A Passion for Progress

2011 Annual Conference
October 19-20
Tulsa Marriott Southern Hills

This program is sponsored in part by
the Sooner Palliative Care Institute at the University of Oklahoma College of Nursing.
A Message from the Conference Chair

Welcome to the 2011 OHPCA Annual Conference! Each year, the conference planning committee sets out with a goal of putting together an event that will appeal to all hospice professionals across all disciplines. We start with an open grid with our target disciplines listed across the top and then we brainstorm. Ideas, topics and potential speakers bounce around the table until every session is full. This year, due to the dedication, creativity and commitment from the wonderful group of people listed below, our conference promises to be one of the best ever. Please join me in thanking them for the exceptional effort they have put into planning this year’s conference.

As always, we hope you will come away from this conference with information that will help you to do your job better, ideas that will inspire you and fresh perspective that will renew your passion for what you do each and every day. Please take advantage of the opportunity to visit with your hospice colleagues from across the state. This is your chance to network, to learn and to have fun with other folks serving their communities in the same way that you do. While you are at it, make sure that you stop and visit with our vendors and look at the innovative products they have to help make your job easier. Please don't forget to thank them for their support of the annual conference.

And finally, please remember to fill out your conference evaluations. We rely on your feedback to know how to plan next year’s conference. If you have ideas for future speakers or topics, please don’t hesitate to share! And if you’d like to help plan next year’s conference, we are always looking for new committee members…

Lisa Smith
2011 Conference Committee Chair

Conference Committee

Joan Hutchings
St. John Hospice—Tulsa

Barbara Olson
Cancer Treatment Centers of America—Tulsa

Amy Pulliam
Hospice of Green Country—Tulsa

Benelle Reeble
Good Shepherd Hospice—Tulsa

Lisa Smith
Judith Karman Hospice—Stillwater

Vickie Stepp
Chisholm Trail Hospice—Duncan

Vernon Stone
Sequoyah Memorial Hospice—Sallisaw

Jennifer Thompson
Rivercross Hospice—Tulsa

Ginger Veal
Aspire Home Care and Hospice—Lawton

Lavane Vowell
OHPCA—Edmond

Terri Wantiez
Hospice of Green Country—Tulsa

Melanie Wright
Hospice of North Central Oklahoma—Ponca City
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About the Conference

Increased scrutiny on hospice providers, projected cuts in re-imbursements and a crowded marketplace in Oklahoma all have made our jobs in the hospice industry harder. They have caused us to be extra careful to provide and document the very best hospice care and to be ever more efficient in doing so. All of these factors have also forced us to be more creative. But they have not dimmed our passion for what we do.

The Oklahoma Hospice and Palliative Care Association is the industry’s best advocate for quality hospice care throughout the state. 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 wonderful resource of current educational information about the industry. Speakers have been chosen that we hope will not only educate, but will also motivate attendees to find innovative and unique ways to serve their patients with renewed passion.

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
◆ Educate hospice staff members of all disciplines to strengthen their contributions to interdisciplinary care.
◆ Prepare hospice professionals for upcoming regulatory changes and increased monitoring of their performance.
◆ Present a broad spectrum of information and new ideas to spark creativity and promote better end of life care.

Conference Objectives
Participants will be able to:
◆ Identify upcoming challenges and present possible solutions confronting hospices.
◆ Articulate symptom management and comfort care techniques.
◆ Recognize new ways of motivating and encouraging volunteer participation in hospice care.
◆ Appreciate the qualities of a good leader and learn how to build a better team approach to care.
◆ Address different religious/cultural beliefs and customs among patients at the end of life.
Continuing Education
The Oklahoma Hospice and Palliative Care Association will provide nursing contact hours through the Sooner Palliative Care Institute at the University of Oklahoma College of Nursing for participation in the conference. OHPCA has also applied for approval from the Oklahoma State Board of Social Workers to provide CEUs. All other disciplines needing CEUs will be provided with certificates of attendance. Any information needed for obtaining contact hours or CEUs will be available at the Contact Hour/CEU desk at the information booth. You must sign up at this desk to receive continuing education credit and you will need to complete an evaluation for the conference to receive your certification.

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 plated lunch will be provided on both Tuesday and Wednesday, as well as afternoon snacks each day. Lunch tickets have been issued with registration packets. Attendees must be sure and keep one half of their lunch tickets to be eligible for door prizes and vendor drawings.

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.

Dress & Etiquette
Conference attire is business casual. It is recommended that you bring a sweater or jacket to wear during conference sessions as the temperature in meeting rooms can vary throughout the day.

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. 19 during the luncheon. Participants must be designated by their hospices as the official delegate in order to vote in elections.

