Respecting Choices®
PERSON-CENTERED CARE

presents
National Share the Experience 2018
Improving Person-Centered Outcomes Through Collaboration

October 23-26, 2018
Minneapolis Airport Marriott
Bloomington, Minnesota, USA
Dear NSTE 2018 participants:

Since our inaugural National Share the Experience (NSSTE) in 2016, Respecting Choices (RC) has come a long way. At that conference, we announced the transition from Gundersen Health System to a new home with C-TAC Innovations, Inc. RC is now a self-sustaining division of C-TAC Innovations, an independent, 501(c)(3), not-for-profit, affiliated with the Coalition to Transform Advanced Care (C-TAC).

RC also announced clarification of its vision at the NSSTE 2016. The new vision, “Transform healthcare culture by integrating and disseminating best practices to achieve person-centered care,” better captures the focus of RC to both know and honor a person’s values, goals, and preferences. To help achieve this vision, RC has created two new physician and advanced practitioner-focused programs: Shared Decision Making in Serious Illness (SDMSI) and Building Physician Skills in Basic Advance Care Planning. The completion of this new curriculum and online course fills in some significant gaps that existed in the comprehensive, integrated approach to achieving person-centered care.

Even though much has been achieved over the last two years with creating a new business platform and infrastructure, the NSSTE 2018 helps open the next chapter of work for RC. It happens to be the theme of this year’s conference: “Improving Person-Centered Outcomes Through Collaboration.” The purpose of the NSSTE 2018 conference is to share best practices and discoveries from evidence-based RC programs who jointly collaborate by combining complementary advance care planning (ACP) and shared decision-making (SDM) programs. Resulting efforts lead to change and further the advancement of person-centered care outcomes.

At this conference, we will explore and consider how we can better achieve success in creating person-centered care by working together with both national partners/programs and more closely with RC users. You will hear from national leaders like Rebecca Sudore, MD, developer of PREPARE for Your Care, and Amy Vandenbroucke, JD, executive director of the National POLST Paradigm Office. You will hear about RC users’ experiences as well as how the content and strategy of RC will become shaped by RC users. Exactly how this focus on collaboration will work isn’t clear, we can only say it is the most promising path toward the vision.

We are confident you will enjoy and learn a lot from this year’s NSSTE. We hope you support this new focus on collaboration. As always, we want to hear from you and how we can help you and your organization with providing care that is person-centered.

Warmest regards,

Bud Hammes, PhD
Executive Director

Stephanie Anderson, DNP, RN
Deputy Executive Director

Sandra Schellinger, MSN, APRN, NP-C
Scientific Program Lead
Learning Outcomes

At the conclusion of this conference, attendees will be able to self-report:

- Knowledge gained of two or more advance care planning (ACP) or shared decision-making (SDM) interventions that demonstrate person-centered care (PCC) practices.
- Intent to change teaching practices by applying two educational strategies that promote the delivery of PCC for individuals, families, and professionals.
- Knowledge gained of three system changes that impact the long-term sustainability of ACP and SDM person-centered outcomes.
- Ways to utilize collaborative principles across organizations and communities that improve access to ACP and SDM.

Session Definitions

Plenary Sessions bring all attendees together for presentations from leaders in the field of advance care planning designed to stimulate new thinking and conversation.

Concurrent Sessions are one-hour sessions with up to two presenters on a similar topic. A brief question and answer session will follow each presentation.

Workshop Sessions are 90-minute sessions which emphasize an interactive skill development process around a specific topic.

Interest Groups bring together individuals with a shared interest in advancing a specific area of knowledge or learning. Participants have an opportunity to exchange ideas and strategies through discussion, networking with those sharing common goals, and develop opportunities for collaboration. Interest groups do not provide continuing education credit.

Scientific Committee

Iris Boettcher, MD
Linda Briggs, MSN, MA, RN
Nancy Greenstreet, LCSW
Monica Messina, PhD
Sandra Schellinger, MSN, APRN, NP-C
Christine Swift, RN, MSN

Plenary Speakers

Linda Briggs, MSN, MA, RN
Director, Program Development and Research, Respecting Choices

Amy Berman, RN, LHD, FAAN
Senior Program Officer, The John A. Hartford Foundation

Cathy Wurzer
Host/Anchor, Morning Edition – Minnesota Public Radio and Host, Almanac – Twin Cities PBS

Bud Hammes, PhD
Executive Director, Respecting Choices

Stephanie Anderson, DNP, RN
Deputy Executive Director, Respecting Choices
Plenary Speakers

Jon Broyles
Executive Director, Coalition to Transform Advanced Care (C-TAC)

Tom Koutsoumpas
President, C-TAC Innovations, and Co-Chair, C-TAC Board

Jeff Thompson, MD
Executive Adviser, CEO Emeritus, Gundersen Health System

Amy Vandenbroucke, JD
Executive Director, National POLST Paradigm

Jessica Martinson, MS
Director, Clinical Education and Professional Development, Washington State Medical Association

Rebecca Sudore, MD
Professor of Medicine, University of California, San Francisco

Maureen E. Lyon, PhD
Children’s National Health System, Washington, DC

Jon Sande, MD
Essentia Health Care, Duluth, MN

Kate Detwiler
Parent

Julie Wallace
Owner, Dog and Pony Communications, and Patient Advocate, Making Choices Michigan

