



# HPCANYS' 39<sup>TH</sup> ANNUAL INTERDISCIPLINARY SEMINAR & MEETING

April 2-4, 2019

Albany Marriott Hotel | 189 Wolf Road | Albany, NY



# WELCOME

Springtime in upstate New York brings us together for HPCANYS' 39th Annual Interdisciplinary Seminar and Meeting. This year we have reinvigorated and redesigned our format. We are excited to offer can't miss workshops that - as a leader in hospice and palliative care- you can't afford to miss!

This year your registration buys you three days of education and networking. We have something for everyone and a variety of workshops and interactions that rival a national conference experience.

Back by popular demand! We kick things off on Tuesday April 2 by bringing back **Margherita Labson**. Margherita is a veteran health care professional who has specialized in the provision of home care services since 1977 from both multi-operational and academic perspectives. She has extensive knowledge in the legal, regulatory, and accreditation requirements for the scope of hospice and home care programs provided in the United States and Puerto Rico. She is an experienced lecturer, educator, a published author, and functionally fluent in Spanish.

We are delighted to welcome **Gary Gardia** as our Keynote Speaker. Gary began his hospice career as a volunteer over 35 years ago. Since then he has worked in many capacities leading a variety of teams and departments including volunteers, social workers, bereavement, and education. Gary is a frequent presenter at state and national conferences and a consultant for various businesses and health care organizations.

Gary served as NHPCO's section leader for Volunteer/Volunteer Managers and Social Work. He also worked as a psychotherapist in private practice with a specialty in grief and loss, personal growth and development, and substance abuse. He holds Master's degree in both Education and Social Work and is a Licensed Clinical Social Worker. He received the National Hospice and Palliative Care Organization's (NHPCO) Heart of Hospice Award for developing innovative programs to meet the needs of caregivers and the bereaved. He is also the recipient of the Social Work Hospice and Palliative Network (SWHPN) 2015 *Award of Excellence in Professional Education*.

Stay for an extra day on Thursday as **Andrew Reed** of MVI gives you the crash course in their groundbreaking management system and quantified "Best Known Practices" exclusively for the hospice and homecare world. MVI has compiled more Hospice operational (cost and quality) data than perhaps any other entity in the world. Listen to Andrew put this valuable perspective to work as he explains, The Model. Existing MVI clients as well as newcomers are welcome!



Margherita Labson



Gary Gardia



Andrew Reed

# CONFERENCE SCHEDULE

TUESDAY, APRIL 2, 2019	
	Margherita Labson, The Joint Commission
8:30 am	Registration & Continental Breakfast
9:00 am - 2:30 pm	Session (break for lunch) <i>"Why QAPI is Unsustainable", Becoming a highly sustainable organization and Using the IDG as a way to improve compliance</i>
3:00 pm - 4:30 pm	Peer Group Exchange
5:00 pm - 6:00 pm	Exhibitor Reception
WEDNESDAY, APRIL 3, 2019	
7:30 am - 8:30 am	Breakfast with Exhibitors
8:30 am - 9:30 am	Keynote Address Gary Gardia: <i>"Surviving in a Rapidly Changing Environment"</i>
9:45 am - 10:45 am	Workshop Session A
11:00 am - 12:00 pm	Workshop Session B
12:15 pm - 1:45 pm	Lunch Awards Presentation & Annual Business Meeting
2:00 pm - 3:00 pm	Workshop Session C
3:00 pm - 3:30 pm	Break with Exhibitors
3:30 pm - 4:30 pm	Workshop Session D
THURSDAY, APRIL 4, 2019	
8:30 am	Continental Breakfast
9:00 am	<i>How Well Do You Know Your Program?: MVI's Proven Strategy to Achieve the Highest Levels of Performance</i>
12:00 pm	Lunch
2:00 pm	Program Concludes

## CONFERENCE HIGHLIGHTS

### PEER GROUP EXCHANGE

Network with your peers on Tuesday afternoon. We will be setting up designated tables for peer groups following Tuesday's concurrent session. This is a great time for you to share your concerns and exchange information. Stick around and grab a drink together at the Exhibitor Reception.