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 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.
# 2010 Conference Schedule
**Wednesday Oct. 19**

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<th>Time</th>
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<td>8:00-9:00</td>
<td>Registration / Breakfast</td>
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<td>9:00-9:15</td>
<td>Welcome</td>
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<td>Conference Chair Lisa Smith</td>
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<td>9:15-10:15</td>
<td>Plenary Session</td>
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<td><strong>“Hospice and Palliative Care: National Trends, Changes and Challenges”</strong></td>
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<td>Judi Lund Person, MPH</td>
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<td>10:15-10:45</td>
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<td><strong>“Review of Common Pain Medications and Dosage Forms Used in Hospice”</strong></td>
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<td>Chris Crumpler, DPh</td>
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<td><strong>“Identity Theft/Financial Crimes”</strong></td>
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<td>11:45-Noon</td>
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<td>Noon-12:45</td>
<td>Lunch</td>
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<td>12:45-1:45</td>
<td>Luncheon Plenary</td>
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<td><strong>“OHPCA Annual Meeting and Awards”</strong></td>
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<td>OHPCA President</td>
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<td>Gift Baskets and Vendor Gifts</td>
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<td><strong>“Managing Anticoagulation in the Hospice Patient”</strong></td>
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<td>Myra Belgeri, PharmD, CGP, BCPS, FASCP</td>
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**Thursday Oct. 20**

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<td>3:15-3:30</td>
<td>Break</td>
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<td>3:30-4:30</td>
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<td><strong>“Pediatric Palliative Care”</strong></td>
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<td>Dianne Gray, BS</td>
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<td><strong>“APS 101”</strong></td>
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<td>Jina Vietta</td>
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<td><strong>“Moving Beyond Static—Taking Social Media to the Next Level”</strong></td>
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<td>Bill Handy</td>
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<td>**“A Retrospective Look at Death and Dying Through the AIDS Pandemic”</td>
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<td>Sharon Thoele, MHR</td>
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<td><strong>“Defendable Documentation, What Does it Take?”</strong></td>
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<td>Clayton Hickox, RN, BSN</td>
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8:00-9:00 — Registration / Breakfast

9:00-9:15 — Welcome
Conference Chair Lisa Smith

9:15-10:15 — Plenary Session
“The Time for Teamwork is Now: Overcoming the Five Dysfunctions of a Team”
Richard B. Maxwell III, MHA
Sequoia

10:15-10:45 — Break

10:45-11:45 — Concurrent Sessions
“The Role of Medical Director: Clinical, Legal and Financial Implications”
Marie Berliner, JD
Silver Oak B

“Providing End of Life Care to Pediatric Patients and Family”
Amy Kluge, MS, PCNS-BC
Tami McMichael, MS, ARNP, CPNP-AC, PC
Sycamore

“Dispelling Myths About Grief”
Kathy Brock, Grief Recovery Specialist
Birch

“Volunteering in the Pediatric Palliative Care Environment: Challenges and Opportunities”
Dianne Gray
Silver Oak A

“The Seven Disciplines of Board Responsibility”
Rich Maxwell
Redbud

11:45-Noon — Break

Noon-12:45 — Lunch
10 minutes with GenLife
Sequoia

12:45-1:45 — Luncheon Plenary
“The Legacy of Elisabeth Kübler-Ross”
Ken Ross
Sequoia

2:15-3:15 — Concurrent Sessions
“Fraud and Abuse in Marketing”
Marie Berliner, JD
Silver Oak B

“Teaching and Using Photography in End of Life Care”
Ken Ross
Silver Oak A

“Spiritual Perspectives and Practices During and After Death from Different Belief Systems”
Pratip Bandyopadhyay, PhD
Rabbi Charles Sherman
Sheril Siddiqui, RN, BSN
Thomas Yahola, BS
Benelle Reeble, PhD, CVA
Sycamore

“Understanding Alzheimer’s Disease and Communication Strategies”
Jackie Lenzy, BA, BS
Birch

“The Unbreakable Bond: Building a Loyal and Committed Staff Through Cultural Change”
Mark Lewandowski, PhD
Redbud

3:15-3:30 — Break

3:30-4:30 — Closing Session
“Near Death Experience Syndrome”
Bret A Hubbard, DO
Sequoia
Judi Lund Person has been the Vice President of Compliance and Regulatory Leadership 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. A recognized leader in the field of hospice, Lund Person works with hospice providers on regulatory and compliance issues, data collection, quality, performance measurement and strategic planning. She lends her quality and regulatory expertise as a key contact with the Centers for Medicare and Medicaid Services, the Food and Drug Administration, the Medicare Payment Advisory Commission and many other federal agencies. 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.

Richard B. Maxwell III, BA, MHA

Richard Maxwell is an executive coach and owner of Maxwell and Associates located in the Charleston, S.C. area. Prior to opening his coaching and consulting practice, he was a hospital executive for 20 years, including 10 years as CEO/Administrator. Although he does not have direct provider experience as a hospice administrator, he was served by hospice during the final weeks of his mother’s life and has been coaching hospice executives for over 12 years. Maxwell has witnessed firsthand the rapid changes occurring in the health care field, from mergers, acquisitions and sales of hospitals to the advent of managed care and the constant pressure to improve quality and contain costs.

