

WASHINGTON STATE HOSPICE & PALLIATIVE CARE ORGANIZATION

Fall Conference 2009

October 5- 6, 2009

Campbell's Resort
Chelan, Washington

Expanding Dimensions in Hospice & Palliative Care

CONFERENCE KEYNOTE PRESENTATIONS

Tami Briggs on enhancing the healing journey through music

Deborah Grassman on the effects of past traumas on dying patients

Gregg VandeKieft on the impact of the Death with Dignity Act

The program. The place. The people.



All contribute to making WSHPCO's annual educational event, the Fall Conference, a highlight for hospice and palliative care professionals.

The conference setting at Lake Chelan is a place to settle back and hear some outstanding speakers and learn more about timely subjects that involve end-of-life care. During the two-day event there is an opportunity to network with participants and also just get some respite from the hectic everyday work life.

The WSHPCO Fall Conference has a reputation for its excellence. The fact that participants are able to hear quality speakers on important topics in a location close to home at a reasonable cost is an important consideration.

Keynote Speakers



Tami Briggs is the founding principal of Musical Reflections, whose mission is to provide products and services to enhance and support the healing journey. She has a certification from the International Harp Therapy Program. As a pioneer in the harp therapy field, she has played at the bedside of hundreds of hospital and hospice patients.

Her keynote talk will focus on how hospice and palliative care programs can use music to provide comfort during the stress of a serious illness. A nationally-sought-after health educator and speaker, Tami's presentation will provide a forum to explore relaxing music's powerful role in our fast-paced world — a welcome "ahhh" in our daily lives.

As a composer and recording artist, she has released 13 CDs for relaxation, comfort, and stress reduction. Her first book, "Grace Notes," is about using therapeutic music at the bedside.

Deborah Grassman, BSN, MSN, is a Nurse Practitioner at Bay Pines Veteran's Administration Medical Center in St. Petersburg, Fla. She has been with the VA for 26 years and has been the Director of the Hospice program at the VA for the last 14 years.

Author of the book, "Peace at Last: Stories of Hope and Healing for Veterans and Their Families," her presentations at the conference will focus on how past traumas can have an effect on the quality of a person's dying process. She will discuss how to effectively respond to issues that surface at the end of life. Spiritual care is often needed to facilitate the at-one-ment process that brings peace.



Deborah is a featured speaker at Hospice and VA conferences throughout the United States and has published numerous articles on providing hospice care to veterans.

Gregg VandeKieft, MD, MA, is Medical Director for Hospice and Palliative Care with Providence St. Peter Hospital and Providence SoundHomeCare and Hospice in Olympia. He is on faculty at the Providence St. Peter Family Medicine Residency Program and has extensive experience writing and presenting on end-of-life care and medical ethics.

Gregg will focus on Washington's Death With Dignity Act in his keynote presentation, exploring personal and organizational concerns. The law defines the scope of autonomy for patients and families, but presents challenges to hospice workers on their promise of patient-centered end-of-life care.



Gregg is board certified in Family Medicine and Hospice and Palliative Medicine by the American Board of Medical Specialties. He is a member of the WSHPCO Board of Directors and is a Board Liaison to the Conference Planning Committee.

Conference Presenters

Rex Allen, MA, is the Grief Support Services Supervisor at Providence Hospice of Seattle. He has extensive experience in grief and bereavement work and is currently serving as the Bereavement Section Leader and on the Executive Committee for National Council of Hospice and Palliative Professionals.

Raleigh Bowden, MD, is a pediatrician by training and has a long-standing interest in issues of diversity and end-of-life. She is currently the Executive Director of Seattle African-American Comfort Project and is a past member of the WSHPCO Board of Directors.

Kate Bowditch, MA, LMCH, WICCAN Priestess, has a private practice as a mental health counselor and is versed in the WICCAN Way of Death, the Path, and ceremonial aspects of end-of-life.

Robert Brindley, PharmD, is a hospice and palliative care pharmacist with Kaiser Permanente and is involved with the pharmacologic management of pain on a daily basis. He has presented on pain management and methadone use for more than 30 years.

Cheryl Cline, LMFT, CT, is Bereavement Support Services Coordinator with Providence Hospice of Snohomish County. She developed and implemented a community-wide bereavement project that significantly improved outcomes.

