

APRIL 15»17, 2012



HILTON HOTEL
MINNEAPOLIS/ ST. PAUL AIRPORT—MALL OF AMERICA

www.mnhpc.org

PRE-CONFERENCE • SUNDAY, APRIL 15

12:30 PM: REGISTRATION OPENS

1 - 4:15 pm Pre-Conference Speaker

Suicide in Hospice: End of Life Clinical, Ethical and Legal Perspectives

Richard Heinrich, MD, Medical Director, Health Partners Hospice & Palliative Care

DAY 2 • MONDAY, APRIL 16

8 - 9 AM: REGISTRATION & LIGHT CONTINENTAL BREAKFAST - EXHIBITS OPEN

9:00 - 10:30 am KEYNOTE SPEAKER

Whole Person Care: A New Healthcare Paradigm

Tom Hutchinson, MB, FRCP(C), Director, McGill Program in Whole Person Care

10:30 - 10:45 am: Break - Exhibits Open

10:45 - 12 pm Breakout Session 1

- 1A The Complex Maze Called Hospice Social Work
Kerry Klunder, MA, LBSW
- 1B The Silent Scream of Delirium: Optimal Recognition & Management
Sandra W. Gordon-Kolb, MD, CPE, MMM: BC, HPM, IM
- 1C Whole Person Care and Congruence: An Experiential Workshop
Tom Hutchinson, MB, FRCP(C)
- 1D Transforming Power of Challenges
Andrea Wichhart Tatley, MDiv
- 1E Symptom and Death Management for ALS Patients and Their Families
Vic Sandler, MD
- 1F Sounds of Healing: Music and the Caregiving Journey
Tami Briggs, CHP, MBA

12 pm: Lunch - Exhibits Open

12 - 12:30 pm

LUNCH ADDRESS

A View from Washington: What's Ahead for Hospice and Palliative Care?

J. Donald Schumacher, PsyD, National Hospice and Palliative Care Organization

1:00 - 2:15 pm Breakout Session 2

- 2A Therapy Dogs: Quiet Presence, Powerful Outcomes
Molly Johnson, BS, KPA, CTIP, CHES; Evy Hatjistilianos, BA, CVA; Mary Seifert, MS; Madigan, Therapy Dog
- 2B Palliative Care of Hindu Patients in Minnesota
Kusum Saxena, MD
- 2C Getting the Most Bang for your Buck: Building a Targeted QAPI Program
Linda Nolen, RN, CHPN; Barbara Burandt, PHN, NEA-BC, MEd, JD
- 2D Advance Care Planning: Collaboration through Shared Leadership
Kent Wilson, MD; Barbara Greene, MPH
- 2E Hope Matters at the End of Life
Beverly Crute, PhD, MDiv, BCC
- 2F Working Through Grief: Hospice Professionals Managing their Personal Losses
Allison Chant, MS, LMFT

2:15 - 2:30 pm Break - Exhibits Open

2:30 - 3:45 pm Breakout Session 3

- 3A The Art of Placement: Feng Shui in Hospice Care
Char Tarashantii, WWC
- 3B Unique Challenges Providing Hospice & Palliative Care: An Interactive Three Case Study Approach
Drew Rosielle, MD; Naomi Goloff, MD; Paula Lindhorst, MD; Elizabeth Uchitelle, MD
- 3C What's Different About Lesbian, Gay, Bisexual and Transgender Aging?
Marsha Berry, MA, CAEd; Mark Reese, MA, LPC, LMFT
- 3D Daunting Discussions: Managing the Dementia Patient's Drug Profile
Stacey Rexrode, PharmD, CGP
- 3E The Basics of Methadone
Chris Downey, MD
- 3F Residential Hospice Care: Benefits for your Patients, Families, and Agency
Lisa Hurt, RN, MA; Sharon Bakken, BSN, MBA/HCA, CHPN; Catherine Rollag; Bill Donovan; and Alexis B.R. Wood, RN

4 - 5 pm MNHPC Annual Meeting

DAY 3 • TUESDAY, APRIL 17

8 - 9 AM: REGISTRATION & LIGHT CONTINENTAL BREAKFAST - EXHIBITS OPEN

9:00 - 10:30 am KEYNOTE SPEAKER

Being a Compassionate Companion

Frank Ostaseski, Founder, Metta Institute

10:30 - 10:45 am Break - Exhibits Open

10:45 - 12 pm Breakout Session 4

- 4A What Hospice Nurses Need to Know About Patients with Posttraumatic Stress Disorder (PTSD)
Patricia Zalaznik, PhD
- 4B Influence of Cultural Beliefs on Palliative Care Decisions in Minnesota
Jeffrey Rubins, MD; Katharine Stebinger, MDiv
- 4C Hot Regulatory Topics: What's Ahead for Hospice Providers in 2012 and Beyond
Judi Lund Person, MPH
- 4D Building Partnerships with Physicians—One Referral at a Time
Kelly Brooks, RN, BSN; Kristin Stricker, MBA
- 4E Relax, Reflect, and Renew: An Experience of Care and Caring Using Poetry, Music, Colleagues, and Imagery
Dawn McDougal Miller, MME, MT-BC, FAMI; Ted Bowman, MDiv
- 4F The Path of Service
Frank Ostaseski, Founder, Metta Institute