### EXHIBITS AND EXHIBITOR COCKTAIL RECEPTION

Exhibitors from across the country will be on hand to discuss their products and services. Join us for hors d'oeuvres at the close of Tuesday's concurrent session at our Vendor Reception and be sure to visit them on Wednesday.

### CONCURRENT WORKSHOP SESSIONS

The 2019 concurrent workshops offer something for everyone! Sixteen educational programs in four concurrent workshop sessions offer topics in quality, clinical, social work, chaplaincy, and much more!

### AWARDS LUNCHEON

Join us in honoring the 2019 Award Winners! Volunteer Awards and the Carol Selinske Founder's Award will be presented to the 2019 award winners at the Awards Luncheon on Wednesday, April 3, 2019.

## CONCURRENT WORKSHOPS

**DISCLAIMER:** "The material presented in the educational sessions represents the opinions of the speakers and not necessarily the views of the Hospice and Palliative Care Association of New York State. All faculty are required to disclose to program participants any relationship, including financial interest or affiliations with a commercial company, as well as discussion of unlabeled uses. A copy of the disclosure information will be made available to attendees at the meeting."

### SESSION A | 9:45 AM - 10:45 AM

#### **A-1 Hospice and EMS: Transformative Approach to End-of-Life Care**

*Ritchell Dignam, MD, Kevin Munjal MD, Lorna Canlas RN, VNSNY*

This workshop will demonstrate how Visiting Nurse Service of New York (VNSNY) Hospice Care, in collaboration with a large NYC Health System and EMS, introduced an innovative approach to provide medically supportive care in the home and reduce hospital admissions for patients at the end-of-life. Hospice patients and their loved ones often become anxious during symptom exacerbations or changes in their condition resulting in a call to 911. Often, these patients are admitted to the hospital subsequently revoking their hospice benefits.

The VNSNY Hospice Care-Mount Sinai Health System (MSHS) Community Paramedicine model connects the very important service capabilities and expertise of paramedics and emergency medicine physicians with the clinical expertise of hospice clinicians and physicians. Community Paramedicine allows paramedics to function outside their traditional role to help facilitate appropriate use of emergency resources and are a valuable partner in allowing our patients to meet their palliative goals of care. When a hospice patient is assessed to require a higher level of care, the patient is transported to one of VNSNY Hospice's contracted general in-patient units (GIP) where they continue to receive pain and symptom management and compassionate end-of-life care. This coordinated in-home consultation is the centerpiece of our program which has resulted in being at home, reduction of hospitalizations, ED transfers and improvement in patient and caregiver experience.

#### **Objectives:**

1. Describe the role of VNSNY Community Paramedicine Program within hospice
2. Recount positive quality and process outcome measures demonstrated by the Community Paramedicine Program

#### **A-2 Strategies to Drive Performance & Success**

*Kimberly Skehan and Lisa Lapin*

Continued changes to reimbursement, regulatory and quality issues for hospice providers in 2019 make it imperative for agencies to continue to improve operations in order to survive. The face of hospice quality reporting is also changing as new measures are considered and developed for hospice and end of life quality of care measurement. This session will review current hospice regulatory and quality reporting issues and strategies hospices can implement that will drive improvement to your organization not only financially but clinically.

#### **Objectives:**

1. Discuss in detail the 2019 Hospice Wage Index final rule and CMS FY 2020 updates
2. Identify what financial, marketing, and clinical metrics will assist the clinical management team to effectively manage operational performance
3. Identify areas of success through review of key metrics to drive operational performance
4. Describe strategies for managing and monitoring operations to drive excellence and success

### **A-3 Hot Topics in Regulation & Compliance**

*Judi Lund Person*

Hospice programs have been subject to increasing regulation. CMS has been issuing new Change Requests monthly. Programs that do not keep on top of the changing regulatory environment may be subject to decreased reimbursement or potential audit. Learn about the latest policy changes, what's on the horizon and what you need to do to remain compliant.

