A Spit Happens: Managing Death Rattle & Xerostomia at the End of Life** - Who knew secretions were so important?! This lecture will examine the physiology behind orotracheal secretions and the management of both the death rattle and xerostomia. *Amy L. Clarkson, MD, Fellow/MD, Kansas City Hospice and Palliative Care, Kansas City, MO*
- IV-B Ethical Issues in Pain Management: A Panel Discussion** - Utilizing a case study approach, the panel will address ethical issues in pain management including the failure of professionals to adequately treat pain, family members' non-adherence to pain regimen, and the oft-ignored spiritual (transcendent/existential) issues related to pain and suffering. *John Carney, MEd, PAHM, Vice President Aging and End of Life, Center for Practical Bioethics, Kansas City, MO; Robert Twillman, PhD, Clinical Associate Professor of Psychiatry and Behavioral Sciences, University of Kansas Hospital, Kansas City, KS; Steven Jeffers, PhD, Director, Institute of Spirituality and Health, Shawnee Mission Medical Center, Merriam, KS; and Ann Allegre, MD, Director of Medical Programs, Kansas City Hospice and Palliative Care, Overland Park, KS*
- IV-C Overview of Missouri Hospice Licensure/Medicare Certification** - The Unit will provide information regarding updates on new survey issues, clarify resurfacing issues and discuss deficiency trends. Question will be welcomed on all survey topics. *Lisa Coots, RN, Missouri Department of Health and Senior Services, Bureau Administrator, Jefferson City, MO*
- IV-D Effective Patient Advocacy** - Learn effective methods to identify patient-centered goals as the patient and family transition to hospice care and transcend into their end of life journey. *Lisa Erickson, MSW, LMSW, Social Worker, John Knox Village Hospice, Lee's Summit, MO*
- IV-E Spiritual Pain Relief in End of Life Care** - Ethics role play portraying the importance of timing and content of communication when dealing with patients and families and avoiding common cliches that may not be helpful. *Jason Crenshaw, RN, BSN, Clinical Education Coordinator; Cliff Bond, BA, M Div Bereavement Coordinator, Heart of America Hospice, Topeka, KS*
- IV-F A VC's go A.P.E. for Technology** - Volunteer Coordinators go A--access, P--power point, E--Excel over technology in the everyday setting. Used for reports, presentations, volunteer hours, etc. Presenter will give examples of each program and how to use each within your job/program saving hours or labor. YOU may bring examples and ideas of your own to share. Let's talk! *Sue Fine, MS, Volunteer Coordinator, Crossroads Hospice, Kansas City, MO*
- IV-G Integrating Massage Therapy and Touch into End of Life Care** - This presentation will explore options for using nurturing touch and/or massage therapy to enhance patient care and strengthen care teams and volunteer programs. *Ron Baggett, BA, LMT, Massage Therapist; Susan Cunningham, BA, LMT, Massage Therapist, NorthCare Hospice and Palliative Care, North Kansas City, MO*

12:15 PM - 1:15 PM Networking Luncheon

1:15 PM – 2:45 PM Concurrent Session V

- V-A Spinal Cord Dysfunction in Hospice Patients** - Hospice care for patients with new or previous spinal cord dysfunction requires knowledge of spinal anatomy and common conditions affecting function. Participants will review spinal anatomy and the most common spinal cord diagnoses affecting hospice patients. *Pamela S. Harris, MD, FAAPMR, Associate Medical Director, Kansas City Hospice and Palliative Care, Overland Park, KS*
- V-B Clinical Utility of the Anatomy & Physiology of Pain Processing** - Pain processing depends on two disparate pathways, the affective and specific knowledge of these pathways and their anatomy/physiology chemistry provide clues to recognized choices of treatment. *Bernard Abrams, MD, Clinical Professor of Neurology, University of Missouri-KC School of Medicine, Kansas City, MO; Mary Cunningham MS, RN, AOCN, CHPN, Clinical Nurse Specialist, University of Missouri Health Care-Missouri Palliative Care Program, Columbia, MO*
- V-C QAPI—What's That? NHPCO Quality Initiative** - NHPCO launched a broad based Quality Initiative September 2006. This workshop will present an overview of the Quality Initiative, its ten components and the process a hospice or palliative care program would use to get started. Come learn about the process and commit your organization to being a NHPCO Quality Partner. *Kate Cummings, RN, BSN, PHN, MA, Fairview Home Care and Hospice, Minneapolis, MN and member of NHPCO Quality Advisory Council.*
- V-D Benefits of Music at End of Life** - The language of words can lose effectiveness at end of life. However, the language of music provides a bridge that brings comfort and unique communication at this very important time. In this workshop, enjoy a live musical experience by an incredible violinist, as well as learn how to use specific recorded music when appropriate musicians are not available. *Janalea Hoffman, MA, RMT, Founder, Rhythmic Medicine, Olathe, KS*
- V-E Loss and Grief: Working Together Through the Pain** - When faced with end-of-life experiences, patients, family/friends, and healthcare professionals are unprepared to cope effectively with grief. How can we better serve our clients' needs? *Gillian Woods, MA, PhD, Bereavement Director, Heart of America Hospice, Topeka, KS*

Conference Schedule

Tuesday, October 30, 2007

1:45 PM – 2:45 PM Concurrent Session V *continued*

- V-F Helpers on the Health Care High Wire - The Art of Staying Balanced** - Focuses on strategies for avoiding burnout and maintaining good boundaries with team, with patients, their families and team members - all key essentials to your long-term well-being. *Ann Corley, MS, Owner, SageWorks Coaching and Consulting, Lee's Summit, MO*
- V-G Holistic Grief Model: Utilizing Native American Medicine Wheel** - This workshop is designed to provide participants with a unique Cross-Cultural Grief Model, utilizing the spirituality and holistic approach of the Native American tradition. *Dale Chavis, MSW, MDiv, LCSW, Bereavement/Volunteer Supervisor; Raven Murray, MSW Student, Washington University; and Suzanne Doyle, MSW, PhD, BSN, LCSW, Bereavement Specialist, BJC Hospice, St. Louis, MO*