12 - 1:00 pm

Lunch - Exhibits Open

VOLUNTEER SERVICE AWARD

1:00 - 2:15 pm Breakout Session 5

- 5A Improving Patient Care: Telehospice
Jody Chrestek, DNP, RN, CHPN; Rhonda Cady, MS, RN; Jo Dorhout, MS, BS
- 5B Narrative Coherence: It is Part of Us
Paul Galchutt, MDiv, BCC
- 5C Hospice Quality Reporting: Are You Ready?
Judi Lund Person, MPH
- 5D Assessing Confidence in Caregiving: Turning the FEHC Survey Inside Out
Linda Nolen, RN, CHPN
- 5E Bestowing Your Values, Hopes & Life's Lessons: Ethical Wills in Hospice and Palliative Care
Barry K. Baines, MD
- 5F Using Crisis Counseling Skills in Grief/Bereavement Assessments
Howard Dotson, MDiv

2:15 - 2:30 pm Break

2:30 - 3:45 pm Breakout Session 6

- 6A Pets & Patients: The Human-Animal Bond in Life and Death
Delena Taylor McNac, DVM, DMin, LPC
- 6B Guidelines for Developing an Outpatient Palliative Care Program
Sandra W. Gordon-Kolb, MD, CPE, MMM: BC, HPM, IM
- 6C Why Are Veterans Special? How Veteran Identification and Recognition Can Improve Quality Hospice Care
Caroline Schauer, RN, MSN, CHPN
- 6D Building Successful Work Teams
Lores Vlamincik, RN, BSN, MA, CHPN
- 6E The Energy of Transition
Ronald E. Moor, MDiv, MBA
- 6F Team Building for "Culture Comfort Care"
Bertha Scofield; Barbara Schmidt; Anita Buel,

3:45 pm Adjourn



Sunday, April 15 Pre-Conference

RICHARD HEINRICH, MD 1 – 4:15 pm

*Medical Director of HealthPartners Hospice & Palliative Care
HealthPartners Geriatric Psychiatry Long-Term Care Consulting*

Suicide in Hospice: End of Life Clinical, Ethical and Legal Perspectives



This presentation will focus on what choices people have at the end-of-life and how ethics influence these decisions. Heinrich specifically delves into the patient-centered approach which represents the current consensus on what is permissible and impermissible based on the last 40 years of medical, legal, and ethical research.

Attendees will utilize case studies to participate in small group discussions on end-of-life decisions.

Participants will gain insight about:

- Medical, legal and ethical end-of-life options with patients and families in palliative care and hospice
- Differentiate clinical suicide from legal and ethical end-of-life choices
- Clinically evaluate suicidal patients in hospice and develop plans of care to address suicidal behavior

Richard Heinrich, MD, is Medical Director of HealthPartners Hospice & Palliative Care, and directs HealthPartners' Geriatric Psychiatry long-term care consulting. Heinrich recently completed a Masters Degree in Bioethics from the Medical College of Wisconsin, emphasizing in end-of-life choices. His research interests include developing state of the art hospice care through effective and efficient team functioning; and developing materials and training for professionals to facilitate effective end-of-life conversations. Specializing in palliative and end-of-life care, his personal and professional mission is to provide end-of-life education for patients, families and clinicians both within HealthPartners and the broader community.



The 2012 Pre-Conference is Supported by



HealthPartners®
Institute for Medical Education

Monday, April 16

9:00– 10:30 am TOM HUTCHINSON, MB, FRCP(C)

*Professor in the Department of Medicine, and Director of Whole Person Care
McGill University*

Whole Person Care: A New Healthcare Paradigm



In an era of rapidly developing scientific knowledge and expertise (from the details of genetics and molecular biology to the latest developments in information technology) it is easy to believe that the answers to better care must lie in newer and improved technology. Whole person care takes a broader view of the healthcare mandate, combining the best technology aimed at curative treatments with a diametrically opposed process—the facilitation of healing. By combining curing and healing, whole person care integrates the physical aspects of personhood with the psychosocial and existential/spiritual ones to better understand how to respond to suffering experienced by the whole person. Dr. Hutchinson will review the McGill framework for understanding and practicing whole person care to provide the best possible outcome for patients and their families.

