



IHO Update

Bi-weekly News for Hospice Professionals in Iowa

January 6, 2007

1. From the President...
2. Register Now for IHO Legislative Day 2007
3. Join the IHO/OCS Quarterly and Annual Benchmarking Effort Today
4. DRA Establishes New Requirements for Providers
5. VA and Advance Directives Slides Available to Public
6. Medical Directors Conference Set for April 27
7. IHO Introduces Affinity Program with HCN
8. 2007 National Hospice Educational Events
9. Initiative for Pediatric Palliative Care Showcases Curriculum
10. HNN News
11. Member-Abilia
12. Enclosures

From the President...

Happy New Year to you! Welcome to the first 2007 edition of the *IHO Update*! It's only early January but it's looking to be a wonderful, yet challenging time to be a hospice provider – and a very valuable time to be members of the Iowa Hospice Organization! We have much to look forward to and I would like to share a few highlights.

The 2007 IHO Legislative Agenda has been set with a focus on supporting individual choice for end of life care, supporting Medicaid Hospice benefits, and once again support for a Tobacco Tax increase. We will continue to focus on top priorities for our members including assuring the highest quality of care to our hospice patients and providing great education for our hospice providers.

This year will bring awesome opportunities in the areas of both enhancing quality and education. IHO members will have the chance to participate in a partnership with OCS, a national benchmarking company that will lead us gently through establishing or enhancing our quality assurance/ performance improvement strategies – and be ready for the new conditions of participation!

Educational opportunities include IHO partnering with hospices to bring the NHPCO Management Development Program to Des Moines in June as well as lots of great information to be learned at both the Spring and Fall Conferences.

Each new year brings change and this year a significant change will occur within the IHO Calendar. The annual membership meeting that is usually held at the Annual Meeting in the spring is being moved to the Fall Conference. This schedule change will be reflected in other ways such as the board member's terms, review of by-laws and improved opportunities for participation with IHO activities.

As you see, a bright and prosperous 2007 awaits us. I encourage you to take advantage of all that your IHO membership has to offer as we partner together to provide the very best in end of life care. Many wishes for a blessed new year!

Leanne Burrack, IHO President
Director, Hospice of Mercy, Cedar Rapids

Register Now for IHO Legislative Day 2007

The Iowa Hospice Organization will host its annual Legislative Day on Tuesday, March 14, in Des Moines. This important grassroots event allows **YOUR** voice to be heard by **YOUR** legislators. All hospice professionals and volunteers are encouraged to participate.

Participants are encouraged to attend an issue briefing at 10:30 am at the Iowa Hospice Organization Offices at 100 E. Grand Avenue. Attendees will then go as a group to the Capitol from 11:30 am – 1 pm.

The deadline to register for this important advocacy opportunity is March 7, 2007. For more information and to register, please see the IHO Legislative Day flier attached to this issue of the *IHO Update*. Hope to see you there!

Join the IHO/OCS Quarterly and Annual Benchmarking Effort Today

More than two dozen IHO members participated in the January 4 teleconference introducing the QAPI Snapshot program. The new quarterly and annual benchmark opportunity was approved by the IHO Board and launched in mid-December. The effort is based on the OCS QAPI Snapshot nationwide benchmarking program. It includes 22 performance measures that are important for all hospices and that are currently captured by most hospices. The measures span all areas of analysis required by the proposed hospice QAPI Condition of Participation, as well as the 10 components of quality cited by the NHPCO Quality Partners Initiative. Further, QAPI Snapshot includes a review of an agency's success in reporting data and performing in all 10 Quality Partners' components.

The QAPI Snapshot is a one-page benchmark report that includes a comprehensive set of performance measures including: quality outcomes, patient volumes and mix, quality

operations and quality practices. For each report, you complete an online survey and, after a short processing time, download the completed benchmark report. If you want baseline and trends in your first report, you can enter 2005 and 2006 data.

Special Member Pricing

IHO has worked with OCS to bring IHO members this entire program for **\$500** annually per reporting location.

Online Resources

Go to www.iowahospice.org, and click on the Data Tab. Here you can access the following:

- **Downloadable survey.** You may download a PDF version of the online annual survey in order to prepare your systems and staff for data submission.
- **Online survey and report access.** 2005 and 2006 annual surveys are available now, and the quarterly surveys will be available before the end of the year.
- **QAPI Snapshot Order Form.** Download an order form, complete it and fax it to OCS.
- **Teleconference Handout.** The handout from the January 4 Informational Teleconference can be downloaded.

