

# Hospice and Palliative Care Association of Iowa Fall Conference

Thursday, Nov. 2



Hospice & Palliative Care  
ASSOCIATION OF IOWA

## PROGRAM OVERVIEW

The Hospice and Palliative Care Association of Iowa Fall Conference provides education for hospice and palliative care professionals. This conference features a variety of clinical, regulatory and leadership topics presented by national consultants and industry authorities.

## LEARNING OBJECTIVES

This conference is for professionals who work in hospice and palliative care settings, including:

- Administrators.
- Bereavement coordinators.
- Chaplains.
- Clinicians.
- Executive directors.
- Interdisciplinary teams.
- Nurses.
- Physician program directors.
- Social workers.
- Volunteers.

## CONFERENCE AGENDA

**7:30 a.m.**      **Registration and Breakfast**

**8 a.m.**          **Welcome**

*Katie Ries, HPCA Board President, Social Work Specialist, University of Iowa Hospitals and Clinics, Iowa City*

**8:05 a.m.**      **We Honor Veterans Partnership**

*Angie Meyer, M.S.N., RN, CHPN, Home Health and Hospice Manager, Gundersen Palmer Hospital and Clinics, West Union*

**8:15 a.m.**      **Achieving Excellence to Advance Your Mission and Business Objectives**

*Kurt Kazanowski, M.S., RN, CHE, Creator, Seven Pillars of Growth for Hospice and Home Care, Plymouth, Michigan*

Home Care, Hospice and Health Care Organizations in general are being challenged more than ever as staffing shortages continue, competition intensifies, and reimbursement models evolve. Those organizations that focus on improving exceptional service and striving for excellence are successful in advancing their mission and business objectives. Those successful organizations are wildly effective in creating a culture of excellence and growth. Drawing upon profound knowledge from outside healthcare, this presentation provides an inspirational and practical approach to providing exceptional care, service and exceeding customer and consumers expectations.

Learning objectives:

- Building a superior referral inquiry to start the care/service process.
- Employee engagement and the power of dialogue.
- The initial consumer and customer interaction.
- The power of differentiation. Delivering value to referral sources.

**9:15 a.m. Volunteer Recognition Ceremony**

**REGULATORY**

**9:45 a.m. 2023 Hospice Updates – Most Frequently Cited Iowa Hospice Deficiencies and Top Denials**  
*Nancy Ruzicka, R.Ph., MBA, MJ, CHC, Consultant, Ruzicka Healthcare Consulting, Altoona*

Over 10% of Iowa hospices were cited for substantial deficiencies during complaint investigations during the last three years. This update will describe frequently cited deficiencies in Iowa hospices based on routine surveys and complaint investigations. Top reasons for hospice medical review denials from CGS for Iowa hospices also will be discussed.

Learning objectives:

- Describe the top clinical reasons for claims denial.
- Describe the top deficiencies cited in Iowa hospices.
- Explain the top nonclinical reasons claims are rejected.

**SOCIAL WORK PEER GROUP**

**9:45 a.m. Care Planning Toward Teamwork**  
*Trisha Easton, LISW, Hospice Social Worker, Care Initiatives Hospice, West Des Moines*

This session looks to recognize the link between care planning and good care.

Learning objectives:

- Develop tools to create care plans for the people you serve in hospice and long-term care.
- Explore the IDT and family systems portion of care plans.
- Understand the link between care planning and social work ethics.

**10:45 a.m. Break**

**REGULATORY**

**11 a.m. Survey Readiness**  
*Nancy Ruzicka, R.Ph., MBA, MJ, CHC, Consultant, Ruzicka Healthcare Consulting, Altoona*

Hospices must be prepared top to bottom for a survey from Centers for Medicare & Medicaid Services (CMS), the state survey agency or even various accrediting organizations at any day or time. These surveys can occur for a variety of reasons including recertification surveys of hospices, follow-up surveys, complaint investigations, or even abuse investigations. Proper preparation can help hospices of all sizes avoid and minimize adverse findings discovered during a governmental or accrediting organization survey. This webinar will assist hospices to best prepare and manage these unannounced surveys.