Participants will:

- Understand the key role of healing in clinical care
- Appreciate the contradictory qualities of curing and healing in clinical care
- Appreciate the challenge and opportunity of whole person care
- Learn simple concepts that are helpful in practicing whole person care

Dr. Tom Hutchinson is a Professor in the Department of Medicine and Director of McGill Programs in Whole Person Care at McGill University. An honors graduate from the National University of Ireland, he trained as an Internist and Nephrologist at McGill University. Dr. Hutchinson worked with Dr. Alvan Feinstein at Yale University as a Robert Wood Johnson Clinical Scholar. Dr. Feinstein led a revolution in medical research that included the patients' subjective experiences and reported symptoms to be used as a source of research data. Upon completion of his experience at Yale University, Dr. Hutchinson returned to McGill where he combined the clinical practice of Nephrology and Internal Medicine with research on the clinical determinants of survival in patients with kidney failure. Concern for the lived experience of patients with kidney and other chronic diseases, as well as for their caregivers, led Dr. Hutchinson to meet pioneering therapist Virginia Satir and to complete a 4 year training course in Family Therapy at the McGill Institute for Community Psychiatry. Dr. Hutchinson published a book on the stories of kidney patients in 1998.

In 2002, in order to enlarge his focus on the quality of patients' lived experience, Dr. Hutchinson changed his clinical practice to Palliative Medicine and joined Dr. Balfour Mount in developing McGill Programs in Whole Person Care. The Programs are aimed at enlarging the Western Health Care mandate from cure and prolongation of life to an equal concern with patients' quality of life. The Programs seek to study, understand and promote the role of health care in relieving suffering and promoting healing in acute and chronic illness as a complement to the disease focus of biomedicine. The McGill approach to whole person care has recently been published by Springer in a book edited by Dr. Hutchinson entitled "Whole Person Care: A New Paradigm for the 21st Century". Dr. Hutchinson's current research and academic interests include quality of life in patients with chronic disease; teaching mindfulness as a form of self-care for patients and healthcare practitioners; teaching mindful medical practice; and effective teaching of healing and whole person care to medical students.

monday | April 16 BREAKOUT sessions

1 10:45 – 12 pm

1A The Complex Maze Called Hospice Social Work

Kerry Klunder, MA, LBSW, Hospice of North Iowa

- » Identify common challenges social workers face
- » Identify skills, mottos, and coping mechanisms
- » Outline different roles social workers have in the field
- » Identify hidden gifts found in hospice social work

1B The Silent Scream of Delirium: Optimal Recognition & Management

Sandra W. Gordon-Kolb, MD, CPE, MMM: BC, HPM, IM, Fairview - UMMC

- » Describe the impact of delirium on patient and family suffering, morbidity, mortality and healthcare costs
- » Outline data supporting current inadequate recognition and ineffective management of delirium
- » Understand delirium subtypes and perform a diagnosis of delirium
- » Implement and support an optimized interdisciplinary prevention, recognition and management protocol

1C Whole Person Care and Congruence: An Experiential Workshop

Tom Hutchinson, MB, FRCP(C)

- » Learn the communication stances of Virginia Satir
- » Experience how the communication stances function in clinical care
- » Appreciate the role of congruence in good clinical care

1D Transforming Power of Challenges

Andrea Wichhart Tatley, MDiv, HealthPartners Hospice and Palliative Care

- » Raise awareness resulting in improved effectiveness in challenging situations: complex family dynamics, difficult diagnosis, “non-compliant” patients and team conflict
- » Increased ability to orient toward the “potential” of patients, families and staff enhancing best practices during challenging situations
- » Develop new strategies, increase leadership capacity and renew vision to build strong team collaboration, cohesiveness and creativity

1E Symptom and Death Management for ALS Patients and Their Families

Vic Sandler, MD, Fairview Homecare and Hospice

- » Describe disease progression & hospice criteria for ALS
- » Explain palliative use of non-invasive ventilation & tube feeding in ALS
- » Describe communication strategies that allow patients to make informed choices when considering withdrawing life prolonging treatment in ALS
- » Describe palliative treatments used when terminating ventilating support in ALS

1F Sounds of Healing: Music and the Caregiving Journey

Tami Briggs, CHP, MBA, Musical Reflections, Inc.

- » Learn how music is a critical element for compassionate caregiving
- » Explore how healing music can support the hospice providers’ and caregivers’ journeys
- » Experience a musical journey – a much needed “commodity” for caregivers to reflect and relax



LUNCH ADDRESS

WHAT'S AHEAD FOR HOSPICE AND PALLIATIVE CARE?

Monday April 16 12 – 12:30 pm

J. Donald Schumacher, PsyD

President & CEO

National Hospice & Palliative Care Organization



Hospices are experiencing changes due to healthcare reform and intense regulatory scrutiny, in a period of turmoil in Washington over debt ceilings and a sluggish economy. Hospice payment reform, quality reporting, reductions in rates, additional data requirements, increased physician involvement and healthcare fraud are a part of this future. What is ahead? And why? And how can hospices prepare today for the coming changes so that care to patients and families is not affected? This “view from Washington” will provide a “not to be missed” summary of what is and what is the future for hospice and palliative care providers.