Join Now!

We encourage you to sign-up today. Joining now will ensure that you will be prepared to capture and report data for all of 2007. Participants will be able to enter annual data for your 2005 and 2006 fiscal years (due February 15, 2007), and quarterly data going back to the first quarter of calendar year 2006 (Q4 data due January 31, 2007). If you are just getting started with data submission, QAPI Snapshot will help you build your systems and capabilities so that you are well-prepared when the new CoPs are final. A teleconference for getting started is tentatively scheduled for January 24. More information will soon be sent to all agency directors.

If you have any questions, call 603-795-4802 or email QAPI@ocsys.com

DRA Establishes New Requirements for Providers

Section 6032 of the Deficit Reduction Act of 2005 (DRA) requires health care entities **receiving five million dollars or more from Medicaid** to establish written policies for all their employees, contractors or agents that provide detailed information about the roles of laws in preventing and detecting fraud, waste and abuse and specifically about the following:

- the federal Civil False Claims Act (31 U.S.C. §§ 3729-3733),
- the federal Program Fraud Civil Remedies Act (31 U.S.C. §§ 3801-3812),
- any state laws pertaining to civil or criminal penalties for false claims and statements,
- any whistleblower protections provided under such laws and
- policies and procedures for the provider for preventing and detecting fraud, waste and abuse.

The DRA also requires covered entities to include in any employee handbook a specific discussion of the laws above, the rights of employees to be protected as whistleblowers and the provider's own policies and procedures for detecting and preventing fraud, waste and abuse. Although some have described the DRA to have a training requirement, the bill does not include such requirement.

This DRA requirement became effective January 1, 2007. CMS has not yet released written guidance on the issue but will be holding an open door forum on the provision on January 11 [Time: 12 PM CST; 1-888-677-1819; Call Leader: Aaron Wesolowski; Password: Provider]. The Iowa Medicaid Enterprise has not yet submitted a state plan amendment to incorporate the new requirements into Iowa's Medicaid plan, but Iowa Medicaid has drafted an informational provider letter for distribution stating that they will incorporate this requirement into their Medicaid review and audit process beginning January 1, 2007.

If you believe that your hospice receives more \$5 million or more from the Medicaid program or have questions regarding the requirement, please contact Shannon Strickler, IHO, stricklers@ihaonline.org for a sample policy to help meet the requirements of the law. The sample policy includes descriptions of the various federal and state laws required under DRA to assist with development of a specific policy tailored for your hospice.

VA and Advance Directives Slides Available to Public

The Iowa End-of-Life Coalition (EOL) has been working with individuals from Veterans Affairs to educate hospices and the general public about end-of-life benefits that are available to veterans. As part of that effort, a Powerpoint presentation has been created and is accessible on the IHO Web site at www.iowahospice.org under the "Calendar Tab."

In addition, a second Powerpoint presentation, also available on the Web site, has been created with basic information about advance directives. Each presentation should take about 15-20 minutes so should be appropriate for service club speeches and for short in-service presentations at staff meetings. Please feel free to use them in any way you find useful. For further questions, please contact Frances Hoffman with the EOL Coalition at hoffmanf@netconx.net.

Medical Directors Conference Set for April 27

Save the date for the Hospice and LTCF Medical Directors Conference, "Providing End of Life Care for Iowans" slated for April 27 at the IHO Offices in Des Moines.

A memo was sent out to all hospice directors and patient care coordinators in November asking hospices to have their medical directors fill out a short form and send back to Ann Broderick, M.D., Medical Director, Iowa City Hospice and Assistant Professor, University of Iowa College of Medicine. This form included five short questions to answer to assist in the educational planning of this conference. If you did not receive this form or have further

questions, please contact Ann Broderick, M.D., at 319.356.4241. If you did receive the form, please fax it back to 319.351.5729.

