

2017 CONFERENCE GUIDE



CMSA 27TH ANNUAL CONFERENCE & EXPO

JUNE 26-30, 2017

AUSTIN CONVENTION CENTER, AUSTIN, TEXAS

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Home Instead Senior Care offers a variety of free CEU webinars designed especially for professionals in the senior care industry. These webinars are developed and presented by Lakelyn Hogan, Home Instead's professional on-staff Gerontologist. Lakelyn serves as an expert source for aging-related issues. "Working as a Gerontologist allows me to educate professionals and communities about the issues facing older adults," Lakelyn said. "It also allows me to gather valuable insights that help Home Instead enhance its services to better serve the aging population." If you would like to learn more about Home Instead Senior Care's CEU programs, visit www.caregiverstress.com/professionaleducation.



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ABOUT CMSA

The Case Management Society of America is the leading membership association providing professional collaboration across the healthcare continuum to advocate for patients' wellbeing and improved health outcomes by fostering case management growth and development, impacting health care policy, and providing evidence-based tools and resources.

Case managers are advocates who help patients understand their current health status, what they can do about it and why those treatments are important. In this way, case managers are catalysts by guiding patients and providing cohesion to other professionals in the health care delivery team, enabling their clients to achieve goals more effectively and efficiently.

Please note all materials contained in this guide are current as of 5/27. Some ads, company names, or sponsors may have been omitted due to production schedules.





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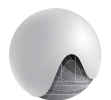
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"Case Management Crossroads: Navigating the Care Continuum"
An Interactive Session Presented By CMSA National Board Member
Laura Ostrowsky, RN, CCM, MUP

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IMPACT Act

Improving Medicare Post-Acute Care Transformation Act of 2014

“The act is intended to provide standardized assessment data for quality improvement, payment, and discharge planning purposes across the spectrum of PAC providers. (Pitts)”

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PRESIDENT'S LETTER



Dear Attendee,

Welcome to CMSA's 27th Annual Conference & Expo in Austin, TX! As always, we work hard to make your experience this year one that you will remember and cherish. In addition, we've made improvements to this year's program, such as the return of our Military/DoD/VA Day and a full evening of opening night activities.

This year, our educational sessions explore topics you might not expect to see, as well as the core standards and knowledge you need to excel as a professional case manager. The Standards of Practice for Case Management, revised in 2016 and released at last year's conference in Long Beach, is weaved into our educational material as the guiding star of our practice.

Our amazing community of exhibitors and sponsors will join us again, too. The Expo Hall is filled with more than 230 exhibiting companies this year, and their representatives are well-prepared to keep you up-to-date on the latest services, products and technology available to improve your practice. You'll have your first opportunity to meet them at Tuesday night's Grand Opening; please take advantage of their knowledge and visit with them throughout the week. Without their support, we could not continue and grow this conference year after year.

This week won't be only about education; we also want you to have fun! Tuesday night is one you won't want to miss, with Texas and food truck-inspired cuisine for dinner, followed by our Expo Hall Grand Opening, dessert and dancing with a live band. In addition, we have two post-conference events for you to explore Austin: the 'Shopportunity' jewelry-making and lunch event at Kendra Scott jewelry and a trip to the LBJ Library for a dose of American history.

My first year as president of CMSA has been a wonderful opportunity to learn about the amazing accomplishments of our members both collectively and as individuals. Your passion and commitment for case management defines our role in value based care, the accountable care organization, and care transitions, for our active duty military and veterans.

The annual CMSA Conference is our time to showcase the important work we have done on behalf of our patients, clients, soldiers, and veterans. I know you will enjoy every minute and meet both new and old friends and colleagues.

Sincerely,
Mary McLaughlin-Davis, DNP, ACNS-BC, NEA-BC, CCM
CMSA National President 2016-2018



Come and visit us at
CMSA 2017 Annual
Conference & Expo
June 26-30
Booth #311

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JOIN US FOR TEXAS STYLE FUN ON TUESDAY NIGHT!!

We will kick off the night with a “Taste of Austin” featuring local food truck cuisine. Our Expo Hall grand opening follows, where you can meet with our exhibitors for cash drawings, enjoy dessert and have fun!

The party continues with The People’s Choice band, line dance lessons and a cash bar (with a drink or two on us).

Be sure to wear your finest Texas styles - boots, hats and jeans - to kick up your heels and have some ol’ fashion BIG Texas FUN!



Facebook: /cmsanational



Twitter: @CMSANational



LinkedIn: /company/cmsa



Pinterest: /CMSANational

Don't forget to download the CMSA 2017 conference app in the App Store or Google Play.

REGISTRATION, CYBER CAFE & EVALUATION MANAGER HOURS

Located in the Austin Convention Center Atrium.

Make sure to stop by the Evaluation Manager to complete your session evaluations for CE credits, and print or email a conference certificate to yourself.

Monday, June 26	12:00p – 5:00p
Tuesday, June 27	7:00a – 7:30p
Wednesday, June 28	7:00a – 6:00p
Thursday, June 29	7:00a – 5:30p
Friday, June 30th	Closed

Evaluations can still be completed online - post conference.



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2017 SCHEDULE AT A GLANCE

Download the CE Recap for all continuing education hours at <http://conference.cmsa.org/continuing-ed/>
 Download the food schedule at <http://conference.cmsa.org/program/>






SUNDAY JUNE 25, 2017

12:30 PM - 5:00 PM • Hilton Austin PC1 – Pre-Conference Session: CCM Prep Course - Day 1
 (Additional fees apply - \$399 for both days)

MONDAY JUNE 26, 2017

8:00 AM - 5:00 PM • Hilton Austin PC1 – Pre-Conference Session: CCM Prep Course - Day 2
 8:00 AM - 5:00 PM • Hilton Austin PC2 – Military/VA/DoD Day
 (Additional fees apply \$100)
 8:00 AM - 12:00 PM • Hilton Austin PC3 – Integrated Case Management: By Case Managers for Case Managers
 (No Additional Fees. Select session when completing conference registration)
 12:00 PM - 5:00 PM • Austin Convention Center Registration Open (Pre-Conference Event attendees will go
 directly to The Hilton to pick up badges before session)
 1:00 PM - 5:00 PM • Hilton Austin PC4 – Setting the Standard Though Application of the Core Curriculum
 (No Additional Fees. Select session when completing conference registration)
 5:00 PM - 6:30 PM • Hilton Austin First Time Attendee Welcome Reception
 6:00 PM - 7:00 PM • Hilton Austin VIP & International Attendee Meet & Greet
 (By Invitation Only)
 7:00 PM - 9:30 PM • Hilton Austin Chapter Leaders Mixer (By Invitation Only)

TUESDAY JUNE 27, 2017

8:30 AM - 10:00 AM • Austin Convention Center CMSA Annual Meeting
 10:15 AM - 11:15 AM • Austin Convention Center Concurrent Sessions*
 11:30 AM - 1:00 PM • Austin Convention Center Lunch & Learn Practice Setting Sessions
 Lunch available from 11:15a - 12:30p 
 (Hospital/Acute Care, Insurance/Managed Care, Rehabilitation/Workers Comp,
 and Staffing/Recruiting)
 1:15 PM - 3:15 PM • Austin Convention Center Opening Keynote: Transforming the Course:
 Enhancing the Patient Care Team for Optimal Transitions in Care -
 Dr. Mary D. Naylor, PhD, RN, FAAN
 3:30 PM - 4:30 PM • Austin Convention Center Plenary Session, supported by PRIME, Inc.:
 Transitions of Care Pathways for Case Managers Across Healthcare Settings

 3:30 PM - 4:30 PM • Austin Convention Center Chapter Leader Session: Improving Financial and Legal
 Risk Management
 5:30 PM - 6:30 PM • Austin Convention Center Taste of Austin! 
 (Food Truck Cuisine drop-in dinner available from 5:30pm - 6:30pm)
 6:30 PM - 8:30 PM • Austin Convention Center Expo Hall Grand Opening 
 8:30 PM - 10:30 PM • Austin Convention Center Party Austin Style!* (Live Band & Dancing) 
 (Badge required for attendance)





2017 SCHEDULE AT A GLANCE

Download the CE Recap for all continuing education hours at <http://conference.cmsa.org/continuing-ed/>
 Download the food schedule at <http://conference.cmsa.org/program/>

WEDNESDAY JUNE 28, 2017

7:00 AM - 6:00 PM	• Austin Convention Center	Registration Open	
7:30 AM - 9:00 AM	• Austin Convention Center	Chapter Presidents' Council Breakfast Meeting - By Invitation Only	TICKET REQUIRED FOR FOOD FUNCTION
7:45 AM - 8:45 AM	• Austin Convention Center	Early Bird Concurrent Sessions*	
9:00 AM - 10:30 AM	• Austin Convention Center	Main Session: The Healing Power of Humor Dr. Stuart Robertshaw, aka "Dr. Humor"	
11:00 AM - 12:00 PM	• Austin Convention Center	Poster Sessions in Expo Hall	
11:00 AM - 3:00 PM	• Austin Convention Center	Expo Hall Open with Lunch Buffet (Lunch served 11:00am - 12:30pm)	BADGE REQUIRED FOR ADMITTANCE
3:15 PM - 4:45 PM	• Austin Convention Center	President's Panel: Legacy and Leadership: The Keys to Shaping Case Management and CMSA	
5:00 PM - 6:00 PM	• Austin Convention Center	Sunset Concurrent Sessions*	
6:00 PM - 8:00 PM	• Hilton Austin	Public Policy Forum & Reception	
6:30 PM - 10:30 PM	• Hilton Austin	Ancillary Events - By Invitation Only	

THURSDAY JUNE 29, 2017

7:00 AM - 5:30 PM	• Austin Convention Center	Registration Open	
7:30 AM - 8:30 AM	• Austin Convention Center	Early Bird Concurrent Sessions*	
8:45 AM - 9:45 AM	• Austin Convention Center	Poster Sessions in Expo Hall	
8:45 AM - 11:45 AM	• Austin Convention Center	Expo Hall Open with Breakfast Buffet (Breakfast served 8:45am - 10:15am)	BADGE REQUIRED FOR ADMITTANCE
12:00 PM - 1:30 PM	• Austin Convention Center	Lunch Symposia - (3 sessions offered) Lunch available from 11:45a - 12:30p	TICKET REQUIRED FOR FOOD FUNCTION
1:45 PM - 2:45 PM	• Austin Convention Center	Concurrent Sessions*	
3:00 PM - 4:30 PM	• Austin Convention Center	Closing Keynote: Building Real Relationships in a Digital World - Jonathan Mann	

FRIDAY JUNE 30, 2017

POST-CONFERENCE EVENTS

8:00 AM - 12:00 PM	• Hilton Austin	PS1 - Writing for Publication
8:00 AM - 12:00 PM	• Hilton Austin	PS2 - The Anatomy of a Chapter Board
9:00 AM - 2:00 PM	• LBJ Library	DA1 - LBJ Presidential Library Lunch and Tour (One CE offered. Additional fees apply - \$159)
9:00 AM - 2:00 PM	• South Congress	DA2 - Shoppportunity! Kendra Scott Jewelry and South Congress (Additional fees apply - \$159)
2:30 PM - 4:30 PM	• Hilton Austin	CMSA CARES: SAFE Austin - A shelter for survivors of child abuse, sexual assault/ exploitation and domestic violence. Help us donate, assemble and deliver "wish-list" items. Please register with our registrars to participate in this activity.





CM EXPO HALL & GIVEAWAY SCHEDULES

Tuesday, June 27 - 6:30p - 8:30p

EXPO HALL GRAND OPENING

Coffee and Dessert Served: 6:30p - 8:30p

Multiple prize giveaways

and fun games all evening!

\$500 Cash giveaways sponsored by:

WellCare (Booth #108) and

Meleco (Booth #431) and

\$1,000 Grand Prize Winner Sponsored by

CMSA - winner announced at 8:00p.

Wednesday, June 28 - 11:00a - 3:00p

EXPO Hall Open

Lunch Served: 11:00a - 12:30p

Lunch Sponsored by Apria (Booth #311)

\$500 Cash giveaways sponsored by:

Visiting Angels (Booth #715) and

AirMed (Booth #408)

Poster Viewing (PP00-PP15)

Thursday, June 29 - 8:45a - 11:45a

EXPO Hall Open

Breakfast Served: 8:45a - 10:15a

Breakfast Sponsored by AirMed (Booth #408)

\$500 Cash giveaways sponsored by:

Healthcare Scouts (Booth #616) and

Angel MedFlight (Booth #521)

Poster Viewing (PP16-PP30)

NEW! CMSA CONNECTION CORNER

While strolling the Expo Hall, stop by the Connection Corner to meet & greet Keynote speakers, chat with Executive Director, Kathy Fraser and get to know the CMSA Board and Past Presidents! You will also have the opportunity to purchase signed books from some of our presenters.

NEW! MERCADO (SPANISH FOR MARKET) Exhibit Hall 5 (Level 1)

Come visit this fun and lively area where you'll find beautiful jewelry, home therapy equipment and more! Once inside the Convention Center lobby, take a short walk past registration and the Expo Hall entrance and follow the signs to the Mercado.