Laura Pennington
Practice Transformation Manager, Washington State Health Care Authority

Jean Slutsky, PA, MSPH
Chief Engagement and Dissemination Officer, Patient-Centered Outcomes Research Institute (PCORI®)
# Conference At-A-Glance

## Tuesday, October 23
- **12:30 p.m.** Pre-Conference Workshop Registration
- **1:00–5:00** Pre-Conference Workshop
- **4:00–6:45** NSTE 2018 Conference Registration Opens
- **6:45** Welcome
- **7:00** Opening Plenary Session
- **8:30** Reception and Social

## Wednesday, October 24
- **6:30 a.m.** Continental Breakfast
- **7:00** Registration
- **8:00** Welcome
- **8:15** Plenary Session
- **9:15** Break
- **9:30** Concurrent Sessions
- **10:30** Break
- **11:00** Workshop Sessions
- **12:30 p.m.** Lunch
- **1:15** Plenary Session
- **2:15** Break
- **2:30** Concurrent Sessions
- **3:30** Break
- **3:40** Recognition Awards
- **3:45** Plenary Session

## Thursday, October 25
- **6:30 a.m.** Continental Breakfast
- **7:00** Registration
- **7:00–7:45** Interest Groups
- **8:00** Recognition Awards
- **8:15** Plenary Session
- **9:15** Break
- **9:30** Concurrent Sessions
- **10:30** Break
- **11:00** Workshop Sessions
- **12:30 p.m.** Lunch
- **1:15** Plenary Session
- **2:15** Break
- **2:30** Concurrent Sessions
- **3:30** Break
- **3:45** Plenary Session
- **5:30** Cocktail Hour
- **6:30** Dinner; Hippocrates Cafe Entertainment

## Friday, October 26
- **6:30 a.m.** Continental Breakfast
- **7:00** Registration
- **7:00–7:45** Interest Groups
- **8:00** Recognition Awards
- **8:15** Plenary Session
- **9:15** Break
- **9:30** Concurrent Sessions
- **10:30** Break
- **10:45** Closing Plenary Session
- **11:45** Closing Remarks
- **12:00 p.m.** End of Conference
# CONFERENCE SCHEDULE

*This program schedule is subject to change. Any program changes will be announced at the start of each day.*

*Indicates location*

## Tuesday, October 23

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>12:30 p.m.</td>
<td><strong>Pre-Conference Workshop Registration</strong></td>
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<tr>
<td>1:00–5:00</td>
<td><strong>Pre-Conference Workshop</strong> <em>(4 CME/CE/CEH Credits)</em> <strong>Jr. Ballroom</strong></td>
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<td><em>Shared Decision Making in Serious Illness: Honoring Preferences During Clinical Decision Making</em></td>
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<td>Linda Briggs, MSN, MA, RN, Director, Program Development and Research, Respecting Choices; Carole Montgomery, MD, FHM, MHSA, Director, Physician Development and Program Improvement, Respecting Choices</td>
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<tr>
<td>4:00–6:45</td>
<td><strong>NSTE 2018 Conference Registration Opens</strong> <strong>Grand Foyer</strong></td>
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<td>6:45</td>
<td><strong>Welcome</strong> <strong>Grand Ballroom</strong></td>
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<td>Bernard Hammes, PhD, Executive Director, Respecting Choices</td>
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<td>7:00</td>
<td><strong>Opening Plenary Session: Achieving Success Through Collaboration</strong> <strong>Grand Ballroom</strong></td>
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<td><em>(CME/CE/CEH Credit not provided for this session)</em></td>
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<td><em>The Power of Collaboration Over Competition in Improving Person-Centered Outcomes</em></td>
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<td>Amy Berman, RN, LHD, FAAN, John A. Hartford Foundation</td>
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<td><em>Convening Community Conversations About Living Well</em></td>
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<td>8:30</td>
<td><strong>Reception and Social</strong> <strong>Grand Ballroom</strong></td>
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Wednesday, October 24

6:30 a.m. **Registration and Continental Breakfast**  Grand Foyer

8:00 **Welcome**  Grand Ballroom
Sandra Schellinger, MSN, RN, NP-C, Scientific Program Leader, Senior Faculty Consultant, Respecting Choices
Karen Peterson, BSN, Executive Director, Honoring Choices Minnesota, Twin Cities Medical Society

8:15 **Plenary Session 1** (1 CME/CE/CEH Credit)  Grand Ballroom
**Partners in Visioning the Future of Person-Centered Care**
Bud Hammes, PhD, Executive Director, Respecting Choices; Stephanie Anderson, DNP, RN, Deputy Executive Director, Respecting Choices

**Panelists:** Jon Broyles, Executive Director, Coalition to Transform Advanced Care (C-TAC)
Tom Koutsoumpas, President, C-TAC Innovations and Co-Chair, C-TAC Board
Jeff Thompson, MD, Executive Advisor, CEO Emeritus, Gundersen Health System
Bud Hammes, PhD, Executive Director, Respecting Choices

9:15 Break

9:30 **Concurrent Sessions 1** (1 CME/CE Credit—Social Work CEH Credit not provided)