IHO Introduces Affinity Program with HCN

Recognizing the importance of regulatory compliance in the effective and efficient management of today's hospice programs, the IHO Board approved a relationship with IHO and Hospice Compliance Network (HCN). The relationship is designed to meet IHO members' needs for timely, accurate compliance information by providing IHO members with a 40 percent reduced rate for HCN membership (regularly \$150 annually). HCN was founded by Jay Mahoney, former president of the National Hospice and Palliative Care Organization and a nationally recognized hospice expert and is managed by the Summit Business Group. HCN services include a bi-monthly electronic newsletter focused exclusively on regulatory compliance for hospices, hospice compliance electronic alerts for issues of immediate interest and importance, access to the HCN password protected Web site, and the ability to participate in the HCN Listserv that allows for peer to peer compliance networking for HCN members as well as archives to previous discussion. Hospices can also separately purchase the Hospice Compliance Line that participating hospices may use as their compliance hotline. An outline of the HCN membership benefits is enclosed with this week's *IHO Update*.

IHO members currently enrolled in HCN will receive a discount upon renewal of their HCN membership. Interested IHO members new to HCN may join through the HCN Web site (www.HospiceCompliance.NET) by clicking on the **State Affinity Programs** page where you will find the IHO application. The annual membership fee to IHO members for HCN will be \$90 annually. Please contact IHO or HCN (800.689.6747) with any questions.

2007 National Hospice Educational Events

Enclosed with this week's *IHO Update* is a listing of more than 30 educational opportunities and events of interest for hospice providers from across the United States including audioconferences available right in your office! Also, check the IHO Web site under the "Calendar Tab" for this same list as well as other opportunities to expand your hospice knowledge through IHO and other national hospice organizations.

Initiative for Pediatric Palliative Care Showcases Curriculum

In the last part of May 2006, the Children's Institute for Palliative Care (CIPC) met with other providers, parents and consultants to learn about peds palliative care through the Initiative for Pediatric Palliative Care's (IPPC) Innovative Curriculum.

The IPPC curriculum is very flexible, completely free and downloadable from the web. It lends itself well to offering a series of trainings, a more focused training, or other options that your creativity and organizational needs may dictate.

See the Web site, www.ippcweb.org, for more information.

HNN News

(HNN is sponsored by Glatfelter Insurance Group)

- **Life Through Pictures**

Life Through Pictures is a new program of South Florida's Gulf Regional Hospice. Gulf Regional social worker Marilyn Sartor developed the program to help patients in a "life review" process. The article says that life review is a well-known concept in the hospice world, and defines it as a psychological process in which people evaluate their lives, from their relationships to achievements to unresolved conflicts. Sartor used a \$4,000 United Way grant to assemble a portfolio of photographs, which includes old advertisements and radio show schedules, an antique washing machine, dogs - anything that might be a visual cue to patients to help them "tell their stories." The program has been given an award by Florida Hospice & Palliative Care. (St. Petersburg Times, 12/30)

- **Veteran Hospice**

The founder of Veterans Hospice Homestead, Leslie Lightfoot, says it's the only private hospice in the country that serves veterans exclusively. The nonprofit hospice, in Fitchburg, Massachusetts, was founded in 1993. Lightfoot, a former Army medic, says the hospice intends to get the guys who have fallen through the cracks. The thing about veterans taking care of veterans really means something. Society doesn't really have a feel for what goes on in the life of someone who has been in combat or been in a war. (The Boston Globe, 12/26)

Member-Abilia

- Greater Regional Home Care & Hospice has a new address:
1715 West Prairie – Suite A
Creston, IA 50801-1051
- John Chapman, Hospice of Dubuque, has retired naming Brian Sullivan as new co-medical director with Mark Hermann.

Enclosures

2007 IHO Legislative Day Flier
HCN Affinity Program
2007 National Hospice Education Events

Upcoming Educational Opportunities And Other Events Of Interest

Event	Place	Date	For More Info, Contact...
"Planning Ahead: Understanding Your Health Choices Before a Crisis"	Your Office	Anytime	www.webmd.com
NHPCO's Interdisciplinary Audio Conferences	Your Office	Second Thursday Every Month	www.nhpc.org
NHPCO's Leadership Audio Conferences	Your Office	Fourth Thursday Every Month	www.nhpc.org
CAPC Palliative Care Leadership Center	Lexington, KY	Monthly	www.capc.org/pclc
AQAF "Advancing Excellence in Nursing Homes"	Bessemer, AL	January 11 - 12	www.aqaf.com
CAPC' Audio Conference "Moving Palliative Care into the ED: Ensuring the Right Care for Seriously Ill Patients – Right from the Beginning"	Your Office	January 11	www.capc.org
CAPC Palliative Care Leadership Center	Minneapolis, MN	January 17 - 19	www.capc.org/pclc
National Summit on Quality / Performance Management & Compliance in Healthcare	Orlando, FL	January 21 - 23	www.chspartners.com
CAPC Palliative Care Leadership Center	Columbus, OH	February 1 - 2	www.capc.org/pclc
CAPC Palliative Care Leadership Center	Milwaukee, WI	February 5 - 7	www.capc.org/pclc
9th Annual Pain Management Symposium	Orlando, FL	February 10 - 14	www.clevelandclinicmeded.com/pain07
American Academy of Hospice and Palliative Medicine (AAHPM) Hospice and Palliative Nurses Association Annual Assembly	Salt Lake City	February 14 -17	http://www.aahpm.org/
"Let's Rethink Aging" The 2007 Joint Conference of the American Society on Aging and the National Council on Aging,	Chicago, IL	March 7 - 10	www.agingconference.org
CAPC Palliative Care Leadership Center	Richmond, VA	March 19 - 20	www.capc.org/pclc
HFA's 14th annual National Bereavement Teleconference, Living With Grief: Before and After the Death	Local Sites	March 22	www.hospicefoundation.org
American Society for Pain Management Nursing (ASPMN) National Conference	Addison, TX	March 24-27	http://www.aspmn.org
CAPC Palliative Care Leadership Center	Milwaukee, WI	April 2 - 4	www.capc.org/pclc
Harvard Medical School's Program in Palliative Care Education & Practice	Boston, MA	April 17-24	www.hms.harvard.edu/cdi/pallcare
CAPC Palliative Care Leadership Center	Minneapolis, MN	April 18 - 20	www.capc.org/pclc
NHPCO's 22nd Management and Leadership Conference "Quality: A Bridge to the Future"	Washington, DC	April 19 - 21	www.nhpc.org
National Hospice Foundation's 3rd Annual Hospice Gala	Washington DC	April 2007	nationalhospicefoundation.org
Oncology Nursing Society (ONS) 32nd Annual Congress	Las Vegas, NV	April 24-27	http://www.ons.org
Encountering the Sacred at the End of Life. A symposium sponsored by the Association of Professional Chaplains and the National Hospice and Palliative Care Organization	Burlingame, CA.	April 26 - 27	www.nhpc.org/conferences

Association of Oncology Social Workers 23rd Annual Conference	Portland, OR	May 2 - 4	http://www.aosw.org/Conference07/conference_07.html
CAPC Palliative Care Leadership Center	San Francisco, CA	May 17 - 18	www.capc.org/pclc
CAPC Palliative Care Leadership Center	Columbus, OH	May 17 - 18	www.capc.org/pclc
CAPC Palliative Care Leadership Center	Richmond, VA	May 21 - 22	www.capc.org/pclc
Death, Grief and Bereavement Conference: Learning from the Past and Present, Planning for the Future,	La Crosse, WI	June 3 - 6	www.uwlax.edu/conted/dbg
CAPC Palliative Care Leadership Center	Milwaukee, WI	June 11 - 13	www.capc.org/pclc
Alliance of State Pain Initiatives 18th Annual Meeting	Boston, MA	June 21 - 23	http://aspi.wisc.edu
CAPC Palliative Care Leadership Center	Minneapolis, MN	July 18 - 20	www.capc.org/pclc
NHPCO's "Caring for Mind, Body & Spirit: Psychosocial, Bereavement and Spiritual Needs at the End of Life"	Albuquerque, NM	July 30 - August 1, 2007	www.nhpc.org
UA Thanatology Certificate Program "A Ministerial Perspective on Death and Grief, Funerals and the Funeral Industry"	Tuscaloosa, AL	September 13	http://pdcs.ccs.ua.edu
UA Thanatology Certificate Program "Gender Issues in Response to Loss and Disenfranchised Grief"	Tuscaloosa, AL	September 14	http://pdcs.ccs.ua.edu
American Academy of Pain Management 18th Annual Clinical Meeting	Las Vegas, NV	September 27 - 30	http://www.aapainmanage.org/
CAPC Palliative Care Leadership Center	Columbus, OH	October 4 - 5	www.capc.org/pclc
National Home Care & Hospice Association conference	Denver, CO	October 6 - 10	www.nahc.org
CAPC Palliative Care Leadership Center	Minneapolis, MN	October 17 - 19	www.capc.org/pclc
Harvard Medical School's Program in Palliative Care Education & Practice	Boston, MA	November 7 - 13	www.hms.harvard.edu/cdi/pallcare
NHPCO's 8th Annual Clinical team Conference	New Orleans	November 29 - December 1, 2007	www.nhpc.org