Ken Ross

Ken Ross, son of Dr. Elisabeth Kübler-Ross, pioneering legend in hospice and bereavement education in the United States, is president of the Elisabeth Kübler-Ross Foundation and a noted professional photographer. He was the principal care provider for his mother in the last nine years of her life and the author of two books, Real Taste of Life: a Journal by Ken Ross and Elisabeth Ross and Tea with Elisabeth. His responsibilities include handling over 80 publishers of Dr. Ross’s work, public relations, archiving her video and audio recordings, as well as preserving her research papers. While growing up, he traveled with her extensively while on her numerous foreign trips witnessing her lectures and workshops. Ken has made a series of lectures on his mother for hospices around the country.
Workshop Presenters

Curtis E. Ball, DO
Dr. Curtis Ball had been an ordained minister for over 10 years before becoming a Doctor of Osteopathic Medicine at the Oklahoma State University College of Osteopathic Medicine. He is board certified in family medicine and also works in emergency medicine. When he was 17, he lost his 21-year-old brother. Three years later, at the age of 20, he lost his father. These experiences, as well as his education have provided him with invaluable insight regarding the process of grief.

Pratip Bandyopadhyay, PhD
Born in India of Hindu faith, Pratip Bandyopadhyay came to the United States for higher studies. He earned his PhD in chemical engineering and spent 35 years serving in the oil and gas industry worldwide. He is a devout devotee of Ramakrishna-Vivekananda Vedanta Movement. He is presently retired and spends most of his time in religious spiritual activities such as serving the Hindu temple, studying and researching for public forum presentations.

Myra Belgeri, PharmD, CGP, BCPS, FASCP
Myra Belgeri is a clinical pharmacist for HospiScript Services. After completing her post-doctorate pharmacy practice residency, she practiced in geriatric clinical pharmacy and academia for 10 years. In 2001, she became a Certified Geriatric Pharmacist and in 2004, a Board Certified Pharmacotherapy Specialist. Now working in the hospice field, she continues her passion to educate other healthcare professionals on safe and appropriate drug use for their patients.

Marie C. Berliner, JD
A healthcare lawyer for over 22 years in both Washington, D.C. and Texas, Berliner has been counseling healthcare providers in all aspects of Medicare law and compliance since 1988. Her practice focuses on Medicare regulatory issues as well as fraud and abuse, operations, contracting and business transactions. For the last 10 years, she has worked extensively with hospice and home health issues. She has a Bachelor’s in political science and Spanish from Tufts University and earned her Juris Doctorate at George Washington University.

Kathy Brock
Kathy Brock and her husband moved from Tulsa, Okla. to Manchester, Tenn. in 2006 after her retirement from a 30-year career in healthcare administration. After a year of playing with her grandchildren, she joined Coffee County Funeral Chapel and Manchester Funeral Home as a Licensed Insurance Agent and Pre-Need Advisor. In 2008, she received certification as a Grief Recovery Specialist and now conducts Grief Support Meetings as well as Grief Recovery Programs in Manchester and Tullahoma, Tenn.
Chris Crumpler, DPh

Chris Crumpler has been the owner and pharmacist at Green Country Drug in Gore, Okla. since 2007. He specializes in compounding, especially for hospice, pain management and wound care. Crumpler earned his Bachelor’s degree in pharmacy from Southwestern Oklahoma State University in Weatherford. He is also certified in long term care.

Scott Gaffen, BA, CVA

With a background that includes a wide variety of career choices from restaurant management to finance to acting, Scott Gaffen is uniquely prepared for his current position as House Manager and Lead Volunteer Administrator for the City of Tulsa’s Performing Arts Center. A longtime volunteer in the community of Tulsa, Gaffen is a presenter and mentor for the Oklahoma Annual Conference on Volunteerism, the Community Volunteer Council, the Excellence in Volunteer Management Training Series and the Council for Certification in Volunteer Administration.

Dianne Gray, BS

Dianne Gray is the President of Hospice and Healthcare Communications. She works extensively with hospice management executives to create a better understanding of pediatric pain management, medical ethical decision making and physician/family communications issues. She serves on several national hospice and palliative care boards including the Elisabeth Kubler-Ross Foundation, the Children’s Hospice and Palliative Care Coalition, and is a member of the American Academy of Pediatrics and the American Association on Communication in Healthcare.

Bill Handy

Bill Handy has more than 15 years of advanced technical, management and academic experience in the field of public relations, marketing, strategic communications and strategic planning. He is a lecturer and previous Visiting Professor at Oklahoma State University in the School of Media and Strategic Communications and is considered an expert in public relations, strategic communications, social media and emerging communication technology. He Co-Owns H3 Strategic Communications with his business partner and wife.