HOURS:

Monday, June 26	8:00AM – 5:00PM
Tuesday, June 27	8:00AM – 6:30PM
Wednesday, June 28	8:00AM – 6:00PM
Thursday, June 29	8:00AM – 6:00PM

SYMPOSIA - TICKETS WILL BE TAKEN AT THE DOOR

CMSA's Lunch Symposia are continuing education sessions that offer enhanced clinical knowledge and comprehensive strategies in major domains of case management for any working clinician within the clinical continuum, regardless of the level of experience. These sessions provide valuable information on some of healthcare's hottest topics. Sessions will be sponsored this year by Nevro, The Center for Treatment of Paralysis and Reconstructive Nerve Surgery at Jersey Shore University Medical Center and the Wound, Ostomy and Continence Nurses Society. You are encouraged to attend and show your support. All Symposia sessions will take place on Thursday, June 28th at 12:00p. Tickets are required. Lunch will be provided and CEs are available. Lunch will be from 11:45a - 12:30p.

CES & CERTIFICATES

After attending your chosen sessions, you can use any available PC with online access to make your session evaluations. Use the "Session Objectives" section in this book as a resource for the behavioral objectives you will need to evaluate. Once you've completed your evaluations (either at the Evaluation Manager in the registration area or on your personal laptop), you will be able to immediately print your CE certificate, send to your email – or both!



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CMSA 27TH ANNUAL
CONFERENCE & EXPO

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U.S. News & World Report named Tampa General Hospital the #1 Hospital in Tampa Bay and one of America's Best Hospitals in six specialties:

Cardiology & Heart Surgery, Diabetes & Endocrinology, Gastroenterology & GI Surgery, Nephrology, Pulmonology, and Urology. Additionally, TGH was named high-performing in Geriatrics, Neurology & Neurosurgery, and Orthopedics. Learn more at tgh.org.



CMSA RESOURCE CENTER

Visit CMSA's Resource Center in the Expo Hall (booth #527) to learn about CMSA's tools and resources, meet a few of the CMSA National Board Members and local Chapter Leaders and stock up on Case Management Week supplies!

If you're already a CMSA member, stop by to enhance your conference experience and learn about the latest tools and resources available to you. If you're not a member, learn about our educational programs and support services that can benefit both you as a case manager and your employer and discover how you can save on membership by joining during the conference!

Looking for the foundation booth? Well look no further, come learn about all that the CMF foundation has to offer.

Interested in learning how you can help advance the case management industry? CMSA's Public Policy Committee members will be in the Resource Center to share information on their current involvement in shaping health policy and creating case management awareness.

Finally, come to our booth to register for a few great giveaways – someone has to win, why not you?

DISCLOSURE POLICY

It is the policy of CMSA to ensure balance, independence, objectivity and scientific rigor in all its educational activities. All Faculty participating in this activity are expected to disclose to the audience any significant financial interest or other relationship he/she has with the manufacturer(s) of any commercial product(s) discussed in an educational session. The names of the Faculty members declaring a potential conflict of interest, discussing off-label therapies, and those who declined to sign a Disclosure Statement are noted on the Session Summary Description Page available on CMSA's website.





EXECUTIVE CONFERENCE SPONSORS

Medline Industries Booth # 417

Now more than ever you need a high-value partner who understands your challenges and has the power to help you solve them. With expertise across the continuum of care—from hospitals and nursing homes to surgery centers and physician offices—we’re everywhere your members receive care. With a 50 year history in the healthcare products industry, we’re also the largest privately held manufacturer and distributor of medical supplies uniquely positioned to provide you with 350,000 products, education and support. Read our case study at medline.com/pages/who-we-serve/managed-care.

National Mobility Equipment Dealer Association (NMEDA) Booth # 114

NMEDA provides adaptive transportation solutions. Through the use of mobility equipment, National Mobility Equipment Dealer Association’s (NMEDA) Members provide independence and the ability to get behind the wheel. With equipment installed by a dealer who participates in NMEDA’s Quality Assurance Program (QAP™), a wheelchair accessible van, truck or car can provide the assurance you need to feel confident and secure on the road. While people have a choice of where to buy or have automotive services provided, take the guesswork out of the equation and insist on QAP.

Sanofi Genzyme Booth # 727

Sanofi Genzyme, the specialty care business unit of Sanofi, focuses on rare diseases, multiple sclerosis, oncology, and immunology. We help people with debilitating and complex conditions that are often difficult to diagnose and treat. Our approach is shaped by our experience developing highly specialized treatments and forging close relationships with physician and patient communities. We are dedicated to discovering and advancing new therapies, providing hope to patients and their families around the world. Learn more at www.sanofigenzyme.com

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PREMIUM CONFERENCE SPONSORS

AirMed International Booth #408
 \$500 Cash Giveaway (Wednesday)
 and Expo Hall Breakfast (Thursday)

Angel Medflight Worldwide Air Ambulance Booth #521
 \$500 Cash Giveaway (Thursday) & Lunch & Learn Session

AstraZeneca Pharmaceuticals, Inc. Not Exhibiting
 Chapter President Mixer

BioScrip, Inc. Booth #124
 Military/VA/DoD Day Breakfast & Badge Holder

Charity Air Ambulance Booth #203
 Learning Journal

Genex Services, LLC Booth #509
 Tote Bags

Healthcare Providers Service
 Organization (HPSO) Booth #534
 Session 2004

Select Medical Booth #621
 Water Bottles

Tampa General Hospital Not Exhibiting
 Annual Membership Meeting/Party Beverage Tickets

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Kapural L. et al. Comparison of 10 kHz high-frequency SCS to traditional low-frequency SCS: the SENZA-RCT US pivotal study.
Presented at: 18th Annual North American Neuromodulation Society Conference; December 11-14, 2014; Las Vegas, NV.

2015036 Rev. A



SUPPORTING CONFERENCE SPONSORS

Allergan USA.....Booth #502 Attendee Brochure	Medix.....Booth #404 Lunch & Learn Session
Apria Healthcare.....Booth #311 Wednesday Expo Lunch	Meleco Healthcare Solutions.....Booth #431 \$500 Cash Giveaway (Tuesday)
Coram CVS/specialty infusion services.....Booth #403 Military CE Event/Military/VA/DoD Day Breaks	Post Acute Medical.....Booth #434 Military/VA/DoD Day Lunch
Exact Sciences.....Booth #837 Lunch & Learn Session	Privis Health.....Booth #817 Badge Holders
Geneia.....Not Exhibiting Conference Guide	Visiting Angels.....Booth #715 \$500 Cash Giveaway (Wednesday)
Healthcare Scouts, Inc.....Booth #616 \$500 Cash Giveaway (Thursday)	WellCare Health Plans.....Booth #108 \$500 Cash Giveaway (Tuesday)
Humana at Home.....Booth 820 Mobile App Splash Page	

GENERAL CONFERENCE SPONSORS

Acelity/KCI.....Booth #602	Pfizer RxPathways.....Booth #839
BrightStar Care.....Booth #535	StarChapter.....Not Exhibiting Chapter Events
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Nevro Corp.Booth #720 Chronic Pain Management: A Non-opioid Interventional Solution Backed by Level I Evidence Presenter: David Caraway, MD, PhD	The Center for Treatment of Paralysis and Reconstructive Nerve Surgery at Jersey Shore University Medical CenterNot Exhibiting 3 Key Concepts You Should Know when Treating Nerve Pain and Peripheral Nerve Paralysis after Traumatic Injury Presenter: Andrew Elkwood, MD, FACS	Wound, Ostomy and Continence Nurses Society.....Booth #115 Transition of Care: Moving the Wound & Ostomy Patient from Hospital to Home Care Presenters: Sandy Hughes, BSN, RN, CWOCN, COS-C and Vicky Pontieri-Lewis, MS, RN, ACNS-BC, CWOCN
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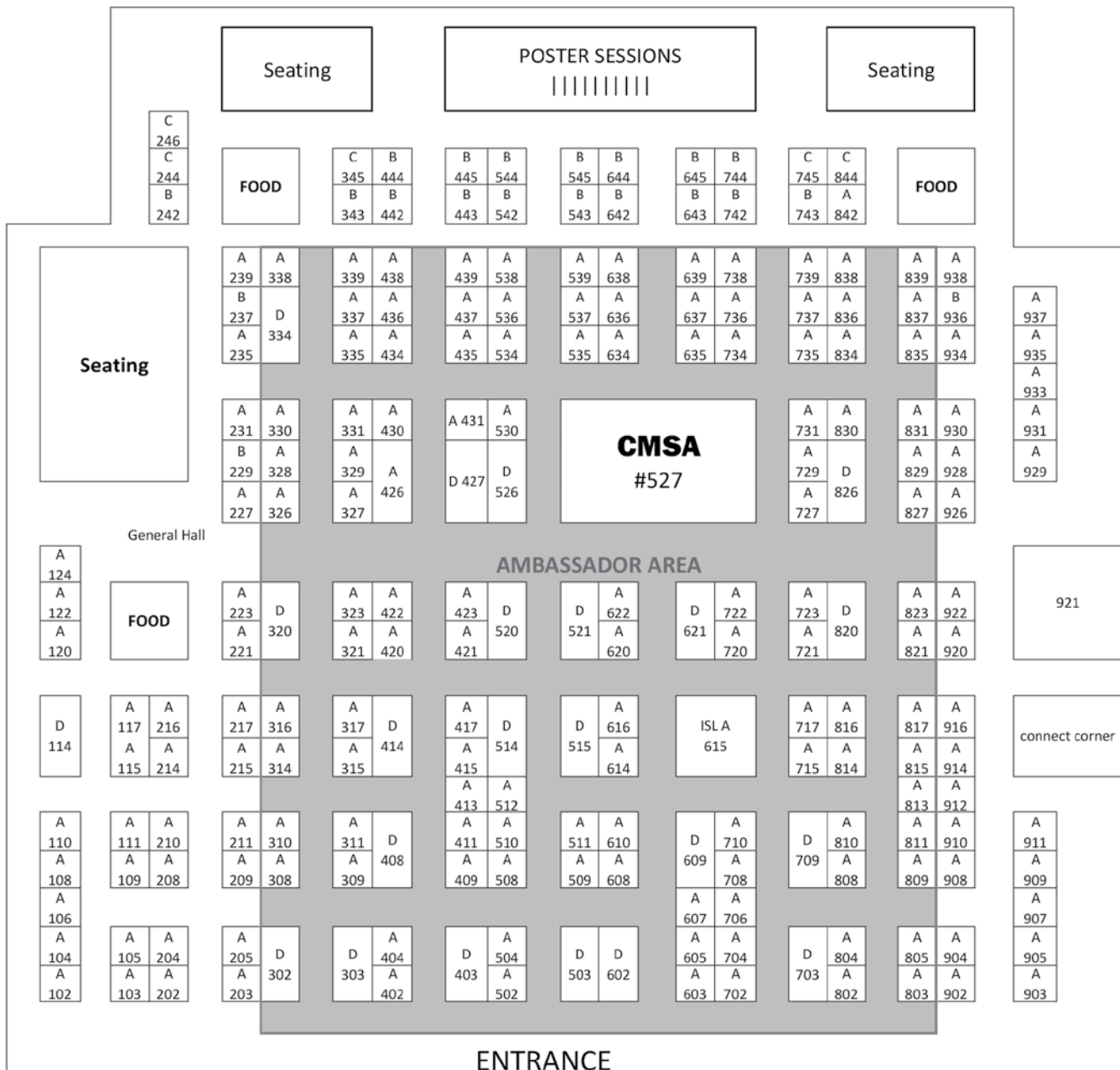
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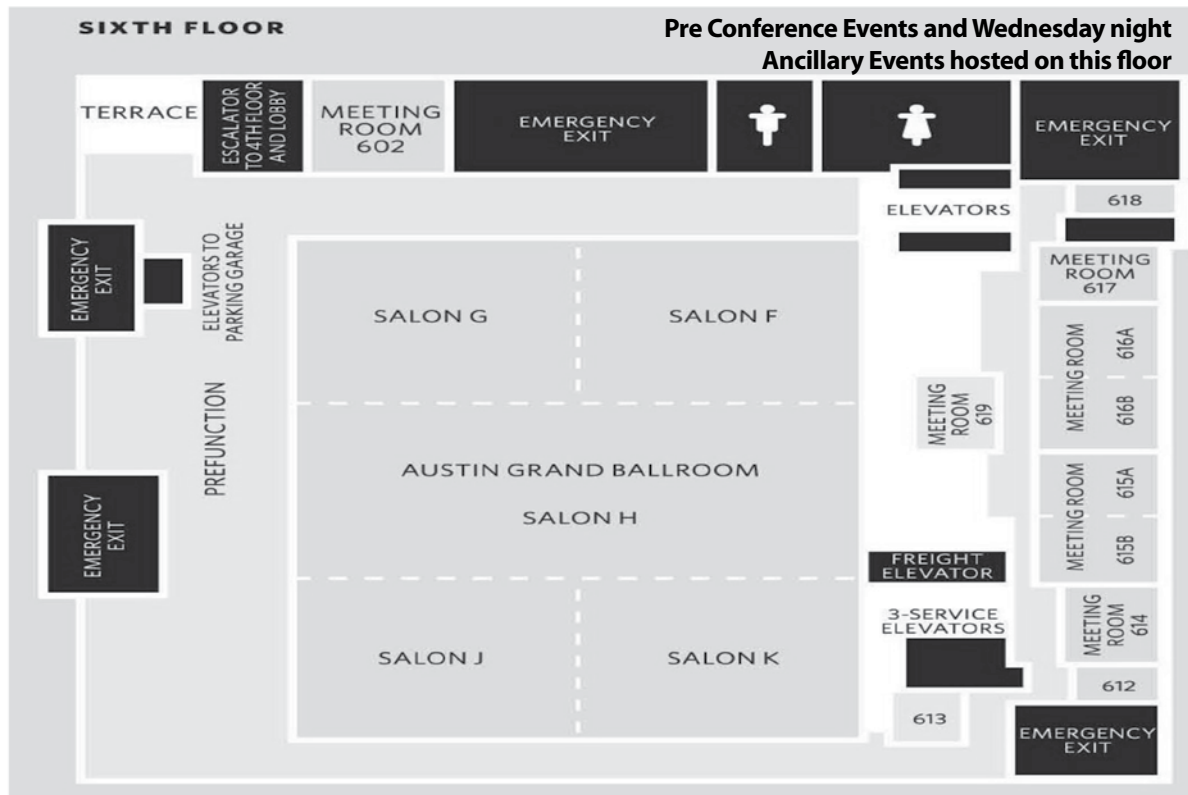
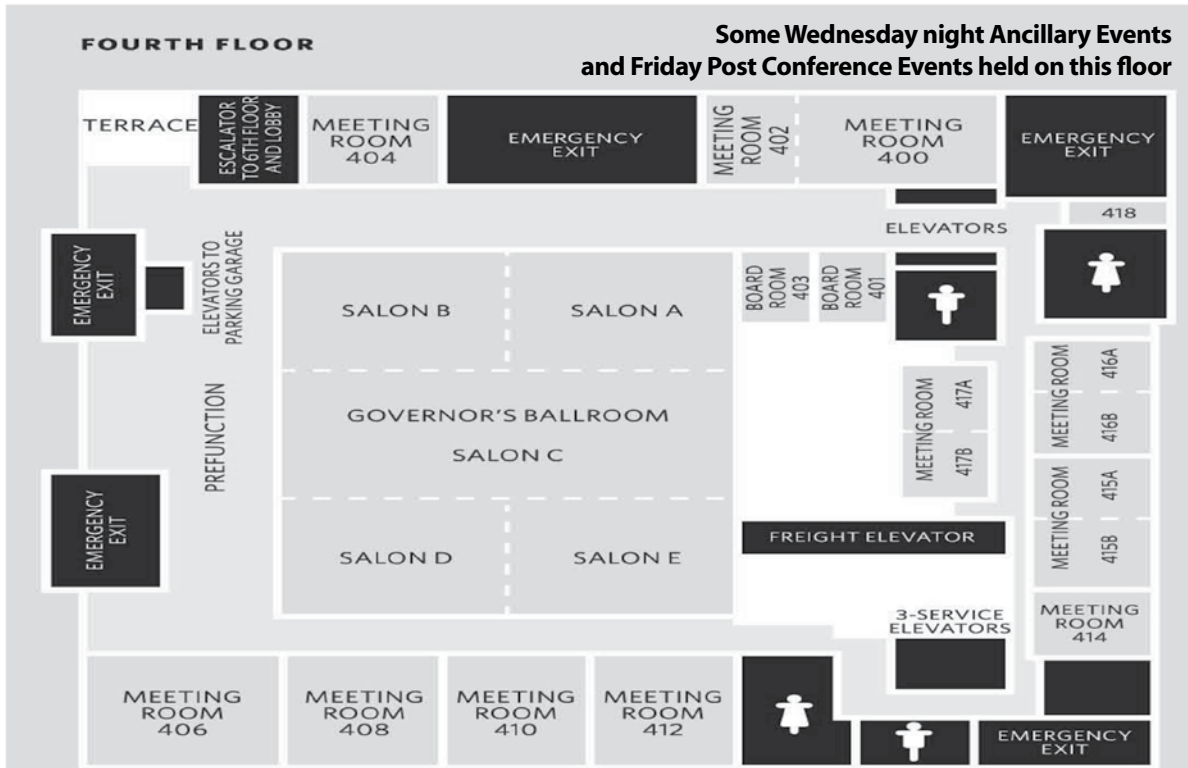


