

# Hard-Won Lessons in Hospice Care: The HOPE Tool and Responding to Emergencies

## Panelists:

**Kathryn Bomkamp**, BSN, RN, Quality Manager  
Hospice and Palliative Care, Kaiser

**Casey Byman**, RN, BSN, Hospice Quality Program  
Manager, EvergreenHealth;

**Zoe Diaz**, MBA, CCO, Tri-Cities Chaplaincy;

**Judi Lund Person**, MPH, CHC, Lund Person &  
Associates Hospice Consulting,

**Christine Nidd**, CPHQ, PMP, MSW, Manager of  
Quality & Compliance, Hospice of the Northwest;

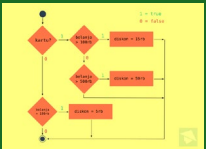


# Learning Objectives

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Identify how other hospice programs have managed challenges in meeting Regulatory Requirements: both related to the HOPE tool and Emergency Preparedness.



Identify workflows and staff training strategies that have improved acclimatization to the HOPE tool in other hospice programs.

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Identify how the experience of a “real-life disaster” has improved the emergency preparedness in two hospice programs.

# Disclosures

- All of our panelists have weathered various disasters, including the HOPE tool implementation.
- They know to put on their own oxygen masks before assisting others!
- None of our panelists have any financial ties to disclose.
- All photos are either from Creative Commons & have not been altered or have been provided by the panelists.



**FASTEN SEAT BELT WHILE SEATED  
LIFE VEST UNDER YOUR SEAT**

And remember, one of our panelists is also an angel!



**THESE ANGELS** are talking:

- Documenting Eligibility
- Regulatory Update: The Times They are a Changin'
- Mandatory Quality Reporting



Sharing The Love



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## Our Panelists were asked to share:

- Which EMR your program uses and how it was helpful/not helpful as you rolled out the HOPE tool
- What worked best for training your staff?
- What are you doing differently *now* to train new staff in incorporating the HOPE tool into your documentation?
- What challenges have you encountered since last October 1<sup>st</sup>?
- What scheduling challenges have you experienced and how do you manage them?
- How are you using HOPE data to improve care?
- How do you/will you use HOPE data to compare with your CAHPs scores?
- What's next?



(Placeholder for HOPE  
tool slides, if any)

# Turning our attention to surviving other disasters

Panelists Zoe Diaz and Christine Nidd will share their hard-won lessons.



# Our panelists were asked to share...

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- What happened?
- How did you deal with it?
- What did you learn?
- And does it count toward the CMS EP requirements?!



# The CMS EP Regulations can be found here:

- [State Operations Manual Appendix Z-  
Emergency Preparedness for All  
Provider and Certified Supplier Types  
Interpretive Guidance](#)
- [§ 418.113 Condition of participation:  
Emergency preparedness.](#)
- [Transfer Agreement Example](#)