Clayton Hickox, RN, BSN

Clayton Hickox, the Managing Partner of Method Healthcare Solutions, is an expert on state and federal regulatory compliance for home health and hospice agencies and has more than 15 years of experience in the healthcare industry. Federally trained and certified by the Centers for Medicare and Medicaid Services and the state survey agency, he has eight years of experience at the Oklahoma State Department of Health—two years as a surveyor and six as the Director of Home Services. He has been a national speaker and trainer for CMS.
Bret Hubbard, DO
Dr. Bret Hubbard is a board certified family medicine physician and the medical director for Rivercross Hospice in Tulsa. He has also served as medical director for the Veterans Administration facility in Claremore, Okla. He received his Bachelor's in biology and chemistry from the University of Tulsa and his D.O. from Oklahoma State University College of Osteopathic Medicine. He has a private practice in Coweta.

Amy D. Kluge, MS, PCNS-BC
Amy Kluge is a pediatric clinical nurse specialist at The Children’s Center in Bethany, Okla. She currently provides acute and chronic care including end-of-life care to children of all ages with special medical needs. She has been a pediatric nurse for 14 years and specializes in growth and development of the infant to preschool age. She developed a Pediatric Palliative Care education program for staff nurses at the Children’s Center and is an End of Life Nursing Education Consortium-Pediatric Palliative Care Trainer.

Jackie Lenzy, BA, BS
Jackie Lenzy is Education Coordinator for the Alzheimer’s Association, Oklahoma/Arkansas Chapter. She develops and delivers educational programs to families, caregivers, volunteers, health professionals and community groups concerning Alzheimer’s disease and caregiving strategies. She is a Master Trainer of Activity Base Alzheimer Care and a Master Trainer of Foundation of Dementia Care. She received a Bachelor’s in Biology from Fisk University and a Bachelor’s in Accounting from University of Mississippi for Women.

Mark Lewandowski, PhD, CMAA
Mark Lewandowski is the Executive Vice President of Palliative Drug Care. He is a consummate entrepreneur, who has founded and sold companies in the healthcare and service sectors. He holds an MBA in Finance as well as a PhD in Management. His expertise in Idea Generation and Innovation in modern organizations has led to scholarly publications, books, and a busy public speaking schedule. In 2008 Lewandowski became a Certified Mergers and Acquisitions Advisor (CM&AA) and is active in the Alliance of Mergers and Acquisitions Advisors.

Sgt. Mark MacKenzie
Sgt. Mark MacKenzie graduated from Michigan State University with a Bachelor of Arts in criminal justice and has been employed with the Tulsa Police Department since July of 1982. He began his career in the patrol division, then was assigned to the Detective Division serving in the Burglary, Missing Persons and Robbery units until being promoted to corporal. Upon promotion to Sergeant, he served as patrol supervisor and as administrative sergeant for the detective division before moving to his current assignment as
supervisor of the Financial Crimes Unit.

**Stuart Malloy**

Stuart Malloy serves as Chaplain for Choice Home Health and Hospice and as an Adjunct Professor for Oklahoma Wesleyan University teaching religion, philosophy and introduction to college studies courses. He also serves as Executive Director of People Caring for People, a non-profit organization striving to meet a variety of needs for people whose needs seem to have fallen through the cracks. Malloy holds both a Bachelor’s and Master’s degree in religion from Southern Nazarene University.

**Tami McMichael, MS, ARNP, CPNP-AC, PC**

Tami McMichael is a pediatric nurse practitioner at The Children’s Center in Bethany, Okla. She provides acute and chronic care to children who are medically fragile, with special needs, and at the end of life. She is the rehabilitation unit nurse practitioner caring for children with acute trauma, brain injury, spinal cord injury, cancer and life limiting disabilities. She has been a pediatric nurse for 17 years and is a fellow in the American Academy of Cerebral Palsy and Developmental Medicine.

**Brenda Michael-Haggard, CFRE, CVA**

Having worked in not-for-profit resource development for 25 years, Brenda Michael-Haggard joined Volunteer Tulsa as Executive Director in January 2008. She has been in resource development in both large and small agencies, engaging volunteers in fundraising, service, public awareness and governance. She has been a member and frequent board member of the Association of Fundraising Professionals in three different states since 1988. Michael-Haggard earned a Bachelor’s degree in communications from Missouri Southern State College.

**Benelle Reeble, PhD, CVA**

Good Shepherd Hospice Volunteer Coordinator Benelle Reeble has been a student of Buddhist practices for over 30 years. A few years after completing her PhD in higher education administration, she went to the University of Hawaii-Hilo for post-graduate courses in religious studies. She has studied with a variety of teachers in Hawaii, California and India plus various monasteries. She conducts at least one meditation course a year at a meditation camp in Texas.

