



Spring 2012 Conference
**Case Management's GPS:
Positioning Case
Management for the Future**

The North Carolina Chapter of the American Case Management Association proudly presents our Spring
2012 Case Management Conference

Case Management's GPS Positioning Case Management for the Future

March 22-23, 2012

Sheraton Greensboro Hotel at Four Seasons
3121 High Point Road
Greensboro, NC 27407
<http://www.kourycenter.com/>

Introduction: Changes in health care delivery and demands are escalating at a dizzying speed. How does Case Management position itself to predict future demands and be prepared to meet them? This conference will look at several strategic ways for Case Managers to respond to these demands, as well as addressing current concerns with identified populations on the case management map.

At the end of the workshop/conference, participants will be able to:

1. Discuss how Case Managers can position themselves to survive and thrive in the changing healthcare landscape.
2. Identify and apply practical approach to palliative care and end of life care with patients and families
3. Identify leadership styles and five strategies to improve communication
4. Identify and articulate strategies to navigate the Case Manager's role within the Affordable Care Act
5. Identify and navigate gangs and gang symbols specific to North Carolina and the dynamics of providing resources and continuum of care for this identified patient population

Early Registration Discounts (by March 15)

Active ACMA Members: **\$85**

Non-Members: **\$100**

Register on-line now at: <http://www.rsvpbook.com/event.php?407541>

Schedule and Speakers:

Thursday, March 22, 2012

7:30 am - 9:00 am Registration
8:00 am – 9:00 am Breakfast/Networking
9:00 am- 9:15 am Welcome/Announcements
9:15 am- 10:30 am **Session 1: Keynote Address**

Faculty: **Stefani Daniels, MSNA, RN, CMAC, ACM**
Partner, Phoenix Medical Management, Inc
Pompano Beach, Florida

Abstract: Hospital case management has undergone a great deal of change in focus and practice in the last ten years and must be knowledgeable, flexible, and prepared to face the fast paced change and high demands of the future. The Accountable Care Act's focus on care transitions, pay for performance requirements in commercial payer contracts, and a class action lawsuit on the use of observation status and SNF qualifying stays have put increased expectations on case management departments in many hospitals. This keynote address will discuss these developments and more while offering guidance on how case managers can be prepared to adapt and thrive in the future.

Learning Objectives:

1. Review the current regulatory, payer, facility, and consumer expectations for case managers
2. Anticipate how current expectations are likely to change in the coming years
3. Explore ways case managers can prepare to adapt to changing expectations

10:30 am – 11:00 am **Networking Break**

11:00 am - 12:00 pm **Session 2: The Long and Short of It:**

A Proactive Approach to Palliative and End of Life Care Planning

Faculty:

Stacey Asnani, MSW, LCSW

ALS Coordinator and Clinical Social Worker, Duke University Medical Center

Candace Boyette, RN,MSH, FNPC

Department of Medicine, Division of Neurology, Duke University Medical Center

Abstract:

This presentation will explore a practice based approach to discussing palliative and end of life care throughout the care spectrum for patients with ALS. Discussion will focus on a model created by the Duke ALS clinic to address palliative/end of life care planning from the beginning of the therapeutic relationship throughout the disease process.

Learning Objectives:

1. Describe a practical approach to discussing palliative and end of life care with patients and families.
2. Utilize a basic practice model to improve communication and planning when working with those diagnosed with potentially life-limiting diagnoses.

12:00 pm – 1:30 pm **Lunch and Chapter Business Meeting**

1:30 pm - 2:30 pm Session 3: Implementing Health Reform in North Carolina: Impact on Case Managers

Faculty: **Pam Silberman, JD, DrPH**

President and CEO, North Carolina Institute of Medicine
Morrisville, NC

Abstract: This session will provide a brief overview of the Affordable Care Act and how North Carolina is preparing to implement the new law. The session will focus on topics of interest to case managers, including efforts to improve population, health, expand patient centered medical homes and other strategies to improve health outcomes.

Learning Objectives:

1. Increase each participants understand of the Affordable Care Act.
2. Understand the new and expanded role of case managers within the Affordable Care Act.

2:30 pm – 3:00 pm Networking Break

3:00 pm – 4:00 pm Session 4: ACO and Value Based Purchasing

Faculty: **Heather Taylor, DNP, RNC, WHCNP-BC**

Director, Clinical Relations and Development
Foundation of First Health
First Health of the Carolinas
Pinehurst, NC

Abstract:

This session provides an in-depth discussion of transformations in the health care delivery system, to include Accountable Care Organizations, Community-Based Organizations, Primary Care Medical Homes, Population Management, and Value-Based Purchasing. Importantly, we will explore the role of case management in leading innovations in care to drive a high quality patient experience.

Learning Objectives:

1. Discuss Affordable Care Act provisions to be implemented over the next four years
2. Define transformational change
3. Discuss primary components of Accountable Care Organizations (ACOs), Community-Based Organizations (CBOs) and Primary Care Medical Homes (PCMHs)
4. Discuss methods in population management to include risk stratification, disease management, and complex case management
5. Define value-based purchasing
6. Discuss the case manager's vital role in the health care landscape of today and in the future

5:00 pm – 7:00 pm Networking Reception (Cash bar)/Live Auction/Door Prizes

Friday, March 23, 2012

7:30 am- 8:00 am Breakfast

8:15 am – 9:30 am Session 1: Ethics of Gang Sub-Culture;

Recognition, Communication and Professional Introspection

Faculty:

Norman Kuylen

Special Agent, Federal Bureau of Investigation, Charlotte Division
Greensboro, NC

Gay Bonds, LCSW

Complex Care Coordinator

Duke University Medical Center
Durham, NC

Abstract:

Norman Kuylen will share his expertise with this population with special attention to gang symbols, clothing, language and dynamics specific to gangs in North Carolina. As you learn more, you may find you are interacting with gang members more than you realized. We will ask ourselves some tough ethical questions about if or how we might change our interactions and possibly even treatment, when a gang member is a patient. Gay Bonds will facilitate discussion on the tough ethical questions of how we might change staff interactions and treatment, when a gang member is a patient.

Learning Objectives:

1. Provide an awareness regarding gang members and their associates.
2. Assist case managers and medical staff in identifying gang members.
3. Explain the dynamics of gangs in North Carolina.
4. Identify ethical issues that arise as hospital staff provides healthcare to gang members.

9:30 am – 10:00 am Break

10:00 am – 11:30 am Session 2: Leadership Paradoxes; Persuasion and Effective Communication

Faculty: **Virginia McDermott, Ph.D**

The Nido R. Qubein School of Communication
High Point University
High Point, NC

Abstract: Managing people requires that you are able to do two conflicting things at the same time. Understanding how perceptions influence interactions and how communication and relationships are interdependent helps us to better manage our conflicting goals. By the end of the session you will know why the ratio of 5:1 is important and how idiosyncratic credits help maintain relationship satisfaction.

Learning objectives:

1. Understand leadership and communication paradoxes.
2. Identify your leadership style.
3. Articulate five strategies to improve communication.

11:30 am – 11:45 am Closing Remarks

Continuing Education Credits have been applied for.

Conference Rates:

EARLY REGISTRATION (by March 15)

Active ACMA Members: \$85
Non-Members: \$100

LATE REGISTRATION (on or after March 16)

Active ACMA Members: \$100
Non-Members: \$125

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