Teresa Craig, CPA, is current CEO of Suncoast Solutions, a hospice software system. Prior to this position, Teresa was CFO of one of the largest hospices in the country. She has 20 years of hospice experience and is a frequent presenter at NHPCO conferences.

Anthony Dickerson, RPh, is a pharmacist with Scripps Pharmacy.

Leslie Emerick, MHA, is legislative consultant for WSHPCO. Leslie has many years' experience working in governmental affairs in Olympia, both as an agency legislative liaison and as a contracted consultant for health care organizations.

Marjie Hall RN, is Hospice Supervisor at Multicare*Good Samaritan Home Health and Hospice with 13 years experience in hospice. She is a member of the Conference Planning Committee.

Sonjia Hauser, RN, is Clinical Manager of the Ray Hickey Hospice House at Hospice Southwest. She has worked in both home and inpatient settings in staff and management positions. She is a member of the WSHPCO Board of Directors and is a Board Liaison to the Conference Planning Committee.

Paul Johnson, MD, is Medical Director at Skagit Hospice. He is board-certified in Family Practice and has studied methadone extensively, incorporating it into his patient practice.

Jim Joyner, PharmD, CGP, is Director of Clinical Operations with Outcome Resources. He has extensive experience in hospice, geriatric and chronic pain medication management and consultation. He has developed clinical protocol for the use of methadone in chronic severe pain.

Scott Luttenegger MPT, is a physical therapist with Virginia Mason Medical Center and works with the ALS Evergreen Chapter.

Linda Miller, RN, is Patient Care Coordinator at Walla Walla Community Hospice and has provided care at the Washington State Penitentiary for more than 10 years.

Leslie Peterson is Volunteer Coordinator for Hospice at the Chaplaincy.

Mark Power, BBC, is a Buddhist minister and is a chaplain at Children's Hospital in Seattle and has been a hospice chaplain.

Nayer Taheri-Ghadiri, MASC, an ordained Unitarian Universalist minister, is a certified Muslim chaplain and also a chaplain with Providence Hospice of Seattle.

Jacci Thompson-Dodd is on staff with the Seattle African-American Comfort Project.

Elisabeth Wallace, MS, is a chaplain and spiritual counselor with Walla Walla Community Hospice.

Chuck Watson is a volunteer with Hospice at the Chaplaincy.

Sonja Watts is a volunteer with Walla Walla Community Hospice and has worked at the Washington State Penitentiary for many years.

Judy Westerberg, MSW, is Social Services Supervisor at Hospice at the Chaplaincy, which includes both a home and hospice care center program. She is a field instructor for Walla Walla University's social work program and is a frequent presenter at state and local educational offerings.

Jodi Wicks, MS, has been the Psychosocial Team Manager and a Bereavement Counselor for Hospice Southwest and Stepping Stones for more than 10 years. She is on the board of her area chapter of Association for Death Education and Counseling and is a member of the Critical Response Team for Southwest Washington Medical Center.

Arlene Whitney, MPH, MSW, has been a medical social worker with Walla Walla Community Hospice for more than 10 years.

Sonja Zimmer, LPN, is Patient Services Director for the Evergreen Chapter of the ALS Association. She participated in the development of an ALS hospice program that was nationally-recognized and received the highest award from the National ALS Association.