**Rabbi Charles Sherman**

Charles Sherman is the Senior Rabbi at Temple Israel in Tulsa. A native of Pittsburgh, Pa., he earned his Bachelor’s degree in philosophy from the University of Pittsburgh and his Bachelor’s and Master of Arts in Hebrew Letters at Hebrew Union College—Jewish Institute of Religion in Cincinatti, Ohio where he was ordained in 1969. He is an Adjunct Instructor at Phillips Theological Seminary and has taught in the Department of Religion and
Philosophy at the University of Tulsa.

**Sheril Siddiqui, RN, BSN**

Sheril Siddiqui received her BSN in Massachusetts, her birth state. She worked six years as an emergency room nurse and became one of the first Certified Emergency Nurses. She has been a leader for more than 20 years in the Tulsa Muslim community. For 15 years, she was the spokesperson and Director of Community Relations and Outreach for the Islamic Society of Tulsa. She collaborated with leaders in education, First Amendment rights, domestic violence, mental health and many other fields.

**Margie Taylor, MSW**

A five-year survivor of her own bout with cancer, Margie Taylor serves as a social worker at Cancer Treatment Centers of America. She is a trained facilitator for the CLIMB Program, designed to help children who have a loved one battling cancer. Taylor earned her Bachelor’s in sociology from St. Leo University in Norfolk, Va., in 1996 and her Master of Social Work in 2006 from the University of Oklahoma. She is passionate about helping families transition in difficult situations such as a cancer diagnosis.

**Sharon Thoele, MHR**

Sharon Thoele is a 30-year veteran in the field of death and dying from the grassroots to the board room. Currently the Executive Director of Tulsa CARES, an agency created in 1991 to provide social service to people with AIDS, Thoele was a founding director of Hospice of Green Country. In addition to her work as an agency director, she has worked as a volunteer, a volunteer coordinator, social worker and a bereavement coordinator. Her experiences give her a unique perspective from each of these viewpoints.

**Jina Vietta, BS**

Jina Vietta holds a Bachelor of Science degree in Social Work from Northwestern Oklahoma State University. Her career with the Oklahoma Department of Human Services began in 1988 with the Family Support Services Division. Twelve years ago, she moved to Adult Protective Services as a field investigator and has been assisting vulnerable adults in the state ever since. She is the proud Army Mom of two active-duty soldiers, one serving in Iraq and the other preparing to leave this winter for Afghanistan.

**Thomas Yahola, BS**

Thomas Yahola is a full-blood Muskoke Native American, who lives and practices the Muskoke way of life within an Anglo society. A graduate of Bacone College and Northeastern State University in Tahlequah, Okla., he is retired from the Tulsa District of the U.S. Army Corps of Engineers. He is the commander of the Muskoke Nation Honor Guard and is serving his ninth term on the Nation Council of the Muscogee Nation. He served three terms as its speaker.
Please be sure and visit our exhibitors (indicated by the pink line on the map) and thank them for their support of the 2011 OHPCA Conference.
Please be sure and visit our exhibitors (indicated by the pink line on the map) and thank them for their support of the 2011 OHPCA Conference.
Wednesday, October 19

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

“Hospice and Palliative Care: National Trends, Changes and Challenges”
Judi Lund Person, MPH  Sequoia
We all watched as the national debate over health care played out in Washington, and we continue to watch as the President and Congress hash out the idea of making further changes to Medicare. We know that changes already enacted, such as the face-to-face encounter, have dramatically impacted hospice care and the way we go about our daily business. But what other changes lie ahead? From a national perspective, this session will look at what hospices need to know, not only to remain in compliance, but to continue to provide the best in quality hospice care.

10:45 a.m.-11:45 a.m.  Concurrent Sessions

“Review of Common Pain Medications and Dosage Forms Used in Hospice”
Chris Crumpler, DPh  Silver Oak B
Hospice professionals rely on a certain set of fairly standard medications to relieve patients’ pain and symptoms. This session will discuss the basics of administering those medications, both in their common and alternative dosages. Explanations of the mechanism of action and the appropriateness of use will be included.

“Identity Theft/Financial Crimes”
Sgt. Mark MacKenzie  Birch
We’ve all heard the stories of scams and con men aimed at the elderly. Our patients often are a perfect target for financial abuse. This session from the Tulsa Police Department will explore financial crimes, including fraud and identity theft, and will teach us not only how to protect our patients and their families, but ourselves.

“Dealing with Grief: A Biblical Perspective”
Curtis E. Ball, DO  Redbud
At some time in our lives, grief is something we ALL will have to endure. There is nothing new under the sun and many years ago, God’s people had an interesting and insightful perspective on the process of grieving from the loss of a loved one. Incorporating the well-know five stages of grief, this presentation will also discuss the lesser known modified three stages of grief, using scriptural references where applicable.

“Outcome Measurement: More Than Just Numbers”
Scott Gaffen, CVA  Sycamore
Beyond “How many volunteers did we use and how many hours did they work?”, outcome measurement is the alpha and the omega for any organization wanting
to prove impact to stakeholders, validate community engagement and demonstrate program and resource value.

