



# NHHPCO

New Hampshire Hospice and Palliative Care Organization  
125 Airport Road, Concord, NH 03301

E-mail: [info@nhhpc.org](mailto:info@nhhpc.org) ♦ Web site: [www.nhhpc.org](http://www.nhhpc.org)

Volume 7, March 2005 Issue

## NHHPCO Annual Conference

**M**ore than 250 attended *Pain and Beyond 2004*, a remarkably large attendance for a small state's hospice and palliative care organization. However, our national level speakers have told us that this conference has a national reputation for being well run, well thought out, with an enthusiastic audience - altogether an exciting place to present. Participant feedback has been critically important, driving the planning process every year. This year's evaluations rated the presenters consistently good to excellent for relevance, effectiveness, overall opinion of the session, and achievement of the objectives. There was a general call to bring back Virginia Fry, MA, a perennial favorite, and Ira Byock, MD, now leading Palliative Care at Dartmouth.

Attendance has continued to increase every year, testimony to the effectiveness of the planning process and the growth of our audience. For 60% of the respondents to the survey, this is the only hospice/palliative care conference they

attended this year. On the basis of participant feedback the conference planning committee considers the target audience to be all the members of the Interdisciplinary Teams. This model requires plenary sessions of general interest supplemented by diverse offerings in breakout sessions. According to the evaluations, this format remains a good fit.

There was controversy in 2004 about the decision to hold the state hospice and palliative care organization's annual educational conference outside central New Hampshire. This decision was not made lightly. We have moved the conference from year to year in hopes of finding the perfect site, one that meets our needs without compromising the conference to fit the facility. Most venues are not able to meet our requirement for 6-8 breakout rooms, several of which need to accommodate more than 100 simultaneously.

In the end Lake Morey Inn was highly *see Annual Conference on page 3*

## National Hospice Gala

**T**he National Hospice and Palliative Care Organization and the National Hospice Foundation announce The National Hospice Gala, to take place on April 7 in Washington, D.C. This event, hosted by President Bill Clinton, Senator Hilary Rodham Clinton and Senators Robert and Elizabeth Dole, will be an opportunity for the hospice community to celebrate the growth and advancement of hospice care and to demonstrate strong and widespread "grassroots" support for hospice care and the current funding for the Hospice Medicare Benefit.

The Gala will also be preceded by a National Policy Forum that will unveil *see Gala on page 3*

## Overview Proposed Healthcare Decisions Legislation House Bill 656

### Background

A legislative committee was established in May 2003 as an ad hoc subcommittee of the House Oversight Committee on Health and Human Services. Its purpose was to examine issues that relate to end-of-life care in NH and make recommendations to ensure access to quality end-of-life care. After six months of work, they recommended that a group be formed to make improvements in the Living Will, Durable Power of Attorney for Healthcare (DPOAH) laws and Proposal:

*see Legislation on page 6*

## Second Annual NHHPCO Golf Tournament

The Second Annual New Hampshire Hospice and Palliative Care Organization Golf Tournament will be held Friday August 26, at the beautiful Canterbury Woods Country Club in Canterbury New Hampshire (just off Rte 93).

The purpose of this tournament is to raise funds for NHHPCO. We are looking for individuals and businesses to be Diamond, Platinum, Gold, Tee, Green, Cart, or Mulligan Sponsors. We are also looking for individual golfers, golf teams and items for raffles. Individuals and businesses will be advertised in all tournament marketing and promotional materials.

For more information, please contact Dee Marie Pinfield at (603) 669-8107 or by e-mail at [DPinfield@comcast.net](mailto:DPinfield@comcast.net), or Mary Kazanowski at (603) 472-2550 or e-mail at [mkaz.nh.ultranet@rcn.com](mailto:mkaz.nh.ultranet@rcn.com).

### New Hampshire Hospice and Palliative Care Organization

Tel: 1-877-646-7742

Fax: 603-863-6780

E-mail: [info@nhhpc.org](mailto:info@nhhpc.org)

# From the President...

For at least three years Don Schumacher has been suggesting that hospice and palliative care leaders read *Good to Great*, Jim Collins's perennial bestseller. Stacked up over Manchester Airport on a flight from Chicago in a weather delay ending in a diversion to Providence out of fuel, I finally read the book. I've never been so grateful to bad weather, even with the butterflies of turbulence and the 120 mile cab ride at the end. Dr. Schumacher, CEO of the National Hospice and Palliative Care Organization, was right.