#### **Objectives:**

1. List 3 regulatory changes that were published in 2018 and will impact how hospice care is delivered in 2019
2. Identify measures hospice programs must undertake to remain compliant with CMS regulation

### **A-4 Make Room for the Chaplains!**

*Gary Gardia*

Regulations regarding spiritual caregivers can be vague, but they offer the opportunity to comply with the "spirit of the law" to help us define excellence in the way psychosocial/spiritual suffering is addressed. This workshop will cover spiritual care related regulations, assessment guidance, documentation, and how to stay involved when visits are refused.

#### **Objectives:**

1. Identify spiritual care related regulations
2. Describe existing assessment guidance tools
3. Discuss strategies to stay involved with the patient and family when visits are refused

**SESSION B | 11:00 AM - 12:00 PM**

### **B-5 Not What We Planned**

*George Giokas, MD and Megan Applewhite, M.D.*

This workshop will explore the dynamics involved when patient or surrogate decision-makers request transition to comfort goals of care after a major surgical procedure. Starting with a case based study, we will explore patient and clinician perspectives, ethical issues, highlight relevant literature, and suggest ways to address this issue within your hospital setting. Audience response polling will be utilized to assess the audience's views and experience with these issues.

#### **Objectives:**

The learner will be able to identify the dynamics involved with requests to change the goals of care in the peri-operative environment

### **B-6 Are You Ready for The Next Wave of Audits?**

*Rachel Hold-Weiss*

There always seems to be a new entity requesting to look at your records! Even familiar entities have new angles when examining documentation. Find out what you can expect if contacted by OMIG, Noridian or NGS, and how you can best prepare your program.

#### **Objectives:**

1. Discuss the Targeted Probe and Educate (TPE) process and how it differs from previous NGS efforts
2. Identify OMIG jurisdiction and audit process
3. Describe the post-payment audit process being conducted by Noridian

### **B-7 Latino Outreach**

*Ayana Woods and Aydasara Orega*

It is well documented that racial disparities in advance planning and healthcare exist at the end of life. One community affected by these disparities is Latinos/Hispanics, who have lower levels of advance planning and poorer access to and quality of end of life care and pain management. To work towards addressing the issues this community faces, End of Life Choices New York (EOLCNY) developed and implemented bilingual presentations and materials to raise awareness of the rights and options at the end of life. An evaluation of this program found significantly increased awareness of and self-reported familiarity with key elements. This workshop will review the process through which this occurred, including a community needs assessment, program and material development, implantation of the program, and its subsequent evaluation. Recommendations will be provided for replicating a similar program, including how to address potential challenges.

#### **Objectives:**

1. Describe strategies for performing an effective community needs assessment
2. Discuss how to implement bilingual presentations and materials to raise measurable awareness of the rights and options at the end of life

### **B-8 Your Team Can Get You to the Stars: Getting Better Results in Your HQRP**

*Margherita Labson*

Leading in a collaborative fashion can be fraught with challenges. Everyone has their own interests - plus the interest of the patient. Learn how you can best integrate your structure to help your team help you to achieve better and better scores in the Hospice Quality Reporting Program. Team members can learn how to incorporate their concerns into greater quality outcomes.

#### **Objectives:**

1. Describe three processes that can be used to leverage effective interdisciplinary communication
2. Compare existing program practices with leading program practices
3. Identify actionable items team members can influence to effect change

**SESSION C | 2:00 PM - 3:00 PM**

### **C-9 Clinical Documentation with NGS**

*Shelly Dailey*

Can your clinical documentation withstand scrutiny? What are the red flags on a claim that will get it rejected? Join us as we take another look at the rules and explore a few case studies. Learn best practices from the expert!

#### **Objectives:**

1. Discuss essential elements of medical records documentation that will support a terminal prognosis
2. List essential documentation requirements for the four levels of hospice care

### **C-10 Drug Therapy Alternatives**

*Drew Mihalyo*

Leading in a collaborative fashion can be fraught with challenges. Everyone has their own interests - plus the interest of the patient. Learn how you can best integrate your structure to help your team help you to achieve better and better scores in the Hospice Quality Reporting Program. Team members can learn how to incorporate their concerns into greater quality outcomes.