“Regulatory Changes and Quality Reporting: What Your Hospice Should Know to Plan for the Future”
Judi Lund Person
Hospices are experiencing changes due to health care 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. 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 ahead for hospice and palliative care providers.

12:45 p.m.-1:45 p.m.  OHPACA Annual Meeting
Greg McCortney, OHPACA President
OHPACA will hold its annual meeting, reviewing what has been accomplished during the last year and what goals lie ahead for 2012. In addition, awards presented will be the annual Virginia Staples Volunteer of the Year, the Home Health Aide/Nurse Assistant of the Year, the Physician of the Year, Social Worker of the Year, Nurse of the Year, Spiritual Counselor of the Year and the President’s Award.

2:15 p.m.-3:15 p.m.  Concurrent Sessions
“Managing Anticoagulation in the Hospice Patient”
Myra Belgeri, PharmD, CGP, BCPS, FASCP
Anticoagulant therapy can be a very important component in minimizing risks associated with heart disease and stroke. This presentation will provide the knowledge and skills for healthcare professionals to safely manage hospice patients that are taking anticoagulant therapy. We will discuss the available anticoagulant drugs, dosing strategies, monitoring, patient education and the risk/benefits of anticoagulation.

“Thinking Through Life to the End: Life and Death’s Important Conversations”
Rev. Stuart Malloy
No one wants to die, but the truth is, everyone’s life will someday come to an end. It’s important to think about what you want and what you want to avoid. “Thinking Through Life...to the end” is an education, planning and outreach effort designed to encourage and facilitate healthy conversations about life and death and to make a plan that would direct one’s life journey.

“Children and Grief”
Margie Taylor, MSW
As hospice professionals, we are all well-versed in the stages of grief in adults.
But how does grief manifest in children? This session will provide a brief overview of the stages of grief and tips for helping children who are grieving. In addition, the CLIMB program, designed for children ages 6-17 who have a loved one with cancer, will be introduced.

“Leadership vs. Management”
Brenda Michael-Haggard, CFRE, CVA Redbud
Inspiring volunteers is more effective than managing or even, leading them. But what are the differences among inspiring, leading and managing? In this session, you will learn how to be a dynamic leader who inspired volunteers as key members of your team while supporting and guiding them in their own personal journeys.

“ZPIC: Prevention and Defense from the Front Lines”
Clayton Hickox, RN, BSN Silver Oak A
ZPIC is here, now what? There’s an old saying in athletics…”the best defense is a good offense.” In hospice, this can be characterized as being aggressive about doing things the right way, so that you never have to worry about defending your agency in an audit. Learn what steps to take to prevent a ZPIC audit. Learn what puts an agency at risk. Learn what the process is like from start to finish. Learn how the world of hospice regulating has changed.

3:30 p.m.-4:30 p.m. Concurrent Sessions

“A Case Study on Pediatric Palliative Care: Physician/Family Communication/Medical Ethics and Opioid Use: The Fear Factor”
Dianne Gray, BS Silver Oak B
Hospice care planning takes on a whole new meaning when the patient is a child. This presentation provides intimate insight into the difficult yet rewarding journey of the pediatric hospice and palliative care family. The discussion includes information to help clinicians gain insight into pain management, medical ethical decision making and communications issues.

“APS 101”
Jina Vietta Birch
You arrive at a patient’s home, and something doesn’t seem right...The patient is soiled and doesn’t appear to have been cared for since the last time someone from hospice was there. What should you do? Learn to recognize the warning signs of abuse, neglect and exploitation of vulnerable adults. Learn who should report their suspicions to Adult Protective Services and what services APS can provide to help. Warning: May include graphic content.

“Moving Beyond Static—Taking Social Media to the Next Level”
Bill Handy Sycamore
In a world where everyone is talking, information is becoming worthless. New
websites, commercials, blogs, books, tweets, Facebook pages and more—so much data is being created, we run the risk of making all communication efforts virtually worthless, unless it is approached with a focus of creating value and not simply more data. Attendees will walk away with a better understanding of creating value, social media’s role and it’s implications for your organization and the objectives you are trying to achieve.

“A Retrospective Look at Death and Dying Through the AIDS Pandemic”
Sharon Thoele, MHR
Redbud
From the front lines of the fight against AIDS and through the eyes of someone who has fought at all levels from a volunteer to director of an agency directly involved in serving patients, this session will examine the most horrific pandemic of modern times. What successes have we had, what has been learned and what is yet to be done?

“Defendable Documentation, What Does it Take?”
Clayton Hickox, RN, BSN
Silver Oak A
MAC, RAC, ZPIC, OIG, DOJ, CMS, OSDH, with all of these separate agencies potentially examine hospice operations, the only thing an agency has to defend itself against an investigation is the documentation. The very survival of an agency depends on every note, on every patient, by every clinician, every visit. Does your documentation pass the test of defendability?
Thursday, October 20

9:15 a.m.-10:15 a.m.  
**Plenary Session**

“The Time for Teamwork is Now: Overcoming the Five Dysfunctions of a Team”

Richard B. Maxwell III, MHA  
Sequoia

The interdisciplinary nature of hospice makes good teamwork a necessity, not a bonus. But what happens when your team isn’t functioning as well as it should? This session presents not only the *Five Dysfunctions of a Team*, but also specific steps you can take to overcome them and improve teamwork in your organization.

