



VIRGINIA ASSOCIATION FOR HOME CARE AND HOSPICE

Advocacy. Education. Guidance.

Hospice Conference- The Shape of the Visit

September 26, 2017 9:00am - 4:30pm

VAHC Office

3761 Westerre Parkway, Suite B, Henrico, VA 23233

(Small group setting to allow for individualized attention- Limited seating available)

Why is the visit important? The visit is the face-to-face encounter between patient/family member and a hospice interdisciplinary member and is the basic unit of delivery in hospice care. At its most elemental level, the visit is the patient's experience and the family's memory. It is our job to make certain it is a positive one. With the Hospice Compare site being released in 2017 and the Hospice CAHPS results expected to be included with one of the quarterly data updates released in the winter of 2018, the positive experience will be even more important to Hospice agencies.

Characteristics of an effective visit: A common core of skills include managing patient/family needs, thorough and timely teaching, skilled at involving other disciplines in care and consistent in demonstrating excellent time management skills. All must be present!!!

How do you prepare for a visit: Four themes are clear – Focus and Intention, Respect and Boundaries, Ability to involve other team members and Basic organizational skills. There is an undeniable need for each hospice team member to be aware of their behavior during each and every visit to insure a positive experience.

This conference will be an in depth presentation about visits! We will explore a framework based on best practices of skilled hospice team members of all disciplines that can simultaneously improve the experience of the patient and family and provide an effective tool to manage busy and often unpredictable days.

Objectives:

- The four hallmarks of effective visits
- Teaching the skill
- Building trust with patients and families
- Documentation as part of the visit
- When things are not working

Target Audience: This is one of the few topics that is of interest to all staff; CEO's, Clinical Managers, Education Supervisors, QAPI, and IDG members.



Presenters: Susan Balfour and Cathy Almon

Susan's 25+ year hospice career has involved tenure as executive director of a free-standing community based hospice and director of clinical and regulatory affairs for a two-state hospice association. In 2009 she and two partners formed Hospice Fundamentals, a company providing regulatory monitoring, analysis and education and dedicated to helping hospices build deep internal regulatory competence via The Path of the Prudent Hospice.™

Cathy Almon, BSN, RN brings deep expertise in quality and regulatory compliance to this offering. With experience in implementing Core Measures and readying for public reporting in the hospital setting followed by over a decade as Senior Director for Quality & Compliance for a large multisite hospice, Cathy is uniquely prepared to provide guidance as the HIS measures, CAHPS and Hospice Compare become reality. Cathy's work is strongly guided by her belief that quality and timely documentation serves an essential role for patients, especially the most vulnerable patient population served by hospices.





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|-----------------------------|----------------------|-------|-----------------------------|
| <u>Registration:</u> | VAHC Members: | \$229 | (\$252.00 after 9/18/2017) |
| | Non-members: | \$349 | (\$384.00 after 9/18//2017) |

Cancellation Policy: There are **no refunds, however, substitutions are permitted and encouraged**

Agency Name: _____

Agency Address: _____

City, State, Zip: _____

Attendee Name: _____

E-mail Address: _____ alt. Email _____

Phone (): _____ Fax (): _____

Payment Information:

Enclosed is my check in the amount of _____ (payable to VAHC)

Visa MasterCard

Credit Card Number: _____ Exp. Date: _____ Security Code _____

Name (as it appears on card): _____

Address of cardholder: _____

Email Address of cardholder (for credit card receipt): _____

Signature (required): _____

A room block has been arranged for at the nearby Springhill Suites by Marriot, \$91.00/night
9960 Independence Park Drive, Henrico, VA 23233

Call 804-217-7075 for reservations. Mention you are with the VAHC group. Or use VAHC link below.

<http://ewp.marriott.com/ricnt/vahc>

To Register:

- Fax completed registrations to (804)288-3303
- Scan and email: dblom@vahc.org
- or mail with payment to VAHC, 3761 Westerre Pkwy, Suite B, Henrico, VA 23233

Please contact the VAHC office at 804-285-8636 with any questions.