1. **Innovations in Delivering First Steps ACP**  Dublin
**Testing a Telephonic Advance Care Plan Program: A Feasibility Study**
John R. Maycroft, MPP, Senior Program Manager, Optum; Rifky Tkatch, PhD, Associate Director, Optum; Jennifer Drakellis, MBA, Senior Director, UnitedHealth Care

**A Tool for Jumpstarting ACP Conversations**
Carolyn C Newsom, MBA, PhD, JD, Attorney, Newsom Law

2. **Leadership Strategies to Promote Person-Centered Care**  Belfast
**Envisioning Respecting Choices as a Collaborative and Dynamic Educational Process that Reliably Results in Person-Centered Treatment Plans**
Niel Rosen, JD, PhD, Program Director, Professionalism, Ethics & Humanities, Rowan University School of Osteopathic Medicine

**A Health System’s Transformational Goal for Advance Care Planning**
Roberta L. Geidner, MA, Coordinator, WellSpan Health; Vipul Bhatia, MD, MBA, Medical Director, Post-Acute Services and Clinical Lead – Horizon/Advance Care Planning, WellSpan Health

3. **Organizational and System Strategies Using Technology**  Salon A
**Advance Care Planning Workflows Using Epic**
Kat Thomas, BSN, RN, Quality Assurance, Epic

**Leveraging the Electronic Health Record to Improve Access to Advance Care Planning Facilitation**
Danielle A. Rathke, DNP, RN, Advance Care Planning Coordinator, Gundersen Health System

4. **Customization of ACP and SDM Practices for Special Populations**  Bristol/Oxford
**Faith-Based Community Engagement to Achieve Culture Change about What Matters: Person-Centered Advance Care Planning Conversations**
Sally Kaplan, Program Director, What Matters: Caring Conversations About End of Life

**The Long and Winding Bumpy Road to Initiating System Change in a Diverse Widespread Healthcare System**
Cindy Adams, BSN, RN, CHPN, Regional Advance Care Planning Coordinator, Baptist Health
5. **Optimization of ACP and SDM Reimbursement Opportunities**  
*Grand Ballroom*

*Update on Advance Care Planning Billing 2018: Using Lessons Learned*
Phil Rodgers, MD, FAAHPM, Associate Professor, Family Medicine and Internal Medicine, University of Michigan

10:30    **Break**

11:00    **Workshop Sessions 1** (1.5 CME/CE/CEH Credits)

1. **POLST: Seven Deadly Sins of Improper Use**  
*Belfast*
Stephanie Anderson, DNP, Deputy Executive Director, Respecting Choices; Susan E. Hickman, PhD, Professor, Indiana University School of Nursing, Co-Director, IUPUI RESPECT Center, and Associate Director, Indiana Patient Preferences Coalition; Amy Vandenbroucke, JD, Executive Director, National POLST Paradigm

2. **Interprofessional Collaboration: A Team Approach to Assure Person-Centered Decision Making and Enduring Conversations**  
*Salon A*
Kathleen Ziemba, MSW, LCSW, Senior Faculty Consultant, Respecting Choices; Patrice Tadel, MSN, RN, Senior Faculty Consultant, Respecting Choices

3. **Lessons in Leadership: Building a Multi-Stakeholder Convener Model for Person-Centered Advance Care Planning in Dayton, Ohio**  
*Bristol/Oxford*
Sarah Hackenbracht, MPA, Director, Greater Dayton Area Hospital Association; Abi Katz, DO, MS, Medical Director, Fidelity Health Care; Judy LaMusga, JD, Attorney and Counselor-at-Law, LaMusga Law Office; Kathleen Scheltens, PhD, Director, Premedical Programs, University of Dayton; Majorie Dowman, MD, MPA, Professor, Department of Population and Public Health Sciences, Department of Family Medicine, Boonshoft School of Medicine, Wright State University

4. **To Bill or Not to Bill, That is the Question?! Using ACP Codes in Your Daily Practice**  
*Dublin*
Phil Rodgers, MD FAAHPM, Associate Professor, Family Medicine and Internal Medicine, University of Michigan; Sandra Schellinger, MSN, RN, NP-C, Senior Faculty and Consultant, Respecting Choices  
**Panelists:** Kellie Durgan, BSN, RN, Manager, Advance Care Planning, Providence Health Care; Lynda Tang, DO, Vancouver Clinic, Department of Palliative Medicine; Kathryn Pence, PA-C, Internal Medicine, Vancouver Clinic; Cindy Adams, BSN, RN, CHPN, Regional Advance Care Planning Coordinator, Baptist Health

5. **Leadership Strategies that Support Person-Centered Care** (two-part workshop)  
*Grand Ballroom*
   a. **Respecting Choices: The Evolution into a System for Person-Centered Decision Making That Transforms Healthcare**
      Carole Montgomery, MD, FHM, MHSA, Director, Physician Development and Program Improvement, Respecting Choices
   b. **Building the Systems and Culture that Delivers Person-Centered Care**
      Jeff Thompson, MD, Executive Advisor, CEO Emeritus, Gundersen Health System

6. **An Almost Murder Mystery – A Theatrical Display of Family Dynamics When Proper Advance Care Planning is Absent**  
*Edinburgh/London*
Lynn R. MacKenzie, Instructor, Executive Director, Light the Legacy

12:30 p.m. **Lunch**

1:15 **Plenary Session 2** (1 CME/CE/CEH Credit)  
*Grand Ballroom*

*Advance Care Planning: Takeaways from Hamilton*
Amy Vandenbroucke, JD, Executive Director, National POLST Paradigm
Break

Concurrent Sessions 2 (1 CME/CE Credit—Social Work CEH Credit not provided)

1. **Customization of ACP in a Culturally Diverse, Faith-Based Community**
   *Implementation Strategies to Engage a Diverse Patient Population in Next Steps Advance Care Planning*
   Christine Swift, RN, MSN, Manager, Community Medical Centers; Carol F Robinson, DNP, MS, BSN, RN, CHPN, Community Coordinator, Making Choices Michigan

2. **Leadership Strategies to Promote Person-Centered Care**
   *Thriving Through Leadership Transitions*
   Stephanie Anderson, DNP, Deputy Executive Director, Respecting Choices; Mary Catlin, MS, CCLS, Senior Director, Honoring Choices® Pacific Northwest
   *Creating Sustainable ACP Leadership Engagement Through Experience*
   Nikketta (Nicky) M. Lewis, LMSW, Advance Care Planning Coordinator, Mercy Health Saint Mary's

3. **Organizational and System Strategies Using Technology**
   *Leveraging Technology to Scale High-Quality Advance Care Planning*
   Ryan Van Wert, MD, Co-Founder and Chief Medical Officer, Vynca
   *Developing a Collaborative Relationship with Your EMR Team to Optimize Functionality for Documentation, Storage and Retrieval*
   Chris L. Brinneman, MSW, LCSW, Manager ACP, Parkview Health; Amy L Spallinger, MSW, LCSW, First Steps ACP Org Faculty; Kathy Saalfrank, RN, Epic Build Analyst III, Parkview

4. **Innovations in Delivering Last Steps ACP**
   *Last Steps Facilitators in the Hospital Setting: A Collaborative Test of Change*
   Denise Nicholson, BSN, RN, Nursing System Specialist, Gundersen Health System
   *Systematic Advance Care Planning and Potentially Avoidable Hospitalizations of Nursing Home Residents*
   Susan E. Hickman, PhD, Professor, Indiana University School of Nursing; Mary Ersek, PhD, RN, Professor, Pennsylvania State University School of Nursing; Greg Sacks, MD, Professor, Indiana University School of Medicine

5. **Organizational and System Strategies of Small- and Large-Scale Implementation**
   *Putting Pieces Together – A Multidisciplinary Team Implementing Respecting Choices in a Quaternary Health System Demonstrating Real Change and Potential Sustainability*
   Iris F. Boettcher, MD, MCD, Division Chief Geriatrics, Home-Based Primary Care and Home and Community Services, Spectrum Health
   *There’s No Place Like Home – For ACP Conversations. ACP Facilitators Do Make House Calls*
   Dianne K. Schultz, MSN, RN, Director of Operations, Unity Point Ambulatory Division, Care at Home Clinic/Hospital to Home Services

Break

Recognition Awards

Plenary Session 3 (1 CME/CE/CEH Credit)

*The Power of the Collaborative: The Honoring Choices® Pacific Northwest Convener Model*
Jessica B. Martinson, MS, Director, Clinical Education and Professional Development, Washington State Medical Association
Thursday, October 25

6:45 a.m. Registration and Continental Breakfast  Grand Foyer

7:00-7:45 Interest Groups (CME/CE/CEH Credit not provided)

1. First Steps® Organization Faculty  Bristol/Oxford
2. Next Steps™ Organization Faculty  Salon A
3. Physician and Advanced Practitioner  Belfast
4. ACP Leadership Program Implementation  Dublin

8:00 Recognition Awards  Grand Ballroom

8:15 Plenary Session 4 (1 CME/CE/CEH Credit)  Grand Ballroom

Updates in Advance Care Planning Measurement and Evidenced-Based, Patient-Facing Tools
Rebecca Sudore, MD, Professor of Medicine, University of California, San Francisco

9:15 Break

9:30 Concurrent Sessions 3 (1 CME/CE Credit)— Social Work CEH Credit not provided

   Community Engagement: Supporting Patients Through the Continuum of Care
   Kellie Durgan, BSN, RN, Manager, Advance Care Planning, Providence Health Care
   Redesigning Patient-Centered Care: A NYC Health System’s Commitment to Advance Care Planning
   Christine Wilkins, PhD, LCSW, Advance Care Planning Program Manager, NYU Langone Health;
   Kevin Hauck, MD, MPH, Hospitalist, Instructor (Dept. of Medicine), NYU Langone Health;
   Tom Sedgwick, LCSW, CCM, Senior Director of Social Work, NYU Langone Health

