



2009 Annual Conference  
**Seasons of Change**



**October 20-21, 2009**

**Tulsa Marriott Southern Hills**

This continuing nursing education activity was approved by St. John Medical Center, an approved provider, by the Colorado Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Provider #SJM-0703 approval expires June 30, 2012.

## A Message from the Conference Chair

“Seasons of Change” is our theme for the 2009 Annual Oklahoma Hospice and Palliative Care Association (OHPCA) Conference. The Conditions of Participation (COPS) and Quality Assessment and Performance Improvement (QAPI) have made significant alterations in the hospice industry. Our forms, documentation and everyday procedures have changed to be in compliance. On a daily basis, we see changes in our patients and families. “To everything there is a season...a time to be born and a time to die...” In addition, we see changes in ourselves as hospice professionals as we grow and stretch our limits in response to these differences and must address the need for balance in our own lives so that we can be compassionate, caring individuals for others.

Our conference speakers will address change in a variety of ways to educate and inspire us to new heights. We have worked to help you identify which disciplines will benefit most from each session. Also new, we are “going green,” so all handouts for our concurrent speakers are provided on our OHPCA website.

For the past 10 months, it has been my privilege and honor to work with a small but mighty group of 10 dedicated committee members to create this program for you. For the first time, two hospice volunteers have served and brought so much to our conference committee. Please join me in thanking all of the committee members for their long hours spent on your behalf and in giving special kudos to Lavane Vowell, OHPCA Chief Operating Officer, whose skillful communication, attention to detail and large dose of patience, serves as the hub of the wheel for our organization.

Please visit our variety of exhibitors here to provide you with the latest products, services and information on end-of-life care and remember to thank them for supporting our OHPCA Annual Conference.

Welcome and please make the most of our time networking together at this conference. We value your ideas, opinions and suggestions and are looking for help in planning the 2010 Annual Conference. If you would like to join this committee next year, turn in your contact information to the Information desk.

With Heartfelt Appreciation,

Benelle Reeble, Ph.D., CVA,  
2009 Annual OHPCA Conference Chair

## Conference Committee

<b>Vickie Christian</b> <i>Chisholm Trail Hospice— Duncan</i>	<b>Ruth Ann Kelley</b> <i>Volunteer, Good Shepherd Hospice—Tulsa</i>	<b>Lavane Vowell</b> <i>OHPCA, Edmond</i>
<b>Rita Hancock</b> <i>Hospice of Oklahoma County – Oklahoma City</i>	<b>Benelle Reeble</b> <i>Good Shepherd Hospice—Tulsa</i>	<b>Terri Wantiez</b> <i>Volunteer, Good Shepherd Hospice - Tulsa</i>
<b>Joan Hutchings</b> <i>St. John Hospice—Tulsa</i>	<b>Lisa Smith</b> <i>Judith Karman Hospice— Stillwater</i>	<b>Melanie Wright</b> <i>Hospice of North Central Oklahoma—Ponca City</i>
	<b>Ginger Veal</b> <i>Hospice of Southwest Oklahoma —Lawton</i>	

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## About the Conference

In the past year, hospices across the nation have begun complying with brand new Medicare Conditions of Participation (CoPs) that have dramatically changed the way they do business. For many hospices, these changes have been, at best, challenging to implement and at worst, overwhelming.

The Oklahoma Hospice and Palliative Care Association is the industry's best advocate for quality hospice care throughout the state and the best source of current educational information about the interpretation of the new CoPs. It is also a wonderful forum for exchanging ideas among hospice peers. Designed to provide something for every hospice discipline, this conference should prove to be a valuable road map for navigating through change. Speakers have been chosen that we hope will not only educate, but will also motivate attendees to find innovative ways to serve their patients with a renewed commitment to quality.

### Target Audience

Nurses (hospice, home health, hospital, long-term care), administrators, social workers, chaplains, medical directors and physicians, bereavement coordinators, volunteer coordinators, certified nursing assistants, hospice support staff (including marketing, pharmacy, and financial).

### Overall Conference Goals

- ◆ Help hospice staff members of all disciplines learn to better comply with regulatory changes enacted during the last year.
- ◆ Educate hospice professionals about methods to improve the quality of end-of-life care.
- ◆ Orient members of each hospice discipline to new, creative and more effective ideas of delivering hospice services.
- ◆ Stimulate thoughtful dialogue on ethical issues related to end-of-life care.

### Conference Objectives

Participants will be able to:

- ◆ Navigate through the new hospice regulations as they relate to their particular disciplines.
- ◆ Identify key financial challenges and solutions confronting hospices in the current economic climate.
- ◆ Articulate effective pain and symptom management techniques.
- ◆ Identify recruitment, training and retention techniques of volunteers to help improve patients' quality of life.
- ◆ Manage symptoms of stress experienced by both professional and family caregivers.
- ◆ Identify and discuss the ethical issues confronting hospice providers.

- ◆ Address cultural differences among patients and appropriately manage their care.

### Continuing Education

A total of 9.7 nursing contact hours have been applied for the seminar, 4.25 hours for the first day attendance and 5.5 for the second day, through the Colorado Nurses Association. The Oklahoma Hospice and Palliative Care Association is also applying for approval from the Oklahoma State Board of Social Workers. Certificates of attendance will be provided for all other disciplines needing CEUs. All of the information that you need for obtaining contact hours or CEUs will be available at the Contact Hour/CEU desk located near the registration area. You must sign up at this desk to receive continuing education credit and you will need to complete an evaluation for each workshop attended to receive your certification.

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### Exhibitors

A wide variety of up-to-date products and services will be on display by Conference Exhibitors who will be located in the hallways outside of the meeting rooms on the second floor. Please see the list of exhibitors in your registration packet.

### Meals

A continental breakfast and lunch will be provided on both Tuesday and Wednesday, as well as afternoon snacks each day. Lunch tickets have been issued with registration packets.

### Smoking Policy

Smoking is not permitted in any of the sessions. This policy includes plenary sessions, concurrent sessions, meals and meetings. Please limit smoking to designated smoking areas of the hotel.

### OHPCA Annual Meeting

All Conference participants are invited to attend the annual meeting of the Oklahoma Hospice and Palliative Care Association scheduled for Tuesday, Oct. 20 during the luncheon.