Participants will gain insight about:

- » Decision-making in Washington - Congress, the debt ceiling debate and the impact on Medicare reimbursement for hospices and other healthcare providers
- » Regulatory changes that will impact how hospice care is delivered in the future
- » Options for hospice payment reform, including the U-shaped payment model and the progress in analysis
- » Three critical issues that hospices will need to address to be successful in 2012 and beyond

Thank you to our 2012 Gold Sponsor



2 1:00 – 2:15 pm

2A

Therapy Dogs: Quiet Presence, Powerful Outcomes

Molly Johnson, BS, KPA, CTIP, CHES, Canine Comfort, LLC

Evy Hatjistilianos, BA, CVA, Rice Hospice

Mary Seifert, MS, Rice Hospice

Madigan, Therapy Dog

- » Identify the personality traits of an ideal registered therapy dog
- » Describe therapy dog training and testing requirements
- » Recognize the expanded role of therapy dogs in hospice-related public relations and community outreach efforts
- » Discuss real-life examples and public relations success stories of a Minnesota hospice (Rice Hospice) that has taken their therapy dog program to a new level

2B

Palliative Care of Hindu Patients in Minnesota

Kusum Saxena, MD

- » Learn how Hindus want to spend the last period of their lives
- » Understand what life and death means in the Hindu culture
- » Understand the preferred end of life rituals and needs in Hindu culture

2C

Getting the Most Bang for Your Buck: Building a Targeted QAPI program

Linda Nolen, RN, CHPN, Allina Home and Community Services – Hospice

Barbara Burandt, PHN, NEA-BC, M.Ed, JD, Allina Home and Community Services

- » Identify traditional barriers to effective implementation of QAPI programming
- » Identify effective strategies for implementation of QAPI programming

2D

Advance Care Planning: Collaboration through Shared Leadership

Kent Wilson, MD, Twin Cities Medical Society

Barbara Greene, MPH, Honoring Choices Minnesota

- » Understand strategic advantages of a common collaborative approach to advance care planning
- » Identify mechanisms that build a strong foundation of collaboration
- » Identify collaborative partners that stretch a project's impact
- » Describe essential building-blocks for sustainability

2E

Hope Matters at the End of Life

Beverly Crute, PhD, MDiv, BCC, Rice Hospice

- » Define hope and trace its prevalence in our lives
- » Describe recent research using hope theory
- » Explore the concept of hope (and its twin, hopelessness) and how these can affect outcomes in medical situations
- » Discover how to maintain hope in the face of death

2F

Working Through Grief: Hospice Professionals Managing their Personal Losses

Allison Chant, MS, LMFT, Allina Home & Community Services – Hospice

- » Identify healthy coping mechanisms to promote positive self-care
- » Gain information to promote best practice within your organization
- » Learn to access resources in your community
- » Learn to maintain professional boundaries with colleagues and patients while grieving personal losses

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North Memorial Residential Hospice**



North Memorial



3 2:30 – 3:45 pm

3A

The Art of Placement: Feng Shui in Hospice Care

Char Tarashanti, WWC, Star of Peace Hospice Ministry

- » Become familiar with Feng Shui principles and special vocabulary
- » Apply those concepts to the hospice environment
- » Understand the impact of room choice and bed placement
- » Gain knowledge of clutter management strategies
- » Learn how to create a balanced and harmonized environment for hospice care

3B

Unique Challenges Providing Hospice & Palliative Care: An Interactive Three Case Study Approach

Drew Rosielle, MD, Fairview Health Services & Univ. of Minnesota Medical School

Naomi Goloff, MD, Fellow, Univ. of MN Hospice and Palliative Medicine Fellowship

Paula Lindhorst, MD, Fellow, Univ. of MN Hospice and Palliative Medicine Fellowship

Elizabeth Uchitelle, MD, Fellow, Univ. of MN Hospice and Palliative Medicine Fellowship

- » Appreciate ethical and practical challenges in arranging last-minute hospital - to home - discharges in imminently dying patients who are medically unstable who want to die at home “no matter what”
- » Identify key aspects in which having a serious or life-limiting illness impacts developmental milestones and decision-making capacity in adolescents and young adults
- » Describe indications and dosing parameters for subanesthetic infusions in cancer patients with intractable pain

3C

What's Different About Lesbian, Gay, Bisexual and Transgender Aging?

