

A Heart for Hospice



A Heart for Hospice HOSPICE CONFERENCE TRAINING AGENDA Day One

- 8:00 AM to 8:30 AM** Registration with 21st Century Team
- 8:30 AM to 10:00 AM** Introduction of the 21st Century Team
Introduction to Provided Materials
Licensing Department Time Lines
Conference Rules
Opening Remarks by John Dapello, Owner of 21st
Century Health Care Consultants
Licensing Introduction: Kalli Seger
- 10:00 AM to 10:10 AM** BREAK
- 10:10 AM to 12:30 PM** Welcome to Hospice and the Unique and Precious
Honor of sharing the Last Days of our clients Journey
and assisting them to finish well.
- 10:20-11:30 AM** Guest Speaker, Tom Byrne, Business Mentor to 21st
Century Health Care Consultants
- ❖ Taking Ownership
 - ❖ Business Beginnings
 - ❖ Being the Boss
 - ❖ Functions of Management
 - ❖ Leadership
- 11:30-12:30** Section 1
Hospice 101 By: Melanie Ballinger, RN
Hospice Philosophy, Goals and Services
- ❖ Defining Hospice
 - ❖ History of Hospice
 - ❖ Hospice Philosophy
 - ❖ Palliative Care
 - ❖ Concepts of Care

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- ❖ Goals of Hospice
- ❖ Services
- ❖ The Interdisciplinary Group (IDG)
- ❖ The Hospice Team including Core Members
- ❖ Hospice Physician Responsibilities
- ❖ Attending Physician Responsibilities
- ❖ Registered Nurse/Case Manager

Lunch 12:30 -1:00PM
1:00PM

Continue Hospice 101

- ❖ Hospice Aide
- ❖ Homemaker Services
- ❖ Medical Social Worker
- ❖ Spiritual Counseling
- ❖ Volunteer Services
- ❖ Bereavement Services
- ❖ Other Services
- ❖ Levels of Care
- ❖ Routine Home Care (RHC)
- ❖ Continuous Care (CC)
- ❖ Respite Care
- ❖ General Inpatient Care
- ❖ Questions and Answer

Physiological, Psychosocial and Spiritual Aspects of Care

- ❖ Holistic Approach
- ❖ Physical Effects
- ❖ Definition, Types and Assessing Pain
- ❖ Pain and Symptom Management
- ❖ Addiction
- ❖ Symptom Management
- ❖ Questions and Answers

1:00PM to 3:00PM

Continuation of Hospice 101 By: Melanie and Karen

- ❖ Death and Dying
- ❖ Psychosocial Needs
- ❖ Spiritual Aspects
- ❖ Family Dynamics
- ❖ Family Adaptation

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- ❖ Hospice and the Family
- ❖ Crisis Management
- ❖ Medical Emergencies
- ❖ Fears of Dying
- ❖ The Dying Patient's Bill of Rights
- ❖ Signs and Symptoms of Approaching Death
- ❖ Signs of Death
- ❖ Question

3:00-3:15PM

BREAK

- ❖ **Hospice 101**

3:15-5:00

Karen Bailey

- ❖ Medicare Hospice Benefit
- ❖ Benefit Periods
- ❖ Physician Certification
- ❖ No Attending Physician?
- ❖ Gate Keepers of Hospice
- ❖ Federal Guideline **CONDITIONS OF PARTICIPATION (COP)**
 - 418.100 Organization and Administration of services
 - 418.112 Hospice Care in a SNF/NF or ICF/IID
 - Contracts
- ❖ Quality Assessment and Performance Improvement (QAPI)
- ❖ Regulations and Policies and Procedures
- ❖ Reimbursement
- ❖ Questions and Answers

By Melanie and Karen

Hospice101

Admission Process

- ❖ Admission Criteria
- ❖ Admission Process
- ❖ The Informed Consent
- ❖ Time
- ❖ Funding
- ❖ Patient/family Meeting
- ❖ Overcoming Objections