2. Customization of ACP for the Pediatric Community  Bristol/Oxford
   Improving Family Health Outcomes Through Pediatric Advance Care Planning (pACP) for Adolescents Living with HIV/AIDS
   Christopher Lin, BA, Special Category Research Volunteer, Center for Translational Science,
   Children’s Research Institute, Children’s National Health System; Maureen E. Lyon, PhD, ABPP,
   Professor of Pediatrics, Children’s National and George Washington University School of Medicine and Health Sciences;
   Yao I. Cheng, MS, Data Analyst, Children’s Research Institute
   Longitudinal Satisfaction and Preparedness among Adolescents Living with HIV: Family Centered (FACE) Pediatric Advance Care Planning (pACP)
   Isabella Greenberg, MPH, Special Category Research Volunteer, Children’s National Medical Center;
   Maureen Lyon, PhD, ABPP, PI, Children’s National Medical Center;
   Yao Cheng, MS, Biostatistician, Children’s National Medical Center

3. Customization of ACP for the Rural Community  Grand Ballroom
   Lighting a Fire for Life Care Planning in Rural Colorado
   Nancy L. Greenstreet, LCSW, Program Specialist, Kaiser Permanente Colorado;
   Brianna Kirkland, RN, Senior VP, Sangre de Cristo Hospice & Palliative Care
   Building an Advance Care Planning Team in a Rural Community
   Sara E. Hawreliai, RN, BScN, Patient Support Volunteer and ACP Facilitator, Pullman Regional Hospital;
   Sandy O’Keefe, BS, OCN, RN, Pullman Regional Hospital;
   Jessica Rivers, BSW, Care Coordinator and ACP Coordinator, Pullman Regional Hospital;
   Ann Williams, BScN, Patient Support Volunteer and ACP Facilitator, Pullman Regional Hospital
4. **Customization of ACP in the Mental Health Community**
   *Advance Care Planning Discussions in a Drug Addiction Recovery Program*
   Thomas Kuczmarski, Medical Student, Geisel School of Medicine at Dartmouth; Nayan Agarwal, Medical Student, Geisel School of Medicine at Dartmouth

   *Destigmatizing Mental Health Advance Directives*
   Nikketta (Nicky) M. Lewis, LMSW, Advance Care Planning Coordinator, Mercy Health Saint Mary's

5. **Quality Improvement/Research – ACP/SDM and Measuring the Quadruple Aim**
   *Development of a Survey to Assess Practices of Shared Decision Making in Serious Illness (SDMSI) Course Participants*
   Christine Swift, RN, MSN, Manager, Community Medical Centers; Robin L. Whitney, PhD, RN, Assistant Adjunct Professor, Internal Medicine, University of California–San Francisco, Fresno

   *Using Technology to Bridge Delivery Gaps in Person-Centered Advance Care Planning*
   Arul Thangavel, MD, Vice President of Clinical Strategy, WiserCare

6. **Optimization of ACP and SDM Reimbursement Opportunities**
   *The Currency of Advance Care Planning: From Practice to Payment*
   Lynda Tang, DO, Chair, Department of Palliative Medicine, The Vancouver Clinic; Katie Pence, PA-C, Internist, The Vancouver Clinic

   *Collaboration Enables Advance Care Planning (ACP) Conversations, Sustains ACP Billing, and Keeps Patient & Physician at Center of Process*
   Betsy Payne, MSN, RN, Executive Director, Looking Ahead Advance Healthcare Planning

10:30 **Break**

11:00 **Workshop Sessions 2** (1.5 CME/CE/CEH Credits)

1. **Synergies of Collaboration Across Person-Centered Advance Care Planning and Shared Decision-Making Programs (two-part workshop)**
   *(Grand Ballroom)*

   - **Initiating Advance Care Planning (ACP) in Primary Care: A Model for Widespread Success**
     Stephanie Leung, MBA, Project Specialist, Hospice of Cincinnati; Barbara Rose, MPH, RN, Senior Project Administrator, Community Programs, Hospice of Cincinnati

   - **Exploring Collaboration Between the Respecting Choices Program and the PREPARE For Your Care Advance Care Planning Program**
     Rebecca Sudore, MD, Professor of Medicine, University of California, San Francisco; Stephanie Anderson, DNP, RN, Deputy Executive Director, Respecting Choices

   *(Salon A)*
   Jessica B. Martinson, MS, Director, Clinical Education and Professional Development, Washington State Medical Association; Kim Stagner, RN, CCM, Faculty, Honoring Choices® Pacific Northwest

3. **EMR Optimization for Decision Making and ACP**
   *(Belfast)*
   (Social Work CEH Credit not provided for this session)
   Kat Thomas, BSN, RN, Quality Assurance, Epic

4. **How do you Measure the ‘Value’ of Next Steps Advance Care Planning Conversations?**
   *(Bristol/Oxford)*
   Carole Montgomery, MD, FHM, MHSA, Director, Physician Development and Program Improvement, Respecting Choices; Sandra Schelling, MSN, APRN, NP-C, Senior Faculty and Consultant

5. **Understanding the Important Elements that Define Quality Patient Decision Aids**
   *(Dublin)*
   Laura Pennington, Practice Transformation Manager, Washington State Health Care Authority; Linda Briggs, MSN, MA, RN, Director, Program Development and Research, Respecting Choices
12:30 p.m.  **Lunch**

1:15  **Plenary Session 5** (1 CME/CE/CEH Credit)  
*Grand Ballroom*

*Pediatric Advance Care Planning: A Panel Presentation on the Power of Research, Clinical Implementation, and the Caregiver Experience*