Marsha Berry, MA, CAEd, Alzheimer's Association Minnesota- North Dakota

Mark Reese, MA, LPC, LMFT, Univ. of Minnesota's Comprehensive Support

for Alzheimer's Disease Caregivers Research Project

- » Identify the needs and concerns of older LGBT people receiving health and social services
- » Identify barriers to optimal care
- » Communicate more effectively
- » Learn appropriate referrals

3D

Daunting Discussions: Managing the Dementia Patient's Drug Profile

Stacey Rexrode, PharmD, CGP, HospiScript

- » Determine appropriateness of disease modifying medications in end-stage dementia
- » Discuss common symptom management medications utilized in end stage dementia and how to use cost-effective, equally therapeutic pharmacological and non-pharmacological interventions after a complete patient assessment
- » Define opportunity and talking points for discontinuation of medications deemed ineffective by the interdisciplinary team

3E

The Basics of Methadone

Chris Downey, MD, Allina Home and Community Services

- » Understand the pharmacokinetics of methadone
- » Learn the opioid conversions to methadone
- » Participate in patient scenario case studies

3F

Residential Hospice Care: Benefits for Your Patients, Families and Agency

Lisa Hurt, RN, MA, Ridgeview Medical Center & Marie Steiner Kelting Hospice Home

Sharon Bakken, BSN, MBA/HCA, CHPN, Solvay Hospice House

Bill Donovan, Allina's Homestead Hospice House

Alexis B.R. Wood, RN, N.C. Little Memorial Hospice

- » Describe the different services available at Medicare certified and non-Medicare certified residential hospice facilities
- » Recognize the value and benefit of services and support from residential hospice facilities
- » Identify residential hospice facilities across Minnesota

KEYNOTE SPEAKER

Frank Ostaseski 9:00 – 10:30 am

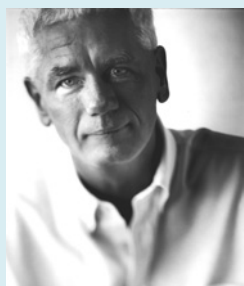
Founder, Metta Institute

BEING A COMPASSIONATE COMPANION

This session explores the essential aspect of compassion and its integral role in healing. Compassion is that innate capacity that enables us to open to suffering, to profoundly care without being overwhelmed. The beauty and function of compassion serves to establish a trustworthy connection, support mutual well-being, develop resilience and allow us to stay present in the territory of unanswerable questions.

In the relationship with those we serve, the practice of compassion is equally important to the delivery of good pain management or symptom control. Yet, rarely is it acknowledged as our most available and effective resource, offering immeasurable value to all interventions. Without the presence of compassion caregiving becomes a series of mechanical or technological efforts that exhaust everyone and heals no one. Frank will draw on 30 years of teaching mindfulness-based approaches to care to explore how to sustain the fearless receptivity of compassion and illustrate its impact on those facing life threatening illness and loss.

- Demonstrate an understanding of the concept and practice of compassion
- Define attitudes and behaviors that enhance trust and appropriate empathetic concern in patient/caregiver relationship
- Explore the integral relationship between suffering and compassion
- Discuss the importance of mutual benefit in the service relationship



Frank Ostaseski is a Buddhist teacher, international lecturer and a leading voice in end-of-life care. In 1987, he co-founded the Zen Hospice Project, the first Buddhist hospice in America. In 2004, he created the Metta Institute to provide innovative educational programs and professional trainings that foster compassionate, mindfulness-based care.

Mr. Ostaseski's groundbreaking work has been widely featured in the media, including the Bill Moyers television series *On Our Own Terms*, the PBS series *With Eyes Open*, *The Oprah Winfrey Show*, and in numerous print publications. AARP magazine named him one of America's 50 most innovative people. In 2001, he was honored by the Dalai Lama for his many years of compassionate service to the dying and their families.

More info at www.mettainstitute.org

tuesday

April 17

4 10:45 – 12 pm

4A

What Hospice Nurses Need to Know about Patients with Posttraumatic Stress Disorder

Patricia Zalaznik, PhD, Abundant Resources, Inc.

- » Identify causes of abuse or trauma that may contribute to the development of patients' posttraumatic stress disorder (PTSD)
- » Describe how hospice nurses and others may identify patients with PTSD
- » Identify reasons why patients may not disclose or discuss former or current abuse or trauma
- » Summarize appropriate care measures for patients with comorbid PTSD

4B

Influence of Cultural Beliefs on Palliative Care Decisions in Minnesota

Jeffrey Rubins, MD, Hennepin County Medical Center

Katharine Stebinger, MDiv, Hennepin County Medical Center

- » Understand the diversity of cultures within patient populations in Minnesota
- » Know the differences between traditional, bicultural and assimilated subgroups
- » Describe examples of specific cultural beliefs related to death and dying
- » Describe examples of specific cultural beliefs related to medical decisions related to life-sustaining treatments

4C

Hot Regulatory Topics: What's Ahead for Hospice Providers in 2012 and Beyond

Judi Lund Person, MPH

- » Describe the current regulatory environment and the issues driving change
- » List a least 3 regulatory changes that will impact how hospice care is delivered in the future
- » Describe the options for hospice payment reforms
- » Identify issues of focus for fraud and abuse in hospice
- » List audit efforts focused on hospice providers
- » Identify hospice compliance issues focus for 2012 and beyond