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- ❖ Questions to Ask
- ❖ Admission Paperwork
- ❖ Data Collection
- ❖ Physician Certification
- ❖ Questions and Answers

- ❖ Day 2 Hospice Conference



8:30-9:45

TEAM BUILDING EVENT

9:45-10:00

BREAK

10:00-11:30

Melanie and Karen

Hospice 101

Determining Appropriateness

- ❖ Determining Appropriateness for Hospice
- ❖ Chronic vs Terminal
- ❖ End Stage Diseases/Cancer
- ❖ Important Diagnosis Information
- ❖ Criteria to Support End State Neurological
- ❖ End Stage Dementia/Alzheimer's Criteria
- ❖ Documentation to Support End Stage Dementia
- ❖ End Stage Pulmonary Disease Criteria
- ❖ Documentation to Support End Stage Pulmonary
- ❖ End Stage Cardiac Criteria
- ❖ Documentation to Support End Stage Heart Disease
- ❖ End Stage CVA Criteria
- ❖ End Stage Liver Disease Criteria
- ❖ End Stage ALS Criteria
- ❖ End stage Renal Disease Criteria
- ❖ End Stage HIV Criteria
- ❖ Questions

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Hospice 101 Communication, Documentation and the Plan of Care

- ❖ Initial Patient/family Meeting
- ❖ Communication with Patients/Families
- ❖ Communication with the Team
- ❖ Communication of the Dying
- ❖ Confidentiality
- ❖ Documentation
- ❖ Documentation Tips
- ❖ Plan of Care (POC)
- ❖ Initial Plan of Care (IPOC)
- ❖ Comprehensive Plan of Care (CPOC)
- ❖ Interdisciplinary Group Meeting
- ❖ Coordination of Care

11:30 AM to 12:30PM **Patrick / Loretta – (NEMT) Non- Emergency Medical Transportation**

12:30PM to 1:00PM **LUNCH**

1:00 PM to 2:00 PM **By Melanie Ballinger, RN**

Hospice 101 **Bereavement Program**

- ❖ What is Bereavement Counseling
- ❖ Bereavement Coordinator
- ❖ Bereavement Services
- ❖ Bereavement Risk Assessment
- ❖ Levels of Bereavement Programs
 - Low risk
 - Moderate Risk
 - High Risk
- ❖ Bereavement Files
- ❖ Bereavement Services
- ❖ Bereavement Tracking Tools
- ❖ Bereavement Mailing Resources

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2:00 PM TO 2:10 PM

BREAK

2:10 PM to 3:30PM

**Hospice 101
Volunteer Program by Karen Bailey, RN**

- ❖ **Volunteers are Vital**
- ❖ **What do Hospice Volunteers Do?**
- ❖ **Benefits of being a Volunteer**
- ❖ **Medicare Regulations Regarding Volunteers**
- ❖ **Questions????**
- ❖ **Documentation must include...**
- ❖ **Sample Volunteer Report**
- ❖ **Screening Potential Volunteers**
- ❖ **On line Resources**
- ❖ **Sample Volunteer Application**
- ❖ **Volunteer Orientation and Training**
- ❖ **Training Topics**
- ❖ **Volunteer Retention**
- ❖ **Volunteer Personnel File**
- ❖ **Volunteer Coordinator**
- ❖ **Volunteer Manager Tasks**
- ❖ **Where to Recruit Volunteers**
- ❖ **IDG and the Volunteer**
- ❖ **Challenges in Managing Volunteer**
- ❖ **Recognition of Hospice Volunteers**
- ❖ **A successful Hospice Volunteer Program**
- ❖ **Questions**

10 Minute Break

3:30 PM TO 5:00 PM

**Hospice 101
QAPI/PIP/HIS Quality Reporting
KAREN BAILEY, RN,**

- ❖ **Conditions of Participation**
- ❖ **ACHC**
- ❖ **CHAP**
- ❖ **Essential Components**
- ❖ **QAPI Program Requirements**
- ❖ **QAPI Program Elements**
- ❖ **QAPI Team**