~ Program ~

Sunday, October 4

- 3-5 p.m. **EARLY BIRD REGISTRATION**
- Monday, October 5*
- 7:30-8:15 **REGISTRATION** — Continental Breakfast. Exhibits, Bookstore and Reflection room open
- 8:30-8:45 **OPENING** — Welcome from WSHPCO President Mark Rake-Marona
- 8:45-9:00 **WELCOME — Opening Reflection** – Providence Hospice of Seattle
- 9:00-10:00 **KEYNOTE PRESENTATION**
The Healing Power of Music — Tami Briggs
Patients, families and health care professionals are seeking ways to answer the need for comfort during the heightened stress of serious illness. This keynote weaves together practical tips, powerful stories and musical examples, demonstrating music's power and its role as a complementary care modality.
- 10:00-10:30 **BREAK** — Silent Auction opens. Exhibits, Book/Clothing Sales, Reflection Room
- 10:30-12:00 **BREAKOUT SESSION I**
- A. Spiritual Care and Meaning: A Perspective from Victor Frankl** — Deborah Grassman
"Man's Search for Meaning," written by Victor Frankl, survivor of a German concentration camp, provides a map for discovering meaning in suffering by growing into the spiritual dimension of self. For combat veterans, coming to terms with their impending death can be difficult. Spiritual care is often needed to facilitate the at-one-ment process that can bring peace.
- B. ALS & Hospice** — Sonjia Zimmer, Scott Luttenegger
This ALS Association presentation will cover the hospice/ALS Association interface as well as provide specific tips for hands-on care of those with ALS. A nationally-recognized award-winning program will be presented as a model of care.
- C. Doing Time in Walla Walla: Hospice Care Behind 7 Locked Doors** — Linda Miller, Arlene Whitney, Elizabeth Wallace, Sonja Watts
This panel presentation will focus on the interdisciplinary approach to providing care for inmates in correction facilities. Discussion will include a comparison of similarities and differences to the outside population and the unique challenges these patients present.
- D. Bereavement Services: How to Do More With Less** — Cheryl Cline
Money is tight and expectations are high. Learn how to creatively provide and measure the best bereavement services possible for hospice families and the community by implementing innovative ideas.
- Noon **LUNCH** — Exhibits, Silent Auction, Book/Clothing Sales, Reflection Room

1:15-2:45 **BREAKOUT SESSION II**

- A. Advocacy and Issues** — Leslie Emerick
Ways to become more involved in policy-setting, rule development and other elements of grass roots advocacy. The importance of sharing the stories of our patients with legislators and policy makers will be emphasized.
- B. Anticipation and Loss at End-of-Life: Implications for Hospice and Palliative Care Staff** — Rex Allen
The assessment of anticipatory mourning is a routine part of the provision of care for both patients and families. But this same response can occur in the professional caregiver. This session will explore how clinicians may identify this response and find the tools to work with it.
- C. ALS & Hospice** — Sonjia Zimmer, Scott Luttenegger *Repeat from I.B*
- D. Balancing a Caring Sanctuary and a Sound Business, Part 1** — Teresa Craig
Creating a realistic plan that accounts for outliers, fluctuations in census and length of stay, with increasing costs of providing care, is challenging for hospice managers. Learn how to monitor your financial position and key indicators, costs of doing business and other moving targets.

2:45-3:15 **BREAK** — Exhibits, Silent Auction, Book/Clothing Sales, Reflection Room

3:15-4:45 **BREAKOUT SESSION III**

- A. Culturally Respectful EOL Care for African Americans** — Raleigh Bowden, Jaci Thompson-Dodd
This interdisciplinary training empowers the IDT to identify, assess, and coordinate culturally respectful end-of-life care for African American patients and their families.
- B. Sand Castles: A Developmental Approach to Working with Grieving Children** — Jodi Wicks
An interactive workshop featuring the artwork of grieving children will be utilized to present the developmental stages of children ages 3 to 18. Ways to identify "at-risk" children will be discussed, and activities for working with grieving children will be presented.
- C. Methadone: Is This Old Drug in Your Future?** — Jim Joyner, Robert Brindley
A review of Methadone with a thorough examination of the positives and negatives for its use, its clinical indications, followed by a practical look at how to deal with the black box warnings accompanying Methadone.
- D. Balancing a Caring Sanctuary and a Sound Business, Part 2** — Teresa Craig *Must have attended Part 1. (see II.D)*
- 5:00 p.m. **Networking meetings by discipline**
- 6:00 p.m. **Palliative Care Committee hosted reception**
- 7:00 p.m. **Adjourn for the day. Dinner and evening on your own.**

~ Program ~

Tuesday, October 6

7:30-8:30 **Continental Breakfast** — Silent Auction, Exhibits, Book/Clothing Sales, Reflection Room

8:30-9:00 **BLESSING OF HANDS** — Chaplain, Franciscan Hospice

9-10:15 GENERAL SESSION

Wounded Warriors: Their Last Battle — Deborah Grassman

Combat soldiers have often seen the worst mankind has to offer. It changes them in fundamental ways, inflicting emotional, spiritual, social and moral injuries that impact them throughout their lifetime, especially as they face death. Some veterans return from war bitter, some return enlightened; all return with lessons the rest of us need to know.