Learning objectives:

- Describe what the hospice should do upon notification of surveyor at the door.
- Discuss how to prepare frontline staff for surveyor questions and observations.
- Discuss methods of how to be your own watchdog.
- Review examples of how the hospice can keep current on changes in regulations.

**SOCIAL WORK PEER GROUP**

**11 a.m. Permission to Grieve: How Hospice Workers Can Support Those Who Are Grieving**  
*Chris Klug, M.A., CT, Grief Counselor, Educator and Consultant, Mindfulness Instructor, Chris Klug Grief Counseling, Iowa City*

This presentation will explore the connections between hospice workers' experience of grieving their own losses and their ability to support others who are grieving. The basic dynamics of the grieving process; the mental, emotional, physical, and spiritual characteristics of grieving; what it means to normalize and validate one's own experiences and the experience of others; and the central role of attitude and intention will be examined in detail. There will be time for questions and discussion.

Learning objectives:

- Understanding the connections between the ability to mark and grieve your own losses, and the ability to support others who are grieving.
- Accepting that grieving is the normal, healthy response to the experience of loss.
- Understanding the basic dynamics of the grieving process.
- Recognizing, validating and normalizing the experience of grieving.

**Noon HPCAI Business Meeting and Lunch**

## CLINICAL

1 p.m.

### Understanding and Managing Terminal Restlessness and Agitation

*Caren McHenry Martin, Pharm.D., BCGP, Senior Clinical Manager, Enclara Pharmacia, Philadelphia*

Delirium at the end of life is often a cause of terminal restlessness and agitation. This session will review the types and causes of delirium, screening and assessment tools, and will discuss both pharmacological and non-pharmacological interventions for managing delirium and the associated terminal restlessness and agitation.

Learning objectives:

- Define delirium and its subtypes.
- Identify the etiology of delirium.
- Review assessment and screening tools for delirium.
- Discuss the pharmacological and non-pharmacological interventions for delirium.

## LEADERSHIP

1 p.m.

### Dealing With the Tsunami of Aging: The Challenges of Being a Caregiver

*Kurt Kazanowski, M.S., RN, CHE, Creator, Seven Pillars of Growth for Hospice and Home Care, Plymouth, Michigan*

The Tsunami of Aging sweeping across our country is creating horrific challenges for adult caregivers as they do a balancing act to provide for their families, sustain jobs and care for aging loved ones. This creates periods of stress, hopelessness and burnout, all affecting our society, organizations and employees. Kurt Kazanowski used lessons learned as an adult caregiver to write “A Son’s Journey: Taking Care of Mom and Dad.” His presentation provides self-care tools, resources and helpful hints to help caregivers successfully manage their lives. Caregiver burnout is an epidemic as the aging of America marches forward. Understanding the challenges and solutions in dealing with this will help organizations and their employees thrive while better caring for a vulnerable population in need of support.

Learning objectives:

- Acquire the knowledge to develop a sense of self-determination, confidence and control to achieve a state of wellness and balance in a demanding world.
- Describe what impact aging is having on our society, companies and their employees.
- Explain self-care techniques, approaches and resources that can be used to stay physically, mentally and socially healthy.

2 p.m.

## Break

## CLINICAL

2:15 p.m.

### The Tough Diagnoses: Managing ALS and Parkinson’s Disease at End of Life

*Caren McHenry Martin, Pharm.D., BCGP, Senior Clinical Manager, Enclara Pharmacia, Philadelphia*

Terminal diagnoses of amyotrophic lateral sclerosis and Parkinson’s disease can pose unique symptom-management challenges in hospice. This session will review the numerous symptoms and comorbid conditions associated with these diseases, discuss when and if medicines should be de-prescribed, and provide management strategies for quality end-of-life care and symptom management.

