

# MICHIGAN HOSPICE & PALLIATIVE CARE ORGANIZATION

## EXCERPTS FROM OUR PRESENTERS

### **James Boal MD**

Angela Hospice/Livonia

Presentation Title: NSAIDS the other pain medication

Target Audience: **Clinical**

Presentation Description:

Hospice and Palliative Care clinicians are known as experts in the use of opiate medications. However, being skilled in all methods of pain management is essential for optimal patient care. This presentation will cover the benefits and risks of using NSAIDS for pain and symptom management, as well as other uses for these drugs.

### **Karen Ketola, BA**

Volunteer Coordinator, Sparrow Hospice and Palliative Care Services

### **Karen Hiner, LPN**

Intake Coordinator, Sparrow Hospice and Palliative Care Services

Target Audience: **Medical & Volunteer Coordinators**

Presentation Title: Creative Staffing: Effectively Using Volunteers in a Hospice Intake Office

Presentation Description:

This session will describe an innovative approach partnering with specially trained volunteers to enhance services and staffing in a hospice intake office. In response to an increased volume of inquiries and referrals, and the time-consuming steps involved in patient/family informed decision-making, the program was developed to assist the Intake Coordinator with timely responses, documentation, tracking, follow-up, data entry, and communication with physicians. The session will discuss program development including volunteer recruitment and training, and describe the impact of this model on patient/family care, the referral process, and cost savings.

**Jacqueline Nelson, RN, BSN, MPH**

Director of Organizational Quality/Compliance

Target Audience: Nurses, SW, Spiritual Care, Clinical Managers, Education, Hospice Aides. All members of the IDT. **All Hospice Related Professions**

Presentation Title:

'Implementing Quality Measures in Preparation for Hospice Quality Reporting'

Presentation Description

This session will provide you and your agency with the basic understanding, tools and how to prepare for the legislation on mandatory hospice reporting. Learn how this organization used the QAPI program to implement and track our quality measures

**Michelle McTaggart, BA Sociology/Gerontology**

Heartland Hospice/West Branch, MI

Manager of Business Development/Bachelor of Arts and Behavioral Sciences

**Julie Csongradi, RN BSN**

Palliative Care Coordinator/Aleda E. Lutz VAMC

Target Audience: **RN, Spiritual Care, SW, Volunteer Coordinators**

Presentation Title:

VA 101: Navigating the VA System/Creating a Successful Veteran Volunteer Program

Presentation Description: This session will cover basic information regarding VA benefits available and issues Veterans may face near end of life. This presentation will also provide information on how a hospice agency might create a successful Veteran to Veteran volunteer program. Attendees will be encouraged to implement the We Honor Veterans Initiative at their local facility and utilize this presentation at their individual agencies for training purposes. Recommended audience: Administrators, RN Case Managers, Social Workers, Volunteer Coordinators