*Good to Great* is a report of five years of research on how companies make the transition from ordinary to extraordinary success. Okay, this is a business book, not stocked in the "death and dying ghetto" section of the bookstore where I usually browse for inspirational reading, so my reluctance to take Don's advice was natural.

Part of Collins's decision to look at business for his research on successful transition from mere success to magnificence however, came from the simple fact that publicly held corporations are required to report extensively on accounting and management issues for the public record. He repeatedly makes the point in *Good to Great* that the surprising principles uncovered by his research apply to all businesses, including non-profit enterprises. Like hospices, and palliative care services, and state organizations.

In the early 90s I often heard the lament that hospice was "too good to be true and too small to be useful." Successful hospices have learned the lesson that becoming large enough to be useful has meant losing some sense of our own purity, moving toward the mainstream in terms of marketing and other businesslike attributes. One of the reasons we use the circumferential term "hospice & palliative care" at all is to keep a connection with our history as a social movement rooted in the volunteer hospice movement. I like Diane Meier's definition of palliative care as interdisciplinary care focused on improving the quality of life in the setting of serious, complex, or advanced illness. Notice that hospice itself is included in that definition. Hospice is palliative care in the setting of the end of life. For simplicity, let's call it all just palliative care, understanding that inclusion.

Collins suggests that the first principle of success may be getting the right people on the bus, in the right places. Once you have the right people on the bus participating in decisions, you'll be more likely to drive it where it needs to go. It's clear to me that we have a self-selected group of enthusiastic, energetic and intelligent people on the bus. We're working at getting the right people in the right seats and I am confident that we will be successful. Yvonne Corbeil is the executive director of my dreams, competent, well-organized, forceful and kind. Kathy Hopkins with her long history of successful conference

committee leadership is exactly the right person to energize the education committee. We have Jean Montana and Mary Swanson, two RNs with MBA training, respectively leading fundraising and communications committees.

*Good to Great* cites the Stockdale Paradox as a critical paradigm, the idea that you must be able to maintain unwavering faith that you can and will prevail at the end, at the same time confronting the brutal facts of your current reality. All great organizations are characterized by having confronted their own reality. In this confrontation they have been able to condense the three factors of passion, talent and economic reality into a single vision Collins calls a "Hedgehog Concept." Remember the Greek parable: "the fox knows many things, but the hedgehog knows one big thing."

If you can construct a Venn diagram including whatever you care most deeply and passionately about, what you can be the best in the world at, and what drives your economic engine, at the intersection of these circles you will find your Hedgehog Concept.

Hope to see you on the bus.



Patrick Clary, MD

## Do you receive the following information weekly via e-mail?

### HOSPICE NEWS NETWORK

What the Media Said about End-of-Life Care This Week

Volume 9, Number 4 ♦ February 1, 2005

A Service of the New Hampshire Hospice and Palliative Care Organization

#### National News

*Depression Impacts Health of Elderly Survivors*

*New York Attorney General Releases EOL Guide*

*Pain Notes*

*Book Notes*

*Other Notes*

### Hospice News Network (HNN)

is published 48 times per year by a consortium of state hospice organizations. These headlines were in a recent HNN e-mail publication.

If you are not receiving this e-mail and would like to be on the list, please forward your e-mail address to [YJCorbeil@nhhpc.org](mailto:YJCorbeil@nhhpc.org).



Your membership in the NHHPCO makes a difference as we continue to work to improve end-of-life care in New Hampshire.

**Individual Membership**

\$35

**Hospice Provider Membership**

\$200 - \$1,000 depending on budget size

**Sustaining Membership**

\$250 - \$5,000 levels

For a membership application, call NHHPCO at 1-877-646-7742 or visit our Web site at [www.nhhpc.org](http://www.nhhpc.org).

*Annual Conference, from page 1*

rated by participants as a facility. 98% responding felt that it offered an effective environment for learning, and 95% said that they would return to a conference held there. Great food, ambience, and connection to nature were cited among Lake Morey's strengths. Among the respondents, 10% did feel that access and location were less than ideal, and a number of individual comments suggested that a more central New Hampshire location would be more desirable.