Learning objectives:

- Discuss the numerous symptoms and comorbidities associated with ALS and Parkinson’s disease.
- Review medicine treatment options and non-pharmacologic treatments for the symptoms and comorbidities associated with ALS and Parkinson’s disease.
- Review medicines used for managing symptom progression of ALS and Parkinson’s disease and when/if they should be de-prescribed.

## LEADERSHIP

2:15 p.m.

### Bring Back Belonging

*Molly Mackey, MBA, CPTD, LEAdeRNship Institute, Jesup*

A 2019 study by the Harvard Business Review found that 40% of employees felt they didn’t belong. That was before the isolation of the pandemic! As humans, we’re wired to belong. Leaders who create an environment that fosters belonging decrease turnover and increase productivity and work satisfaction.

Learning objectives:

- Identify the impact of a belonging culture.

- Plan practical steps to create belonging in an organization.
- Understand the importance of belonging at work.

3:15 p.m.

### **Becoming a Person of Influence**

*Yanick Hicks, Pharm.D., Keynote Speaker, Maxwell Leadership, Goodyear, Arizona*

This presentation is packed full of information and interaction with the intent to create a fun learning environment for building leadership awareness. Each participant will walk away with at least one mind-changing idea that will create a desire for motivation and self-improvement to increase productivity and results in your organization.

Learning objectives:

- Different ways to lead
- Explain the 5 levels of leadership.
- Increase your level of Influence and impact on others.

4:15 p.m.

### **Adjourn**

## **SPEAKERS**

**Trisha Easton, LISW**, is a hospice social worker with Care Initiatives Hospice, providing supervision to five social workers besides her service to patients and families. Her career encompasses a range of social work experiences, serving populations including the homeless, domestic violence victims, patients needing and receiving kidney transplants, marital therapy couples and families seeking reconciliation. Easton is a student of Bowen Family Systems Theory and has studied at The Bowen Center for the Study of the Family/Georgetown Family Center in Washington, D.C., and the KC Center for Family Systems in Kansas City, Missouri.

**Yanick Hicks, Pharm.D.**, is a President Advisory Council member of the Maxwell leadership team. Dr. Hicks is certified to speak, coach and train individuals and groups in leadership development, professional skills and personal growth. He teaches from his professional life, sharing stories about his time spent as a health care practitioner with Walgreens. Dr. Hicks received his doctorate in pharmacy from Marshall University and was a licensed pharmacist in the state of Arizona. As a pharmacist, he led, inspired and engaged his team and patients to improve their health outcomes.

**Kurt Kazanowski** is an accomplished health care executive in hospice, home care and post-acute care services. He has held executive roles for Hospice of Michigan, Seasons Hospice, VITAS and Trinity Health Services. He is a managing partner for Hospice Advisors, a boutique hospice and home care consulting, training and education firm that helps organizations serve more people and give the gift of hospice and home care. Kazanowski is also an author, speaker and health care entrepreneur who owns a personal care home health company called Caregiving Experts. His recent books, "A Son's Journey: Taking Care of Mom and Dad" and "The Seven Pillars of Growth," provide a platform for his professional speaking. He holds a bachelor's degree in nursing from Mercy College, a master's in health service administration from Wayne State University and is a member of the National Speakers Association.

**Chris Klug** is a grief counselor, educator, and consultant in private practice in Iowa City. He has 26 years of experience working with individuals, couples and families who are grieving the death of a family member or friend, or some other significant loss. In 2003, he was certified in thanatology by the Association for Death Education and Counseling. He was a grief counselor at Iowa City Hospice from 1997 through 2008 and is a consultant to the palliative care staff at the University of Iowa Hospitals and Clinics. Klug is also a mindfulness meditation instructor offering classes through Prairiewoods Franciscan Spirituality Center in Hiawatha.