10:45 a.m.-11:45 a.m.  
**Concurrent Sessions**

“The Role of Medical Director: Clinical, Legal and Financial Implications”

Marie Berliner, JD  
Silver Oak B

With increased scrutiny to the hospice agency as a whole, so comes increased scrutiny and responsibility for the hospice medical director. This session explores how the medical director’s leadership role may be expanded to improve clinical practices, ensure regulatory compliance (including face to face encounters) and boost long-term financial security.

“Providing End of Life Care to Pediatric Patients and Family”

Amy Kluge, MS, PCNS-BC  
Tami McMichael, MS, ARNP, CPNP-AC, PC  
Sycamore

Providing care to pediatric patients presents challenges not normally faced in dealing with adults. Back by popular demand from our spring Palliative Care Conference, this presentation focuses on the foundation of pediatric palliative care and on the side effect of chronic sorrow inherent in having a child with a serious illness. This session will teach assessment skills to identify grief and communication skills to address difficult situations.

“Dispelling Myths About Grief”

Kathy Brock, Grief Recovery Specialist  
Birch

Grief is the normal and natural reaction to significant emotional loss, yet most of the information passed on within our society about dealing with grief is not normal, natural or helpful. Learn what myths about grief abound in our culture and how you can avoid passing those myths on to the hospice families that you deal with.

“Volunteering in the Pediatric Palliative Care Environment: Challenges and Opportunities”

Dianne Gray  
Silver Oak A

Hospice is known for its holistic approach to care—we don’t just care for the...
patient, but for the entire family unit. Nowhere is this more evident than in dealing with pediatric patients. This session describes opportunities and challenges in working not just with pediatric patients but with families as well. It touches upon issues of ethics, communication snafus, and as well, the importance of quality volunteer efforts as it pertains to satisfaction measures.

“The Seven Disciplines of Board Responsibility”
Rich Maxwell
Being an effective board member is not about running the organization. You have a chief executive for that. It is about keeping your nose in the events and efforts of the organization while keeping your fingers out of its operations. It is about overseeing the organization to set direction with the best interests of the owners in mind (whether your owners are members of the community you serve or shareholders). This fast-paced session will guide you through the seven disciplines that all board members should not only aspire to, but achieve. For CEO’s who work closely with board members, this session can help frame your thinking about the entire process of working with boards.

12:45 p.m.-1:45 p.m. Luncheon Plenary
“The Legacy of Elisabeth Kübler-Ross”
Ken Ross
This intimate look at Elisabeth Kübler-Ross’s life through the eyes of her son, Ken, will examine exactly how she came to be remembered as one of the modern hospice movement’s greatest pioneers. From her early childhood, to her marriage, to medical school and her ultimate focus on end of life care, this session will delve into her guiding principles, her motivation and her ongoing impact on hospice in this country. And finally, what was it like for the ultimate researcher on death and dying to experience her own end-of-life journey? Come hear this loving portrait from the man who cared for her on that journey.

2:15 p.m.-3:15 p.m. Concurrent Sessions
“Fraud and Abuse in Marketing”
Marie Berliner, JD
We’ve all heard the stories of kickbacks to doctors and extra staff members to nursing homes that provide hospice referrals...but what other marketing tactics are out there and how legal/ethical are they? This presentation will address legal restrictions and risk areas associated with common marketing activities, including payment to referral sources and patients, and relationships with nursing facilities.

“Teaching and Using Photography in End of Life Care”
Ken Ross
This presentation looks at the life and legacy of Elisabeth Kübler-Ross through the eyes of her son, professional photographer Ken Ross. He shares with the audience her upbringing in Switzerland and her challenges as a triplet, expected to accomplish nothing more than being the office assistant of her father. He shares with participants Elisabeth’s personal journey of
discovery and suffering, adventure and success.

“Spiritual Perspectives and Practices During and After Death from Different Belief Systems”
Pratip Bandyopadhyay, PhD
Rabbi Charles Sherman
Sheril Siddiqui, RN, BSN
Thomas Yahola, BS
Benelle Reeble, PhD, CVA
Since we work with a variety of cultures and faith backgrounds at the end of life, it is useful to know the do’s and don’ts of other spiritual practices. This panel presentation will discuss end-of-life practices and customs from spiritual perspectives that are less known here in Oklahoma: Hindu, Buddhist, Jewish, Muslim and Native American. This knowledge will impact our patient care to better serve and support our patients and families through the dying process.