Bearing in mind participant evaluations and the concerns of the Board of Directors of NHHPCO we have negotiated a contract with the Radisson there to hold *Pain and Beyond* in the Center of New Hampshire, October 19, 2005. Please SAVE THE DATE in your calendars; those with IDTs meeting on Wednesdays will need to undertake some advanced planning to shift that well ahead of time. Many agencies and facilities treat this day as a holiday for coverage purposes, allowing maximum participation for their

clinicians in particular, which also requires advanced planning.

Beyond location there were suggestions made for future topics and speakers focusing on those of interest to Licensed Nursing Assistants, volunteers, bereavement workers and for hospice and palliative care nurses seeking certification. We will pay close attention to these suggestions also communicated to the state organization's Education Committee now headed by Kathy Hopkins, a long-serving member of our planning group, to be considered for

outreach programs supplementing the annual educational conference.

This was the first year we had the logistical

support of the National Hospice and Palliative Care Organization under a new contract with them. There were a number of concerns from participants regarding prolonged hold times and other access

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*Gala, from page 1*

the next generation of hospice legislation. The importance of the Gala and the events that surround it are numerous.

As a prominent Washington event, the Gala will:

- ◆ Announce the importance of NHHPCO/NHF by providing an opportunity for our members and supporters to come together as in a critical mass in our Nation's capital to make ourselves known and relevant as a national organization;
- ◆ Generate sources of revenue from the private sector that will help sustain the mission of NHHPCO and NHF and several of its high priority activities such as the Quality Initiative and outreach to underserved populations; and
- ◆ Honor and thank leaders in the public and private sectors who have supported hospice care and who have been integral in our success.

NHHPCO and NHF are seeking the support of hospice organizations for the Gala. Please contact Maryanne Mercier, Legislative Chair for NHHPCO for further information at [MaryanneHHHC@aol.com](mailto:MaryanneHHHC@aol.com).

issues during the registration period. We are confident that these issues are being resolved with the mediation of Yvonne Corbeil, our new Executive Director. The advantages of phones answered 40 hours weekly, direct web access, payment via web and phone are significant and will help this conference continue to meet the needs of the hospice and palliative care community of New Hampshire and the region. The 5 member all-volunteer conference planning committee, with more than 30 years of accumulated service among us, is now augmented by the welcome addition of several new members and Yvonne's participation on a policy level, as well as the national organization's support.

*by Kyle Pierce, RN*

## **NHHPCO Board of Directors and Executive Committee**

Both meet every other month in person, with teleconference meetings on the opposite month.

Contact: Yvonne J. Corbeil  
603-650-5402

E-mail: [YJCorbeil@nhhpc.org](mailto:YJCorbeil@nhhpc.org)

## **Hospice and Palliative Care Coordinators Meetings**

Meetings are held every other month at the NH Hospital Association, 125 Airport Road, Concord

Contact: Susan Herrmann  
603-352-2253, ext. 192

E-mail: [sherrmann@hcsservices.org](mailto:sherrmann@hcsservices.org)

## **Bereavement and Volunteer Coordinators Meeting**

Schedule and meeting times not yet announced.

Contact: Tanya Prather of Community Hospice House, Merrimack, NH  
603-424-3822

E-mail: [tanya.prather@hhhc.org](mailto:tanya.prather@hhhc.org)

## **Home Health and Hospice Social Work Committee Meeting of the NH-NASW**

Meetings are held at Prescott Park, the NASW office in Building 4, 105 Loudon Road, Concord, from 8:30 - 10:00 a.m. Schedule for 2005: March 8, May 10, July 12, Sept. 13, Nov. 8.

Contact: Laurie Farmer  
603-224-4093

E-mail: [lfarmer@crhc.org](mailto:lfarmer@crhc.org)

## **Hospice and Palliative Care Chaplain Meetings**

Meetings are held monthly on the third Thursday from noon to 2:00 p.m. at the VNA of Manchester, 1850 Elm Street, Manchester

Contact: Kathleen Cullen  
603-622-3781

E-mail: [cullen1@elliott-hs.org](mailto:cullen1@elliott-hs.org)

## **Seacoast Regional NHHPCO Meetings**

First Thursday of every month from 8:00 - 9:00 a.m., except July and August. Anyone interested in hospice work is welcome to attend.

