



Registration Form

**Advance
Registration Deadline:
October 9, 2009**

Register online at www.ahpco.org
Or complete this form and fax it to (480) 603-4141
or mail form to address below.

Please print clearly.

Organization/Company _____

Address _____

City/State/Zip _____ Phone _____

Attendee 1

Name & Designation(s) _____ Email _____
 Session A) Clinical Psychosocial Management
 Preferences: B) Clinical Psychosocial Management
 Also attending Pre-Conf Workshop? Yes (Save \$30!)

Attendee 2

Name & Designation(s) _____ Email _____
 Session A) Clinical Psychosocial Management
 Preferences: B) Clinical Psychosocial Management
 Also attending Pre-Conf Workshop? Yes (Save \$30!)

Attendee 3

Name & Designation(s) _____ Email _____
 Session A) Clinical Psychosocial Management
 Preferences: B) Clinical Psychosocial Management
 Also attending Pre-Conf Workshop? Yes (Save \$30!)

Fee

Conference Only Attendees: _____ Member(s)* @ \$99/each = \$ _____
 *Member of AHPCO, AAHC, ALFA
 _____ Nonmember(s) @ \$149/each = \$ _____

Conference & Workshop Attendees: _____ Member(s)* @ \$169/each = \$ _____
 *Member of AHPCO, AAHC, ALFA
 _____ Nonmember(s) @ \$248/each = \$ _____

Payment Info

Paying by Check
 Make payable to AHPCO & mail to:
AHPCO Conference
1843 E. Southern Avenue
Tempe, AZ 85282

Paying by Credit Card
 Register securely online at www.ahpco.org
The following cards are accepted:
Amex, Visa or Mastercard

Arizona Hospice & Palliative Care Organization
 1843 E Southern Avenue, Tempe, Arizona 85282
 Tel: 480.491.0540 Fax: 480.603.4141 Web: www.ahpco.org

Arizona Hospice & Palliative Care Organization Fall Conference



Building Quality Organizations Critical Components for Delivering Effective EOL Care

October 16, 2009
Tempe, Arizona



Learn Today... Apply Tomorrow

The healthcare community is being impacted on all sides making it difficult to deliver quality, affordable care. With intensifying regulatory scrutiny, decreasing rates, rising costs, and political reform, it is crucial that EOL care providers focus on the critical components that will enable them to operate efficiently while providing compassionate care.



Fall Conference

October 16, 2009 | Tempe, Arizona

Join us for this interdisciplinary conference designed specifically for professionals in the hospice and palliative care community.

Keynote

Communicate, Advocate & Navigate

Improving Patient-Provider Engagement

Clear and respectful communication improves interactions, decreases medical errors and boosts patient and family satisfaction. Join special guest, **Sarah Michel, CSP** and discover a simple communication tool that's easy to use and dramatically impacts patient care. Adopting a C.A.N. (Communicate, Advocate & Navigate) Do Approach with patients and IDT members enhances the overall experience for both the patient and the provider. *Sarah transforms individuals by teaching them how to adapt their communication style to improve professional interactions and increase productivity. Sarah is a certified Myers-Briggs Type Indicator™ and the author of the national audio program, Learning to Speak the Language of Others. Sarah has worked in healthcare for several major hospital systems and for international career management firms.*

Plenary Session

CoPs: The Aftermath

The revised hospice conditions of participation (CoP) that went into effect in Dec 2008 focused on a patient-centered, outcome-oriented, and transparent process that was intended to promote quality patient care while allowing for flexibility in meeting quality standards. There was a deluge of information about the new CoPs and efforts to implement the changes have had mixed results. Join an interdisciplinary panel and find out what's working well (and not so well) and discuss practical strategies for fine-tuning your processes to meet the new requirements.

Schedule-at-a-Glance

8:30 AM-----Registration
9:00 AM-----Welcome
9:15 AM-----Keynote
10:30 AM-----Break & Exhibits
10:45 AM---Focus Sessions (A)
12:00 PM-----Lunch
1:00 PM-----Focus Sessions (B)
2:15 PM-----Break & Exhibits
2:30 PM-----Plenary Session
3:45 PM-----Evaluation

Hotel Information

Fiesta Resort
Conference Center
2100 S. Priest Drive
Tempe, Arizona 85282
Room Rate: \$79/night
(800) 528-6481

Who Should Attend

Nurses, Physicians, Chaplains,
Social Workers, Volunteer
Coordinators, Bereavement
Counselors, Administrators,
Supervisors, Finance & QA

Continuing Education

Continuing education credits for Nurses, Social Workers, Chaplains and Administrators have been applied for - contact the AHPCO office for more information.

For More Info

Visit www.ahpco.org for expanded descriptions and presenter biographies.

The conference features break-out sessions in 3 focus areas which provide each member of the EOL team with the research, knowledge, skills, practices and inspiration essential for mastering the art and science of EOL care. Additional info about the sessions and presenters is available online at www.ahpco.org.

Clinical Focus

Managing Pain Effectively

Appropriate Use of Methadone (A)
Karla Anderson, PharmD & Anthony Contreras, RPh

Amyotrophic Lateral Sclerosis

Improving Care for Patients with ALS (B)
Betheny Rodden, RN

Psychosocial Focus

A Plan for Living into Dying

Meaning-making at the End of Life (A)
Linda Lloyd, PhD

Managing Stress, Extinguishing Burnout

Practical Ideas for Employees & Volunteers (B)
Panel

Management Focus

Effective Hospice Marketing

Increase Access, Admissions and Length of Stay (A)
Stan Massey

Partnering with Nursing Facilities

While Living Within Regulations (B)
Roseanne Berry, MS, RN & Charlene Ross, MBA, MSN, RN

Pre-Conference Workshop: October 15

Can You Hear Me Now?

Understanding the Power of Interaction Styles

Join other healthcare professionals for this interactive 1/2-day workshop and uncover your strengths and weaknesses in communicating with and influencing others. Walk away with practical strategies, skills and resources for maximizing effectiveness, reducing conflict and improving collaboration in a healthcare setting.

The Arizona Hospice & Palliative Care Organization is a 501c3 nonprofit organization dedicated to advancing quality end-of-life care and serving as a voice and resource for its members and the communities which they serve.



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Questions? (480) 491-0540

For info on Exhibit & Sponsor Opportunities - contact the AHPCO Office.