3:00 PM - 4:00 PM Closing Plenary Session

Journey to Hospice - Find what you want most, in the most unlikely places, and right under your nose. Ward has survived decades of disfigurement, pain, and suffering. On top of being born with a rare muscle condition, he's been severely burned in a deep fryer, beaten up, and almost killed by a drunk driver. But that's not what his presentation is about! Ward's remarkable mix of warmth, humanity, and humor make him and his unforgettable story a favorite. His journey to hospice and message reaches into the corners of our lives to pick us up, dust us off, and set us on an unexpected road to self-discovery and --dare we say it?—happiness. *Ward Foley, Volunteer, Hospice Services, Norton, KS*

Conference Registration Information

A member discount is provided for Missouri and Kansas hospice association members; NHPCO members; MO Pain Initiative members; and MO/KS End of Life Coalition members. Early Bird discounts are available for registrations postmarked on or before October 1, 2007. A \$25 late fee is assessed for registrations postmarked after October 15, 2007.

- Full conference and one-day rates have been established for the convenience of conference attendees.
- Conference Registration includes keynote/plenary sessions, workshops, lunch on Tuesday, breaks and reception.
- **Paperless Conference**—Handouts can be downloaded from website prior to the conference. There will be no printing capabilities on-site. Bound copies can be purchased at the time of registration for \$35.
- Hotel Parking is not included in registration fee (Self Parking \$13.50/day; Valet Parking 16.50/day).
- One full conference registration CANNOT be split for two single-day attendees.
- Payment should be made to Missouri Hospice & Palliative Care Association (MHPCA) by check or credit card.

	KHPCO, MHPCA, MOPI, NHPCO & STATE EOL COALITION	NON MEMBER	VOLUNTEER
Cahaba Billing Workshop	No Charge	No Charge	No Charge
Pre-Conference Workshops	\$50*/\$65	\$75*/\$100	\$30*/\$40
Full Conference	\$175/\$200	\$235*/\$265	\$130*/\$150
Monday Only	\$85*/\$110	\$115*/\$150	\$60*/\$85
Tuesday Only	\$120*/\$145	\$160*/\$190	\$90*/120
Bound Copy Conference Handouts***	\$35	\$35	\$35

***EARLY BIRD RATE** postmarked on or before 10/1/07. ** Volunteer discount rates available for volunteers only and is available only when accompanied by a full conference registration for staff from the same organization.

***Bound Handouts must be ordered at time of registration and only available to purchase with paid registration. Only a small quantity available on site.

Cancellation Policy—Cancellations received in writing at least 10 calendar days prior to the program date will be entitled to a refund, less a \$50 administrative fee. Cancellations received in writing less than 10 calendar days prior to the program will be subject to a 50% penalty. Conference “no shows” forfeit their entire registration fee. **Substitutions are welcome.** Please advise MHPCA in writing if a substitute will be attending in your place. If your registration is mailed or faxed to MHPCA with no payment and you do not attend nor cancel, you will be billed for the registration fee.

Registration Form

All registration MUST be accompanied by workshop selections and payment. One form for each registrant.

Name		Discipline (RN, MD, MSW, Rev., HHA, LPN, ARNP, SW, Volunteer)	
Company		Job Title	
Address		City/State	Zip
Phone		Fax	Email

Workshop Selection								Registration Fees Payment and Workshop Selection MUST Be Included			
Monday - Pre-Conference				Indicate if attending (X)							
Hospice Medicare Billing								Cahaba Workshop			
Seminar PC-1								N/C			
Seminar PC-2								Pre-Conference Seminar Workshop Selections Required			
Seminar PC-3								\$			
Seminar PC-4								Note: Hotel Parking NOT included in registration			
Conference Concurrent Sessions											
Session #	A	B	C	D	E	F	G	Full Conference Registration Workshop Selections Required			
Monday Session I								\$			
Monday Session II								Monday Only Registration Workshop Selections Required			
Tuesday Session III								\$			
Tuesday Session IV								Tuesday Only Registration Workshop Selections Required			
Tuesday Session V								\$			
Activities/Meal Indicate Participation (X)											
Exhibitors Reception										Bound Copy of Handouts () # copies X \$35	
Breakfast Tuesday										Download Handouts from website provided, NOT available on site	
Lunch Tuesday										Late Fee (after 10/15/07) \$25.00	
Vegetarian Lunch Requested										Total Due	
										\$	

Payment Information									
Indicate form of payment			Check Enclosed - Make checks payable to				Credit Card ()		
Tax ID # 43-1213065			MO Hospice & Palliative Care Association ()				Am/Express		
Credit Card Type	MasterCard	Visa	Discover	Am/Express	Credit Card #:		Exp. Date	Amount \$	
Card Holder's Name:									
Card Billing Address:					City/State:		Zip:		
Signature:							Date:		

Mail Payment to:	Missouri Hospice & Palliative Care Association 311 SW Pinnell Drive Lee's Summit, MO 64081	Or Fax to: 816-524-9501 Payment must accompany registration.
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Midwest Regional Conference on End of Life Care

October 29-30, 2007
Hyatt Regency Hotel- Crown Center
Kansas City, MO



c/o Missouri Hospice and Palliative Care Association
311 SW Pinnell Drive
Lee's Summit, MO 64081

Phone: 816-524-9505
Fax: 816-524-9501
Email: info@mohospice.org