### Awards Ceremony

During its annual meeting, the Oklahoma Hospice and Palliative Care Association will present its annual awards. In addition to the traditional Virginia Staples Volunteer of the Year and the Home Health Aide/Nurse Assistant of the Year, the association will, for only the second time, present the following now-annual awards: Physician of the Year, Social Worker of the Year, Nurse of the Year, Spiritual Counselor of the Year and the President's Award.

# 2009 Conference Schedule

Tuesday, Oct. 20

**8:00-9:00 — Registration / Breakfast**

**9:00-9:15 — Welcome**

Benelle Reeble, PhD,  
Conference Committee Chair,  
Greg Wood, OHPCA President

**9:15-10:15 — Plenary Session**

***“The Hospice Industry Moving Forward”***

J. Donald Schumacher, PsyD

**Sequoia**

**10:15-10:45 — Break**

**10:45-11:45 — Concurrent Sessions**

***“Understanding Alzheimer’s and How it Affects Communication and Behavior”***

Jackie Lenzy, BS, BA

**Redbud**

***“Diversity in Death and Dying Beliefs”***

Danette McIntosh, EdD, AASECT

**Sycamore**

***“Buddhist Skills for Helping the Dying”***

Jacqueline Roemer, MA

**Birch**

***“Lifetime Legacies: Connecting Generations Through Life Review Videos”***

Kathleen Roble, MS

**Silver Oak A**

***“Health Care Reform and Hospice in 2009 and Beyond”***

J. Donald Schumacher, PsyD

**Silver Oak B**

**11:45-Noon — Break**

**Noon-12:45 — Lunch**

**Sequoia**

**12:45-1:45 — Luncheon Plenary**

***“OHPCA Annual Meeting and Awards”***

Greg Wood  
OHPCA President

**2:15-3:15 — Concurrent Sessions**

***“Don’t Get Caught Off Guard with ADRs”***

Betty Nollan, RN, MBA

**Silver Oak B**

***“Legal Issues at the End of Life”***

Jill Watskey, JD

**Redbud**

***“Pets and Patients: The Human Animal Bond in Life and Death”***

Delana Taylor McNac, DVM, MA, LPC

**Birch**

***“Managing Volunteer Programs in Times of Change”***

Kathleen Roble, MS

**Sycamore**

***“Emotional Intelligence: Are Your Emotions Working For You or Against You?”***

Gregory A. Wood, MS, LBSW

**Silver Oak A**

**3:00-3:15 — Break**

**3:30-4:30 — Concurrent Sessions**

***“Pain Management Alternatives Through Patient Specific Compounding”***

David Brim, DPh

**Redbud**

***“Partnering with Nursing Facilities While Living Within the Regulations”***

Roseanne Berry, MS, RN

Charlene Ross, MSN, MBA, RN

**Sycamore**

***“Whose Journey Is It Anyway?”***

Fran Mosher, RN, MSN

Richard Coleman, RN

Gladeen Allred, EdD

**Silver Oak A**

***“The Power of Touch: Exploring Reiki and Healing Touch”***

Ruth Ann Kelley, RMT

Keeley Mancuso, HTPA

**Birch**

***“Oklahoma Hospice Then and Now”***

Mary Lee Warren

Cathy Graber, RN

**Silver Oak B**

# 2009 Conference Schedule (cont.)

Wednesday, Oct. 21

**8:00-9:00 — Registration / Breakfast**

**9:00-9:15 — Welcome**

Benelle Reeble, PhD,  
Conference Committee Chair,  
Greg Wood, OHPCA President

**9:15-10:15 — Plenary Session**

***“The Hospice of the Future”***

Judith Lund Person, MPH

**Sequoia**

**10:15-10:45 — Break**

**10:45-11:45 — Concurrent Sessions**

***“Palliative Care”***

Marianne Matzo, PhD, GNP-BC,  
FPCN, FAAN

**Redbud**

***“Medical Review — What’s the Big Deal Anyway?”***

Roseanne Berry, MS,RN  
Charlene Ross, MSN, MBA, RN

**Sycamore**

***“Journey of the Heart”***

JoAnne Chitwood, RN

**Silver Oak A**

***“Grantwriting Overview”***

Deanna Boston, MNM, CFRE

**Birch**

***“Hot Regulatory Topics”***

Judith Lund Person, MPH

**Silver Oak B**

**11:45-Noon — Break**

**Noon-12:45 — Lunch**

**Sequoia**

**12:45-1:45 — Luncheon Plenary**

***“There is No ‘They’”***

Larry Johnson

Gift Baskets and Vendor Gifts

**2:15-3:15 — Concurrent Sessions**

***“A Basic Introduction to Quality Improvement”***

Melody Lahann, MS, MHCA

**Silver Oak A**

***“Ethics of Dying”***

Susan A. Muscari, JD

**Birch**

***“Pets and Patients: The Human Animal Bond in Life and Death”***

Delana Taylor McNac, DVM, MA, LPC

**Redbud**

***“My Gift: Myself”***

JoAnne Chitwood, RN

**Sycamore**

***“Absolute Honesty”***

Larry Johnson

**Silver Oak B**

**3:15-3:30 — Break**

**3:30-4:30 — Concurrent Sessions**

***“Advance Healthcare Planning and Mental Incapacity”***

Annette Prince, MA, MSW, JD

**Silver Oak A**

***“Completion of the Oklahoma Death Certificate”***

Mikeal Murray, MS

**Birch**

***“Impact of Culture on Experiences of Loss, Grief and Mourning”***

Susan Lashmet Miller, LCSW

**Sycamore**

***“Volunteer Management 101”***

Joan Hutchings, MHR

**Redbud**

***“State Surveys”***

Clayton S. Hickox, RN, BSN

**Silver Oak B**

## Plenary Speakers

### J. Donald Schumacher, PsyD, President, NHPCO

Don Schumacher is President and CEO of the National Hospice and Palliative Care Organization, the largest membership organization representing hospice and palliative care programs and professionals in the world. He serves as President of the National Hospice Foundation and Foundation for Hospices in Sub-Saharan Africa. A licensed clinical psychologist, Dr. Schumacher developed pioneering programs in pediatric palliative care, bereavement education and other areas as CEO of the Center for Hospice and Palliative Care in Buffalo, N.Y. from 1989-2002. Earlier, he founded one of the first HIV/AIDS hospices in the U.S., the Hospice of Mission Hill in Boston.



