

# 2017 INTERDISCIPLINARY CONFERENCE

Strengthen your organization:  
care, compliance, quality

EDUCATION PROGRAMS & PRECONFERENCE SEMINARS - SEPTEMBER 16-17, 2017  
CONFERENCE - SEPTEMBER 18-20, 2017  
SAN DIEGO MARRIOTT MARQUIS AND MARINA  
SAN DIEGO, CA

National Hospice and Palliative Care  
Organization



#IDCONF17

## ABOUT

IDConf17 focuses on Care, Compliance and Quality, three of the most important aspects for hospice and palliative care professionals today. Come experience a unique blend of keynotes, concurrent sessions, preconference learning and networking opportunities all grounded in the philosophy of the interdisciplinary organization. You'll engage with colleagues from across the country as you learn about new approaches, successful models and innovations that will advance your professional practice and help strengthen your organization.



*The IDCONF17 venue has 3 outdoor swimming pools, a steam room, and a fitness center.*



*Located five minutes  
from Lindbergh Airport,  
IDCONF17 is just a  
short walk to the  
Gaslamp District and  
Horton Plaza.*

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## OPENING PLENARY

Monday, September 18, 2017

### ANNE LAMOTT

Author, Speaker and Teacher

#### *Rediscovering Mercy*

Lamott explores where to find meaning in life. It's up to each of us to recognize the presence of mercy everywhere and to use it to forge a deeper understanding of ourselves and each other. Lamott lauds mercy extended at the end of life and in bereavement that is the hallmark of hospice and palliative care; she is a genuine proponent. Using spirituality, self-effacing humor and ruthless honesty to tackle life's most challenging subjects, Lamott tells her stories with honesty, compassion and a pureness of voice that lifts and inspires.

## PLENARY II

Tuesday, September 19, 2017

### JAKE WOOD

Marine Scout Sniper, Co-founder and CEO of Team Rubicon

#### *The One and The Nine: Building Teams & Organizations That Win*

For every 100 people in a typical organization or team, there are 10 people who shouldn't be there, 80 who have a neutral impact at best, nine who perform exceptionally, and one who is a true leader capable of creating a winning team or culture. Hear Wood talk about this reality that is forcing organizations to rethink what they know about leadership, change management and risk. Those who can adapt will thrive, while those that refuse change will flounder and fail.



## CLOSING PLENARY

Wednesday, September 20, 2017

### DALE LARSON, PHD

Clinical Psychologist and Author

#### *Secrets at the End of Life*

Working with people facing illness and grief ushers us into a world of secrets. Clinical experience and empirical evidence now reveal how secrets can undermine both the outcomes of hospice and palliative care and the well-being of the health professionals delivering it. Larson will provide a framework for understanding the phenomena and dynamics of concealment and disclosure. Drawing upon recent work in the areas of self-concealment and health, patient and helper secrets, social constraints, the writing cure and end-of-life conversations, Larson will offer guidelines for overcoming these barriers to quality care and professional well-being.



## FILM AND DISCUSSION

Tuesday, September 19, 2017 | 3:30 - 5:00 pm

#### *Portraits of Professional CAREgivers: Their Passion, Their Pain*

*Portraits of Professional CAREgivers* probes the dramatic emotional costs experienced by professional care providers. Through poignant stories, the film shows how engaged, empathic caregiving can be an occupational hazard. While exploring responses such as compassion fatigue and secondary traumatic stress, it also addresses the profound meaning or compassion satisfaction professional caregivers experience and identifies ways of coping and recovering from these occupational hazards.

Following the film, opportunities for group discussion and application to one's own caregiving role will be explored.



## PRECONFERENCE OFFERINGS

**SATURDAY, SEPTEMBER 16 & SUNDAY, SEPTEMBER 17, 8:30 AM – 5:00 PM**

*(Includes breakfast and lunch)*

### Hospice Manager Development Program's Foundational Course *(for New Managers)*

Pam M. Barrett, ACSW, FACHE, P Barrett & Associates, LLC; N. Joel Fry MSW, LISW, Team Restoration Ministries; Jennifer Kennedy, MA, BSN, RN, CHC, NHPCO

The Hospice MDP develops competent and confident hospice managers that can effectively manage the complexities of their responsibilities in the hospice organization. Managing programs, systems and people becomes much easier once managers have the tools they need, and the Hospice MDP provides them!

**SATURDAY, SEPTEMBER 16, 1:00 PM – 5:00 PM**

### Community-Based Palliative Care: Getting Started

Joanna Bennett, Acevedo Consulting Inc; Kathleen Kerr, Healthcare Analytics; Sue Lyn Schramm, MA, NHPCO; Judith Skretny, NHPCO

This program is for anyone who is beginning or thinking about beginning a community-based palliative care program. Program delivery models will be described as will the basics of developing a business plan and creating a budget. Participants will learn about reimbursement opportunities for palliative care provision.