4D

Building Partnerships with Physicians One Referral at a Time

Kelly Brooks, RN, BSN, Transcend Hospice Marketing Group

Kristin Stricker, MBA, Transcend Hospice Marketing Group

- » Understand how to more effectively engage physicians and other referral sources
- » Use research to identify strategies to uncover needs of physicians and other referral sources
- » Communicate key messages with more impact
- » Apply proven techniques to build productive, long-term relationships that result in increased referrals

4E

Relax, Reflect, and Renew: An Experience of Care and Caring Using Poetry, Music, Colleagues and Imagery

Dawn McDougal Miller, MME, MT-BC, FAMI, Park Nicollet Methodist Hospital

Ted Bowman, MDiv Independent Educator, Adjunct Professor at the University of Minnesota and the University of St. Thomas

- » Experience at least 2 guided relaxation, music and imagery experiences focused on self-care for hospice professionals
- » Participate in brief journaling exercises to reflect on personal motivation and passion for hospice work
- » Identify words or phrases in poems that have personal meaning and allows for reconnection with the motivation for hospice work

4F

The Path of Service

Frank Ostaseski, Founder, Metta Institute

- » Identify the primary components and qualities of a mutually beneficial service relationship
- » Identify common obstacles that hinder our capacity to serve others
- » Discuss the role of mindfulness in developing non-judgmental attention, emotional balance and somatic awareness and the contribution these qualities make in serving others

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5 1:00 – 2:15 pm

6 2:30 – 3:45 pm

5A

Improving Patient Care: TeleHospice

*Jody Chrastek, DNP, RN, CHPN, Children's Hospitals and Clinics of Minnesota
Rhonda Cady, MS, RN, University of Minnesota
Jo Dorhout, MS, BS, Virtual Interactive Families*

- » Describe the benefits of using video visits for a hospice patient and family caregivers
- » Understand user characteristics to assist in the adoption of TeleHospice endeavors
- » Understand the logistics of establishing TeleHospice endeavors
- » Identify and list resources to learn about application of TeleHospice

5B

Narrative Coherence: It is Part of Us

Paul Galchutt, MDiv, BCC, University of Minnesota Medical Center, Fairview

- » Learn the difference between story and narrative, and why this is important
- » Understand how we use narrative through all aspects of care but particularly through our interdisciplinary rounds, documentation, advance care planning and family meetings
- » Engage, not only narrative competence theory, but how narrative becomes essential for healing
- » Experience a palliative care specific spiritual assessment model and process that integrates with the primary goals of palliative and hospice care

5C

Hospice Quality Reporting: Are You Ready?

Judi Lund Person, MPH, National Hospice & Palliative Care Organization

- » Describe the overall plan for public reporting in hospice
- » Describe the two measures required for public reporting beginning October 1, 2012
- » Identify quality measure implementation and data collection tasks that support quality reporting requirements
- » Develop a strategic plan for compliance with quality reporting requirements

5D

Assessing Confidence in Caregiving: Turning the FEHC Survey Inside Out

Linda Nolen, RN, CHPN, Allina Home and Community Services – Hospice

- » Identify three personal areas for professional confidence building
- » Verbalize strategies for identifying confidence building potential
- » Identify three common myths about professional confidence: that it is linked to experience, comes with certification or higher levels of education

5E

Bestowing Your Values, Hopes & Life's Lessons: Ethical Wills in Hospice and Palliative Care

Barry Baines, MD, Hospice of the Twin Cities; Shalom Hospice; and Celebrations of Life Services, Inc.

- » Know what an ethical will is and learn why, when, and how to write one
- » Appreciate the value of ethical wills in hospice and palliative care settings
- » Understand the challenges and opportunities associated with implementing a client-centered program for creating ethical wills
- » Learn about training resources to develop and implement an effective ethical will program

5F

Using Crisis Counseling Skills in Grief/Bereavement Assessments

Howard Dotson, MDiv, Interim HealthCare

- » Outline the history of crisis counseling
- » Define normal versus complicated grief
- » Explore how crisis counseling skills can inform grief/bereavement assessments

6A

Pets & Patients: The Human-Animal Bond in Life and Death

Delena Taylor McNac, DVM, DMin, LPC, Banfield Charitable Trust

- » Describe current U.S. trends in pet ownership
- » Explain the human-animal bond and its significance to patients
- » Describe an understanding of the health benefits and roles of pets in supporting life transitions
- » Describe a model of practical application of this information in a hospice setting

6B

Guidelines for Developing an Outpatient Palliative Care Program

Sandra W. Gordon-Kolb, MD, CPE, MMM: BC, HPM, IM, Fairview - UMMC

- » Understand the rationale for need
- » Identify staffing and operational challenges
- » Learn about financing difficulties

6C

Why Are Veterans Special: How Veteran Identification and Recognition Can Improve Quality Hospice Care

Caroline Schauer, RN, MSN, CHPN, Veterans Administration, VISN 23

- » Identify why hospice organizations should participate in the "We Honor Veterans" program
- » Verbalize benefits available to enrolled Veterans who are hospice eligible
- » List some of the unique characteristics of Veterans that may impact their symptom management plan of care