### Judith Lund Person, MPH

Judi Lund Person has been the Vice President of Quality for the National Hospice and Palliative Care Organization since July 2002. Prior to joining the team at NHPCO, she served for 22 years as the President and CEO of The Carolinas Center for Hospice and End of Life Care. Lund Person lends her quality and regulatory expertise as a key contact with the Centers for Medicare and Medicaid Services. She also represents hospice and palliative care with many national organizations, including the Alzheimer's Association, the American Society of Consultant Pharmacists, the National Rural Health Association, American Medical Directors Association, the National Consensus Project for Quality Palliative Care and the Hospice and Palliative Care Coalition. She earned a Bachelor's in sociology from the University of North Carolina-Greensboro and a Master's in public health from the University of North Carolina-Chapel Hill.



### Larry Johnson

As a speaker, author and consultant, Larry Johnson focuses on building healthy organizational cultures that promote operational excellence, motivated employees and happy customers. Larry has spoken for the American Health Care Association and the American College of Health Care Administrators. He and his wife, CJ, have spoken for the Arizona Association of Homes and Services for the Aging and the Kansas Health Care Association. Larry is the author of *Beyond HCFA: Accelerating Long Term Quality* and *Absolute Honesty: Building a Corporate Culture That Values Straight Talk and Rewards Integrity*. For eight years, he was a regular contributing columnist for *Balance*, the professional journal for the American College of Health Care Administrators.



## Workshop Presenters

### Gladeen Allred, EdD

Gladeen Allred is Bereavement and Spiritual Care Coordinator for Judith Karman Hospice in Stillwater. She has a Doctor of Education degree from Oklahoma State University in counseling and a Master's degree in Pastoral Care and Gerontological Counseling from Phillips Theological Seminary, Tulsa. She taught Gerontological Counseling at OSU for 20 years and has presented at numerous state and regional conferences.

### Roseanne Berry, MS, RN

Roseanne Berry has over 25 years healthcare experience in operational, clinical and regulatory compliance leadership roles, dedicating the last 17 years to improving access and advancing care at end of life. She has been an active member of NHPCO's Regulatory Committee and served on the Quality Advisory Council development of Quality Partners. Berry received her BSN from The Ohio State University and MS from Arizona State University.

### Deanna Boston, MNM, CFRE

Deanna Boston has worked as a professional in the nonprofit field for over 11 years as an executive director, development director and community relations director. She has a Master's in Nonprofit Management and is a Certified Fundraising Executive. She has been a member of the Association of Fundraising Professionals for 11 years and previously held a position on the Eastern Oklahoma AFP chapter's board of directors.

### David Brim, DPh

David Brim is the co-owner of an independently owned pharmacy in Claremore, Claremore Compounding, Inc. He has been serving the needs of over 1,000 hospice patients since 1999 through traditional retail, compounding, specialty and infusion prescription medications. Brim earned his Doctor of Pharmacy from the University of Oklahoma.

### JoAnne Chitwood, RN

JoAnne Chitwood, author, film producer, seminar leader, counselor and registered nurse has practiced in the hospice field for over 20 years. She has written 15 books and has had over 60 articles published in popular magazines and periodicals. Her hospice training series, My Gift: Myself, is currently in use by close to a thousand hospices worldwide. She has an Associate's degree in nursing and her Certificate in Christian Counseling.

### Richard Coleman, RN, AND

Richard Coleman became a registered nurse after experiencing the work of hospice firsthand, with his father in 1998. He has worked for the last 10-plus years in the medical profession, including the last five in various hospices in northeastern Oklahoma. He currently serves as the Intake Coordinator and On-Call Supervisor for Good Shepherd Hospice in Tulsa and Muskogee.

### Cathy Graber, RN

Cathy Graber has been a registered nurse since 1964, when she graduated from Toledo Hospital School of Nursing. In 1983, she was hired as the very

first employee of Hospice Circle of Love in Enid, serving as both nurse and Patient Care Coordinator. Four years later she was promoted to become the Executive Director, a position she held until her retirement this past May. She is certified as a hospice administrator and served on the board of the Oklahoma Hospice and Palliative Care Association. Graber is married to Ron, a minister, and the two have four children and six grandchildren.

### **Ruth Ann Kelley, RMT**

Ruth Ann Kelley graduated from St. Olaf College in Northfield, Minn. with a Bachelor's in education and a minor in English. She taught at the elementary, college and adult education levels over the next 15 years until deciding to join the corporate world. Upon overcoming a life-threatening illness, she found a growing interest in meditation, holistic life, nutrition that, over time, led to the Master levels of Usui and Karuna © Reiki.

### **Clayton Hickox**

Clayton Hickox serves as the Director of Home Services for the Oklahoma State Department of Health. He directs and manages the state licensure and federal certification programs for more than 800 home health, hospice and end-stage renal disease centers across the state. He is responsible for scheduling on-site surveys for regulatory compliance determination and reviews and processes the applications for state licensure and Medicare certification. Hickox has a Bachelor's degree in nursing from the University of Oklahoma.

### **Joan Hutchings, MHR**

Joan Hutchings has worked for over 15 years in the field of human services, the past five as Volunteer Coordinator at St. John Hospice in Tulsa, developing a comprehensive volunteer management and training program. She has a Bachelor's degree in public administration from Northeastern State University and a Master's in human relations, specializing in organizational behavior, from the University of Oklahoma.

### **Melody Lahann, MS, MHCA**

Melody Lahann serves as the Manager of Quality Improvement and Compliance for St. John Home Health and Hospice in Tulsa. She has a Bachelor's degree in political science and two Master's degrees, in mass communications and in health care. She has given numerous presentations at hospice conferences at both the state and national level. A long-time hospice veteran, Lahann serves on the Board of Directors of the Oklahoma Hospice and Palliative Care Association.

### **Jackie Lenzy**

Jackie Lenzy is Education Coordinator for the Alzheimer's Association, Oklahoma/Arkansas Chapter. An experienced educator and public speaker, she has worked in a variety of corporate and non-profit settings. She has a Bachelor of Science in biology and a Bachelor of Arts in accounting. She develops and delivers educational programs to families, caregivers, volunteers, health professionals and community groups concerning Alzheimer's disease and caregiving strategies.