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- ❖ The Process simple explanation
- ❖ The Process analyzing
- ❖ The Process Quality Indicators and Trends
- ❖ QAPI Steps, Plan and Logs
- ❖ Performance Improvement Project
 - Elements of PIP, PIP Follow up
 - Documenting Results. Discontinue, Add Quality Indicators
- ❖ Annual Evaluation
- ❖ HIS reporting
- ❖ Questions and Answers



Day 3 Hospice Conference

- | | |
|----------------------------|--|
| 8:30 AM to 10:10 am | Finish Hospice 101
Advance Directives |
| 10:10 AM-10:30 | BREAK |
| 10:30 AM- 12:15pm | ACHC

Presentation from ACHC
BARB PROVINI, RN, ACHC |
| 12:15PM to 1:00PM | LUNCH |
| 1:00 PM to 2:15 PM | Billing: Lynn Labarta, IMARK <ul style="list-style-type: none">❖ Eligibility❖ Benefit Periods❖ Revocation of Hospice❖ Change of Hospice❖ Hospital Discharge❖ Billing Process – Notice and Claims<ul style="list-style-type: none">○ NOE❖ Levels of Care❖ 2015 National Hospice Payment rate<ul style="list-style-type: none">❖ Routine home care (RHC)❖ Continuous Home Care (CHC)❖ In Patient Respite Care❖ General Inpatient Care (GIP)❖ Payment in addition to the Daily Hospice Rate |

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- ❖ Pre-Election evaluation and Counseling Services
- ❖ Physician/Nurse Practitioner Services
- ❖ Questions and Answers

2:15-3:45pm

ALORA

3:45-4:00 PM

BREAK

4:00-5:30 PM

Karen Bailey
Hospice Emergency Disaster Plans
Hospice 101 Melanie & Karen
Advance Directives

- ❖ Legal Concerns
- ❖ Advance Directives
- ❖ Durable Power of Attorney
- ❖ Health Care Directives
- ❖ State Specific Advance Directives
- ❖ Questions and Answers

Hospice 101 : IDG Melanie and Karen

- ❖ IDG Team Members
- ❖ Role of the IDG
- ❖ IDG Responsibilities
- ❖ IDG Agenda
- ❖ IDG Sample Agenda
- ❖ Questions and Answers

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Day 4 Hospice Conference



8:30 – 9:30 AM

**Guest Speaker, Doug Walters,
Walters CPA**

9:30-9:45AM

BREAK

9:45-12:00

**Hospice 101
Setting Up Your Office—Karen and Melanie**

- ❖ **Office Requirements**
- ❖ **Office Postings**
- ❖ **Insurance**
 - **Professional Liability**
 - **Surety Bond**
 - **Worker's Compensation**
- ❖ **Fire Extinguisher**
- ❖ **Biohazardous Wastes**
- ❖ **Supplies**
- ❖ **Personnel files**

Personnel Files

- ❖ **Section 1**
- ❖ **Section 2**
- ❖ **Section 3**
- ❖ **Section 4**
- ❖ **Section 5**
- ❖ **Section 6**
- ❖ **Section 7**
- ❖ **I-9**
- ❖ **Other Personnel Specifics**
- ❖ **Common Personnel Survey Deficiencies**
- ❖ **Questions**

12:00 PM to 12:30 PM

**General and Liability Insurance for Hospice
Guest Presenter, Kevin Byrne, Providers Insurance Inc.**

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12:30 PM to 1:00 PM

LUNCH

1:00 PM-2:00 PM

UJAT - Michael- Online Marketing and Persona

2:00 PM to 2:30 PM

Hospice Business Questions and Answers!

So Long, Farewell, Good Bye Y'all!!