10:15-10:30 **BREAK** — Exhibits, Silent Auction, Book/Clothing Sales, Reflection Room

10:30-12:00 BREAKOUT SESSION IV

A. Diversity in Faith — Panel: Kate Bowditch, Mark Power, Nayer Taheri-Ghadiri
Panel members, culturally of non-dominant faith traditions, will explore the beliefs, rituals and observances around end-of-life. Faiths represented are WICCAN, Muslim, Buddhist.

B. Using Commonly Collected Data to Enhance Hospice Operations — Teresa Craig
Strategic information found in QAPI reports and CR5567 claims will be reviewed for how they can be used in making strategic operational changes. Tools and templates for hands-on use will be shared.

C. Methadone: Is This Old Drug in Your Future? — Jim Joyner, Robert Brindley
Repeat from III.C

D. Using Therapeutic Music as a Complementary Care Modality — Tami Briggs
Through stories and musical examples, this session explores how sound and musical applications can change the medical environment, specifically how patients experience suffering, illness and death.

12:00-1:00 **LUNCH and WSHPCO Annual Meeting**

1:00 **Exhibits, Silent Auction, Book/Clothing Sales, Reflection Room closes**

1:00-2:30 BREAKOUT SESSION V

A. Diversity in Faith — Panel: Kate Bowditch, Mark Power, Nayer Taheri-Ghadiri
Repeat from IV.A

B. Creating and Sustaining a Volunteer 11th Hour Program — Judy Westerberg, Leslie Peterson, Chuck Watson
This session will explore why and how a mid-sized hospice agency started and sustained an 11th hour program. Discussion will include its impact on families, staff, and volunteers.

C. Last Wishes Program: Helping Enrich the Lives of Our Patients — Marjie Hall
This session will explore one hospice's program that works to grant the last wishes of their hospice patients. Discussion will cover recognizing unfulfilled desires, utilizing the storytelling process in the plan of care and creating an atmosphere of customized care for each patient.

D. Can I See Your Medication, Please? — Panel Presentation: Anthony Dickerson, Sonjia Hauser, Paul Johnson
This IDT panel will explore the importance of medication reconciliation at every transition of care. Medication errors are one of the most frequently occurring threats to patient safety — even in hospice. Presentation will include history-taking, assessing current medication therapy and high-risk areas.

2:30-2:45 **BREAK** — Silent Auction winners posted at registration

2:45-3:45

CLOSING SESSION

"Doctor, I Understand There's a New Law....": Hospice Care When the Ultimate Option is on the Table — Gregg VandeKieft
For hospice agencies and long-term care facilities, Washington's Death With Dignity Act presents challenges and opportunities to deliver on the promise of patient-centered end-of-life care. For patients and families, the law redefines the scope of autonomy. This session will explore personal and organizational concerns about professionalism, integrity, and clinical excellence when responding to patients' requests for physician aid-in-dying.

3:45-4:00

CLOSING REMARKS

4-4:15

CEUs, evaluations, attendance certificates Pick up Silent Auction winnings

2009 PLANNING COMMITTEE

The Conference Planning Committee brings many different perspectives to developing ideas and content for WSHPCO's Fall Conference.

Committee members:

Rex Allen, MA, *Grief Support Services Supervisor, Providence Hospice of Seattle*
Charlann Bachmeier, BSN, RN, CHPN.
Staff Nurse, Evergreen Hospice Center
Julie Cicero, MSW, *Social Worker, Hospice of Kitsap County*
Marjie Hall, RN, *Hospice Supervisor, Multicare*Good Samaritan HH & Hospice*

Hilda Harmon, RN, MSW, LCSW, *Social Work Manager, Franciscan Hospice*
Danah Peace, MSW, *Social Worker, Providence Hospice of Snohomish County*
Toska Rodriguez, *Volunteer, Group Health*
Donna VandeKieft, M.Div, BCC, *Chaplain, Providence Hospice of Snohomish County*
Jannette Weber, *Community Liaison, Hospice at the Chaplaincy*

Board Liaisons:

