



Massachusetts SMP Program Statewide Conference Workshops



Session A Workshops 8:45 am - 9:45 am

1. Empowering Seniors to Prevent Healthcare Errors, Fraud & Abuse - Taking an active role in preventing health care fraud.

Presenter: Terrie Drew, Coordinator, SMP Integration Project, Elder Services of the Merrimack Valley

2. The Case for Cultural Competence - From Curiosity to Critical Path - Making the case for culturally appropriate health care practices including strategies and resources to develop effective services.

Presenter: Marcie Freeman, Hebrew SeniorLife

3. Protecting Elders Against Scams, Schemes and Deceptive Marketing Tactics - Providing timely information about the latest crimes, cons and traveling criminal organizations.

Presenter: Chief James J. Hurley
Leicester Police Department

4. Assuring End-of-Life Wishes are Honored - Medical Orders for Life Sustaining Treatment (MOLST), a pilot program for transferrable medical orders. Through video and discussion, this innovative project will be explained. While this pilot is limited to the Worcester area, the intent is to create a state-wide MOLST program.

Presenters: Andy Epstein, RN, MPH, Mass DPH
Ruth Palombo, Assistant Secretary, EOE

5. It's A HIT - Health Information Technology, That is! Become informed about electronic medical records

Presenter: Lisa Fenichel, M.P.H.
Mass HIT Council Member

Session B Workshops 10:00 am - 11:00 am

1. Empowering Seniors to Prevent Healthcare Errors, Fraud & Abuse - Learn to recognize and protect yourself and others against health care fraud, including prescription fraud, medical identity theft and fraudulent claims.

Presenters: Susan Waddell, Special Agent in Charge
Boston Regional Office DHHS - OIG
Phil Coyne, Assistant Special Agent in Charge
Boston Regional Office DHHS - OIG

2. Working with Native American People - Providing a better understanding of attitudes, thoughts and feelings in relation to Native American populations.

Presenter: Terrie Drew, Coordinator, SMP Integration Project, Elder Services of the Merrimack Valley

3. Protecting Elders Against Scams, Schemes and Deceptive Marketing Tactics - A presentation about all the latest technologies being used by scammers.

Presenter: Chief Louis J. Pacheco
Raynham Police Department

4. Facilitating Advance Directives - Exploring opportunities and tools that empower individuals and families to make their personal wishes known through caring conversations.

Presenter: Nancy Sherman, LICSW
Bereavement Director, North Shore Hospice

5. National Health Reform - The Impact on Seniors - Learn about the numerous changes to the health care system, Medicare and Medicaid expansion, improvements in our delivery system and discuss the opportunities national reform presents to Massachusetts.

Presenter: Brian Rosman, Research & Policy Director
Health Care For All

Session C Workshops 11:15 am - 12:15 pm

1. Empowering Seniors to Prevent Healthcare Errors, Fraud & Abuse - Annually, billions are wasted on healthcare errors, fraud and abuse - Let's look at the human cost.

Presenter: Terrie Drew, Coordinator, SMP Integration Project, Elder Services of the Merrimack Valley

2. Best Practices for Connecting Diverse Elder Populations with Mainstream Organizations -

Presenters: Maureen Burke, Project Manager, ORI
Luba Kurbanova, Russian Community Assoc. of MA
Muoi Lam, Merrimack Valley Asian Center
Lucia Oliveira, Immigrant Assistant Center
Luz Rosado, Lawrence Council on Aging
Natasha Soolkin, Russian Community Assoc. of MA
Nikki Teour, Merrimack Valley Asian Center

3. Don't Be Scammed! - An interactive discussion about financial exploitation, mail fraud and other scams.

Presenters: Daniel N. Bonda, Postal Inspector, USPIS
Paul J. Michado, Second Assistant DA
Office of Bristol County District Attorney

4. Choosing Hospice - End-of-life care is grounded in respect, compassion and the most advanced pain and symptom management available. Learn about hospice philosophy, when it is appropriate, services, where care is provided and who pays for it.