### **Keeley Mancuso**

Keeley Mancuso, HTPA, a native Oklahoman and a member of the Cherokee Nation, has been developing her intuitive healing abilities through training and development since she was a young adult. She is trained in Healing Touch Master, Emotional Freedom Techniques, Spinal Acupressure and as an energy healer from the Golden Light Institute. She owns Healing Therapies and Wellness, Inc., a holistic wellness center, offering healing therapies, self-care education and spiritual direction in Tulsa and is also a volunteer for St. John Hospice.

#### **Marianne Matzo, PhD, GNP-BC, FPCN, FAAN**

Marianne Matzo currently holds the Ziegler Chair in Palliative Care Nursing at the University of Oklahoma College of Nursing. In 2005, she initiated the Sooner Palliative Care Institute, through which research is conducted to ensure the delivery of high quality care and to educate health professionals to provide excellent care. A fellow of the American Academy of Nursing, Matzo received her Doctorate in Gerontology from the University of Massachusetts-Boston and a Master's degree in Nursing from the Gerontological Nurse Practitioner Program at the University of Massachusetts-Lowell.

#### **Danette McIntosh, EdD, AASECT**

Dr. Danette McIntosh holds a doctorate from Oklahoma State University and is a certified sex educator through the American Association of Sex Educators, Counselors and Therapists, is a National Diversity Consultant and has completed the Oklahoma Aging Advocacy Leadership Academy. She serves as Director of the Division of Community Services for Muscogee (Creek) Nation. She also serves as an adjunct professor and created and taught an Aging and Sexuality Course for Northeastern State University social work students.

#### **Delana Taylor McNac, DVM, MA, LPC**

Delana Taylor McNac is the Director of Spiritual Care at Hospice of Green Country in Tulsa. Formerly a veterinarian in private practice, she is also an Oklahoma and Texas Licensed Professional Counselor with experience in pet loss grief counseling. An ordained United Methodist Deacon, she has been a hospice chaplain for four years and is Board Certified as a Clinical Chaplain with the College of Pastoral Supervision and Psychotherapy.

#### **Susan Lashmet Miller, LCSW**

Susan Lashmet Miller joined Hospice of Green Country in 1995 as a social worker/manager of social services and earned certification as a bereavement facilitator and hospice administrator. She left Hospice of Green Country in 2002, but missed hospice work and joined the staff of Good Shepherd Hospice in 2004, staying there until semi-retiring in 2007. She continues to volunteer at Good Shepherd and works part-time as a grief counselor.

#### **Fran Mosher, RN, MSN**

Fran Mosher received her Bachelor of Science in Nursing from Northeastern University in Boston, Mass. and her Master's from Texas Woman's University in Houston. She has 30 years of experience in nursing, doing everything from staff nursing to nurse management, education and recruitment. She began her

career in hospice in 1995 and has served several different hospices in the Tulsa area. She is currently Patient Care Manager at Good Shepherd Hospice.

### **Mikeal Murray, MS**

Mikeal Murray serves as the Training Coordinator for the Oklahoma State Department of Health in Oklahoma City, working to promote high quality Vital Records data. He provides technical assistance and support to physicians, hospitals and funeral homes. Murray has both his Bachelor's and Master's degrees from the University of Oklahoma.

### **Susan A. Muscari, JD**

Susan A. Muscari is an attorney at the Estate Planning Law Center, PLLC. For more than 16 years, she has been helping people make decisions about dying in accordance with ethical, legal, emotional and medical consideration in order to best secure the future for themselves and their families. A graduate of the University of Tulsa Law School, she hosts over 50 Planning for Life seminars each year to educate people on how they can ensure that their final wishes are properly, legally and sensitively carried out.

### **Betty Nollan, RN, MBA**

Betty Nollan is a Senior Associate with The Corridor Group. She has several years of experience in providing hospice consultation to home health agencies, hospitals, nursing homes and hospices. She has extensive knowledge and experience with Medicare requirements and has successfully developed and implemented plans of correction for agencies following state and Medicare surveys.

### **Annette Prince, MA, LCSW, JD**

Annette Prince is director of the Oklahoma Palliative Care Resource Center at the University of Oklahoma Health Science Center. She holds Bachelor's and Master's degrees in English from the University of Central Oklahoma, a Master's degree in Social Work and a Juris Doctor degree from the University of Oklahoma. She is a licensed clinical social worker and an adjunct professor of ethics for the University of Oklahoma College of Nursing and serves as coordinator for the Attorney General's Task Force to Improve End-of-Life Health for Oklahomans.

### **Kathleen Roble, MS**

Kathleen Roble serves as Director of Volunteer Services for Suncoast Hospice in Clearwater, Fla., where she is responsible for the infrastructure, direction and management of the volunteer component numbering more than 3000 volunteers. She serves as Vice Chair of NHPKO's National Council of Hospice and Palliative Professionals Executive Committee and Section Leader for the Volunteer/Volunteer Manager NCHPP section. She holds a Master of Science in management with a focus in Health Services Management.

### **Jacqueline Roemer, MA**

Jacqueline Roemer has studied Buddhism with Buddhist masters since 1993. As founder of Buddhist community, Bodhicharya Oklahoma, her goals reflect Buddhism today; interfaith education for positive control over living and dying.

She writes and teaches a Buddhist Experience Guide to accompany meditation master Ringu Tulku's texts on Compassion, Refuge, Fear and Anger, etc. She has a Bachelor's degree in English and Master's degrees in painting, creative writing and conflict resolution.

### **Charlene Ross, MBA, MSN, RN**

Charlene Ross has over 25 years of healthcare leadership and management experience with the last 10 years focused on end-of-life care and hospice. She has served in senior leadership roles in various healthcare organizations leading operational and clinical improvements, compliance and development of benchmarking tools. She is a co-founder and partner of R&C Healthcare Solutions.

### **Mary Lee Warren**

Mary Lee Warren has been Executive Director of Judith Karman Hospice in Stillwater, one of the oldest hospices in the United States, for the last 23 years. She served six years on the National Hospice and Palliative Care Organization board of directors, representing the 10-state Central Plains Region. She has been an active board member of the Oklahoma Hospice and Palliative Care Association and served as its president from 1989-1991. She was appointed and served nine years on the Governor's Hospice Advisory Board to the Oklahoma State Department of Health. She is a member of the Attorney General's Task Force on End-of-Life Care and was named by Governor Brad Henry as a delegate to the 2005 White House Conference on Aging.