**SUNDAY, SEPTEMBER 17, 8:30 AM – 5:00 PM** *(Includes breakfast and lunch)*

### Community-Based Palliative Care: Making It Work

Lori Bishop, RN, BSN, CHPN, SutterHealth (AIM Program); Joanna Bennett, Acevedo Consulting Inc; Torrie Fields, MPH, Blue Shield of California; Suzi Johnson, MPH, Sharp HospiceCare; Kathleen Kerr, Healthcare Analytics; Sue Lyn Schramm, MA, NHPCO; Judith Skretny, NHPCO; Terri Warren, MSW, Providence TrinityCare Hospice "Making It Work" will provide a deep dive into strategies for making community-based palliative programs a success. Participants will learn approaches for managing growth while maintaining clinical quality; the importance of selecting meaningful, feasible metrics; and how to maximize reimbursement for palliative care services.

**SUNDAY, SEPTEMBER 17, 9:00 AM – 12:00 AM** *(Includes breakfast)*

### On-Ramps, Off-Ramps and Unexpected Intersections: Navigating Transitions in Palliative and Hospice Care

Joan K. Harrold, MD, MPH, FACP, FAAHPM, Hospice & Community Care; Mary Lynn McPherson, PharmD, MA, MDE, BCPS, CPE, University of Maryland School of Pharmacy; Brooke Worster, MD, Thomas Jefferson University Hospital

Patients with progressive illnesses undergo many transitions during the course of care which may begin to merge with end-of-life conversations when there is ambiguity about outcomes, change in the balance between benefits and burdens or full consideration of a change in goals. Faculty will use real-life clinical situations to talk about these transitions and treatment plans; learn how to improve the patient/family experience and ensure excellent quality of care is provided during transitions.

**SUNDAY, SEPTEMBER 17, 9:00 AM – 12:00 PM** *(Includes breakfast)*

### GIP: Eligibility, Documentation, Risk

Patricia M. Gibbons, BSN (invited); Jennifer Kennedy, RN, MA, CHC, NHPCO

Government scrutiny of GIP usage continues with concerns regarding eligibility and documentation for each day, areas for which all hospices are vulnerable and where scrutiny is increasing. This seminar will provide guidelines for determining eligibility and examples of documentation as well as identify risk areas that all hospices should be monitoring.

**SUNDAY, SEPTEMBER 17, 9:00 AM – 12:00 PM** *(Includes breakfast)*

### Crafting a High Performing Team: The Art of Successful Team Development

Sarah McKinnon, MA, Seasons Hospice Management Inc

Across the globe in survey after survey, team management consistently lists in the top five challenges leaders face today. Building and sustaining a high performing team takes work. In this seminar, we will identify what it takes to turn your 'group of individuals' into an engaged and results-producing team!

Kick off your **2017 Interdisciplinary Conference** with a Preconference offering. **DIVE DEEP** into topics to address hospice and palliative care success.

# PRECONFERENCE OFFERINGS

**SUNDAY, SEPTEMBER 17, 1:30 PM – 4:30 PM**

## Regulatory and Compliance Update for Physicians and Advance Practice Nurses

Judi Lund Person, MPH, CHC, NHPCO; Shaida Talebreza, MD, AGSF, FAAHPM, HMDC, University of Utah School of Medicine

Regulatory and compliance issues for hospice medical directors and hospice physicians continue to be complex and daunting. This seminar will cover compliance with the Medicare/Medicaid Hospice Conditions of Participation; regulations regarding certification and recertification of terminal illness; and determining conditions, treatments and medications and relatedness to the terminal prognosis. The latest areas for hospice scrutiny and other vital topics will be addressed.

**SUNDAY, SEPTEMBER 17, 1:30 PM – 4:30 PM**

## Moving WAY Beyond Assessment and “Support:” Critical Counseling Skills and Interventions for Social Workers, Chaplains and Bereavement Professionals

Gary Gardia, MEd, LCSW, CT, Gary Gardia Inc

What does “counseling” mean in terms of the provision of hospice care? What techniques and/or theoretical frameworks can we use and for what specific dynamics? We will explore ways to “raise the bar” for the provision of counseling and discuss the evidence-based theoretical frameworks that are best suited to hospice care. No more documenting “Provided emotional support!”

**SUNDAY, SEPTEMBER 17, 1:30 PM – 4:30 PM**

## Stars in Your Future: Linking Hospice CAHPS Results and Billing Data for a Winning Quality Combination

Carol D. Spence, PhD, NHPCO; Joan M. Teno, MD, MS, Cambia Palliative Care Center of Excellence - University of Washington  
Public reporting – aka Hospice Compare - has arrived and will soon include the Hospice CAHPS measures. This seminar will provide practical advice on how to analyze CAHPS scores for improvement opportunities, to identify trends, to compare your CAHPS scores to national benchmarks and other organizations, and to recognize the key service delivery issues for the unique population that you serve.