Presenter: Margaret C. Murphy, Assistant Director
Hospice & Palliative Care Federaton of MA

5. Medication Reconciliation -The importance of comparing medication regimens in all care settings, admissions, transfers and discharges will be discussed.

Presenter: Paula Griswold, Executive Director
Massachusetts Coalition for the
Prevention of Medical Errors

Registration Form

Deadline to register: May 14, 2010

Please Print Clearly

Name _____

Title _____

Organization _____

Address _____

Street _____

City _____

Zip _____

Phone _____

Home (____) _____

Office (____) _____

Cell (____) _____

Email _____

Home _____

Office _____

Please note:

There is no charge for the conference. However, we need an accurate count for the luncheon and workshop materials.

Workshop Selection:

Please indicate your **first and second** workshop choice for each session below. Mail this registration form back on or before the deadline in the enclosed envelope.

Or, FAX your registration with a cover sheet to Pat Sadre at 978-687-1067.

Session A

Session B

Session C

1st ____

1st ____

1st ____

2nd ____

2nd ____

2nd ____

**Friday, May 21, 2010
8:00 am - 3:00 pm**

Program Agenda

8:00 am - 8:30 am
Coffee & Registration

8:30 - 8:45
Opening Remarks and Welcome
Ann Hartstein, Secretary
Executive Office of Elder Affairs

8:45 am - 9:45 am
Session A Workshops

10:00 am - 11:00 am
Session B Workshops

11:15 am - 12:15 pm
Session C Workshops

12:15 pm - 1:00 pm
Luncheon

1:00 pm - 1:45 pm
Introduction of Key Note Speaker
Rosanne DiStefano, Executive Director
Elder Services of the Merrimack Valley

Key Note Speaker
Barbara Dieker, Director
Office of Elder Rights
Department of Health and Human Services

1:45 pm - 2:30 pm
Deborah Wachenheim, Secretary
Health Quality Manager, Health Care For All
Linda Klein, Health Care For All
Consumer Health Quality Council Member
Open Session for Q & A

2:30 pm
Closing Remarks

Directions

Holiday Inn
700 Myles Standish Blvd
Taunton, MA
508-823-0430

From the South
Take 95 North to 495 South
Exit 9
Right off ramp
Right at lights
Holiday Inn Hotel is on the right

From the North
Take 95 South to 495 South
Exit 9
Right off ramp
Right at lights
Holiday Inn Hotel is on the right

Special Accommodations

If you are deaf or hard of hearing or a person with a disability who requires accommodations, please contact Pat Sadre, SMP Program at 800-892-0890, ext. 1352

RN and Social Worker
CEUs are pending

Elder Services proudly acknowledges and thanks our SMP Program Partners

Action for Boston Community Development, Inc.
Administration on Aging
Centers for Medicare and Medicaid Services
Executive Office of Elder Affairs
Health Care For All
Massachusetts Senior Care Association
MassPro - Massachusetts
Quality Improvement Organization
Middleboro *SHINE Program
Multicultural Coalition on Aging
Northeast Independent
Living Program and Elder Services
Aging & Disability Resource Consortium of the Northeast
Office for Refugees and Immigrants
Office of the Attorney General
Network Health
SMP Integration Project
Statewide *SHINE Program

**Serving Health Insurance Needs of Elders*

Elder Services of the Merrimack Valley, Inc.

Choices for a life-long journey

Massachusetts
SMP (Senior Medicare Patrol) Program



First & Free
Statewide Conference

Preventing Healthcare Errors, Fraud and Abuse

Friday, May 21, 2010
8:00 a.m. - 3:00 p.m.
Holiday Inn
Taunton, MA

Raising awareness about the
importance of engaging elder consumers
in their healthcare to prevent healthcare
errors, fraud and abuse.