Maureen E. Lyon, PhD, Children’s National Health System, Washington, DC; Jon Sande, MD, Essentia Health Care, Duluth, MN; Kate Detwiler, Parent; Linda Briggs, MSN, MA, RN, Director, Program Development and Research, Respecting Choices (Moderator)

2:15  **Break**

2:30  **Concurrent Sessions 4** (1 CME/CE Credit— Social Work CEH Credit not provided)

1. **Organizational and System Strategies of Integrating Workflows into Existing Initiatives**  
*Grand Ballroom*

*Collaboration Between a Hospital System and Area Retirement Communities to Enhance Person-Centered Advance Care Planning Conversations*

Deborah Heisey, MSN, RN, ACM, Community Care Manager, Lancaster General Health/Penn Medicine; Kristen Klopp, MSN, RN, CCM, Community Care Manager, Lancaster General Health/Penn Medicine

*Expanding our ACP Program to Employees and Employers Through a Partnership with General Electric (GE)*

Jennifer A. McCalley, MSW, ACHP-SW, Program Coordinator Honoring Care Decisions, Dartmouth Hitchcock; Teryl L. Desrochers, RN, BSN, Program Coordinator Honoring Care Decisions, Dartmouth Hitchcock

2. **Workforce Development and Interprofessional Practice**  
*Belfast*

*Using the Principles of Emotional Intelligence to Increase the Confidence of Lay/Volunteer Facilitators in Community Settings*

Patrice Tadel, MSN, RN, Senior Faculty Consultant, Respecting Choices

*Advance Care Planning for Health Care Professional Students: Essential Content for Novice Health Care Providers*

Nancy A. Hall, DNP, RN, Associate Professor, Nursing, Bemidji State University

3. **Quality Improvement and Research**  
*Salon A*

*The A-Ha’s from Concordance Reviews, a Lifetime of Learning*

Bridget A. Darden, MAOM, BSN, RN, C-RC Org Faculty, Life Care Planning Next Steps and Advanced Steps Faculty, Kaiser Permanente Colorado

*The Results and Impact of a Death Chart Audit in an Academic Health Care System*

Sanders Burstein, MD, FAAFP, Medical Director, Honoring Care Decisions Dartmouth-Hitchcock, Consulting Independent Contractor, Respecting Choices

4. **Organizational and System Strategies of Integrating Workflows into Existing Initiatives**  
*Bristol/Oxford*

*Making It Work: PlayBooks for Healthcare and Community Organizations*

Bonnie Bizzell, MBA, MEd, ACP Program Manager and Lead Faculty, Honoring Choices Pacific Northwest; Kellie Durgan, BSN, RN, Manager, Advance Care Planning, Providence Health Care

*ACP is for ALL Adults: Our Employee Initiative*

Chris L. Brinneman, MSW, LCSW, Manager ACP, Parkview Health; Amy L. Spallinger, MSW, LCSW, First Steps ACP Org Faculty
5. **Community Engagement**  
*It Takes a Village—and More! The Formation of a Holistic Community Collaboration Around Advance Care Planning*
Ellen H. Koski, MPH, CPH, Executive Director, Fox Valley Advance Care Planning Partnership; Teri G. Metropulos, MA, LPC-IT, Behavioral Health Counselor, Mosaic Family Health; Theresa M. Pichelmeyer, RN, MPA, Ed.D, President/CEO, Valley VNA Health System

*Community Health Collaborative: Community and Leadership Engagement with ACP Focus in NY’s Capital Region*
Gwendolyn E. Bondi, MS Bioethics, Manager, Palliative Care, Visiting Nurse Service of Northeastern New York

**Friday, October 26**

7:00 a.m. **Registration and Continental Breakfast**  
7:00-7:45 **Interest Groups** (CME/CE/CEH Credit not provided)
1. **Advanced Steps (formerly Last Steps) Organization Faculty**  
2. **ACP Research**  
3. **ACP Leadership and Sustainability**  
4. **Respecting Choices Instructors**

8:00 **Recognition Awards**

8:15 **Plenary Session 7** (1 CME/CE/CEH Credit)  
*Making the Case for Certified Patient Decision Aids: Lessons from Washington State*
Laura Pennington, Practice Transformation Manager, Washington State Health Care Authority

9:15 **Break**

9:30 **Concurrent Sessions 5** (1 CME/CE Credit— Social Work CEH Credit not provided)
1. **Community Engagement**  
*Community Education Partnering: Enhancing Local Education Efforts in Person-Centered Advance Care Planning*
Barbara M. Carranti, MS, RN, Clinical Associate Professor, Department of Nursing, Le Moyne College

*Improving Person-Centered Care Through Community Engagement and Collaboration*
Catherine R. Bardier, MS, Director, Wellness and Community Health, New London Hospital/Dartmouth Hitchcock Affiliate
2. **Quality Improvement/Research – ACP/SDM and Measuring the Quadruple Aim**
   - **Grand Ballroom**
   - *Creating a Culture of Concordance—Inpatient Care at Providence Health Care in Eastern Washington*
     - Kellie Durgan, BSN, RN, Manager, Advance Care Planning, Providence Health Care
   - *Respecting Choices: What Does the Published Research Show?*
     - Bernard Hammes, PhD, Executive Director, Respecting Choices