6D

Building Successful Work Teams

Lores Vlamincik, RN, BSN, MA, CHPN, Lores Consulting

- » Define the mechanisms of team inclusion
- » Describe the basics of team building and the role of "team"
- » Identify personal "hot buttons" and sources of conflict
- » Articulate techniques of constructive communication

6E

The Energy of Transition

Ronald E. Moor, MDiv, MBA, Center for Wholeness, Spirit United Church

- » Learn the basics of the human energy field
- » Learn how to sense and work with the energy
- » Learn gentle techniques of basic hands-on energy to assist in pain management and to facilitate the transition process
- » Learn the basics of self-energy management to be more present to our patients and ourselves

6F

Team Building for "Culture Comfort Care"

*Bertha Scofield, Deaf Community Health Worker Project
Barbara Schmidt, Deaf Community Health Worker Project
Anita Buel, Deaf Community Health Worker Project*

- » Articulate three examples of "culture comfort" provided by Deaf hospice volunteers
- » Identify pros and cons of a team approach to volunteerism and be able to differentiate what is the "Deaf Way" and what is the "hearing way."
- » Learn three safety and legal issues specific to Deaf/Deaf-Blind patients and caregivers addressed by Deaf volunteer team members
- » Understand three programmatic ways the team approach benefits hospice providers

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DETAILS

Conference Location

Hilton Minneapolis/St. Paul Airport – Mall of America
3800 American Boulevard East
Bloomington, MN 55425
Phone: 952.854.2100
Fax: 952.854.8002
[CLICK HERE TO VISIT THE HILTON WEBSITE](#)

Who Should Attend?

This conference is designed for professionals (all disciplines) and volunteers who work in hospice, palliative care, long-term care, home care, assisted living and other health and community support settings.

Conference Registration

Please use the attached form for conference registration (only one individual per registration form—make copies as needed). Online registration is also available at www.mnhpc.org. Registration fees cover sessions, continental breakfast, breaks and lunch. Payment must be received to be registered for the conference. It is recommended that you bring a sweater or jacket to sessions, as temperatures in meeting rooms can vary.

Instant Conference Discount

MNHPC members receive a generous discount on the cost of the 2012 conference. If you would like to join MNHPC to take advantage of this discount, please call 651.659.0423 or go to our website at www.mnhpc.org.

Special Friends Outside Minnesota

MNHPC member rates are extended to any hospice provider that belongs to their state's hospice or palliative care organization.

Early Bird Registration

Online or faxed registrations received before March 28 or mailed registrations postmarked before March 28 qualify for early bird pricing! Registrations submitted after March 28, add \$35.

Cancellations

Registration fees, minus a \$35 administrative fee, will be refunded with written cancellation notice to MNHPC, postmarked by March 28, 2012. Fees are not refundable after that date; however, registration may be transferred to another person by contacting MNHPC at 651.659.0423 or mackenzie@mnhpc.org.

Americans with Disabilities Act (ADA)

If you require special services to fully participate in the program, please include a written description of your need with your registration by March 28, 2012.

2012 Annual Meeting

Please join us at 4 PM on Monday, April 16 for the MNHPC annual meeting. Learn about the future of your state hospice & palliative care organization and network with peers.

Continuing Education Units

This conference has been designed to meet the Minnesota Board of Nursing and Minnesota Board of Social Work requirements for continuing education (up to 10.0 clock hours: Monday = 5.0 hours; Tuesday = 5.0 hours). An application will be submitted to the Board of Examiners for Nursing Home Administrators. Visit www.mnhpc.org for updates.

Lodging

A limited number of rooms are available at the Hilton Minneapolis/St. Paul Airport – Mall of America hotel at reduced rates for conference attendees. Room blocks are available for the nights of Sunday, April 15 and Monday, April 16, 2012. Reservations can be made by calling the Hilton Mpls/St. Paul Hotel directly at 952.854.2100 or Hilton Reservations at 1-800-HILTONS (mention the “2012 Minnesota Hospice & Palliative Care Conference” room block). Or, you can reserve your room online through our personalized group webpage. Rates are effective until March 18, 2012.

Hilton Minneapolis/St. Paul Airport
Mall of America

800-Hiltons or 952.854.2100
109/night (single/double occupancy)
(No charge for additional persons.
Rates exclusive of 14.28% sales tax)

Hotel Check-In/Check-Out Time

Check-in time is 3:00 pm and checkout time is 12:00 pm. Late check-out requests are based on hotel demand. A late departure fee of \$50 may apply.

Parking

Complimentary parking is available for all conference attendees 24 hours a day on surface lots.

Shuttles

The Hilton Minneapolis/St. Paul Airport – Mall of America offers complimentary shuttle service to and from Terminal 1 and Terminal 2 airports every 30 minutes beginning at 4 am and running until 1 am. Complimentary shuttles to the Mall of America (MOA) and the MOA Light Rail Transit (LRT) Station begin at 10:20 am, and run every hour until 10:20 pm at 20 minutes after the hour.