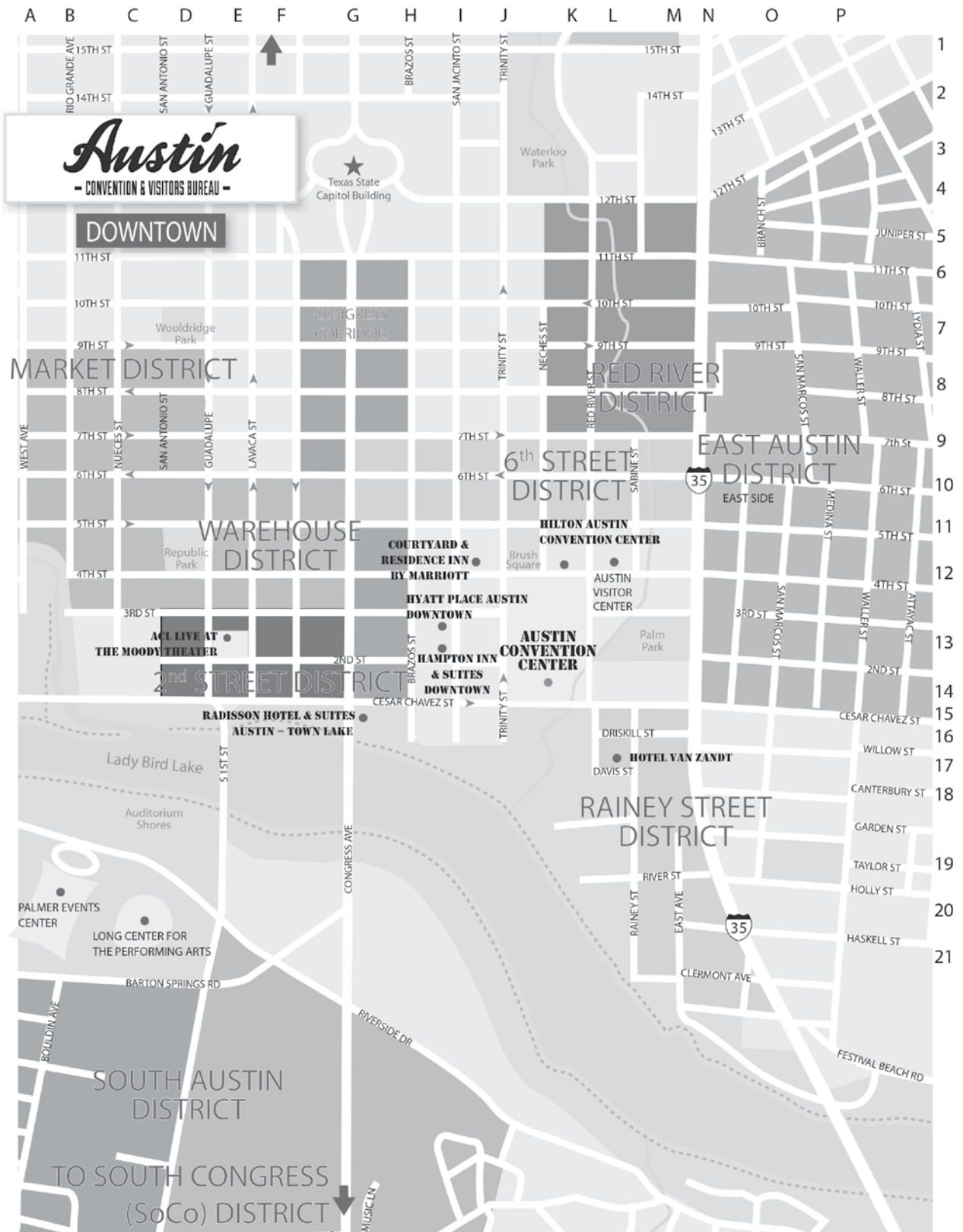
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multi-level diagram

AUSTIN
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LEVEL 4

- Ballrooms D, E, F, G
- Meeting Rooms 11 – 19

Annual Meeting, Keynotes, Symposia, Concurrent Sessions, Lunch & Learn, and Plenary are held on this level.



LEVEL 3

- Austin Suite
- Meeting Rooms 4 – 10
- Show Offices 12 – 16

VIP Lounge, Chapter Ad Hoc Meeting Room, and Private Meeting rooms held on this level.



LEVEL 2

- Show Offices 1, 2, 5, 6-11

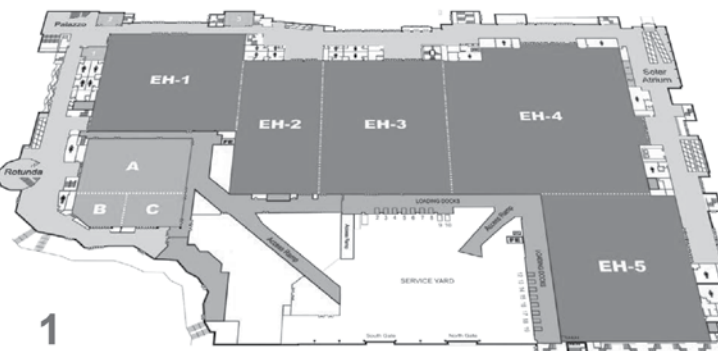
NO CMSA EVENTS WILL BE ON THIS LEVEL.



LEVEL 1

- Exhibit Halls 1 – 5
- Ballrooms A, B, C
- Meeting Rooms 1, 2, 3

Expo Hall in EH3 and EH4, Mercado, Tuesday Night Dinner & Party in EH5, Registration, Evaluation Manager, and Cyber Cafe on this level.



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SESSION OBJECTIVES

PC1

Sunday, June 25, 12:30p - 5:00p

CCM Prep Course Day 1

*Presenter(s): Sandra Lowery, RN, BSN, CCM, CNLCP
Co-Presenter(s): Sheila Bennion, RN, BSN, MBA, CCM*

Objectives:

- () 1. Describe the process for the CCM credential.
- () 2. Explain the six essential A1:W100 areas for case management practice.
- () 3. Describe any individual additional study needs.

NOTES: _____

PC1

Monday, June 26, 8:00a - 5:00p

CCM Prep Course Day 2

*Presenter(s): Sandra Lowery, RN, BSN, CCM, CNLCP
Co-Presenter(s): Sheila Bennion, RN, BSN, MBA, CCM*

Objectives:

- () 1. Describe the process for the CCM credential.
- () 2. Explain the six essential knowledge areas for case management practice.
- () 3. Describe any individual additional study needs.

NOTES: _____

PC2

Monday, June 26, 7:30a - 5:15p

Military/VA/DoD Day: From Transitions to Transformation – Making Every Connection Count across DoD, VA and the Community

Program Committee Chair:

Derenda Lovelace, MSN, RN-BS, Cm

Program Committee Co-Chair:

Melanie Prince, RN, MSN, RN-BC, CCM

Keynote Speaker:

Christopher Lettieri, MD, FACP, FCCP, FAASM

Objectives:

- () 1. Communicate with case management professionals from the Armed Services, Veterans Health System and associated community organizations on transforming evidence based practices and services and how they can make every connection count.
- () 2. Discuss current topics of interest in case management practice for DoD and VA case managers to include, VA Integrated Case Management, Resiliency and Veterans Choice.
- () 3. Identify and explore innovative and successful case management practices as well as the challenges case managers encounter in the DoD and Veteran Health Care systems.

NOTES: _____





SESSION OBJECTIVES

PC3

Monday, June 26, 8:00a - 12:00p

The Integrated Case Management Manual: Written for Case Managers by Case Managers

Presenter(s): Kathleen Fraser, MSN, RN-BE, CCM, CRRN

Co-Presenter(s): Corine Latour, PhD, RN;

Rebecca Perez, RN, BSN, CCM;

Paul Ciechanowski, MD, MPH,

Objectives:

- () 1. Overview of the new manual and program.
- () 2. Discussion of the model's support of regulatory requirements, care delivery systems and specialty populations.
- () 3. Introduction and discussion of the international perspective of integrated case management.

NOTES: _____

PC4

Monday, June 26, 1:00p -5:00p

Setting the Standard Through Application of the Core Curriculum

Panelists: Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRP; Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN; Deborah Gutteridge, MS, CBIST; Cheri Lattimer, RN, BSN; Lynn Muller, JD, BA-HCM, RN, CCM; Rebecca Perez, RN, BSN, CCM; Hussein Tahan, PhD, RN, FAAN; Teresa Treiger, MA RN-BC CCM CHCQM FABQUARP

Objectives:

- () 1. Describe the concepts and value of the CMSA Core Curriculum to the field of case management.
- () 2. Understand how public policy is shaping our case management scope of practice.
- () 3. Identify the roles, functions and essential practice considerations.

NOTES: _____

MB01

Tuesday, June 27, 8:00a -10:00a

Annual Membership Meeting

*Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN,
Mary McLaughlin-Davis, DNP, MSN, APRN-BC,CCM*

Objectives:

- () 1. Discuss recent revisions to the CMSA Standards of Practice for Case Management brought about by the Affordable Care Act.
- () 2. Learn about recent developments, tools and resources for members of CMSA.
- () 3. Explore current policy efforts that can dramatically impact the future of case management practice.

NOTES: _____

1001

Tuesday, June 27, 10:15a -11:15a

Stopping the Revolving Door: Montefiore Care Management's Care Transition Program

Presenter(s): Veronica E. Chepak, RN, BSN, MPA

Co-Presenter(s): Sandra Mitchell RN

Objectives:

- () 1. Discuss and understand the barriers to effective transitions of care across the continuum of care.
- () 2. Discuss care coordination strategies utilized by the Care Transition program to improve communication and patient education while maintaining accountability to the patient's plan of care.
- () 3. Discuss the continual assessment of outcome measurement of the Care Transition Program to ensure goals of the program of decreased admission, increased patient satisfaction and improved quality of care were met.

NOTES: _____





SESSION OBJECTIVES

1002

Tuesday, June 27, 10:15a -11:15a

Improving Outcomes with Integrated Remote Monitoring

Objectives:

Presenter(s): Lori Herb, RN, MSN, CCM, CCP

Co-Presenter(s): Kevin Jacoby, MSW, CCM, CCP

Objectives:

- () 1. Describe best practices for integrating remote monitoring into a case management program.
- () 2. Describe the outcomes of the remote monitoring pilot.
- () 3. Identify next steps in population identification beyond a pilot that would benefit from integrating remote monitoring into a case management program.

NOTES: _____

1003

Tuesday, June 27, 10:15a -11:15a

Transforming Case Management One Text at a Time

Presenter(s): Janet Appel, RN, MSN, CCM

Co-Presenter(s): Christine Tedeschi, MSN, RN, CCM, CDE

Objectives:

- () 1. The learner will identify a care management program for implementing a mobile technology component.
- () 2. The learner will list 2 advantages for case management staff of a mobile technology program.
- () 3. The learner will be able to discuss the reasons for increased caseload capabilities.

NOTES: _____

1004

Tuesday, June 27, 10:15a -11:15a

Law & Ethics: A Marriage of Necessity

Presenter(s): Lynn Muller, JD, BA-HCM, RN, CCM

Co-Presenter(s): Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRP

Objectives:

- () 1. The Professional Case Manager will evaluate the impact of various changes in healthcare policy to incorporate essential changes into practice.
- () 2. The Professional Case Manager will differentiate between laws, regulations, standards and codes to integrate necessary legal and ethical dictates.
- () 3. The Professional Case Manager will apply a strategic plan for problem solving in diverse practice settings.

NOTES: _____

1005

Tuesday, June 27, 10:15a - 11:15a

New Frontiers for Old Challenges in Workers Comp Catastrophic Case Management

Presenter(s): Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN

Co-Presenter(s): Jo Carter, RN, BSN, CCM

Objectives:

- () 1. List two methods data and data analysis is being used to impact patient engagement, case management activity and case management caseloads.
- () 2. State three clinical innovations that can shift case management practice.
- () 3. Identify three resources for addressing old challenges that still persist.

NOTES: _____

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree





SESSION OBJECTIVES

1006

Tuesday, June 27, 10:15a - 11:15a

VA Liaisons for Healthcare: Partners with the Private Sector

Presenter(s): Jennifer Perez, MSW, LICSW

Objectives:

- () 1. Define the basic tenets of the Warrior Care Network as it relates to the public private partnership between the Department of Veterans Affairs and the Wounded Warrior Project.
- () 2. Describe the National VA Liaison Program and the role of the VA Liaison for Healthcare in transitioning healthcare.
- () 3. Discuss how VA adopted a national best practice to meet the unique aspects of the WCN VA Liaison's role at the AMCs.

NOTES: _____

1007

Tuesday, June 27, 10:15a - 11:15a

Walk a Mile in Their Shoes: A Road to Refugee Case Management

Presenter(s): Paige Kolok, MSSW, CSW

Objectives:

- () 1. Define the challenges that refugee populations experience in navigating healthcare systems.
- () 2. Describe the components of an embedded refugee care management program implemented within a Medicaid health plan.
- () 3. Discuss how a refugee case management program can positively impact refugees with special health care needs.

NOTES: _____

1008

Tuesday, June 27, 10:15a -11:15a

Care Coordination, Health Networks, and Frontier Community Innovations

Presenter(s): Pat Conway, PhD, MSW

Co-Presenter(s): Laurie Hall, RN, MBA; Heidi Favet, BS, CHW; Jenny Uhrigh MPA

Objectives:

- () 1. Increased understanding about health disparities experienced in rural and frontier communities and the role of care coordination in addressing those disparities.
- () 2. Increased capacity to describe factors that enable interdisciplinary teams within accountable care organizations and interorganizational care teams to operate successfully in rural communities.
- () 3. Increased ability to develop methods for evaluating the process of developing an integrated primary care team and an accountable health community and outcomes for patients and families.

NOTES: _____



SESSION OBJECTIVES

1009

Tuesday, June 27, 10:15a -11:15a

A Strategy For Achieving Case Management Certification in a Large Health System

Presenter(s): Mary McLaughlin-Davis, DNP, MSN, APRN-BC, CCM

Co-Presenter(s): Tasha Stanley-Glanzero, MSSA, LISW-S

Objectives:

- () 1. Review the various models of group study and the effectiveness to learning outcomes and student satisfaction.
- () 2. Define the steps involved in creating an effective study program for the Case Management Certification within a large health care system.
- () 3. Discuss the effectiveness of the program for integrating social workers within the care management department into the certification process.

NOTES: _____

B01

Tuesday, June 27, 11:30a - 1:00p

LUNCH & LEARN:

Hospital/Acute Care

Sponsored by Angel MedFlight

Case Management Crossroads:

Navigating the Care Continuum

Presenter(s): Laura Ostrowsky, RN, CCM, MUP

Objectives:

- () 1. Understand how case management roles and responsibilities may create a conflict of interest
- () 2. Learn how to determine the top priority when competing needs exist
- () 3. Identify when and who to ask for guidance if the contradiction creates an ethical concern

NOTES: _____

B02

Tuesday, June 27, 11:30a - 1:00p

LUNCH & LEARN:

Insurance/Managed Care

Sponsored by Exact Sciences

Increasing Colorectal Cancer Screening Rates: Closing the Gap

Presenter(s): Barry Berger, MD, FCAP

Objectives:

- () 1. Become current with the latest recommendations from the screening guidelines of the US Preventive Services Task Force, National Comprehensive Cancer Network and American Cancer Society.
- () 2. Understand the role of quality of care measurement programs like the NCQA-HEDIS and CMS STARS program in supporting efforts to increase screening.
- () 3. Understand the current screening options and the benefits and harms associated with each.

NOTES: _____





SESSION OBJECTIVES

B03

Tuesday, June 27, 11:30a - 1:00p

Lunch & Learn

Rehabilitation/Workers Comp

Sponsored by NMEDA

Comprehensive Automotive Mobility Solutions for People with Disabilities and their Caregivers

Presenter(s): Peter Lucas, MBA, CAE

Objectives:

- () 1. Understand and identify the unique process involved in researching, evaluating, selecting and purchasing automotive mobility solutions.
- () 2. Differentiate and list the key industry professionals and organizations involved with the automotive mobility equipment industry and list valuable resources to assist your patients in the available automotive transportation options.
- () 3. Understand and list the negative ramifications consumers/patients may face with poor awareness about this unique process in the automotive mobility arena.

NOTES: _____

B04

Tuesday, June 27, 11:30a - 1:00p

Lunch & Learn

Staffing/Recruiting

Sponsored by Medix

The Changing Landscape in Care Management Hiring

Presenter(s): James Jacobi

Objectives:

- () 1. Understand industry trends and how it's impacting supply and demand of care managers.
- () 2. Understand the challenges and impacts with poor hiring processes.
- () 3. Learn the key skills employers are looking for in 2018 to help their programs thrive.

NOTES: _____

KS01

Tuesday, June 27, 1:15p - 3:15p

Opening Keynote - Transforming the Course: Enhancing the Patient Care Team for Optimal Transitions in Care

Presenter(s): Mary Naylor, PH.D, RN, FAAN

Objectives:

- () 1. Illustrate the context for transitional care in the current healthcare system, and examine the basis for transitional care as an approach toward improving the quality of health care in the U.S.
- () 2. Discuss the significance of findings/study results (health outcomes) from the evidence base.
- () 3. Describe the essential role of the health care team in providing safe, effective transitional care.

NOTES: _____

CLS

Tuesday, June 27, 3:30p - 4:30p

Chapter Leader Session: Improving Legal & Financial Risk Management

Presenter(s): Barbara Dunn O'Neal, Esq., JD

Objectives:

- () 1. Understand what legal and financial risks all chapters' faces.
- () 2. Assess the current level of risk of your Chapter.
- () 3. Develop strategies to protect your chapter's risk.

NOTES: _____



SESSION OBJECTIVES

Plenary

Tuesday, June 27, 3:30p - 4:30p

Plenary Session - Transitions of Care Pathways for Case Managers Across Healthcare Settings
Sponsored by PRIME through an educational grant from Genentech

Panelists: Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN; Cheri Lattimer, RN, BSN; Christopher Lettieri, MD, FACP, FCCP, FAASM

Objectives:

- () 1. Implement guideline-directed referral and care coordination strategies for patients and their caregivers.
- () 2. Discuss systems-based and team-based barriers to interprofessional management of patients with rare respiratory diseases across practice settings.
- () 3. Apply leading strategies for optimal care transition practices and interprofessional communication by case management professionals to bridge gaps in care.

NOTES: _____

2001

Wednesday, June 28, 7:45a - 8:45a

Evidence Based Framework for Evaluating & Treating Individuals with Disorders of Consciousness

Presenter(s): Deborah L. Doherty, M.D

- () 1. The attendee will be able to define the various disorders of consciousness (DOC) including coma, vegetative state, and minimally conscious state and will be able to identify conditions that can interfere with accurate assessment of an individual's level of consciousness.
- () 2. The attendee will be able to identify and treat those complications that can interfere with neurologic recovery from DOC.
- () 3. The attendee will understand an evidence based framework for neuropharmacologic intervention in DOC, understand the limitations of current studies, and be able to identify where further research is needed.

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree

2002

Wednesday, June 28, 7:45a - 8:45a

When Patients Don't Want What We Want to Give Them

Presenter(s): Eileen Zenker, LCSW, CCM

Objectives:

- () 1. Demonstrate an understanding of patient capacity and how to complete an assessment.
- () 2. Recognize patient refusal to the healthcare team's recommendations as an opportunity to initiate or continue dialogue.
- () 3. Evaluate role of religious beliefs, cultural background, psychosocial factors, previous interactions with healthcare systems and personal experiences and preferences of family members on patients' stated goals and decisions.

NOTES: _____

2003

Wednesday, June 28, 7:45a - 8:45a

Real-World Care Management Expertise and Risk Stratification

Presenter(s): Avera White, RN, MSN, CCM

Co-Presenter(s): Barbara McNeill, MSN, RN-BC

Objectives:

- () 1. Describe how CCNC's use of Impactability Scores™ has enhanced conventional methods of risk stratification and identification of priority patients.
- () 2. Explain the influence Impactability Scores™ has had on the case management process at CCNC.
- () 3. Discuss data that demonstrates the positive outcomes resulting from the use of Impactability Scores™.

NOTES: _____





SESSION OBJECTIVES

2004

Wednesday, June 28, 7:45a - 8:45a

A Case Manager's Guide to Malpractice Prevention Supported by Healthcare Providers Service Organization (HPSO)

Presenter(s): Jennifer Flynn, CPHRM

Co-Presenter(s): Stephanie (Lynn) Pierce, RN, BSN, CPHRM

Objectives:

- () 1. List the leading allegations made against case managers in malpractice lawsuits.
- () 2. Define the average cost to defend and the indemnity for case managers in malpractice lawsuits.
- () 3. Identify key risk management tools that case managers can incorporate into their practice to help improve patient safety, enhance quality of care, and reduce risk and error.

NOTES: _____

2005

Wednesday, June 28, 7:45a - 8:45a

Controversy Continues: Medical Marijuana in Workers' Compensation

Presenter(s): Kevin Glennon, RN, BSN, CDMS, CWCP, QRP

Objectives:

- () 1. Understand potential therapeutic value of medical marijuana, particularly in treating chronic pain.
- () 2. Hear about developments in states like New Mexico that have forced WC programs to cover medical marijuana for injured workers.
- () 3. Learn of proposed legislation to change marijuana's classification.

NOTES: _____

2006

Wednesday, June 28, 7:45a - 8:45a

Improving Care Coordination by Demystifying the VA for Non-VA Case Managers

Presenter(s): Sandra Filiault, RN

Co-Presenter(s): Derenda Lovelace, MSN, RN-BS, Cm

Objectives:

- () 1. Describe the basic history and structure of the VA healthcare system.
- () 2. Understand basic eligibility and enrollment processes and services available to Veterans.
- () 3. Discuss how the development of collaborative case management programs is transforming how non-VA case managers navigate the VA healthcare system.

NOTES: _____

2007

Wednesday, June 28, 7:45a - 8:45a

Pain Rehabilitation A Tri-Dimensional Approach

Presenter(s): Jeff Snell, Ph.D.

Objectives:

- () 1. Illustrate an understanding of the broad effects of chronic pain in the United States including statistics of individuals suffering from chronic pain and costs related to treatment.
- () 2. Debate the effectiveness of opioids as a treatment for individuals with chronic pain and the long-term consequences for that approach.
- () 3. Identify the benefit of utilizing a program that treats chronic pain from a biopsychosocial model.

NOTES: _____





SESSION OBJECTIVES

2008

Wednesday, June 28, 7:45a - 8:45a

Psychosocial Risk Factors: Assessing and Preventing Delayed Recovery

Presenter(s): Kyle Babick, PhD

Objectives:

- () 1. Upon completion of this course the attendee will be knowledgeable about:
 - Psychosocial risk factors for developing disabling injuries, chronic pain, and delayed return to work, including
- () 2. warning flags” for their identification.
- () 3. Upon completion of this course the attendee will be knowledgeable about:
 - New approaches to early intervention in high-risk cases that have been shown to reduce overall injury costs and lost time.

NOTES: _____

2009

Wednesday, June 28, 7:45a - 8:45a

Recruiting & Retaining Staff: The Art of Motivation and Engagement

Presenter(s): Honey Blankenship, MSN, RN, CCM, CPN

Objectives:

- () 1. Examine the role of managers in creating positive work environments that lead to sustainable performance.
- () 2. Evaluate how managers improve employee motivation, job satisfaction, and performance.
- () 3. Define the leadership role need for case managers within a population health model.

NOTES: _____

KS02

Wednesday, June 28, 9:00a -10:30a

Main Session - The Healing Power of Humor

Presenter(s): Dr. Stuart Robertshaw (aka Dr. Humor)

Objectives:

- () 1. Describe the negative impact of stress, anxiety and tension.
- () 2. Define the immunological benefits of laughter.
- () 3. Understand the positive impact of therapeutic laughter on the practice of case management.

NOTES: _____

PP00

Wednesday, June 28, 11:00a - 12:00p

Surf the Silver Wave: Case Managers As Patient Care Champions

Presenter(s): Lily Huang Carrier, RN, MA

Objectives:

- () 1. Identify new opportunities to promote case managers’ value-driven visibility in the life care elder law context, and recognize case managers’ critical leadership skills in collaborating with other patient care related professionals.
- () 2. Share long term care case studies and data analysis demonstrating successful leadership and collaborative strategies to achieve optimal patient satisfaction while addressing complexity, ambiguity and uncertainty within the current legal, regulatory and health care system, attributable to case managers’ essential leadership role.
- () 3. “Real world” group discussion to develop individual leadership action plans incorporating concrete steps and effective tools to maximize case managers’ career goals for daily operations, networking, personal growth and professional recognition.

NOTES: _____

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree





SESSION OBJECTIVES

PP01

Wednesday, June 28, 11:00a - 12:00p

Empowering the Medicaid Population to Stay Healthy At Home

Presenter(s): Lisa Niestadt, BSN, RN, CCM

Objectives:

- () 1. Describe remote patient monitoring telehealth care management strategies implemented within a Medicaid health plan.
- () 2. Discuss how remote monitoring technology is used to improve patient engagement, treatment adherence, and self-care management skills for members with targeted chronic conditions.
- () 3. Demonstrate clinical, financial, and satisfaction outcomes achieved for members enrolled in the telehealth care management program.

NOTES: _____

PP02

Wednesday, June 28, 11:00a - 12:00p

Reducing Readmissions with Predictive Analytics Tools

Presenter(s): Cheri Bankston, RN, MSN

Objectives:

- () 1. Discuss best practices to reduce readmission rates.
- () 2. Conduct an evaluation of readmission tools across at least five factors.
- () 3. Recommend the use of a care navigator program for better clinical outcomes.

NOTES: _____

PP03

Wednesday, June 28, 11:00a - 12:00p

Decreasing Readmissions with Innovation

Presenter(s): Kimberly D. Jungkind, MPH, RN, CCM, MBA, BSN

Objectives:

- () 1. Participants at the end of the presentation will be able to: 1) Evaluate resource options to decrease thirty day patient readmissions.
- () 2. Discuss the challenges to educating patients and families.
- () 3. Identify innovative solutions to common readmission trends.

NOTES: _____

PP04

Wednesday, June 28, 11:00a - 12:00p

Actionable Metrics Through an Existing Care Management System

Presenter(s): Cynthia Davis, RN, MSN, CCM

Objectives:

- () 1. Describe the manager's purpose in metric reporting and collaboration with the Information Technology (IT) department to explore available options for data collection.
- () 2. Describe the importance of understanding relationships between the clinical (end user processes) and IT / automation developer support processes.
- () 3. Describe the application of the CM Dashboard data reports as it relates to end of year practice and performance evaluation.

NOTES: _____

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree



SESSION OBJECTIVES

PP05

Wednesday, June 28, 11:00a - 12:00p

The Case Management Model Act: Professional Case Managers Transforming Health Care

Presenter(s): Patricia Noonan, RN, MBA, CCM

Co-Presenter(s): Chriss Wheeler, RN, MSN, CCM

Objectives:

- () 1. Define the Case Management Model Act and the impact on the healthcare system.
- () 2. Describe key components of a quality case management program outlined in the Case Management Model Act.
- () 3. Discuss the importance of professional case managers advancing the Case Management Model Act into health policy at the local, state and federal levels.

NOTES: _____

PP06

Wednesday, June 28, 11:00a - 12:00p

Palliative Care: Is it Different than Hospice Care? How is it Different than Hospice?

Presenter(s): Kathy Barrows, RN, BSN, CCM

Co-Presenter(s): Janet Coulter, RN, MSN, MS, CCM

Objectives:

- () 1. Identify differences between palliative care and hospice and pain management.
- () 2. Discuss the difference between palliative care and pain management.
- () 3. Identify patient populations for palliative care.

NOTES: _____

PP07

Wednesday, June 28, 11:00a - 12:00p

Successful Upper Limb Prosthetic Outcomes: Early Fit and the Team Approach!

Presenter(s): Bambi Lombardi, OTR/L

Co-Presenter(s): Patrick McGahey, LCPO

Objectives:

- () 1. Attendees will learn about the advancements in upper limb prosthetic technology and the value of an early fit for a successful outcome.
- () 2. Attendees will understand the importance of peer support in the early fit process.
- () 3. Attendees will understand the importance of the team approach to the rehabilitation process and the collaborative team efforts that contribute to a successful outcome.

NOTES: _____

PP08

Wednesday, June 28, 11:00a - 12:00p

Recipe for Success: Integrative Care and E-Health

Presenter(s): Karen Pompey, RN, MSN

Co-Presenter(s): Angela Lott, MSN, RN, NE-BC

Objectives:

- () 1. Identify three challenges related to implementing SMART and e-Health technologies in a multicultural, bi/trilingual, multigenerational workforce.
- () 2. Identify three barriers to the acceptance of the implementation of the integrative approach to care directly related to resources.
- () 3. Identify at least three leadership strategies to empower case managers to embrace the integrative care approach.

NOTES: _____

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree





SESSION OBJECTIVES

PP09

Wednesday, June 28, 11:00a - 12:00p

Enhanced Roles for Case Managers: Integrated Health Models

*Presenter(s): Sherri Branski, RN, MSN, CCM
Co-Presenter(s): Vicky Epps, RN, BSN, CCM;
Juanita Larkins, RN, BSN, MS, CCM;
Treiste Newton, RN, BSN, CCM, CCP*

Objectives:

- () 1. Describe the rationale for integrating behavioral health and primary care.
- () 2. Review two evidence-based models for integrated care: the Collaborative Care model and SBIRT.
- () 3. Discuss the role of care managers in the delivery of integrated care and identify 9 core competency categories for providing integrated care.

NOTES: _____

PP10

Wednesday, June 28, 11:00a - 12:00p

Difficulties in Discharge Planning for Patients with Current or History of Opioid Substance Abuse

Presenter(s): Maria Seavey, RN, BSN, CCRN

Objectives:

- () 1. The participant will list 3 medical complications that can occur due to intravenous drug use.
- () 2. The participant will define 3 barriers in discharge planning for current or past intravenous drug use.
- () 3. The participant will state the difference between methadone and suboxone.

NOTES: _____

PP11

Wednesday, June 28, 11:00a - 12:00p

RN Case Management, Functional Health, and Work Days Among Injured Workers with Musculoskeletal Injuries

*Presenter(s): Sulema Palmarez, BSN, RN-BC, CCM,
MHA/MBA, Ph.D*

Objectives:

- () 1. Discuss a case management program which may impact patients within the Worker's Comp system.
- () 2. Define the leadership role of case managers within education and practice through scientific inquiry.
- () 3. Discuss how research in case management may be used to improve case management practice.

NOTES: _____

PP12

Wednesday, June 28, 11:00a - 12:00p

Cross-Sector System Improves Continuum of Care for Sickle Cell Patients

Presenter(s): Debbie Murray, RN, CPN, CHC, CNM

Objectives:

- () 1. To enhance co-management between hospitals, specialists, care management, primary care clinicians and public health programs.
- () 2. To decrease fragmentation of care.
- () 3. To implement best practice in primary care and Emergency Departments.

NOTES: _____



SESSION OBJECTIVES

PP13

Wednesday, June 28, 11:00a - 12:00p

New Kids on the Block: Briding the Practice Gap

Presenter(s): Barbara McNeill, MSN, RN-BC

Co-Presenter(s): Avera White, RN, MSN, CCM

Objectives:

- () 1. Recognize the value and benefits of a competency based orientation program in case management practice settings.
- () 2. Discuss the hallmarks and essential components of a well-developed orientation program.
- () 3. Begin to develop basic ideas to serve as a foundation for future program development.

NOTES: _____

PP14

Wednesday, June 28, 11:00a - 12:00p

Using a Patient Engagement Strategy to Help Care Managers Educate Patients at the Right Time - Before it's too Late

Presenter(s): Sue Brown, BSN

Objectives:

- () 1. Identify the three key areas that contribute to a patient's daily health status and how they relate to the overall likeliness of a patient to need an intervention.
- () 2. Learn strategies to help improve patient outcomes by improving patient self-care habits through education.
- () 3. Identify the role of technology in engaging patients in their daily self-care.

NOTES: _____

PP15

Wednesday, June 28, 11:00a - 12:00p

Care Coordination, Health Networks, and Frontier Community Innovations

Presenter(s): Pat Conway, PhD, MSW

Co-Presenter(s) Laurie Hall, RN, MBA;

Heidi Favet, BS, CHW, Jenny Uhrigh MPA

Objectives:

- () 1. At the conclusion of this presentation, participants will have: Increased understanding about health disparities experienced in rural and frontier communities and the role of care coordination in addressing those disparities.
- () 2. Increased capacity to describe factors that enable interdisciplinary teams within accountable care organizations and interorganizational care teams to operate successfully in rural communities.
- () 3. Increased ability to develop methods for evaluating the process of developing an integrated primary care team and an accountable health community and outcomes for patients and families.

F04

Wednesday, June 28, 3:15p - 4:45p

Presidents Panel: Legacy and Leadership: The Keys to Shaping Case Management and CMSA

Presenter(s): Connie Commander, RN-BC, MBA, CCM, ABDA,

CPUR; Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN;

Margaret Leonard, MS, RN-BC, FNP;

Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRRN;

Sandra Lowery, RN, BSN, CCM, CNLCP;

Mary McLaughlin-Davis, DNP, MSN, APRN-BC, CCM;

Catherine Mullahy, RN, BS, CRRN, CCM; Mindy Owen, RN,

CRRN, CCM; Mary Beth Newman, MSN, RN-BC, CCP, CCM,

CHCQM; Nancy Skinner, RN-BC, CCM; Teresa Treiger, MA

RNBC CCM CHCQM, FABQUARP

Objectives:

- () 1. Identify issues faced on a daily basis and methods to help .
- () 2. Discussing current and future trends in case management.
- () 3. Evaluating best practices.

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree





SESSION OBJECTIVES

3001

Wednesday, June 28, 5:00p - 6:00p

Understanding Value Based Care Management

Presenter(s): Stefani Daniels, RN, MSNA, CMAC, ACM

Objectives:

- () 1. Identify the evolutionary trajectory of care management and how the marketplace has influenced program models.
- () 2. Define value from the perspective of the patient, the payer and the provider.
- () 3. Incorporate considerations of cost awareness and risk benefits in care management practice.

NOTES: _____

3002

Wednesday, June 28, 5:00p - 6:00p

Case Management with New Interventions to Engage a Challenging Medicaid Population

Presenter(s): Cindy Colligan, BSN, MBA, CCM

Co-Presenter(s): Tonya Palmer, RN, MSN, CCM

Objectives:

- () 1. How to Identify High Utilizations Populations at Risk.
- () 2. Identify Three Unique Approaches to Working with High Utilizers in a Medicaid Population.
- () 3. Evaluate the Return on Investment for New Initiatives.

NOTES: _____

3003

Wednesday, June 28, 5:00p - 6:00p

Readmission Roundup: Blazing the Frontier for Care Management

Presenter(s): Lindsey Pierce, RN, MSN, CCM

Co-Presenter(s): Kelly Roberts, RN, MSN,

Objectives:

- () 1. Attendees will be able to discuss the transformation from a collection of individual programs to a cohesive and collaborative population health care model.
- () 2. Attendees will be able to identify barriers and benefits of telemedicine and technology to improve patient outcomes.
- () 3. Attendees will be able to describe the benefits of staff mentorship and education towards case management licensure that result in improved employee retention and patient care outcomes.

NOTES: _____

3004

Wednesday, June 28, 5:00p - 6:00p

New Case Management Opportunities in Advancing Post-Acute Care Goals

Presenter(s): Marlene Bolster, MBA

Objectives:

- () 1. Describe the forces at work in the value based healthcare economy that impact case management practice.
- () 2. Discuss how the role of case managers will change to address demands for more post-acute care responsibilities.
- () 3. Recognize how case management will be challenged to contribute to integrated teams seeking to coordinate care throughout the continuum.

NOTES: _____





SESSION OBJECTIVES

3005

Wednesday, June 28, 5:00p - 6:00p

NEURO-NET: **A Continuum of Care Program for Those with Catastrophic Brain and Spinal Cord Injury**

Presenter(s): Debra Braunling-McMorrow, PhD
Co-Presenter(s): Ann Perkins, MA/MFT;
Shannon Swick, MA, LLP

Objectives:

- () 1. Demonstrate and analyze the results of a coordinated case management program across a continuum of rehabilitation providers and compare those results with patients receiving the standard of care.
- () 2. Explain and utilize collaborative strategies from NEURO-NET as a model of a successful imitative that has improved case management practice and outcomes for patients with catastrophic injuries.
- () 3. Analyze and describe lessons learned and NEURO-NET's impact on clinical and social patient outcomes.

NOTES: _____

3006

Wednesday, June 28, 5:00p - 6:00p

The Value of Case Management for the Veterans Administration and Community Partners

Presenter(s): Patricia Hall, MSN, PMH CNS-BC
Co-Presenter(s): Mary McLaughlin-Davis, DNP, MSN, APRN-BC, CCM

Objectives:

- () 1. Describe how the Case Management Society of America Standards of practice are an important foundation for Case Management practice within the Veterans Health Care System (VA) and the health care system that also cares for veterans.
- () 2. Identify how Case Management Principles guide the Case Manager to assist veterans to achieve optimal wellness, function, and autonomy.
- () 3. Adapt best practices of Transition and Care Management teams across the VA health care system and the private health care system.

NOTES: _____



SESSION OBJECTIVES

3007

Wednesday, June 28, 5:00p - 6:00p

Population Health Management: What Every Case Manager Should Know

*Presenter(s): Janet Coulter, RN, MSN, MS, CCM
Co-Presenter(s): Catherine Campbell, MSN, RN, MBA, CHC, CCM, FACHE*

Objectives:

- () 1. Discuss the concept of Population Health and the effect on healthcare delivery and patient outcomes.
- () 2. Debate the key differences between Population Health and public health.
- () 3. Describe the implications of Population Health Management for case managers.

NOTES: _____

3008

Wednesday, June 28, 5:00p - 6:00p

Innovations Ushering in the Future of In-Home Care

*Presenter(s): Dorothy Burns, RN, MSN, MBA, CCM
Co-Presenter(s): Peter Sosnow*

Objectives:

- () 1. Understand key models of in-home clinical care currently being delivered and their outcomes.
- () 2. Define how medical home model of care impacts patient outcomes and costs.
- () 3. Apply criteria to identify and tailor referrals to in-home clinical care for patients with key chronic conditions and acute episodes.

NOTES: _____

3009

Wednesday, June 28, 5:00p - 6:00p

Community Care Management Improves Outcomes and Utilization

Presenter(s): Sarah Peterson, RN, MSN

Objectives:

- () 1. Understand the components of a successful Community Care Management Program.
- () 2. Learn the steps to develop a successful Community Care Management Program.
- () 3. Review the positive outcomes that can occur with implementation of a successful Community Care Management Program.

NOTES: _____

ANC1

Wednesday, June 28, 6:00p - 7:00p

CMSA Public Policy Forum: The 2017 Case Management Model Act

Panelists: Garry Carneal JD, MA; Patricia Noonan, RN, MBA, CCM; Chriss Wheeler, RN, MSN, CCM

- () 1. Explore the Case Management Model Act: its background, current state and introduction to the 2017 revised CM Model Act for the membership's comment.
- () 2. Recognize the significance of advancing the Case Management Model Act into policy: the impact on our health care system, health care consumers and the professional case management community.
- () 3. Identify ways in which professional case managers can engage and support CMSA's public policy initiatives on the Case Management Model Act.

NOTES: _____



SESSION OBJECTIVES

4001

Thursday, June 29, 7:30a - 8:30a

Building Strong Post Acute Relationships in ACO's

*Presenter(s): Karen Vanaskie, DNP, MSN, RN
Co-Presenter(s):s Kyle Gunderson, RN, CCM;
Peggy Tyndall, RN, MBA*

Objectives:

- () 1. Identify three ways we can strengthen relationships with our post acute networks.
- () 2. Describe methods to enhance team communication and integration from acute to post acute to primary care practices.
- () 3. Examine the best practices for a model of collaboration with the multidisciplinary team of health care providers from acute, post acute to primary care.

NOTES: _____

4002

Thursday, June 29, 7:30a - 8:30a

Compassion and Health - An Emerging Trend for Enhancing the Health and Well-being of Patients, Caregivers and Healthcare Professionals

Presenter(s): Virginia Hunter Sampson, J.D.

Objectives:

- () 1. The attendees will understand the impact of compassion (and self-compassion) on an individual's health and well-being and the research and biology which supports it.
- () 2. The attendees will understand the positive effects of delivering healthcare with kindness and compassion and the research and biology that supports it.
- () 3. Attendees will learn practices that will foster compassion and self-compassion to enhance the health and well-being of patients and themselves as caregivers and healthcare professionals.

NOTES: _____

4003

Thursday, June 29, 7:30a - 8:30a

Improve Member Health Through Real-Time ADT Integration

*Presenter(s): Maureen Murray, RN, PHN
Co-Presenter(s): Jason Bator, RN, MBA*

Objectives:

- () 1. Transformation of TOC Management: Real-time admissions, discharge and transfer (ADT) integration provides care teams with valuable member location information to improve TOC management. The use of real-time ADT information transforms the care management process by enabling care teams to proactively plan member needs post-discharge to facilitate a positive care transition. This presentation will teach attendees how to develop a real-time care transitions program to improve care transitions.
- () 2. Improvement of CM practice: One challenge of managing care transitions is knowing where a member is. By enabling care teams to know when a member is admitted, discharged or transferred, they can fundamentally change their approach to TOC management. Instead of following the member, the care team is now informed in real time as to the member's location. This presentation demonstrates how to use real-time ADT information to proactively plan member needs to facilitate positive care transitions.
- () 3. Technology elevating the practice of CM: Real-time ADT integration enables care managers to know where their members are during each transition stage. This enables them to work more closely with providers and caregivers to enable smoother and more effective transitions of care and to work with members to prevent readmissions. This presentation shares how to go about building real-time ADT integration between internal systems and a health information exchange (HIE).

NOTES: _____





SESSION OBJECTIVES

4004

Thursday, June 29, 7:30a - 8:30a

The Evolution of End of Life Care: Ethical Implications for Professional Case Management

Presenter(s): Ellen Fink-Samnicks, MSW, ACSW, LCSW, CCM, CRP

Objectives:

- () 1. Discuss four issues to influence the evolution of end of life care.
- () 2. Identify the four steps of the Shared Decision Making Model for Professional Case Management.
- () 3. Define the Age Zones comprising the Intergenerational Spectrum.

NOTES: _____

4005

Thursday, June 29, 7:30a - 8:30a

Worker's Compensation CM: Leadership through Research and Innovation

Presenter(s): Sulema Palmarez, BSN, RN-BC, CCM, MHA/ MBA, Ph.D

Objectives:

- () 1. Define the leadership role of case managers in worker's compensation and discuss empowerment through education.
- () 2. Identify Strategies to improve case management practice in worker's compensation.
- () 3. Understand the use of data to demonstrate impact and/ or outcomes.

NOTES: _____

4006

Thursday, June 29, 7:30a - 8:30a

Case Management: Caring for the Transgender in the Military

*Presenter(s): Anne Cobb MSN, CCM
Co-Presenter(s): Ashraf Jones, CCM, BSN, MSN, RN, Sybil Smith, MSN, RN*

Objectives:

- () 1. Understand the key terms and definitions used to describe gender role/expression and the relevance to the military system.
- () 2. Describe the role of case management in the treatment plan with respect to cross sex hormones for transitioning, monitoring labs, emotional support.
- () 3. Identify the case manager's role in patient education, medical necessity determination, and timeline in the intricate medical treatment process.

NOTES: _____

4007

Thursday, June 29, 7:30a - 8:30a

Supercharge Your CM Team with Social Work

*Presenter(s): Wiara Jackson, LCSW, CCM
Co-Presenter(s): Raine Andt-Couch, JD, LCSW, CCM*

Objectives:

- () 1. Attendees will be able to cite examples of validated tools to measure emotional health and activation.
- () 2. Attendees will recognize how social work enhanced workflows and improved outcomes for individuals receiving traditional RN management in one organization.
- () 3. Attendees will relate how the content of the interactive video enhancement of how Nurse Case Managers value collaboration with the Social Work discipline can be applied to their current practice.

NOTES: _____



SESSION OBJECTIVES

4008

Thursday, June 29, 7:30a - 8:30a

Interpersonal & Self-Directed Violence... Answering the Call!

Presenter(s): Melanie Prince, RN, MSN, RN-BC, CCM

Objectives:

- () 1. Describe the barriers victims may experience in seeking help when exposed to violence or the threat of violence.
- () 2. Critique the effectiveness of using population health strategies that defines individual and community-based methodologies to address the prevention and response to violence.
- () 3. Debate the pros and cons of aligning integrated care coordination entities internal or external to the health care system.

NOTES: _____

4009

Thursday, June 29, 7:30a - 8:30a

The Opiate Crisis: Is Cannabis a Possible Solution

Presenter(s): Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN,

Co-Presenter(s): Nishi Whiteley

Objectives:

- () 1. Explain cannabis-opioid synergy.
- () 2. Evaluate medical cannabis as an opioid harm reeducation tool.
- () 3. Discuss CBD for opioid/heroin addiction.

NOTES: _____



SESSION OBJECTIVES

PP16

Thursday, June 29, 8:45a - 9:45a

Reducing Infant Mortality Rates: Opportunities for Case Manager

Presenter(s): Janet Coulter, RN, MSN, MS, CCM

Objectives:

- () 1. Examine the causes of infant mortality.
- () 2. Identify barriers to prenatal care.
- () 3. Discuss the interventions case managers can implement to assist in improving infant survival rates.

NOTES: _____

PP17

Thursday, June 29, 8:45a - 9:45a

Sexuality After Acquired Traumatic Brain Injury (A TBI)

Presenter(s): Laura Opson, RN, LNCC

Objectives:

- () 1. Understand how hormonal dysregulation due to brain injury affects sexuality and how these changes impact the patient and their family.
- () 2. Identify strategies to address client sexual health concerns and sexually inappropriate behavior.
- () 3. Understand the Sexual Rights of a patient with TBI and the Case Manager's role.

NOTES: _____

PP18

Thursday, June 29, 8:45a - 9:45a

A Collaborative Approach to Quantify Social Work Value within a Care Management / Population Health Setting

Presenter(s): Cristina Portillo-Via, MSW, MHA, LCSW, CCM
Co-Presenter(s): Shaina Rivera, MS

Objectives:

- () 1. summarize our current approach of practice with quantitative data demonstrating the social work role in care management using dashboards thru (EHR)electronic health records, self-reported logs, case examples, and group led peer documentation audits.
- () 2. identify approaches and other relevant activities of employee engagement which empower social workers to embrace a culture of transparency, forecast trends, and use this data as a tool to encourage collaborative mentorship.
- () 3. recognize the value and ROI, opportunities for continued improvement, and professional development.

NOTES: _____

PP19

Thursday, June 29, 8:45a - 9:45a

Public Policy- What Does it Mean to You?

Presenter(s): Cathy Lodico, RN, MS, CCM
Co-Presenter(s): Jenny Quigley-Stickney, RN, MSN, MNA, CCM, CPHM

Objectives:

- () 1. Demonstrate knowledge of the Federal legislative bill process for the National Nurse Act.
- () 2. Describe the steps of how a bill becomes law at the Federal level of Government.
- () 3. Provide an overview of the National Nurse Act Legislation 2015 , the benefits to the Case Management profession and how it works.

NOTES: _____





SESSION OBJECTIVES

PP20

Thursday, June 29, 8:45a - 9:45a

Skilled Nursing Facility Quality Improvement Initiative

Presenter(s): Michelle Higginson, MS, RN, RHIA, CPC

Objectives:

- () 1. Understand the components of a successful collaborative SNF Quality Improvement Initiative.
- () 2. Learn the steps to develop a successful SNF Collaborative Program.
- () 3. Review the positive outcomes that can occur with implementation of a successful SNF Quality Improvement Collaborative program.

NOTES: _____

PP21

Thursday, June 29, 8:45a - 9:45a

Conscious Leadership Leads to Compassionate Care

Presenter(s): Marcelletta Miles, RN, BSN, MBA, ACC

Co-Presenter(s): Sheri McCall, RN-BC, MSN, CCM, CCP

Objectives:

- () 1. Define conscious leadership.
- () 2. Discuss how conscious leadership and compassionate care improves the patient experience and facilitate patient engagement.
- () 3. Identify strategies to promote conscious leadership and a corporate culture of conscious leadership.

NOTES: _____

PP22

Thursday, June 29, 8:45a - 9:45a

Trends in Respiratory DME: What Case Managers Should Know Right Now

Victoria Florentine, BA, RRT, AE-C

Objectives:

- () 1. Examine and describe current and emerging advancement in technology and innovations supporting enhanced patient and family caregiver engagement, improving treatment adherence and elevating the practice of case management.
- () 2. Discuss current trends in Respiratory DME modalities for the home and workplace.
- () 3. Be familiar with indications for, and general use of, today's most frequently used Respiratory DME modalities.

NOTES: _____

PP23

Thursday, June 29, 8:45a - 9:45a

Next Generation Predictive Modeling - Leveraging Analytics to Improve Member Engagement

Presenter(s): Jessica Scruton, BSN, RN, CCM

Co-Presenter(s): Samantha Coleman, BSN, RN, CCM

Objectives:

- () 1. The audience will observe the positive impact a case manager can have on their managed population while being supported and empowered through training and practice.
- () 2. The audience will identify key strategies for creating an environment that fosters growth and development for case managers.
- () 3. The audience will have the opportunity to recognize techniques used by the nurse to engage providers and to promote positive outcomes in medical management.

NOTES: _____

1 = Strongly Agree | 2 = Agree | 3 = Neutral | 4 = Disagree | 5 = Strongly Disagree





SESSION OBJECTIVES

PP25

Thursday, June 29, 8:45a - 9:45a

Postoperative Care Following Traumatic Amputation

Presenter(s): Justin Pfaff, LCPO

Objectives:

- () 1. Describe the postoperative & early rehabilitation process for lower extremity traumatic amputation.
- () 2. Compare the effectiveness of various forms of postoperative prosthetic treatments.
- () 3. Describe the goals and benefits of postoperative management.

NOTES: _____

PP26

Thursday, June 29, 8:45a - 9:45a

Cancer Patient Navigation Process at the VALBHS

Presenter(s): Lisa Lobdell, RN, MSN

Objectives:

- () 1. Be able to verbalize the basic elements of a community needs assessment.
- () 2. Be able to verbalize health disparities/barriers to care in their own practice.
- () 3. Be able to verbalize an informal navigation plan to these barriers and the role/function of a patient navigator.

NOTES: _____

PP27

Thursday, June 29, 8:45a - 9:45a

Case Management Approach to Veteran-Driven Care

Presenter(s): Virginia De Ocampo, RN, BSN, CCM

Co-Presenter(s): Katherine Kadrlík-Petrarca, RN;

Wanda Hoffart, RN CCM

Objectives:

- () 1. Describe Patient-Driven Care Across VA and the incorporation of Whole Health Approach with Veterans.
- () 2. Explain the essential role VA case managers will play in promoting positive outcomes through active partnerships with the Veteran by utilizing Case Management toolbox (Self-determination, Resiliency and Mindful Awareness).
- () 3. Utilize technology to access VA healthcare resources through Web-Based Applications and explain how it can impact Whole Health Empowerment of the Veteran.

NOTES: _____





SESSION OBJECTIVES

PP28

Thursday, June 29, 8:45a - 9:45a

Creative Art Expression Workshop Program at the VA Long Beach Health Care System: Painting, Drawing, Drumming, Poetry Reading and Creative Writing

Presenter(s): Priscilla Valbuena, MSN, RN, CCM, CMSRN

Objectives:

- () 1. The learner will be able to articulate how the VA Long Beach uniquely utilized the combination of three art expressions in one class – drawing/painting, drum instruments and creative writing into successful alternative/complementary interventions and the positive feedbacks from the participants on how they find the program useful and meaningful in their healing process.
- () 2. The learner will understand the multi-generational Veterans integration with various medical conditions find peer support from each other, formed bond of brotherhood/sisterhood camaraderie.
- () 3. The learner will identify how the workshop provides opportunity for mentorship to Veterans who started as participants and now expanded to the role of mentors and facilitators for the new comers.

NOTES: _____

PP29

Thursday, June 29, 8:45a - 9:45a

Interdisciplinary Care Plans for Improved Team Communication

Kristen Shear, MSN, RN, CCM

Objectives:

- () 1. Share how to build interdisciplinary tools that enhance team communication and add value to all team members.
- () 2. Demonstrate how lean six sigma tools can be applied for long-term solutions.
- () 3. Discuss overcoming barriers to interdisciplinary documentation that are present within longitudinal and transactional electronic medical records.

NOTES: _____

PP30

Thursday, June 29, 8:45a - 9:45a

Nurse Case Manager Dashboard Tool for Military Case Management

Presenter(s): Reba (Jean) Whalen, RN, CCM, BSN, MHA

Co-Presenter(s): Christina Ferguson, RN, MSN

Objectives:

- () 1. Discuss the RHC-A's NCM Dashboard Tool and its use for case managers
- () 2. Identify at least two benefits of NCM Dashboard Tool for stakeholders
- () 3. Identify case management process outlined in NCM Dashboard

NOTES: _____





SESSION OBJECTIVES

SY01

Thursday, June 29, 12:00p - 1:30p

Transition of Care Moving the Wound and Ostomy Patient from the Hospital to Home Care - Sponsored by Wound, Ostomy and Continence Nurses Society

Presenter(s): Sandy Hughes, BSN, RN, CWOCN, COS-C; Vicky Pontieri-Lewis, MS, RN, ACNS-BC, CWOCN

Objectives:

- () 1. The participant will identify eligibility criteria for a patient to receive Home Health Services.
- () 2. The participant will describe reimbursement criteria for the WOC (Wound, Ostomy and Continence) patient in Home Health.
- () 3. The participant will be able to identify potential challenges Home health agencies have with WOC patients, inclusive of the transition process from the hospital to home health care.

NOTES: _____

SY02

Thursday, June 29, 12:00p - 1:30p

Chronic Pain Management: A Non-opioid Interventional Solution Backed by Level I Evidence - Sponsored by Nevro

Presenter(s): David Caraway, MD, PhD

Objectives:

- () 1. Understand the pathology of chronic pain and the most common injuries and disease conditions that present as chronic pain.
- () 2. Define team members involved with a multidisciplinary pain program and the cost benefits of this method.
- () 3. Review levels of evidence and why it matters. Understand the incidence of chronic pain, intractable pain and the costs and evidence associated with current pain management.

SY03

Thursday, June 29, 12:00p - 1:30p

3 Key Concepts You Should Know When Treating Nerve Pain and Peripheral Nerve Paralysis After Traumatic Injury - Sponsored by The Center for Treatment of Paralysis and Reconstructive Surgery at Jersey Shore University Medical Center

Presenter(s): Andrew Elkwood, MC, FACS

Objectives:

- () 1. To identify the signs and symptoms of patients with peripheral paralysis.
- () 2. To become educated about the timing for treatment options for patients with chronic pain and nerve paralysis.
- () 3. To have a better understanding of surgical options available for patients with peripheral paralysis.

NOTES: _____

5001

Thursday, June 29, 1:45p - 2:45p

The Heroes Journey: Optimal Care for your Amputee Patient

Presenter(s): Cameron Clapp

Objectives:

- () 1. Understand the value of mobility for a motivated patient.
- () 2. Compare and contrast alternative prosthetic solutions for a successful care plan.
- () 3. Identify the daily struggles of a triple amputee.

NOTES: _____





SESSION OBJECTIVES

5002

Thursday, June 29, 1:45p - 2:45p

Essential Patient Assessment Tools and Tips

Presenter(s): Catherine Mullahy, RN, BS, CRRN, CCM

Objectives:

- () 1. Explain why and how to use assessments.
- () 2. Analyze actual problems as well as potential issues.
- () 3. Discover how to transform a checklist of issues into an action plan for care.

NOTES: _____

5003

Thursday, June 29, 1:45p - 2:45p

The Transformation of Case Management: Embracing Wearables

Presenter(s): Zack Craft, ATS, ATP, CRTS, CEAC, CAPS

Objectives:

- () 1. Identify new technologies and devices that can be used at each stage in injury recovery to improve outcomes and speed recovery.
- () 2. Examine the ROI of these new technologies compared to current approaches.
- () 3. Assess benefits and risks involved with using emerging technology in workers' compensation.

NOTES: _____

5004

Thursday, June 29, 1:45p - 2:45p

Case Management: Moving Forward to Transform Amid a Sea of Change

Presenter(s): Deborah Smith, RN, MN, RNC

Co-Presenter(s): Cheri Lattimer, RN, BSN

Objectives:

- () 1. Describe how case managers are adapting and evolving to meet demands from employers, purchasers, and policy makers.
- () 2. Identify areas where URAC and CMSA quality standards and strategies align to support transformation of case management.
- () 3. Describe future plans for further development and deployment of strategies and platforms that strengthen the role of case managers and support excellence in case management practice.

NOTES: _____

5005

Thursday, June 29, 1:45p - 2:45p

Person-Centered Care Concept in WC Management (An Inside-Out Perspective)

Presenter(s): Angelina Jung, RN, BSN, CRRN, CCM

Objectives:

- () 1. Distinguish the basic concept between patient-centered care and person-centered care.
- () 2. Describe the inherent conflict of the person-centered care model within the existing workers' compensation framework.
- () 3. List the benefits of embracing a person-centered approach to workers compensation case management.

NOTES: _____





SESSION OBJECTIVES

5006

Thursday, June 29, 1:45p - 2:45p

National Initiative for Arts & Health in the Military

Presenter(s): Marete Wester, MS

Objectives:

- () 1. Gain an understanding of the National Initiative for Arts & Health in the Military, its programs, services, partner agencies and resources available to support individuals interested in working with military and veteran populations, their families and caregivers through the arts.
- () 2. Become familiar with the continuum of arts practitioners involved in addressing a range of clinical and therapeutic goals for military and veteran populations, including specialists delivering clinical, therapeutic, expressive and educational services through the arts.
- () 3. Obtain a general overview of some of the research that has been conducted and is currently taking place that addresses some of the key issues confronting military service members and veterans, in particular post traumatic stress (PTSD) and traumatic brain injury (TBI).

NOTES: _____

5007

Thursday, June 29, 1:45p - 2:45p

Let's Take Care of Babies! Implementing a Case Management Program for Newborns

Presenter(s): Suzanne Weghorn, MSN, RN, CPN, CCM

Co-Presenter(s): Michelle Ruebusch-Brown, BSN, RN, CPN, CCM

Objectives:

- () 1. Discuss the need for a case management program for newborns in the Medicaid population.
- () 2. Discuss the development and implementation of a new case management program related to newborns.
- () 3. Discuss the leadership role and care team involvement in the development and implementation of the newborn program.

NOTES: _____

5008

Thursday, June 29, 1:45p - 2:45p

Successful Patient Engagement—Addressing Social Determinants of Health

Presenter(s): Margaret Leonard, MS, RN-BC, FNP

Co-Presenter(s): Sheilah McGlone, RN-BC, CCM

Objectives:

- () 1. Identify the interdisciplinary members of this Health Home team and their responsibilities in this integrated model of care.
- () 2. Describe the strategies used to locate, engage and enroll eligible Medicaid Members into NYS Health Homes.
- () 3. List the tools used for assessments and developing care plans.

NOTES: _____



SESSION OBJECTIVES

5009

Thursday, June 29, 1:45p - 2:45p

Take Notes Austin: Eradicating Heart Attacks and Strokes in the San Diego Communities

Presenter(s): Andrea Norton, BSN, RN, CCM

Objectives:

- () 1. The learner will be able to develop criteria for identification of hypertensive patients for a Cardiovascular risk reduction program.
- () 2. The Learner will be able to discuss the ASCVD score and its importance to patient prognosis.
- () 3. The learner will be able to describe the role of a HTN Health Coach.

NOTES: _____

KS03

Thursday, June 29, 3:00p - 4:00p

Closing Keynote - Building Real Relationships in a Digital world

Presenter(s): Jonathan Mann

Objectives:

- () 1. Developing and fostering online connections.
- () 2. Utilizing unique engagement strategies to enhance your brand.
- () 3. Creating fans and turning fans into customers.

NOTES: _____

PS1

Friday, June 30, 8:00a -12:00p

Writing for Publications

Panelist(s): Brianne Baird, Monica Capogna, Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRRN; Lynn Muller, JD, BA-HCM, RN, CCM; Suzanne Powell, RN, MBA, CCM, CPHQ

Objectives:

- () 1. Evaluate various types of publications and identify the best "fit" for you.
- () 2. Differentiate "peer reviewed" journals from non-peer reviewed journals.
- () 3. Apply best-practices in writing for publications and pitfalls to avoid.

NOTES: _____

PS2

Friday, June 30, 8:00a - 12:00p

The Anatomy of a Chapter Board

Presenter(s): Nikki Jackson, MA

Objectives:

- () 1. Identify essential tools needed to build the framework of a successful efficient chapter.
- () 2. Increase chapter management structures that will increase the functionality of the local chapter's board of directors.
- () 3. Discover resources to foster successful leadership development.

NOTES: _____





SESSION OBJECTIVES

DA1

Friday, June 30, 9:30a - 10:30a

Emerging Regulatory and Industry Trends Impacting the Practice of Case Management presented at LBJ Presidential Library

Presenter(s): Garry Carneal, JD, MA

Objectives:

- () 1. Track regulatory and industry trends impacting the medical management system.
- () 2. Update to the "Case Management Model Act of 2017".
- () 3. Review how "adverse benefit" determinations are made and appeals.

NOTES: _____

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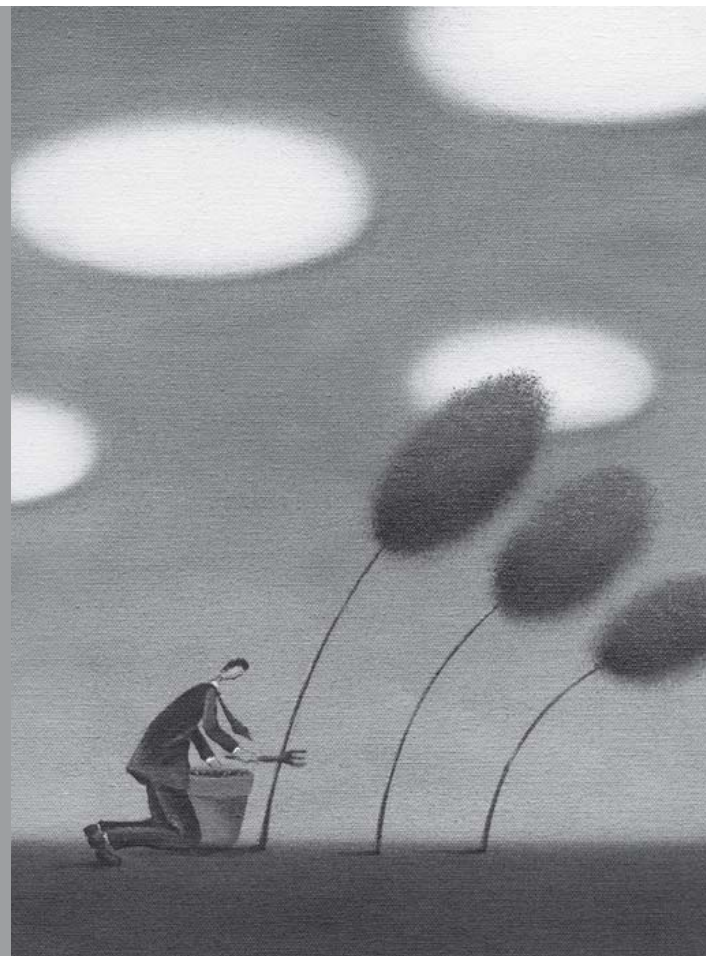
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CONFERENCE OBJECTIVES

1. The transformation of case management has affected every portion of our role. Discuss the development of case management programs specific to transformation within the hospital, long term care, workers' compensation, community health programs, patient centered medical homes or other initiatives. Discuss lessons learned and improved clinical, social and financial outcomes.
2. Define the leadership role need for case managers within a population health model; Discuss the building of care teams and what those changes mean across the continuum of care.
3. Examine and describe current and emerging advancement in technology and innovations supporting enhanced patient and family caregiver engagement, improving treatment adherence and elevating the practice of case management.

CONTACT HOUR RECAP WORKSHEET

All programs hours shown below are subject to change, pending final approval from licensing bodies.

Program	Time	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
Based on 60-Min. Hr.							Based on 50-Min. Hr.

▼ **Begin calculating your potential CE hrs. from this point.** ▼

PRE-CONFERENCE WORKSHOPS - MONDAY, JUNE 26

Additional fee is required to attend PC1 (full conference registration NOT required). Full Conference registration is required to attend PC3 and 4.

Program	Time	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
*PC1- CCM Prep Course (Additional fee applies)	6/25: 12:30p-5:00p 6/26: 8:00a-5:00p	No CEs or Retro-active CE's	11.25	11.25	11.25	11	13.5
PC-2 Military & Government Event: Making Every Connection in the Workplace and Count across DOD, VA, and the Community (Additional fee applies)	7:30a-5:15p	8.5	8.5	8.5	8.5	7.5	10.2

BONUS SESSIONS AVAILABLE TO FULL CONFERENCE REGISTRANTS- See Below

PC-3 Integrated Case Management Manual: By Case Managers For Case Managers	8:00a-12:00p	4	4	4	4	4	4.8
PC-4 Setting The Standard Through Application of the Core Curriculum	1:00p-5:00p	4	4	4	4	4	4.8
Total Potential Pre-Con CE Hours Additional Charge*		8.5	11.25	11.25	11.25	11	13.5
Total Potential Pre-Con CE's without additional charge		8	8	8	8	8	9.6





CONTACT HOUR RECAP WORKSHEET

If you were not a Pre-Conference registrant, begin calculating your potential CE hours below.

CONFERENCE DAY ONE • TUESDAY, JUNE 27

Program	Time	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
MB01: CMSA Annual Meeting	8:30a - 10:00a	1	N/A	1	1	N/A	1.2
Concurrent Sessions 1000	10:15a - 11:15a	1	1	1	1	1	1.2
Lunch & Learn Sessions	11:30a - 1:00p	1	1	1	1	1	1.2
Opening Keynote	1:15p - 3:15p	1.5	1.5	1.5	1.5	1.5	1.8
Plenary Session - Transitions of Care Pathways for Case Managers Across Healthcare Settings	3:30p - 4:30p	1	1	1	1	1	1.2
Chapter Leader Session - Improving Financial & Legal Risk Management	5:00p - 7:30p	1	1	1	1	0	1.2
Ethics session available 1004; CCMC, CDMS, and CRCC							
Your Total Tuesday CE Hours:		5.5	4.5	5.5	5.5	4.5	6.6

CONFERENCE DAY TWO • WEDNESDAY, JUNE 28

Program	Time	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
Early Bird Concurrent Sessions 2000	7:45a - 8:45a	1	1	1	1	1	1.2
Keynote Main Session- The Healing Power of Humor	9:00a - 10:30a	1	1	1	1	N/A	1.2
Posters (Must review all posters for CEs)	11:00a - 12:00p	1	1	1	1	N/A	1.2
Presidents Panel	3:15p - 4:45p	1.5	1.5	1.5	1.5	1.5	1.8
Concurrent Sessions 3000	5:00p - 6:00p	1	1	1	1	1	1.2
Public Policy Forum	6:00p - 7:00p	1	1	1	1	1	1.2
Ethics Session available 2004 and 3007; CCMC, CDMS, and CRCC							
Your Total Wednesday CE Hours:		6.5	6.5	6.5	6.5	5.5	7.8





CONTACT HOUR RECAP WORKSHEET

CONFERENCE DAY THREE • THURSDAY, JUNE 29

Program	Time	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
Early Bird Concurrent Sessions 4000	7:30a - 8:30a	1	1	1	1	1	1.2
Posters (Must review all posters for CEs)	8:45a - 11:45a	1	1	1	1	N/A	1.2
Lunch Symposia (Lunch served at 11:45a)	12:00p - 1:30p	1.5	1.5	1.5	1.5	1.5	1.8
Afternoon Concurrent Sessions 5000	1:45p - 2:45p	1	1	1	1	1	1.2
Closing Keynote- Building Real Relationships in a A1:165 World	3:00p - 4:30p	1	1	1	1	1	1.2
Ethics Sessions available 4004 and 5008; CCMC, CDMS, and CRCC							
Your Total Thursday CE Hours:		5.5	5.5	5.5	5.5	4.5	6.6

POST-CONFERENCE - FRIDAY, JUNE 30 Additional Fee is Required to Attend DA1

BONUS SESSIONS AVAILABLE TO FULL CONFERENCE REGISTRANTS- See Below

Program	Time	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
PS1 - Writing for Publications	8:00a - 12:00p	4	4	4	4	4	4.8
PS2- The Anatomy of a Chapter Board	8:00a - 12:00p	4	4	4	4	4	4.8
Destination- LBJ Library- Emerging Regulatory and Industry Trends Impacting the Practice of Case Management Additional fee applies*	10:00a - 2:00p	1	1	1	1	1	1.2
Total Potential Post Con CE Hours		4	4	4	4	4	4.8





FULL CONFERENCE REGISTRATION POTENTIAL CE HOURS

FULL CONFERENCE, PRE-CON, AND POST-CON POTENTIAL CE HOURS

	CCMC	CRCC	CDMS	CPHQ	NASW	Nursing
Pre-Conference Workshops Sun/Monday June 26 CE Hours Available Additional Charge for PC1 and PC2	8.5	11.25	11.25	11.25	11.0	13.5
Pre-Conference BONUS SESSIONS no addtl' charge to full conference registrants	8	8	8	8	8	9.6
Tuesday, June 27	5.5	4.5	5.5	5.5	4.5	6.6
Wednesday, June 28	6.5	6.5	6.5	6.5	5.5	7.8
Thursday, June 29	5.5	5.5	5.5	5.5	4.5	6.6
Post-Conference Workshops Friday, June 30 No Additional Charge fo full conference registrants	4	4	4	4	4	4.8
Destination Activity LBJ Library & Tour Additional charge for DA1	1	1	1	1	1	1.2
Your Total Potential Conference CE Hours with Bonus Sessions offered at no charge	29.5	28.5	29.5	29.5	26.5	35.4
Your total Potential Conference CE Hours with Pre and Post Conference with Additional charge - PC1, PC2, DA1	29.5	34	34	34	29.5	39.3





CE REQUIREMENTS

Attendees are responsible for forwarding their CE credits to the appropriate accrediting and/or certifying organization(s) to maintain their certification, recertification, licensure, etc.

CMSA does not file attendees' CE certificates. CE's are managed by the attendee in the online Evaluation Manager. Attendees have until 60 days after the conference to complete the evaluations, and print or save their certificate before access is disabled.

CCMC

(Commission for Case Manager Certification)

CMSA's 27th Annual Conference & EXPO: Transformation of Case Management on June 26-30, 2017, will seek approval by the Commission for Case Manager Certification to provide continuing education credit to the CCM board certified case managers. The course is pending approval for 30.0 CE contact hours.

*Ethics Hours – CCMC- FOR THESE SESSIONS ONLY: 1004, 2004, 3007, 4004, and 5008. These sessions are pending approval by the Commission for Case Management Certification for five (60-min.) Ethic clock hours.

CRCC

(Commission on Rehabilitation Counselor Certification)

CMSA's 27th Annual Conference & EXPO, has received approval by the Commission on Rehabilitation Counselor Certification (CRCC) for 33.0 (60-min.) clock hours.

*ETHICS HOURS - CRCC - FOR THESE SESSIONS ONLY:

1004, 2004, 3007, 4004, and 5008. These sessions have been approval by the Certification of Disability management Specialists Commission (CDMS) for 5 (60-min.) Ethic clock hours.

CDMS

(Certification of Disability Management Specialist)

CMSA's 27th Conference & Expo has received approval by the Certification of Disability Management Specialists Commission for 34 continuing education credits.

*ETHICS HOURS - CDMS - FOR THESE SESSIONS ONLY:

1004, 2004, 3007, 4004, and 5008. These sessions have been approval by the Certification of Disability management Specialists Commission (CDMS) for 5 (60-min.) Ethic clock hours.

COHN, COHN-S, COHN/CM or COHN-S/CM

To receive continuing education credit for certification or recertification, the attendee must submit CMSA's Austin 2017 CE Certificate, which outlines sessions attended and hours earned to the American Board of Occupational Health Nurses, 201 E. Ogden, Ste. 114, Hinsdale, IL 60521-3656.

CPHQ

(Certified Professional in Healthcare Quality)

CMSA's 27th Annual Conference has received approval from the CPHQ examination [Management & Leadership, Information Management, Education, Training & Communication, and Performance Measurement & Improvement] for 34 CE hours

CRRN

(Certified Rehabilitation Registered Nurse)

If CRRNs attend a program in which the accredited provider is a nursing organization, that nursing organization is considered to be the approver, and the hours are acceptable for CRRN renewal. More information at www.rehabnurse.org

NASW

(National Association of Social Workers)

CMSA's 27th Annual Conference & EXPO has received approval by the National Association of Social Workers for 29.5 continuing education contact hours.

Nursing

(Based on 50-min. hr)

CMSA is an approved provider by the CA Board of Registered Nursing. The program will offer up to 39.3 CE units.

*CE's will be managed through your online CE Manager account for 8 weeks following the conference. After completing evaluations, please save or print your certificate of completion to remit with your certifying bodies. When online access goes away, you will need to pay a small charge of \$25 to request a issuance of your CE certificate.

Requests for re-issuance of lost or misplaced CE Certificates can be requested. A small charge of \$25 to cover research and preparation of certificate will be assessed at time of request.

Social workers who would like to seek Ethics designated CE Approval to use toward their licensure renewal are recommended to apply through their individual state boards. While state guidelines across Board of Social Work, and/or Behavioral Health vary, be prepared to submit information including but not limited to:

1. The session description.
2. The slide handouts
3. The length of the session
4. Specific social work related codes and standards discussed. These may be found on the opening slides for all sessions

**Please note that all CE's are pending approval from the certifying bodies*

**CE's will be managed through your online CE Manager account for 60 days following the conference. After completing evaluations, please save or print your certificate of completion to remit with your certifying bodies. When online access goes away, you will need to pay a small charge of \$25 to request a issuance of your CE certificate.*

Requests for re-issuance of lost or misplaced CE Certificates can be requested. A small charge of \$25 to cover research and preparation of certificate will be assessed at time of request.



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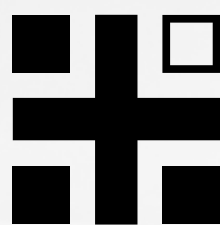
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