3. **Workforce Development and Interprofessional Practice**
   - **Salon A**
   - *Mentoring New Facilitators and Instructors: Growing Your Own*
     - Patrice Tadel, MSN, RN, Senior Faculty Consultant, Respecting Choices
   - *Engaging People to Participate in Advance Care Planning with Motivational Interviewing*
     - Allan Zuckoff, PhD, VP, Clinical Program Development, Vital Decisions

4. **Serious Illness Conversations**
   - **Dublin**
   - *Shared Decision Making: What Is It and Why Is It Different in Serious Illness?*
     - Carole Montgomery, MD, FHM, MHSA, Director, Physician Development and Program Improvement, Respecting Choices
   - *Implementation of Next Steps—One Step at a Time Leads to the Next Step*
     - Bridget A. Darden, MAOM, BSN, RN, Life Care Planning, Next Steps and Advanced Steps Faculty, Kaiser Permanente Colorado; Nancy L. Greenstreet, MSW, LCSW, Supportive Care Program Specialist, Kaiser Permanente Colorado

5. **Workforce Development and Interprofessional Practice**
   - **Belfast**
   - *Advancing ACP Education in Medical Practices Through Collaboration with Physicians*
     - Gwendolyn E. Bondi, MS Bioethics, Manager, Palliative Care, Visiting Nurse Service of Northeastern New York
   - *The Creation and Use of an ACP Online Curriculum for Physicians and Advanced Practitioners*
     - Linda Briggs, MSN, MA, RN, Associate Director, Respecting Choice; Joyce Smerick, BS, Senior Faculty Consultant, Respecting Choices

10:30 **Break**

10:45 **Closing Plenary Session** (1 CME/CE/CEH Credit)
   - **Grand Ballroom**
   - *Person-Centered Shared Decision Making, Creating Pathways to Success*
     - Jean R. Slutsky, PA, MSPH, Chief Engagement and Dissemination Officer, Patient-Centered Outcomes Research Institute (PCORI®)

11:45 **Closing Remarks**
   - **Grand Ballroom**

12:00 **End of Conference**
CONTINUING EDUCATION

Educational Format
Didactic, panel discussion, case study, plenary presentations, scientific papers, multimedia, and small- and large-group participation; plenary sessions, concurrent sessions, and workshop sessions are courses offered for continuing education credit.

Method of Participation
After attending each day’s sessions, all participants must complete an evaluation to receive continuing education credit. Participants will receive a certificate of credit by email within 30 days after evaluation completion. Detailed evaluation information will be provided in participant materials.

Disclosure
Individuals in control of content (e.g., speakers, planners, faculty, reviewers, etc.) are required to make disclosure of any relevant financial relationships which may be related to the subject matter discussed. The individuals in control of content for this educational activity have made proper disclosure and have no relevant financial relationships that exist now or in the past 12 months.

Respecting Choices is a provider of the program, but we do not endorse any commercial products in conjunction with this program. Off-label use of any products will not be discussed.

CME Accreditation Statement
Conference sessions have been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Wisconsin Medical Society and Respecting Choices. The Wisconsin Medical Society is accredited by the ACCME to provide continuing medical education for physicians.

Designation Statement
The Wisconsin Medical Society designates this live activity for a maximum of 20 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in each day’s activity.

*AMA PRA Category 1 Credit*™ for each day attended: Pre-Conference Workshop on October 23—4, October 24—6.5, October 25—6.5, October 26—3.

Disclosure: It is the policy of the Wisconsin Medical Society to ensure balance, independence, and objectivity in all its educational activities.

Nursing CE Contact Hours
Respecting Choices, a division of C-TAC Innovations, provider #588-004, is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

Participation in the Pre-Conference Workshop on October 23 provides 4 contact hours, October 24 provides 6.5 contact hours, October 25 provides 6.5 contact hours, October 26 provides 3 contact hours, and participation in all four days provides a total of 20 contact hours.
Social Work CEH Credits
Respecting Choices, provider #1610, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org., through the Approved Continuing Education (ACE) program. Respecting Choices maintains responsibility for the program. ASWB Approval Period: 5/14/2018–5/14/2019. Social workers should contact their regulatory board to determine course approval. Social workers participating in this conference may receive up to 15 continuing education clock hours.

Social workers will receive the following continuing education hours (CEH) for each day as noted. Participation in the Pre-Conference Workshop on October 23 provides 4 contact hours, October 24 provides up to 4.5 contact hours, October 25 provides up to 4.5 contact hours, October 26 provides up to 2 contact hours, and participation in all four days provides up to 15 contact hours. Please note that social work credit is not provided for concurrent sessions and interest groups. Participants must sign in each day and be present for each session in its entirety to receive credit. The “Daily Checklist for Social Work Continuing Education Hours” needs to be completed and signed each day attesting to being present for each session in its entirety to receive credit, as well as submitting an electronic attestation signature on completion of daily evaluation.

Planning Committee
Stephanie Anderson, DNP, RN; Linda Briggs, MSN, MA, RN; Bernard J. Hammes, PhD; Carole Montgomery, MD; Sandra Schellinger, MSN, APRN, NP-C; Patrice Tadel, MSN, RN; and Kathleen Ziemba, MSW, LCSW

CONFERENCE INFORMATION

Register at: RESPECTINGCHOICES.ORG

Registration fees include continuing education credit, if applicable, continental breakfast, lunch, and refreshments.