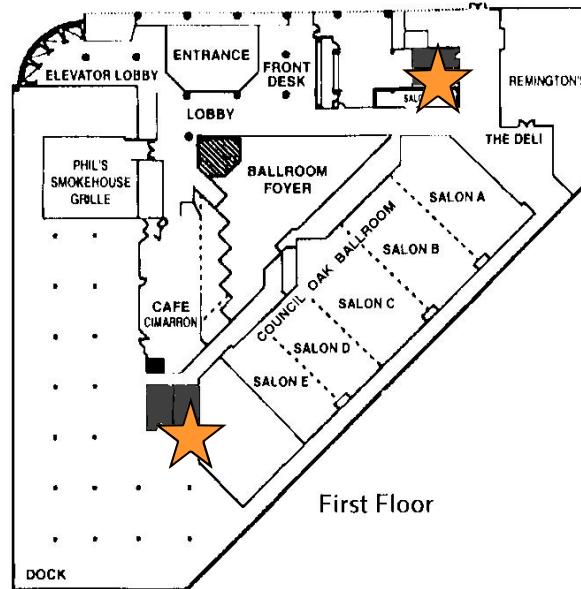
### **Jill Watskey**

Jill Watskey is Managing Attorney at the Senior Law Resource Center in Oklahoma City. Previously an elder law attorney for several years in Kansas City, she helps senior citizens plan for the future, assisting them with estate planning and long-term care issues. She has also devoted much of her practice over the last 10 years to working with hospice professionals and their patients regarding end-of-life legal issues. She received her law degree from Vanderbilt University and her undergraduate degree from the University of Missouri.

### **Gregory A. Wood, MS, LBSW**

Greg Wood has served as Executive Director of Hospice of North Central Oklahoma in Ponca City since 2002. He was elected president of the board of directors for the Oklahoma Hospice and Palliative Care Association and also serves as Section Leader for the National Council of Hospice and Palliative Professionals CEO/Executive Director/President section and as a member of the NHPCO Regulatory, Governance and Council of States Steering Committees.

# TulsaMarriott



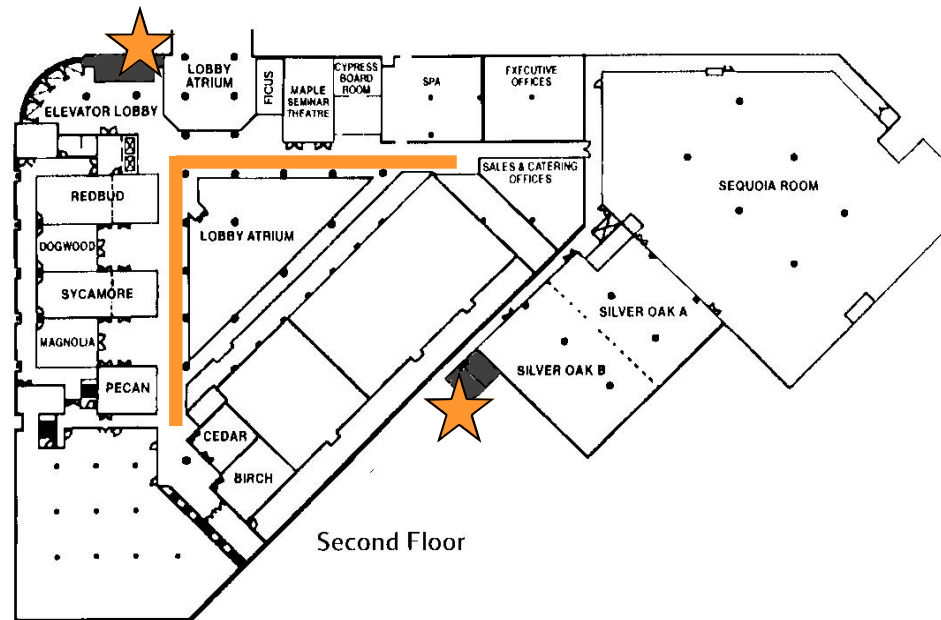
Please be sure and visit our exhibitors (indicated by the orange line on the map) and thank them for their support of the 2009 OHPCA Conference.



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# SouthernHills



Please note: Stars indicate location of restrooms.

## Tuesday, October 20

9:15 a.m.-10:15 a.m.

Plenary Session

### ***“The Hospice Industry Moving Forward: Health Care Reform and Hospice in 2009 and Beyond”***

**J. Donald Schumacher**

**Sequoia Room**

As the health care reform issue continues to make headlines, many hospice employees wonder about the future of our mission and reimbursement. This plenary will focus on all of the issues that are facing hospices today.

10:45-11:45

Concurrent Sessions

### ***“Understanding Alzheimer’s and How it Affects Communication and Behavior”***

**Jackie Lenzy, BS, BA**

**Redbud**

All behavior is a form of communication. Realizing this, it is important to understand how an Alzheimer’s patient’s brain functions and how that function affects communication and behavior.

### ***“Diversity in Death and Dying Beliefs”***

**Danette McIntosh, EdD, AASECT**

**Silver Oak B**

Death and dying might be thought of as a tapestry — the basics are the same, yet death and dying beliefs and customs vary across the world and even in our own state. Developing a sensitivity and competency on cultural issues is paramount to successfully serving patients from diverse backgrounds.

### ***“Buddhist Skills for Helping the Dying”***

**Jacqueline Roemer, MA**

**Sycamore**

What skills inherent in the practice of Buddhism might be useful for hospice professionals in their work with the dying? This presentation will introduce concepts that may be helpful to professionals, patients and families of all faiths in easing the process of dying.

### ***“Lifetime Legacies: Connecting Generations Through Life Review Videos”***

**Kathleen Roble, MS**

**Birch**

A Lifetime Legacies life review video program expands the horizons of intergenerational hospice programming by using teen volunteers to record patients’ life stories, most cherished memories and special words of wisdom. The video becomes a keepsake for loved ones and can provide lasting memories to help families through the grieving period and long after.

### ***“Health Care Reform and Hospice in 2009 and Beyond”***

**J. Donald Schumacher, PsyD**

**Silver Oak A**

Who better to talk about the changes and challenges facing the hospice industry in the near future than National Hospice and Palliative Care Organization President Donald Schumacher? With his finger on the pulse of Washington, he is in a great position to identify potential solutions for

impending regulatory changes.

**12:45—1:45 p.m.**

**Luncheon Plenary**

**OHPCA Annual Meeting  
Greg Wood, OHPCA President**

**Sequoia Room**

**Awards Presentation Ceremony  
Frank Mitchell, Chief Meteorologist, KTUL Tulsa**

**2:15-3:15 p.m.**

**Concurrent Sessions**

***“Don’t Get Caught Off Guard with ADRs”***

**Betty Nollan, RN, MBA**

**Silver Oak A**

Be ready for ADRs and Medicare billing audits. Don't get caught off guard! Knowing the ins and outs of CMS' mandated Corrective Action Plan can help your organization be prepared.

***“Legal Issues at the End of Life”***

**Jill Watskey, JD**

**Redbud**

This session will focus on providing hospice professionals with the information they need to best serve their patients from a legal standpoint. Topics will include how to assist the patient with diminished capacity as well as other legal issues that arise in end-of-life situations.

***“Pets and Patients: The Human Animal Bond in Life and Death”***

**Delana Taylor McNac, DVM, MA, LPC**

**Birch**

Pet ownership and the significance of the human-animal bond have often been overlooked when hospice personnel assess the psychosocial and spiritual needs of hospice patients and caregivers. This presentation examines current trends in pet ownership, the role of the family pet within the family system and the often symbolic identities of pets in individual pet-owner relationships.

***“Managing Volunteer Programs in Times of Change”***

**Kathleen Roble, MS**

**Sycamore**

Hospice organizations around the country are dealing with important changes in regulations, patient census and competition within their communities. Volunteers are many times the last people in the organization to learn about the changes, yet when volunteers are engaged early in the process they can often lead the way.

***“Emotional Intelligence: Are your Emotions Working For You  
or Against You?”***

**Gregory A. Wood, MS, LBSW**

**Silver Oak B**

Leaders of all types, whether at the executive level, mid-management level or simply the unspoken leader on a team all have positions of influence and the potential to make a difference in their environment and organization's mission and purpose. Learn how to better relate to others, impact your workplace and increase personal and team productivity.

3:30-4:30

Concurrent Sessions

***“Pain Management Alternatives Through  
Patient Specific Compounding”***

**David Brim, DPh**

**Birch**

When patients are in pain, they need the very best medication for the type of pain that they suffer. Learn the differences between acute and chronic pain, their origins in the body and what conventional treatments can do in comparison to compounded treatment options and alternatives.

***“Partnering with Nursing Facilities While Living Within the Regulations”***

**Roseanne Berry, MS, RN and**

**Charlene Ross, MSN, MBA, RN**

**Sycamore**

Developing a strong partnership between a hospice and nursing facility requires planning, education and collaboration. Learn which key issues influence the ability of nursing facilities and hospices to achieve quality outcomes for residents at the end of life and remain in compliance.

***“Whose Journey Is It Anyway?”***

**Fran Mosher, RN, MSN**

**Richard Coleman, RN and**

**Gladeen Allred, EdD**

**Silver Oak A**

A patient's journey in hospice can be full of pitfalls if the views of both the patient and the clinician don't mirror one another. The hospice clinician must analyze his/her past experiences with death and dying throughout the hospice journey to ensure harmony with the patient's wishes at the end of life.

***“The Power of Touch: Exploring Reiki and Healing Touch”***

**Ruth Ann Kelly, RMT and**

**Keeley Mancuso, HTPA**

**Redbud**

As change sweeps through healthcare, touch therapies are reaching growing numbers of clients and caregivers. Both Reiki and Healing Touch offer clients profound relaxation, stress relief, balance and restoration. Come learn what energy medicine is and how it can help both hospice clients and caregivers.

***“Oklahoma Hospice Then and Now”***

**Mary Lee Warren and**

**Cathy Graber, RN**

**Silver Oak B**

For 23 years, Mary Lee Warren served Judith Karman Hospice as Executive Director. In that time, as both a state and national hospice leader, she experienced a tremendous amount of change in the hospice industry in Oklahoma and in the nation. Cathy Graber recently retired after many years as Executive Director of Hospice Circle of Love in Enid. Come share their wisdom as they answer questions about hospice as it was in its infancy and as they envision it in the future.

# Wednesday, October 21

9:15-10:15 a.m.

Plenary Session

## *“The Hospice of the Future”*

**Judith Lund Person, MPH**

**Sequoia Room**

More patients, more complicated diseases and symptom management issues, and a possible new payment structure are all part of the hospice of the future. How can you prepare?

10:45-11:45

Concurrent Sessions

## *“Palliative Care”*

**Marianne Matzo, PhD, GNP-BC, FPCN, FAAN**

**Silver Oak A**

The hope of a long and productive life has evolved from dream to achievement in the past 100 years. The “end of life” has also changed from a period of minutes or days marked by overwhelming illness to a period of months to years of slowly deteriorating disability. Update your knowledge and learn practical interventions to help your patients during one of the most important times of their lives.

## *“Medical Review — What’s the Big Deal Anyway?”*

**Roseanne Berry, MS, RN and  
Charlene Ross, MSN, MBA, RN**

**Sycamore**

Understand why medical reviews occur and how the medical review process works. Learn how to build a successful process to withstand medical review and gain valuable appeal tips for reviewing and responding to denials.

## *“Journey of the Heart”*

**JoAnne Chitwood, RN**

**Silver Oak B**

By its very nature, caring for hospice patients on a daily basis is a source of grief not just for families, but for clinicians as well. Hospice professionals must learn to do their own grief work and self care on an ongoing basis to strengthen their connections with fellow staff members, hospice patients and hospice families.

## *“Grant Writing Overview”*

**Deanna Boston, MNM, CFRE**

**Redbud**

During tough economic times, many hospices are looking for ways to finance additional needs. Grant writing may be the solution. In this session, participants will explore all of the elements required for a successful grants program including grants readiness, research, proposal elements and stewardship.

## *“Hot Regulatory Topics”*

**Judi Lund Person, MPH**

**Birch**

This year, hospices have experienced one of the most challenging times in the industry. This session will identify the hot regulatory issues, answer the current toughest regulatory questions and provide resources to help you find

solutions to the regulatory challenges that you face on a daily basis.

**12:45-1:45**

**Luncheon Plenary Session**

***“There is No ‘They’”***

**Larry Johnson**

**Sequoia Room**

While on a bicycling vacation in 2003, CJ, who is Larry’s wife and life partner of 38 years, was involved in an accident that changed their world. In this dynamic, humorous and heartfelt presentation, Larry shows the audience how they can make a huge difference in the patients’ perceptions of the care they receive.

**2:15-3:15 p.m.**

**Concurrent Sessions**

***“A Basic Introduction to Quality Improvement”***

**Melody Lahann, MS, MHCA**

**Silver Oak A**

“QAPI,” as CMS affectionately calls it, is a new addition to the Hospice Conditions of Participation and has caused many to ask what it is, how to do it, and of course, why we have to do it. This workshop will present very basic performance improvement information, including reviewing how to meet the new regulations, how to determine what data to collect and how to develop performance improvement projects.

***“Ethics of Dying”***

**Susan Muscari, JD**

**Sycamore**

This presentation will give anyone an opportunity to learn more about end of life decisions, how Oklahoma law treats such decisions and what should be considered during the process. Informative and thought-provoking, discussions are casual, relaxed and inclusive of questions.

***“Pets and Patients: The Human Animal Bond in Life and Death”***

**Delana Taylor McNac, DVM, MA, LPC**

**Birch**

Pet ownership and the significance of the human-animal bond have often been overlooked when hospice personnel assess the psychosocial and spiritual needs of hospice patients and caregivers. This presentation examines current trends in pet ownership, the role of the family pet within the family system and the often symbolic identities of pets in individual pet-owner relationships. (This is a repeat of Tuesday’s session.)

***“My Gift: Myself”***

**JoAnne Chitwood, RN**

**Birch**

This session will share some of the basic secrets to successfully working with and honoring hospice volunteers. Learn how your hospice team can participate in creating a climate of significance and purpose for the volunteer and how you can reward volunteers in ways that are deeply meaningful to them.

***“Absolute Honesty”***

**Larry Johnson**

**Silver Oak B**

Whether it’s fear of reprisal, natural timidity, or not wanting to hurt someone’s

feelings, many of us avoid telling the truth when the truth needs to be told. Learn how you can be straightforward and honest with everyone with whom you interact without damaging relationships.

**3:30-4:30 p.m.**

**Concurrent Sessions**

***“Advance Healthcare Planning and Mental Incapacity”***

**Annette Prince, MA, MSW, JD**

**Birch**

Health professionals will gain knowledge regarding different legal documents available for healthcare planning in the state of Oklahoma, who can execute those documents and the requirements and authority granted in such documents.

***“Completion of the Oklahoma Death Certificate”***

**Mikeal Murray, MS**

**Sycamore**

A complete and accurate death certificate is the final act of kindness a physician can provide for the deceased patient and his or her family. It's also the law. Learn how the death certificate is prepared, processed and can be obtained by the family in a timely manner.

***“Impact of Cultural Experiences of Loss, Grief and Mourning”***

**Susan Lashmet Miller, LCSW**

**Silver Oak A**

As hospice health care professionals, it is our responsibility to accompany family and friends on the difficult journey of loss, grief and mourning when a loved one dies. Our ability to do this depends on our understanding of the patient's and family's values, spirituality and culture.

***“Volunteer Management 101”***

**Joan Hutchings, MHR**

**Redbud**

Volunteer Management 101 will identify the fundamentals of hospice volunteer management with respect to the psychological indicators of perspective volunteers, program development, training and outcome measures. Participants will be able to discuss current issues in volunteer management and evaluate how to incorporate new management principles into their current program.

***“State Surveys”***

**Clayton S. Hickox, RN, BSN**

**Silver Oak B**

What are surveyors looking for when they come to your hospice and start going through patient charts? Learn from the man who supervises all the surveyors in the state. This question and answer session will allow participants to ask whatever they want to know about the licensure and Medicare certification programs.

## 2009 Board of Directors

### Officers:

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The Board of Directors of the Oklahoma Hospice and Palliative Care Association would like to extend a sincere thank you to departing board member Helen Southerland and lobbyist Bobby Stem for their hard work in advancing the cause of hospice in the state of Oklahoma.

*If you have any questions or problems during the conference, please look for any member of the Board of Directors who will have special ribbons identifying them.*

## Directions to Tulsa Marriott Southern Hills

### *From Tulsa International Airport:*

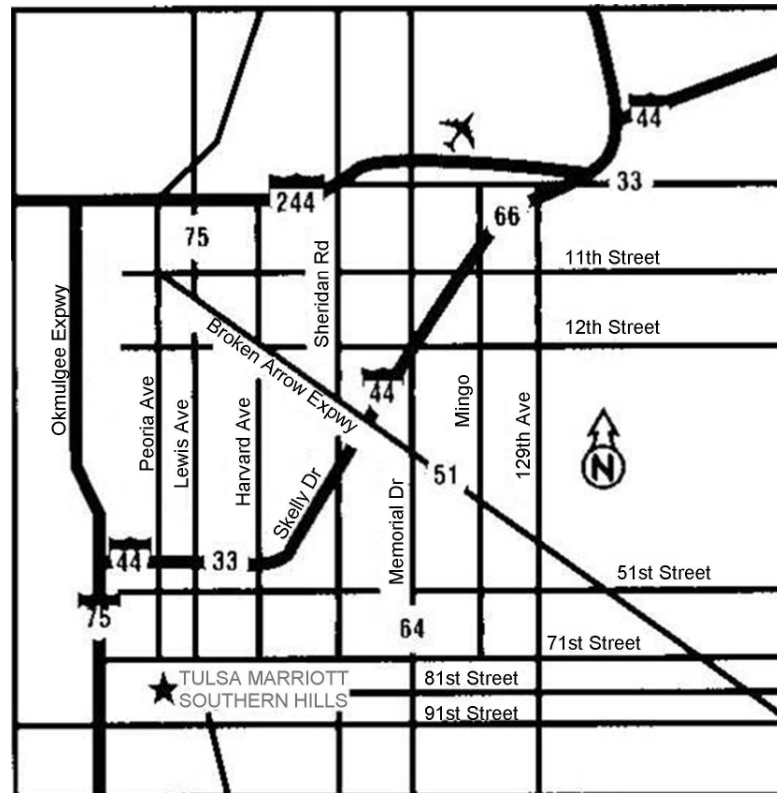
Take I-244 West to Highway 75 South.  
Exit 71st Street and turn left (east).  
Hotel is approximately 1 mile on the right.

### *From Highway 75:*

Exit 71st Street and turn east.  
Hotel is approximately 1 mile on the right.

### *From I-44*

Exit Lewis Avenue and turn south.  
Go 2 miles to 71st Street and turn right (west).  
Hotel will be on the left hand (south) side of 71st.



## OHPCA 2009 Annual Conference, "A Season of Change"

		<b>P</b> — Physicians	<b>SW</b> — Social Workers	<b>V</b> — Volunteer Management		
		<b>N</b> — Nurses / Aides	<b>B</b> — Spirituality / Bereavement	<b>A</b> — Administration / Other		
<b>Plenary I</b> Tuesday, Oct. 20, 9:15-10:15 <i>"The Hospice Industry Moving Forward"</i> J. Donald Schumacher						
Concurrent Session I  Tuesday Oct. 20 10:45-11:45	<b>REDBUD</b> <i>"Understanding Alzheimer's and How it Affects Communication and Behavior"</i> Jackie Lenzy	<b>SYCAMORE</b> <i>"Diversity in Death and Dying Beliefs"</i> Danette McIntosh	<b>BIRCH</b> <i>"Buddhist Skills for Helping the Dying"</i> Jacqueline Roemer	<b>SILVER OAK A</b> <i>"Lifetime Legacies: Connecting Generations Through Life Review Videos"</i> Kathleen Roble	<b>SILVER OAK B</b> <i>"Health Care Reform and Hospice in 2009 and Beyond"</i> Don Schumacher	
	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	<b>V</b>	<b>P, N, SW, B, V, A</b>	
<b>Annual Meeting and Awards</b> Tuesday, Oct. 20, 12:45-1:45 Greg Wood, OHPCA President						
Concurrent Session II  Tuesday Oct. 20 2:15-3:15	<b>SILVER OAK B</b> <i>"Don't Get Caught Off Guard with ADRs"</i> Betty Nollan	<b>REDBUD</b> <i>"Legal Issues at the End of Life"</i> Jill Watskey	<b>BIRCH</b> <i>"Pets and Patients: The Human Animal Bond in Life and Death"</i> Delana Taylor McNac	<b>SYCAMORE</b> <i>"Managing Volunteer Programs in Times of Change"</i> Kathleen Roble	<b>SILVER OAK A</b> <i>"Emotional Intelligence: Are Your Emotions Working For You or Against You?"</i> Gregory A. Wood	
	<b>P, N, A</b>	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	<b>V</b>	<b>P, N, SW, B, V, A</b>	
Concurrent Session III  Tuesday Oct. 20 3:30-4:30	<b>REDBUD</b> <i>"Pain Management Alternatives Through Patient Specific Compounding"</i> David Brim	<b>SYCAMORE</b> <i>"Partnering with Nursing Facilities While Living Within the Regulations"</i> Roseanne Berry Charlene Ross	<b>SILVER OAK A</b> <i>"Whose Journey Is It Anyway?"</i> Fran Mosher Richard Coleman Gladeen Allred	<b>BIRCH</b> <i>"The Power of Touch: Exploring Reiki and Healing Touch"</i> Ruth Ann Kelley Keeley Mancuso	<b>SILVER OAK B</b> <i>"Oklahoma Hospice Then and Now"</i> Mary Lee Warren Cathy Graber	
	<b>P, N</b>	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B</b>	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	
<b>Plenary II</b> Wednesday, Oct. 21, 9:15-10:15 <i>"The Hospice of the Future"</i> Judith Lund Person						
Concurrent Session IV  Wednesday Oct. 21 10:45-11:45	<b>REDBUD</b> <i>"Palliative Care"</i> Marianne Matzo	<b>SYCAMORE</b> <i>"Medical Review — What's the Big Deal Anyway?"</i> Roseanne Berry Charlene Ross	<b>SILVER OAK A</b> <i>"Journey of the Heart"</i> JoAnne Chitwood	<b>BIRCH</b> <i>"Grantwriting Overview"</i> Deanna Boston	<b>SILVER OAK B</b> <i>"Hot Regulatory Topics"</i> Judith Lund Person	
	<b>P, N, SW, B, V, A</b>	<b>P, N, A</b>	<b>P, N, SW, B, V, A</b>	<b>A</b>	<b>P, N, SW, B, V, A</b>	
<b>Plenary III</b> , Wednesday, Oct. 21, 12:45-1:45 <i>"There is No 'They'"</i> Larry Johnson						
Concurrent Session V  Wednesday Oct. 21 2:15-3:15	<b>SILVER OAK A</b> <i>"A Basic Introduction to Quality Improvement"</i> Melody Lahann	<b>BIRCH</b> <i>"Ethics of Dying"</i> Susan A. Muscari	<b>REDBUD</b> <i>"Pets and Patients: The Human Animal Bond in Life and Death"</i> Delana Taylor McNac	<b>SYCAMORE</b> <i>"My Gift: Myself"</i> JoAnne Chitwood	<b>SILVER OAK B</b> <i>"Absolute Honesty"</i> Larry Johnson	
	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	<b>V</b>	<b>P, N, SW, B, V, A</b>	
Concurrent Session VI  Wednesday Oct. 21 3:30-4:30	<b>SILVER OAK A</b> <i>"Advance Healthcare Planning and Mental Incapacity"</i> Annette Prince	<b>BIRCH</b> <i>"Completion of the Oklahoma Death Certificate"</i> Mikeal Murray	<b>SYCAMORE</b> <i>"Impact of Culture on Experiences of Loss, Grief and Mourning"</i> Susan Lashmet Miller	<b>REDBUD</b> <i>"Volunteer Management 101"</i> Joan Hutchings	<b>SILVER OAK B</b> <i>"State Surveys"</i> Clayton S. Hickox	
	<b>P, N, SW, B, V, A</b>	<b>P, N, SW, B, V, A</b>	<b>SW, B</b>	<b>V</b>	<b>P, N, SW, B, V, A</b>	