**Code of Federal Regulations**

A point in time eCFR system

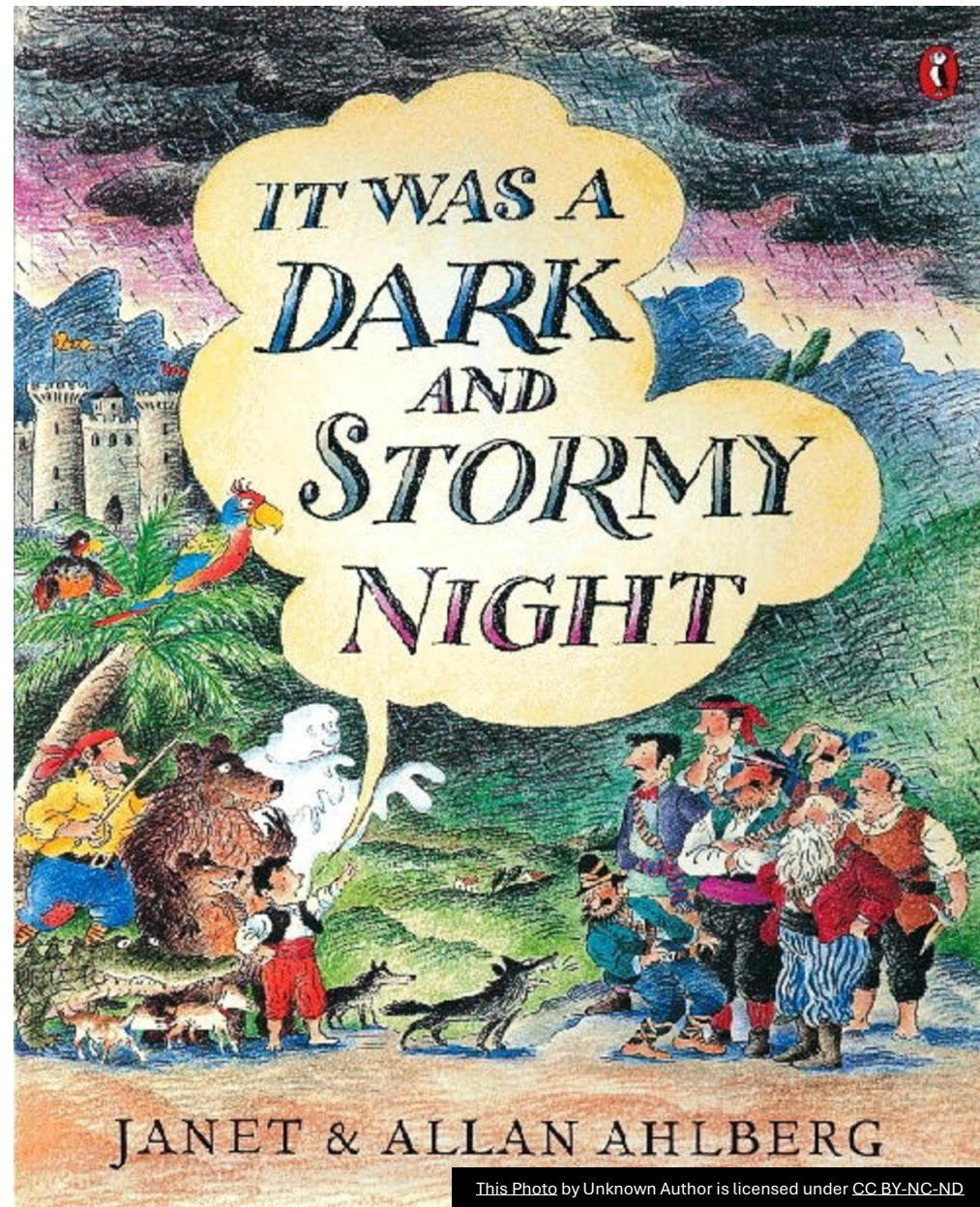


# Chaplaincy Hospice Care Center

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A10-room Hospice  
Inpatient Unit located  
in Kennewick, WA  
Serving Benton and  
Franklin Counties





JANET & ALLAN AHLBERG

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“What’s  
that  
dripping  
sound?”

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A picture truly is worth 1000 words...





2108

TRI-CITIES  
**Chaplaincy**  
*Live Your Best Life!*

HOSPICE HOUSE

← **Cork's Place**  
Kids Grief Center

When Mt. Vernon,  
WA residents went  
looking for an ark...

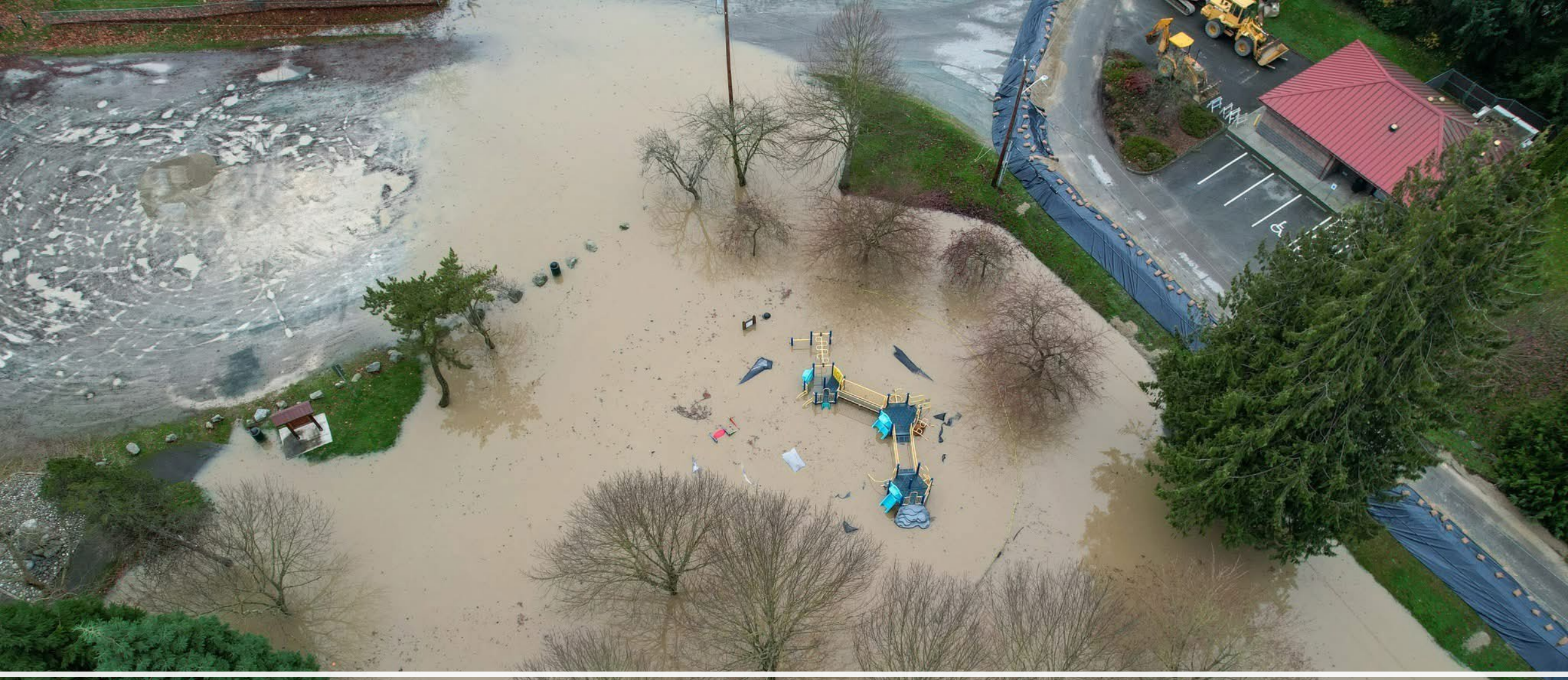
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It started as a normal  
winter's day...

(Note: no animals were  
harmed in the creation of  
this slide!





# The Mount Vernon Flood

An example  
of a training  
flyer used  
during the  
Mount  
Vernon  
Flood!





What surprised you about the disaster and your program's response to it?