“Understanding Alzheimer’s Disease and Communication Strategies”
Jackie Lenzy, BA, BS
Have you ever walked into a room and forgotten why you went there? Or have you ever been trying to say something, lost your train of thought and forgot what you were talking about? Imagine this happening, not just once in a while, but all of the time. These are just two of the problems faced at the onset of Alzheimer’s Disease. This session will examine Alzheimer’s as a form of dementia and explain strategies to better communicate with patients suffering from its effects.

“The Unbreakable Bond: Building a Loyal and Committed Staff Through Cultural Change”
Mark Lewandowski, PhD
In spite of today’s economic climate, healthcare seems to be one field where there are still frequent job openings. The classifieds are full every day with jobs for nurses and home health aides, the backbone of hospice. So what can you do to keep your staff committed to your agency? This session will explore the elements of job satisfaction and explain how you can retain employees by using creativity to increase job value.

3:30 p.m.–4:30 p.m. Closing Session

“Near Death Experience Syndrome”
Bret A Hubbard, DO
Recent popular literature includes stories of near death experiences, but what do we really know about them? This session will include a current review of near death experience studies and how Near Death Experience Syndrome affects our decision making in the hospice community.
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HEALTHCAREfirst
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Calmoseptine — Bag Stuffer
The OHPCA Conference Planning Committee is looking for a few organized, enthusiastic and creative individuals to help us in planning next year’s conference. The time commitment is one two-hour meeting per month, plus individual time fulfilling subcommittee assignments. All planning committee members must be from OHPCA member agencies. If you are interested in serving, please fill out this form and leave it at the Information Desk or call the OHPCA office in the days following the conference.

Name__________________________________________________________

Hospice_______________________________________________________________________

Job title_____________________________________________________________________

Mailing address_____________________________________________________________________

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Phone________________________________________________________________________

E-mail address_________________________________________________________________
OHPCA Conferences 2012
Call for Presentations

Details
The OHPCA is seeking proposals for concurrent sessions for both its Spring Palliative Care Conference and the Fall Annual Conference. Presentations will focus on innovative approaches to hospice and palliative care. Time should be included within the presentation for questions and answers.

If your presentation is selected:
♦ You contribute to the advancement of your profession.
♦ You gain visibility and recognition as a leader.
♦ You receive complimentary 2012 Conference registration fees for the day of the presentation. (Full registration fees apply for the additional day of attendance if presenting at the fall conference.)

Evaluation
All proposals will be reviewed by the conference committee and evaluated based on the following guidelines:
♦ Practical application of material.
♦ Relevance to hospice/palliative care.
♦ Timely or innovative topic.
♦ Clearly identified objectives.
♦ Overall quality and well-defined focus.
♦ Teaching/speaking experience of presenter.
♦ Presentation level.
♦ Freedom from commercial bias.

Interested?
If you are interested in presenting at either Conference 2012, you can find the complete call for presentations on the OHPCA website at www.okhospice.org, or you can call OHPCA at (405) 513-8602 for more information.
2011 Board of Directors

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Vickie Stepp, Chisolm Trail Hospice, Duncan
Kevin Turner, Rivercross Hospice, Tulsa
Randy Wheeler, Crossroads Hospice, Oklahoma City

Executive Director: Lavane Vowell

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).
## OHPCA 2011 Annual Conference

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<td>Wednesday, Oct. 19</td>
<td><strong>“Hospice and Palliative care: National Trends, Changes and Challenges”</strong></td>
<td>Judi Lund Person</td>
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<tr>
<td>10:45-11:45</td>
<td>SILVER OAK B</td>
<td><strong>“Review of Common Pain Medications and Dosage Forms Used in Hospice”</strong></td>
<td>Chris Cramer, DPh</td>
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<td>10:45-11:45</td>
<td>BIRCH</td>
<td><strong>“Identity Theft / Financial Crimes”</strong></td>
<td>Mark Mackenzie, Tulsa Police Department</td>
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<td>10:45-11:45</td>
<td>REDBUD</td>
<td><strong>“Dealing with Grief: A Biblical Perspective”</strong></td>
<td>Dr. Curtis E. Bail, D.O.</td>
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<td>10:45-11:45</td>
<td>SYCAMORE</td>
<td><strong>“Outcome Measurement: More Than Just Numbers”</strong></td>
<td>Scott Gaffen, CVA</td>
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<td>10:45-11:45</td>
<td>SILVER OAK A</td>
<td><strong>“Regulatory Changes and Quality Reporting: What Your Hospice Should Know to Plan for the Future”</strong></td>
<td>Judi Lund Person</td>
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<td><strong>Annual Meeting and Awards</strong></td>
<td><strong>Wednesday, Oct. 19, 12:45-1:45</strong></td>
<td>Greg McCourtney, OHPCA President</td>
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<td>Dianne Gray, BS</td>
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<td>3:30-4:30</td>
<td>SILVER OAK B</td>
<td><strong>“Pediatric Palliative Care”</strong></td>
<td>Jina Vietta</td>
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