Online Handouts

Attendees will be responsible for printing breakout session materials. In an effort to conserve resources and maintain affordable registration rates, breakout session handouts will be posted at www.mnhpc.org two weeks prior to the conference.


REGISTER ONLINE
www.mnhpc.org

APPLY FOR A CONFERENCE SCHOLARSHIP!

MNHPC currently has three conference scholarships available thanks to the generosity of Lores Vlaininck, Lores Consulting; Gary Griffith, Griffith Printing; and a MNHPC board member. The scholarship covers the member-priced registration for both Monday and Tuesday of the 2012 Minnesota Hospice & Palliative Care Conference.

Guidelines

- Three scholarships awarded for 2-day conference registration
 - Scholarship only covers conference registration fee. All transportation and lodging is the responsibility of the recipient.
- One scholarship is designated for a hospice staff person from a rural program; and the other 2 are for hospice staff working within the 7 county metro area (Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington counties)
- Each recipient must be an employee of a **MEMBER** hospice or palliative care program
- A recipient cannot be a previous scholarship winner

Application Process

- Complete the application form. Please include all the information requested. [Click here](#) to download the form on our website.
- Scholarship form must be **RECEIVED** via email to emily@mnhpc.org or standard mail by end of day Friday, February 24, 2012

Review Process

- Applications will be reviewed by MNHPC staff and committee members
- Scholarship recipients will be notified by Monday, March 19, 2012

SCHOLARSHIP QUESTIONS?
Contact MNHPC:
651.659.0423 / 800.214.9597
emily@mnhpc.org



Thank you to our 2012 Scholarship Sponsors



(As it will appear on your name tag)

First Name: _____ Last Name: _____

Title: _____ Licenses/Credentials: _____

Organization: _____

Address (as it appears on credit card): _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____

Please list any dietary restrictions and we will secure alternative meals for you: _____

Sunday, April 15

PRE-CONFERENCE

☐ YES

Session Registration

One session per time slot must be circled.

Monday, April 16

| | | | | | |
|----|----|----|----|----|----|
| 1A | 1B | 1C | 1D | 1E | 1F |
| 2A | 2B | 2C | 2D | 2E | 2F |
| 3A | 3B | 3C | 3D | 3E | 3F |

Tuesday, April 17

| | | | | | |
|----|----|----|----|----|----|
| 4A | 4B | 4C | 4D | 4E | 4F |
| 5A | 5B | 5C | 5D | 5E | 5F |
| 6A | 6B | 6C | 6D | 6E | 6F |

Early Registration Prices

If registering after March 28, 2012 add ☐ \$35

PRE-CONFERENCE

| | |
|------------|-----------------------------|
| Member | <input type="radio"/> \$75 |
| Non-Member | <input type="radio"/> \$100 |

MNHPC MEMBERS

| | |
|------------------------------|-----------------------------|
| Two-Day Regular Participant | <input type="radio"/> \$235 |
| One-Day Regular Participant | <input type="radio"/> \$135 |
| Hospice Volunteers (Two-Day) | <input type="radio"/> \$160 |
| Hospice Volunteers (One-Day) | <input type="radio"/> \$90 |
| Home Health Aides (Two-Day) | <input type="radio"/> \$160 |
| Home Health Aides (One-Day) | <input type="radio"/> \$90 |

NON-MEMBERS

| | |
|------------------------------|-----------------------------|
| Two-Day Regular Participant | <input type="radio"/> \$285 |
| One-Day Regular Participant | <input type="radio"/> \$160 |
| Hospice Volunteers (Two-Day) | <input type="radio"/> \$185 |
| Hospice Volunteers (One-Day) | <input type="radio"/> \$115 |
| Home Health Aides (Two-Day) | <input type="radio"/> \$185 |
| Home Health Aides (One-Day) | <input type="radio"/> \$115 |

| | |
|--|-----------------------------|
| Students and Retired Persons (Two-Day) | <input type="radio"/> \$175 |
| Students and Retired Persons (One-Day) | <input type="radio"/> \$90 |

REGISTRATION

2012 MINNESOTA
HOSPICE & PALLIATIVE CARE
CONFERENCE
APRIL
15-16-17
2012



Payment

Total Amount Enclosed: \$ _____

☐ Check Enclosed (payable to MNHPC)

Please bill my:

☐ Visa ☐ Mastercard ☐ Discover

Card Number: _____

Expiration Date: _____

Cardholder Name: _____

Billing Address (if different than above): _____

Signature: _____

Fax, mail or register online!

TO REGISTER ONLINE GO TO: www.mnhpc.org

FAX 651.659.9126

MAIL MNHPC
2365 McKnight Rd. N, Ste. 2
North St. Paul, MN 55109

For office use only

Date Received:

Amount Paid:

Check/Confirmation #: