



Back by popular demand!



2017 HOSPICE REGIONAL TRAININGS

OHPCA & WSHPCO are pleased to present a 2-hour regional training for your staff at multiple hospice and palliative care programs around Oregon (in May) & Washington (in June)! Joining us are sponsors OneSource Consulting and Total Triage for each of these stops. The training is **FREE** to **OHPCA** and **WSHPCO members** and \$50 per person for non-members to attend.

“The Power of One, Why Each Interaction Matters” *a presentation and conversation with Dean Sommerville, Business Development Consultant, Total Triage/AfterHours Triage/UberNurse and Becky Thorne, Senior Consultant, OneSource*

Across 2017, the Hospice CAHPS survey will be published on the Medicare website. Is your team ready for when this occurs?

- What can EVERY person within the organization do to positively impact the survey?
- Understanding Communication Basics: both face-to-face and over-the-phone
- The dynamics and components of professional and friendly interactions
- What people do during everyday conversations that cause negative impressions and how to avoid them
- How to deal with stressful/emotionally charged situations and defuse them
- How to control the conversation and end on a positive note
- Evaluating the outcomes - immediate and long-term

“Hospice Regulatory and Compliance Issues for Hospice Staff” *with Barb Hansen, MA, BSN, CEO, Oregon Hospice and Palliative Care Organization and Executive Director, Washington State Hospice & Palliative Care Organization*



Coming off the recent 2017 Spring Intensive and the NHPCO Management and Leadership conference, Barb will have updates to share and participants will be able to:

- Identify the federal regulations hospice programs must meet in order to be in compliance with Medicare hospice conditions of participations
- Discuss activities the state does to monitor and to prevent Medicaid fraud for hospice billing
- Identify measures hospice direct-care staff can take to ensure they are in compliance with hospice regulations

TO REGISTER, email your **Name, Title, Program Affiliation and Date/Location/Time** you plan to attend (*see schedule next page*) to hansen@oregonhospice.org.

Non-members may bring a \$50 check with them at the program they attend.

Continuing Education Available: 2 Continuing Education Contact Hours Provider approved by California Board of Registered Nursing, Provider CEP14488. This program has been approved for 2 CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Marriage and Family Therapists and Mental Health Counselors. Provider Number 1975-153.

<p>OHPCA Tel 503.228.2104 Cell 541.231.2440 hansen@oregonhospice.org</p> <p>WSHPCO Tel 253.661.3739 Cell 541.231.2440 hansen@wshpco.org</p>	<p>PROGRAM SPONSORED BY</p>  
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Please join us at a location near you - More Washington dates in June soon to come!

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“REGIONAL TRAININGS ROAD TRIP” SCHEDULE

5/10/17	11a-1p	Providence Willamette Falls Community Center – Oregon City 519 15th St. - Oregon City, OR 97045
5/10/17	2:30-4:30p	Providence Willamette Falls Community Center – Oregon City 519 15th St. - Oregon City, OR 97045
5/11/17	8:30-10:30a	Hospice Southwest Conference Room – Vancouver 5400 MacArthur - Vancouver, WA 98661
5/11/17	11:30-1:30p	Bristol Hospice – Clackamas 10365 SE Sunnyside Rd. #340 - Clackamas, OR 97015
5/11/17	2:30-4:30p	Kindred Hospice – Lake Oswego 4500 Kruse Way, Suite 100 - Lake Oswego, OR 97035
5/15/17	8:30-10:30a	Samaritan North Lincoln Hospice – Lincoln City 3011 NE 28th St. - Lincoln City, OR 97367
5/15/17	3-5p	Care Partners - Hillsboro 1600 NW Compton Dr Suite 130 - Hillsboro OR 97006
5/16/17	8:30-10:30a	Samaritan Evergreen Hospice - Albany 4600 Evergreen Place SE - Albany, OR 97322
5/16/17	11:30a-1:30p	Benton Hospice Service Annex - Corvallis 2314 NW Kings Blvd., Suite B - Corvallis OR 97330
5/16/17	3-5p	Cascade Health Solutions, Pete Moore Hospice House - Eugene 4010 County Farm Road - Eugene, OR 97408-7619
5/17/17	8:30-10:30a	Asante Hospice - Medford 2960 Doctors Park Dr. - Medford, OR 97504
5/17/17	3-5p	Providence Hospice - Medford 2033 Commerce Drive, Medford, OR 97503
5/18/17	8:30-10:30a	High Desert Hospice – Klamath Falls 2210 Shallock Avenue - Klamath Falls, OR 97601-4290
5/18/17	3-5p	St. Charles Hospice, St. Charles Hospital Conference Room D - Bend 2500 NE Neff Road - Bend, OR 97701
5/19/17	9-11a	Hospice of Redmond Community Room - Redmond 732 Southwest 23rd Street - Redmond, OR 97756
5/22/17	9-11a	First Lutheran Church – Kennewick 418 N Yelm Street - Kennewick, WA 99336
5/22/17	2:30-4:30p	Walla Walla Community Hospice - Walla Walla 1067 E. Isaacs St. - Walla Walla, WA 99362
5/23/17	8:30-10:30a	St. Anthony Hospital Hospice - Pendleton 2801 St. Anthony Way - Pendleton, OR 97801
5/24/17	8:30-10:30a	Willamette Valley Hospice - Salem 1015 3rd St NW - Salem, OR 97304
6/5/17	TBA	Providence Hospice – Seattle, WA
6/6/17	TBA	Franciscan Hospice – University Place
6/6/17	TBA	Evergreen Hospice House – Kirkland
6/7/17	TBA	Central Washington Home Care & Hospice – Wenatchee