The program schedule is subject to change. Any program changes will be announced at the start of each day.

The NSTE Registration Table will be located in the Grand Foyer of the hotel just outside the Grand Ballroom. Registration will be open October 23 from 4:00–6:45 p.m., then each conference day from 7:00–8:15 a.m. and during breaks and lunches. Please visit the Registration Table to sign-in, receive a registration packet, view retail products, and ask questions.

Respecting Choices will host two events for conference participants to network and visit with each other in a fun, relaxing environment:

- **Welcome** and **Opening Plenary Session** on Tuesday, October 23, will be followed by a **Reception and Social**, with light hors d’oeuvres and refreshments, in the Grand Ballroom. Name badges required for entrance.
- **Cocktail Hour** on Thursday, October 24, will be at 5:30 p.m. in the Grand Foyer.

Grievances/Comments/Concerns
If you have any questions or concerns about this program, please contact Britt Welnetz at (608) 473-1025 or bwelnetz@respectingchoices.org.

Accommodations
In accordance with the Americans with Disabilities Act, Respecting Choices seeks to make this conference accessible to all. If you require special assistance/accommodations, please contact Britt Welnetz at (608) 473-1025 or bwelnetz@respectingchoices.org.
Program Materials
NSTE Abstracts and Learning Outcomes, Presentation Handouts (made available by presenters), and Plenary Presenter Biographies are available to attendees in electronic format at respectingchoices.org. Copies will not be provided onsite.

Social Media
We encourage conference attendees to use social media to engage others and make the most of their conference experience:

#NSTE18
Twitter.com/RespChoices (@RespChoices)
Facebook.com/RespectingChoices

Meals
*Breakfast:* A continental breakfast will be available for conference registrants on all three days of the conference from 6:30–8:00 a.m.

*Lunch Breaks:* Lunch will be available from 12:30–1:15 p.m. on Wednesday, October 24, and Thursday, October 25.

Refreshments will be served at morning and afternoon breaks during the conference.

*Dinner and Entertainment (pre-registration required):* On Thursday, October 25, Respecting Choices will host a special dinner for conference participants and guests. This dinner is a pre-registered event with your dinner selection made when you registered. Visit the NSTE Registration Table for more information.

After-dinner entertainment will be provided by The Hippocrates Cafe. The Hippocrates Cafe combines performing arts and medicine in a thoughtful, respectful, and creative way. The show will explore healthcare topics through story and song that are designed to educate, entertain, and heal. The show will combine poetry, short stories, essays, letters, historical documents, and music.

Bloomington Convention & Visitors Bureau
[www.BloomingtonMN.org](http://www.BloomingtonMN.org)
We encourage you to seek out the terrific restaurants and attractions in the area, whether you are local or visiting from afar. Representatives from Bloomington’s tourism organization will be onsite Tuesday, October 23, from 4:00–7:00 p.m. to address travel questions, offer dining options, and provide additional visitor resources.

Wireless Internet
Marriott Airport Hotel provides complimentary wireless internet in the lobby and public areas. Free wireless internet is not included in the meeting rooms. Participants may choose to purchase wireless internet through the hotel. Respecting Choices cannot guarantee the quality or reliability of the wireless internet provided by the hotel.
Minneapolis Airport Marriott
2020 American Boulevard East
Bloomington, MN 55425
952-854-7441

The Minneapolis Airport Marriott is conveniently located less than three miles from Minneapolis-Saint Paul International Airport. The hotel provides easy access to popular destinations including Minnehaha Falls Regional Park, the Mall of America®, and the Minneapolis Zoo.

Conference Rooms Floor Plan

Marriott Airport Shuttle Transportation
Daily Service 4:00 a.m. to Midnight to Terminal 1

Lindbergh-Terminal 1
Marriott airport shuttles depart the hotel to the Minneapolis-Saint Paul International Airport every 30 minutes (on the hour and half hour) from 4:00 a.m. until Midnight daily or on a call basis. Shuttles are on-call for any pick-ups outside the scheduled times. The airport is approximately an 8-minute drive from the hotel. Airport shuttle arrival time at the terminal is 10 minutes after the hour. Shuttles will wait for guests 5 to 10 minutes prior to departing. The shuttle pickup area is located just outside of baggage claim in a central location. Follow signs to “Hotel Shuttles” or ask airport staff for directions. Feel free to contact the hotel from the airport should there be any questions upon arrival. Courtesy phones are available at the airport, but the hotel can be conveniently called directly from a cell phone at 952-854-7441.

Humphrey-Terminal 2
If guests are arriving at the Humphrey Terminal, they will need to call the hotel directly at 952-854-7441 to be picked up at this location, or find transportation to Lindbergh Terminal. If an airport shuttle is needed, we recommend that the hotel is contacted upon landing.

Driving Directions
Take I-494 West to 24th Avenue. Exit on 24th Avenue and turn left. At the second light (East American Blvd.), turn right and at the next light (Thunderbird Road), turn right again—hotel is on the left. Complimentary onsite parking.

Special Room Rate: $127 plus applicable fees and taxes, subject to availability.
When calling to make reservations, guests should refer to “Respecting Choices” to receive the rate.
We want to recognize our sponsors for their generous support.

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