Contact: Ginny Cole, Seacoast Hospice

603-749-4300

E-mail: [gcole@seacoasthospice.org](mailto:gcole@seacoasthospice.org)

## **NHHPCO Palliative Care Clinicians Special Interest Group**

Meetings held twice annually. Spring meeting not yet scheduled.

Contact: Dr. Patrick Clary  
603-778-7391

[PLONCLAR@aol.com](mailto:PLONCLAR@aol.com)

# Planning for the Future

The NHHPCO Board of Directors spent the afternoon of the last day of January 2005 looking at hospice and palliative care in our state, focusing on the future via a survey of Board members designed and compiled by Executive Director Yvonne Corbeil. The Board itself has been organized into a committee structure taking advantage of the availability of volunteers with both energy and expertise.

Increased public awareness and the swell of baby boomers aging will drive increased access to hospice and palliative medicine. Improving our providers' data collection will help us to navigate through this rising tide. Our educational efforts will include outreach to the public as well as improving the skills of professional staff and volunteers.

We see an opportunity to influence the Medicaid reform to include hospice and palliative care. Improving care at life's end is the right thing to do and it has the potential to save money. The legislative committee has already organized participation in the Governor's forums on Medicaid reform to make sure this point of view is heard and understood.

Our Executive Director will lead in reaching out to stakeholders to join with us in promoting better care to those with life-threatening conditions. Other organizations are already approaching us seeking to collaborate where our concerns overlap.

As the need for better palliative care grows, the New Hampshire Hospice and Palliative Care Organization is emerging as a safe and logical focal point for collaborative efforts.

## **New Hampshire Hospice and Palliative Care Organization**

*... improving access to quality care for New Hampshire residents with life-threatening conditions.*

## **NHHPCO Board of Directors**

### **Officers**

**Pat Clary, President**

Medical Director, Seacoast Hospice  
[PLONCLAR@aol.com](mailto:PLONCLAR@aol.com)

**Mary Swanson, Vice President**  
[maryaswanson@comcast.net](mailto:maryaswanson@comcast.net)

**Susan Herrmann, Secretary**  
Hospice Program Manager  
Home Healthcare, Hospice and Community Services  
[sherrmann@hcsservices.org](mailto:sherrmann@hcsservices.org)

**Laurie Farmer, Treasurer**  
Social Worker  
Concord, NH  
[lfarmer@crhc.org](mailto:lfarmer@crhc.org)

**Yvonne J. Corbeil, Executive Director**  
Ex officio member  
[YJCorbeil@nhhpc.org](mailto:YJCorbeil@nhhpc.org)

### **Directors**

**Mary Kazanowski**

Asst. Professor of Nursing, Saint Anselm College; Per Diem Hospice Nurse  
[mkaz.nh.ultranet@rcn.com](mailto:mkaz.nh.ultranet@rcn.com)

**Paula Caron**

NHCPI Representative  
[paula.a.caron@hitchcock.org](mailto:paula.a.caron@hitchcock.org)

**Jean Montana, RN, BSN, MBA**

Director of the Circle of Life / Palliative Care Program St. Joseph Hospital in Nashua  
[jmontana@sjh-nh.org](mailto:jmontana@sjh-nh.org)

**Susanne Fortier**

Human Resources Director  
Granite State Independent Living  
[susanne.fortier@gsil.org](mailto:susanne.fortier@gsil.org)

**Wanda Harris**

Hospice Patient Care Coordinator, VNA-Hospice of South Carroll County  
[wharris@vnahospice.net](mailto:wharris@vnahospice.net)

**Maryanne Mercier**

Administrator, Community Hospice House; Nashua Home Health & Hospice  
[MaryanneHHHC@aol.com](mailto:MaryanneHHHC@aol.com)

**Shawn LaFrance**

Vice President for Planning and Development  
The Foundation for Healthy Communities  
[slafrance@healthynh.com](mailto:slafrance@healthynh.com)

**Tanya Prather**

Volunteer and Bereavement Coordinator  
Community Hospice House, Nashua Home Health & Hospice  
[tanya.prather@hhhc.org](mailto:tanya.prather@hhhc.org)