For full descriptions &  
learning objectives:

**NHPCO.ORG/IDC2017**

# CONCURRENT SESSIONS

## MONDAY – WEDNESDAY

Focus on the needs and interests of hospice and palliative care professionals with the goal of strengthening the interdisciplinary organization thru professional development. You can align your own educational experience at the IDCONF17 to reflect your personal learning objectives. Expert faculty and timely topics will challenge you as you explore the diverse session offerings most requested by professionals in the field.

## SESSION GUIDE



### **Community-Based Palliative Care**

Featuring model programs/  
practices and practical  
“how to” topics



### **Interdisciplinary Leadership**

Developing, leading teams  
and ensuring their optimal  
functioning



### **Medical Care**

Emergent clinical topics in  
hospice and palliative care



### **Quality**

Understanding requirements,  
assessing and sustaining quality



### **Regulatory**

Latest news on compliance  
implementation



### **Supportive Care**

Skill development in psychosocial,  
spiritual and bereavement care



## ADDITIONAL INFORMATION

### CONTINUING EDUCATION/CONTINUING MEDICAL EDUCATION CREDIT

This NHPCO conference provides continuing education credit for Compliance Officers, Counselors, Nurses, Physicians, Quality Professionals and Social Workers. More information is available online.

### MOBILE APP

The IDC Mobile App, accessible via all digital devices, will be released prior to the event and is an indispensable resource to help participants plan for and navigate the conference.

### EXHIBITS AND ADVERTISING

To inquire about exhibit space, become a supporter or to advertise during IDC17, contact David Cherry at [exhibit@nhpco.org](mailto:exhibit@nhpco.org)

### NCHPP

Join the National Council of Hospice and Palliative Professionals for free discipline-specific section meetings and networking lunches on Monday. Connect with like-minded colleagues from across the country who are facing the same challenges as you. To learn more visit [nhpco.org/nchpp](http://nhpco.org/nchpp).

### WE HONOR VETERANS APPRECIATION

All are invited to a We Honor Veteran's panel discussion and reception, highlighting the wonderful work of program partners and Veteran organizations on Tuesday evening. The event is free; pre-registration is required.

### HOTEL AND TRAVEL INFORMATION

2017 Interdisciplinary Conference is at the waterfront San Diego Marriott Marquis Hotel and Marina. The Marina District in San Diego is ideally located in the heart of downtown adjacent to Seaport Village and the San Diego Convention Center, and within five minutes of Lindbergh Airport.

Hotel reservations for the IDCONF17 should be made directly with the Marriott Marquis by August 28, 2017 to take advantage of NHPCO's special discounted rate of \$269.00 per night/+tax.



*Reserve your room  
online or by calling  
central reservations  
at any time  
877-622-3056*



# PRICING

	<b>ADVANCED</b> <i>Now - 8/28/17</i>	<b>ONSITE</b> <i>After 8/28/17</i>
Main Conference	\$675/\$875	\$725/\$925
<b>SATURDAY SEPTEMBER 16 &amp; SUNDAY SEPTEMBER 17</b>		
Hospice Manager Development Program's Foundational Course	\$650/\$1300	\$725/\$1375
<b>SATURDAY SEPTEMBER 16</b>		
Community-Based Palliative Care: Getting Started (PC1)	\$250/\$525	\$325/\$600
<b>SUNDAY SEPTEMBER 17</b>		
Community-Based Palliative Care: Making It Work (PC2)	\$375/\$750	\$450/\$825
On-Ramps, Off-Ramps and Unexpected Intersections: Navigating Transitions in Palliative and Hospice Care (PC3)	\$175/\$350	\$250/\$425
GIP: Eligibility, Documentation, Risk (PC4)	\$175/\$350	\$250/\$425
Interdisciplinary Team Leadership: Building High Performance Teams (PC5)	\$175/\$350	\$250/\$425
Medical Compliance for Physicians and Advance Practice Nurses (PC6)	\$175/\$350	\$250/\$425
Moving WAY Beyond Assessment and "Support:" Critical Counseling Skills and Interventions for Social Workers, Chaplains and Bereavement Professionals (PC7)	\$175/\$350	\$250/\$425
Linking CAHPS Hospice Survey Results and Billing Data for a Winning Quality Combination (PC8)	\$175/\$350	\$250/\$425

**NOTE:** Rates listed as Member / Non-Member

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WWW.NHPCO.ORG



*Where culture, science,  
and nature collide, Balboa  
Park is home to more than 17  
museums, multiple performing  
arts venues, lovely gardens,  
trails, and many other creative  
and recreational attractions,  
including the San Diego Zoo.*



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