**Molly Mackey** is an author, speaker and leadership trainer. She believes that by intersecting the journeys of leadership and learning, we can create better leaders and better lives. Mackey is the founder and chief learning officer of the LEAdERnship Institute. She is also the director of knowledge acquisition and transfer at Optimae LifeServices. Mackey has over 17 years of business and speaking experience. She has a passion for business, strategy, leadership and learning. She has taught business classes at a collegiate level since 2009 and partners with community colleges offering continuing education to businesses.

**Caren McHenry Martin** earned her Doctor of Pharmacy degree from the University of Nebraska and completed an executive residency with the American Society of Consultant Pharmacists. She has enjoyed working in a wide range of nonconventional clinical roles including pharmacy association management, senior care, pharmacy benefits management, ambulatory care, value-based care and hospice. She is a board-certified geriatric pharmacist and worked as a North Carolina clinical pharmacist practitioner. Dr. Martin has written over 100 articles for national pharmacy publications. She also is a pharmacist mentor for several schools of pharmacy. Dr. Martin joined Enclara Pharmacia in June 2020 and is the clinical manager.

**Nancy Ruzicka** is a recognized expert on state and federal rules, regulations and interpretative guidelines. Ruzicka has worked as director of integrity and compliance and as a privacy official at Mercy Medical Center Des Moines and director of

regulatory compliance at UnityPoint Health-Des Moines. She also has over 20 years of experience with the Iowa Department of Inspections and Appeals. Ruzicka holds master's degrees in health law and business administration and a bachelor's degree in pharmacy, all from Drake University. She is certified in health care compliance and maintains her Iowa pharmacy license.

## REGISTRATION

Register online at [www.hpcai.org](http://www.hpcai.org).

## REGISTRATION FEES PER PERSON

- HPCAI Member – \$175
- Nonmember – \$225
- Volunteer - \$79 (email [mcgilla@ihaonline.org](mailto:mcgilla@ihaonline.org) for discount code)
- Student - \$79

## CONTINUING EDUCATION

IHA (Iowa Board of Nursing provider No. 4) will award 6.0 nursing contact hours. Contact hours will not be issued unless your Iowa license number is provided on the certificate completed the day of the conference. To receive contact hours or a certificate of attendance, you must attend the entire conference. No partial credit will be granted. For Iowa-licensed social workers, therapists and other health care professionals, it is up to the discretion of the licensee to choose relevant sessions and self-report. Generic certificates of attendance will be provided.

## PROGRAM LOCATION

Sheraton West Des Moines Hotel, 1800 50th St., West Des Moines.

- If you have dietary restrictions or allergies, email [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org).
- Dress for the conference is business casual. Layered clothing is recommended for your comfort.

## LODGING

HPCAI has a discounted corporate rate attendees can use for overnight accommodations at the Sheraton West Des Moines Hotel. The discounted rate is offered to HPCAI event attendees on “non-last room” availability, meaning there are times when this rate will not be available because of high demand. Book early if you think you may need arrangements. When calling, please reference the 2023 HPCAI Conference. Book [here](#).

The rate is \$129 per night plus taxes. Rooms are available Tuesday, Nov. 1, to Thursday, Nov. 3. **The last day to book is Wednesday, Oct. 19.** Call 888-627-8043 to make reservations.

## REGISTRATION/CANCELLATION/REFUND POLICY

- Cancellations and substitutions are welcome anytime. Email cancellations and substitution requests to [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org).
- HPCAI will refund cancellations received 10 or more business days before the conference.
- HPCAI will charge a \$50 administrative fee to cancellations received six to nine business days before the conference.
- HPCAI will not refund cancellations received five or fewer business days before the conference.
- HPCAI will calculate refunds by the date received and the HPCAI business days remaining before the conference.
- HPCAI may cancel the conference because of low enrollment. If so, HPCAI will notify preregistered participants and provide full refunds.

## ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or treated differently than others because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, call IHA at 515-288-1955, or write to the IHA Education Department.