**Inga Johnson, MS**

Director of Hospice and Palliative Care Services  
North Country Home Health and Hospice Agency  
[ijohnson@nchha.com](mailto:ijohnson@nchha.com)

**Anne M Pierce Hebert RN, BSN, CCM, OCN**

Specialty Case Manager/Oncology and Hospice Anthem Blue Cross and Blue Shield  
[anne.hebert@anthem.com](mailto:anne.hebert@anthem.com)

**NATIONAL INSTITUTES OF HEALTH**  
**STATE-OF-THE-SCIENCE CONFERENCE STATEMENT**

Improving End-of-Life Care

December 6 - 8, 2004

Abstract of ***DRAFT STATEMENT***

***December 8, 2004***

The 1997 publication of the Institute of Medicine report “Approaching Death: Improving Care at the End of Life” triggered a series of activities to improve the quality of care and the quality of life at the end of life. Notable among these activities, the National Institute of Nursing Research (NINR), part of the National Institutes of Health (NIH), began a series of research solicitations that focused on issues related to end of life. Topics of the NIH initiatives have included: the clinical Management of symptoms at the end of life; patterns of communication among patients, families, and providers; ethics and health care decision making; caregiver support; the context of care delivery; complementary and alternative medicine at the end of life; dying children of all ages and their families; and informal caregiving.



Research initiatives by the Robert Wood Johnson and Soros Foundations also have advanced the field. To examine the results of these many efforts and to evaluate the current state of the science regarding care at the end of life and identify directions for future research, the NIH convened a State-of-the-Science Conference on Improving End-of-Life Care.

The conference was held on December 6 - 8, 2004, at the NIH in Bethesda, Maryland, leading to a statement addressing the following key questions:

- What defines the transition to end of life?
- What outcome variables are important indicators of the quality of the end of life experience for the dying person and for the surviving loved ones?
- What patient, family, and health care system factors are associated with improved or worsened outcomes?
- What processes and interventions are associated with improved or worsened outcomes?
- What are the future research directions for improving end of life care?

The full content of these proceedings can be found on the NIH website at the following web address:  
<http://consensus.nih.gov>.

The proposed bill would update the current laws related to a Living Will (RSA 137-H), Durable Power of Attorney for Healthcare (RSA 137-J), last amended more than a decade ago in 1991, and add a component to guide health providers in honoring the preferences of seriously ill people who do not want resuscitation attempted.

1. The proposed bill will simplify the process by which people can articulate their preferences for end-of-life care if terminally ill or designate someone to speak for them if they are unable to participate in decision-making regarding their health care. The proposed bill builds upon the national Uniform Health Care Decisions Act (1997). It simplifies the language and the witness and notary requirements, provides definitions for the issues involved, and adds consistency between the two statutes while retaining key provisions such as the artificial hydration and nutrition question.

2. This bill also helps people who do not want to have resuscitation attempted with a more effective means of having their preferences honored while giving health providers protection in respecting the patient's preference. This proposal will provide a framework for honoring and communicating patient preferences related Do Not Attempt Resuscitation orders issued by physicians as people move among places where they receive health care—hospital, nursing home, hospice or home—and travel by ambulance.

**For more information:**

**The National Hospice and Palliative Care Organization**

[www.nhpco.org](http://www.nhpco.org)

**Medicare**

[www.ahsmcicare.com](http://www.ahsmcicare.com)

[www.cms.hhs.gov](http://www.cms.hhs.gov)

**New Hampshire**

[www.state.nh.us](http://www.state.nh.us)

**The Hospice of the Florida Suncoast**

[www.thehospice.org](http://www.thehospice.org)

**Seacoast Hospice**

[www.seacoasthospice.org](http://www.seacoasthospice.org)

**Riverside Rest Home**

603-742-1348

**SAVE THE DATE ...**

Wednesday, October 19, 2005

**The NHHPCO Fall Conference  
PAIN AND BEYOND 2005**

Registration: 7:30 a.m. ♦ Program: 8:00 a.m. to 4:30 p.m.

Radisson Hotel Manchester

The Center of New Hampshire ♦ 700 Elm Street, Manchester NH 03101

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125 Airport Road, Concord, NH 03301

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