Membership Services of Hospice Compliance Network

Hospice Compliance Letter

- Published electronically on a bi-monthly basis,
- Focuses exclusively on regulatory compliance including the hospice benefit, HIPAA compliance, and other related compliance issues that have meaning for hospices.

Hospice Compliance Alerts

- Email on issues of immediate importance and interest between editions of the *Letter*,
- Hyperlinks to various publications, alerts, reports, etc.

Hospice Compliance Network Listserv

- A Peer to Peer compliance network exclusively for HCN members,
- Focuses on everyday compliance related questions,
- Allows HCN members to share questions and ideas on how to meet the day to day challenges of compliance,
- Provides a mechanism for members to share forms, policies and procedures,
- Archives of prior postings remain accessible to members.

www.HospiceCompliance.NET

- Password protected web site available only to HCN members,
- Current and archived editions of the *Hospice Compliance Letter* and Hospice Compliance Alerts,
- Links to other compliance related sites.

The Hospice Guidance Line (Optional, purchased separately)

- Consistent with the OIG's guidelines, a toll free number, e mail and USPS address that each HCN member can use for its own internal reporting hotline,
- Staffed by hospice trained personnel,
- Provides anonymity and confidentiality for the caller,
- Materials necessary to promote the availability of the hotline service to staff and volunteers
- Timely reporting to the member hospice of each call.

How to participate:

IHO members currently enrolled in HCN will receive a discount upon renewal of their HCN membership. IHO members wishing to join the Hospice Compliance Network may simply go to the HCN site (www.HospiceCompliance.NET) click on the **State Affinity Programs** page where you will find the IHO application. The HCN office is available for questions at 800.689.6747.

IHO Legislative Day

March 14, 2007



IHO Legislative Day is an important grassroots event for hospice professionals and volunteers. This is an opportunity to meet with **YOUR** legislators from **11:30 a.m.-1 p.m.** on the first floor rotunda of the Iowa State Capitol.

Participants attending Legislative Day are encouraged to first meet at the IHO Offices at 100 E. Grand Avenue (one block north of the Embassy Suites Hotel) for an issue briefing from **10:30-11:10 a.m.** Attendees will then go as a group to the Capitol.

For more information on IHO Legislative Day, please contact Shannon Strickler or Becky Anthony at 515.243.1046.

Parking is available on the south and west side of the Iowa State Capitol, in the parking garage on the corner of Grand Avenue and Pennsylvania, or attendees can carpool from the IHO office. Parking is limited at the Capitol so IHO encourages carpooling.

Maximize Your Experience!

Contact your legislators in advance and tell them you're coming to the Capitol. This will allow your legislators to better plan for your arrival.

- Not sure who your legislators are? Go to the Iowa General Assembly Web site: www.legis.state.ia.us
- Legislator e-mail addresses are available at: www.iowahospice.org
- Mail your legislator at the following address: Iowa Senate, Des Moines, IA 50319 or House of Representatives, Des Moines, IA 50319



Come Join Us! If you are planning to attend Legislative Day, please fill out this form and mail to Crystal Peters, 100 E. Grand Avenue, Des Moines, IA 50309, or fax back to 515.283.9366, ATTN: Crystal Peters, by March 7, 2007. You may also register on-line at www.iowahospice.org.

Last Name _____ First _____

Title _____

Organization _____

City/State/Zip _____

E-mail _____

Yes, I plan to attend the pre-meeting at the Iowa Hospice Organization Office in Des Moines from 10:30-11:10 am

Yes, I plan to attend the IHO Legislative Day at the Iowa State Capitol from 11:30 am-1 pm