Sonjia Hauser, RN, *Hospice House Manager, Hospice Southwest*
Gregg VandeKieft, MD, *Providence St. Peter Family Medicine and Palliative Care*
Staff: Anne Koepsell, MHA, BSN, RN, *Executive Director, WSHPCO*

Registration Form

Fees must be paid at the time of registration. No shared registrations. Substitutions are allowed. Registrations postmarked after Sept. 4, 2009 add \$50 to each registration per person. Register by mail, fax or online. Mail completed registration form, with payment to: WSHPCO, 1911 Campus Drive #316, Federal Way, WA 98023-6473. Fax completed registration form with credit card information and fax to 509-928-6812. Register online at www.wshpco.org by clicking on "Events Calendar" then "Click here to register." For questions or additional information, phone 253-661-3739 or email anne@wshpco.org
Idaho, Montana & Oregon State Association Members are eligible to attend at the WSHPCO member rate.

Agency: _____

Address: _____ City, State, Zip: _____

Daytime phone: _____ Fax: _____ Email: _____

FULL CONFERENCE - Enter name and licensure (RN, MD, MSW, etc.) as it is to appear on name badge

• WSHPCO MEMBER (Staff of Provider, or Associates, or Individual Member): \$350 each

Name/Licensure: _____

Name/Licensure: _____

Name/Licensure: _____

Name/Licensure: _____

Name/Licensure: _____

Name/Licensure: _____

Name/Licensure: _____

Total for all Registrants ____ @ \$350 each \$ _____

• NON-MEMBER: \$450 each

Name/Licensure: _____

Total for all Registrants ____ @ \$450 each \$ _____

• VOLUNTEER/STUDENT (See Definitions on page 7): \$150 each

Name: _____

Total for all Registrants ____ @ \$150 each \$ _____

Signature of Agency Vol. Coordinator for Volunteer registrations: _____

DAY ATTENDEES Monday or Tuesday. Fees are per day. Check box for appropriate day.

• WSHPCO MEMBER (Staff of Provider, or Associates, or Individual Member): \$200

Name/Licensure: _____ Mon. Tues.

Name/Licensure: _____ Mon. Tues. ____ @ \$200 \$ _____

• NON-MEMBER: \$250

Name/Licensure: _____ Mon. Tues. ____ @ \$250 \$ _____

• VOLUNTEER/STUDENT (See Definitions on page 7): \$100

Name: _____ Mon. Tues. ____ @ \$100 \$ _____

TOTAL PAYMENT \$ _____

METHOD OF PAYMENT

Check or money order enclosed, payable to Washington State Hospice & Palliative Care Organization.

Credit card: VISA MasterCard American Express Name on card: _____

Credit card number: _____ Exp. Date: _____

Signature: _____ Billing phone number: _____

SPECIAL NEEDS

Do you require a special diet and/or ADA facilities? Yes Please state specific requirements: _____

CONFERENCE ATTENDEE LIST: A conference attendee list is included with conference materials. Please indicate if you **DO NOT** wish your contact information included on this list. I do not want my contact information included in conference materials.

Registration Information

DEFINITIONS

- **Volunteer Rate:** A volunteer is defined as an active volunteer with a Hospice agency and cannot be a staff member as well. All volunteer registration forms are to be signed by the Volunteer Coordinator of your agency.
- **Student Rate:** Students may attend at volunteer rate with student identification card. A photocopy of student identification card to be submitted with registration.

REGISTRATION

Early-bird registration is scheduled from 3-5 p.m. on Sunday, Oct. 4, at the registration desk. Registration is also scheduled for 7:30 a.m. on Oct. 5-6.

Registration fee includes: Continental breakfast and lunch both days. Conference materials and speaker handouts.

No shared registrations accepted. Substitute attendees are always welcome. Please notify Anne Koepsell, WSHPCO Executive Director, at either anne@wshpco.org or 253-661-3739, if a substitute plans to attend in your place.

HOW TO REGISTER

Online: The preferred method of registration is online at www.wshpco.org. There is a link to registration on the Home Page or Click on "Events Calendar," scroll to October and then "Click here to register." You may pay by either credit card or invoice/check when registering online. **Confirmation and receipts are only available with online registration when paid by credit card. There is a link to the receipt immediately after you submit the payment. It is located at the top of the screen in red print.**

Mail: If registering by mail or fax, photocopy the registration form as needed.