#### **Objectives:**

1. Discuss the drawbacks inherent in prescribing opioids
2. Identify alternatives to opioids
3. Describe concerns inherent in choosing non-opioids for pain relief

### **C-11 Using Data & Metrics to Help Your Organization**

*Andrew Reed*

The goal of a successful hospice operation is to run efficiently, provide consistent, high-quality service and continuously strive to improve the end-of-life experience for patients and families. The right data can show whether we are succeeding and identify areas for improvement. Comparing our own programs against provides valuable insight into hospice operations.

#### **Objectives:**

1. Explain how comparing your metrics with your peers can lead to operational insight
2. Describe the process of moving from externally to internally focused benchmarks

### **C-12 Intergenerational Dynamics**

*Judi Lund Person*

Today's workforce represents a broad range of age groups. This multigenerational workforce has tremendous systemic implications for organizations. It presents challenges in managing the inevitable tensions arising from conflicting values and divergent perspectives, but also offers tremendous, untapped complementary potential within the dissonant mix.

#### **Objectives:**

1. Identify internal differences at each phase of adult life
2. Describe the cultural context of each generation in the current workforce
3. Apply a generational lens to interactions among staff and between providers and patients and family

**SESSION D | 3:30 PM - 4:30 PM**

### **D-13 Saying It Better**

*David Chmielewski*

Communication with seriously ill patients is a core competency for hospice and palliative care providers of all disciplines, and for clinicians of all specialties. Though ability in this domain is often regarded as dependent upon natural/inborn talent, expert communication is in truth a set of skills that can be practiced and mastered. This session will suggest a methodical approach to several key communication tasks and explore practical techniques for achieving the most effective communication possible. Note: if you're already a communication master, the approaches presented in this session will establish a useful framework for teaching these skills to others, so you can share your expertise!

#### **Objectives:**

1. Discuss the merits of particular frameworks for conversations with patients and families
2. Identify key communication techniques that can be used in patient/family conversations

### **D-14 Data and Physician Practices**

*Jeremy Powell*

This 50 Lecture will provide perspective clinician and business leaders with an opportunity to understand how reimbursement models in Primary Care and Oncology have aligned provider incentives to make timely use of Hospice, Palliative, Advanced Illness and Transitions services to the benefit of the patient, referring and services providers.

#### **Objectives:**

1. Define common components of contracts that Primary Care and Oncologists now face nationally and across New York
2. Identify how prognostication, cohort creation, and referral simplification can positively impact Hospice Census and Length of Stay metrics
3. Describe at least 2 applications where claims data can support better patient outcomes
4. Describe how Hospice services will be positively impacted through AI and machine learning models

### **D-15 Journaling with Buddy's Bench**

*Ira Baumgarten*

Through the sharing of A Night on Buddy's Bench - an End of Life Story and The Pilgrim's Way through Grief Guide, the author will invite participants to experience journaling, the use of art, and ritual as methods of self-expression for grief work and the healing process.

#### **Objectives:**

1. Discuss Proff's Theory of using journaling as an integrative system for evoking and interrelating the contents of an individual life
2. Describe ways that journaling can be used to interpret and channel reactions to the video, "A Night on Buddy's Bench"
3. List examples of ways in which art and ritual can support grief

### **D-16 Ensuring Access to High Quality Person-Centered Care for Seriously Ill Residents in Assisted Living**

*Diane Darbyshire, Lisa Newcomb, Carla Braveman, Darcy Thiel, and Sara Butterfield*

Given the rapidly aging population, increasing use of Assisted Living as the alternate to "home" and our state's movement to home & community based care, the MOLST and Assisted Living Workgroup was formed to seek creative solutions that ensure:

- 1) high quality, person-centered, family-oriented care for seriously ill residents in Assisted Living
- 2) access to hospice & palliative care services
- 3) individual preferences for Life-Sustaining Treatment on the MOLST will be honored.

Join members of the Workgroup, share your challenges and help us achieve our goals. The workshop aims to achieve a common understanding of the issues and the current regulations, recognize barriers and create opportunities for change that help us achieve our goals.

#### **Objectives:**

1. Describe the MOLST/Assisted Living workgroup goals and current regulations as it impacts resident rights
2. Identify barriers to providing hospice in Assisted Living
3. Identify opportunities for change

# GENERAL INFORMATION

## CONFERENCE LOCATION

All plenary speakers, workshops and social events will take place at:

Albany Marriott Hotel  
189 Wolf Road  
Albany, NY 12205

## RESERVATIONS

The hotel is offering a group rate of \$134/night until March 15, 2019

Call: (518) 458-8444

Online: [https://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLink-Data=HPCANYS%20Conference%202019%20%5Ealbn%60hpchpca%7Chpchpci%60134.00%60USD%60false%606%604/1/19%604/3/19%603/15/19&app=resvlink&stop\\_mobi=yes](https://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLink-Data=HPCANYS%20Conference%202019%20%5Ealbn%60hpchpca%7Chpchpci%60134.00%60USD%60false%606%604/1/19%604/3/19%603/15/19&app=resvlink&stop_mobi=yes)

## REGISTRATION FEE

\$289 per person member | \$389 per person non-member

Registration Fee Includes:

- Admission to all plenary speakers and workshops, including materials
- Hors d'oeuvres reception with Exhibitors
- Meals (breakfast and lunch) and refreshment breaks

## DRESS RECOMMENDATIONS

Attire for the meeting is business casual. It is recommended that you bring a sweater or light jacket to wear due to variables in the temperature of the meeting rooms.

## CANCELLATIONS AND REFUND POLICY

Conference registration cancellations received in writing by 5:00 pm Friday, April 26, 2019 will be entitled to a refund minus a \$40 administrative fee. Registrations are non-refundable after 5:00 pm on April 26, 2019. Substitutions are welcome and must be submitted in writing no later than April 29, 2019. Telephone cancellations cannot be accepted. Please fax or e-mail any cancellations and substitutions to HPCANYS at (518) 446-1484 or [info@hpcanys.org](mailto:info@hpcanys.org).

## CONTINUING EDUCATION

HPCANYS has applied for Continuing Medical Education credit; Continuing Education for Nurses; and Continuing Education for Social Workers (NYS) for sessions held on April 2 and 3.

# REGISTRATION FORM

Please complete a separate registration form for each registrant.

NAME		CREENTIALS
TITLE		
NICKNAME FOR NAME BADGE		
ORGANIZATION		
ADDRESS		
CITY	STATE	ZIP CODE
TELEPHONE	FAX	
EMAIL (NECESSARY FOR CONFIRMATION PURPOSES)		

Please check if appropriate:  Kosher Lunch  Vegetarian Lunch

## REGISTRATION INCLUDES

April 2: Continental breakfast, Joint educational session with TJC; Lunch, Peer Group Meeting, Vendor Reception

April 3: Continental Breakfast, Keynote and concurrent workshop sessions, lunch

April 4: Continental Breakfast, Joint educational session with MultiView, Inc., lunch  
*(Days/sessions cannot be purchased ala carte)*

## STANDARD CONFERENCE FEE

Member **\$289.00** Non-Member **\$389.00**

Registration Fee \$ _____
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**Multiple-Registrants:** For 3 or more registrants from the same organization, we offer a group discount.

**Speakers:** The first presenter is entitled to 25% off the standard registration fee. Additional presenters will be entitled to a 10% discount off the standard registration fee. This offer excludes hotel accommodations.



Hospice and Palliative Care Association of New York State, Inc.  
22 Computer Drive West, Suite 104  
Albany, NY 12205-1622  
Phone: (518) 446-1483 | E-Mail: [info@hpcanys.org](mailto:info@hpcanys.org)  
[www.hpcanys.org](http://www.hpcanys.org)

Check Enclosed

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CARDHOLDER'S SIGNATURE

PRINT NAME DATE

BILLING ADDRESS (IF DIFFERENT THAN ADDRESS ABOVE)

CITY STATE ZIP CODE



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Hospice and Palliative Care Association of New York State, Inc.  
22 Computer Drive West, Suite 104  
Albany, NY 12205-1622

Phone: (518) 446-1483 | E-Mail: [info@hpcanys.org](mailto:info@hpcanys.org)  
[www.hpcanys.org](http://www.hpcanys.org)