Mail completed registrations and payments to:

Anne Koepsell, WSHPCO, 1911 SW Campus Drive, #316, Federal Way, WA 98023-6473

Fax: Fax completed registration and credit card info to Anne Koepsell at 509-928-6812.

For questions regarding the conference or registration, contact Anne Koepsell at 253-661-3739 or anne@wshpco.org.

CANCELLATION POLICY

Cancellations received after Sept. 11 will be subject to a \$50 cancellation fee. NO refunds will be given for cancellations received after Sept. 18.

CONTINUING EDUCATION

Registered Nurses: WSHPCO (PA #56) is an approved provider of continuing nursing education by the Washington State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Up to 11 contact hours are available and variable credits will be offered.

Social Workers: This workshop has been approved for up to 11 CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Licensed Marriage & Family Therapists and Licensed Mental Health Counselors. Provider number is #1975-153. Chaplains may also use these CEUs.

Physicians: Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

CERTIFICATE OF ATTENDANCE

A Certificate of Attendance will be issued to all attendees.

SAVE THE DATE

FOR TEEPA SNOW WORKSHOPS

Nearing the Journey's End

Providing End-of-Life Care That Makes Sense for the Person With Dementia

Tuesday, Nov. 3, 2009
SPOKANE

Thursday, Nov. 5, 2009
TUKWILA

with
Teepa Snow

*Nationally-recognized expert
in geriatrics and dementia care*

Teepa Snow, MS, OTR/L, FAOTA, is an occupational therapist, with more than 36 years of experience in geriatrics. She is a specialist in dementia care and dementia education, with clinical appointments at Duke University's School of Nursing and UNC-Chapel Hill's School of Medicine.

Who should attend?

Health care professionals and staff members who want to learn strategies and methods of providing help to people with dementia, including hospices, adult family homes, assisted-living facilities, long-term care facilities, registered nurses, social workers, physicians, nurse practitioners, certified nursing assistants.

CEUs for registered nurses and social workers will be offered. See the WSHPCO Web site at www.wshpco.org for more information and brochure.

Washington State Hospice & Palliative Care Organization

Christine Grace
897 18th Street
Mukilteo, WA 98275-2226

NON-PROFIT ORGANIZATION
U.S. POSTAGE PAID
MUKILTEO, WA 98275
PERMIT NO. 33

**Register before Sept. 18
for the lowest fee**

Conference General Information

CONFERENCE LOCATION

Campbell's Resort, 104 W. Woodin Ave.,
Chelan, WA. 98816

Reservations: 800-553-8225

Request conference room rates: \$102, Traditional; \$138, Deluxe. Conference registration rate good through 9/4/09. Reservation requests after this date will be on a space-available basis.

NETWORKING AND PALLIATIVE CARE RECEPTION

Networking meetings by discipline will be held from 5-6 p.m. Monday. Network

with conference participants, WSHPCO Board members, Conference Planning Committee members and speakers. Following will be a hosted reception by the Palliative Care Committee from 6-7 p.m. Dinner on your own at one of Chelan's restaurants.

CONFERENCE MEALS

Continental breakfast/Lunch (both days): Included in registration fee.

Dinner: On your own.

EXHIBITORS

Exhibitor displays will be available throughout the conference, providing

an opportunity to learn about new products and services offered by various health-care related suppliers and industries. Exhibitors at the time of brochure printing are: **ALS Association, Bellevue Health Care, Broda Seating, MedCure, Molnlycke HealthCare, Musical Reflections, People's Memorial Association, Suncoast Solutions.**

ITEMS FOR SALE

A variety of selected books will be on sale, along with a variety of WSHPCO clothing.

Conference Objectives

- Explore the challenges and rewards of providing end-of-life care to diverse populations and individuals by fully utilizing the strengths of the Interdisciplinary Team.
- Identify the unique end-of-life care need of veterans, people with ALS, African-Americans.
- Discuss integration of music therapy in end-of-life care.

Breakout Session Highlights

- Offering specific tips for hands-on care of patients with ALS
- Providing care for inmates in correction centers
- Reviewing the use of methadone in pain management
- Creating and sustaining an 11th Hour vigil program
- Developing a sound business plan and monitoring financial status