



AMERICAN CASE MANAGEMENT ASSOCIATION

# Case Management:

American Case Management Association  
2017 NC ACMA SPRING CONFERENCE



March 23-24, 2017 | Myrtle Beach, SC | The Marina Inn at Grande Dunes

Conference and Hotel Accommodations:

8121 Amalfi Place

Myrtle Beach, SC 29572

tel: (843) 913-1333

## >> WELCOME

Opening Remarks by Karen Preston, RN, BSN, CCM NC ACMA President

## >> SESSION 1, KEYNOTE ADDRESS:

### ACMA and Case Management - The Future of Case Management

L. Greg Cunningham, MHA  
CEO  
American Case Management Association

Session Abstract: The last ten years have been a time of growth and increasing importance for the role of nurses and social workers in health care. The case manager's role will continue to evolve dramatically. Establishing Case Management as a crucial partner in health care innovation is both of strategic and outcome orientation. Using the last ten years of national research data and the evident trends (staffing, structure, function and national policy), the CEO of our national association will share his vision concerning the changing health care/case management environment.

## >> SESSION 2:

### Medicare Regulation Update and The Future of Healthcare

Ronald Hirsch, MD, FACP, CHCQM  
VP, Regulations and Education  
R1 Physician Advisory Services

Session Abstract: The end of 2016 was a rollercoaster ride of anticipation with the resumption of audits of short stay inpatient admissions and the introduction of the MOON. The prospect of the ACA repeal and replace became reality on November 8th. The 21st Century Cures Act also brought forward issues pertinent to hospitals. In this session, Dr. Hirsch will update the audience on the latest regulatory issues facing hospitals and case managers and provide practical solutions.

## >> SESSION 3:

### Care Coordination: It Takes a Community

Katie Bartholomew, BSN, CCM  
Manager of Clinical Operations  
Mission Health Partners

Lori Brown, PharmD, BCACP, CPP  
Director of Clinical Operations  
Mission Health Partners

Session Abstract: Mission Health Partners is a large Accountable Care Organization in western North Carolina. Our provider network includes more than 1,000 physicians (PCPs and specialists) as well as 8 hospitals, and serves approximately 80,000 patients across 18 counties and more than 15 EMRs. Our clinical team is comprised of RN Care Managers, LCSWs, community paramedics, certified pharmacy technicians, and clinical pharmacists. Our care coordination strategy focuses on improving quality and lowering cost. Specifically, we work to identify the social determinants of health impacting patients' abilities to self-manage their chronic conditions, and provide education, support, and connections with community resources to close these gaps. We have recently begun working on a grant from our county government to extend this model to a group of high risk, resource-intensive uninsured patients. In this session, we will discuss the Pathways Hub model of care coordination, describe some of the lessons learned in building out our model, and underscore the importance of meaningful community partnerships, patient activation, and provider engagement, in managing the health of a population.

## >> SESSION 4:

### Combating Frauds Against the Elderly: A Partnership Working Together

John Moran  
Director, Investor Protection and Education Services  
NC Department of the Secretary of State, Securities Division

Session Abstract: Older adults are the number one victims of fraud. Many people don't think they can become a victim of investment fraud. Neither did the nearly 500 people who trusted J.V. Huffman, Jr., of Conover, NC, or the 100 people who trusted Sid Hanson, of Charlotte, NC, with approximately \$25 million and \$30 million (respectively) of their money! Medical professionals are among the most highly trained observers. They are also potential investors (and victims!) themselves. This seminar seeks to enlist your help in fighting fraud against your patients while at the same time helping you learn how to recognize and avoid possible investment scams, how to do your due diligence, and the questions to ask your investment professional. This seminar will help you to understand what to do if you or your patient becomes a victim of an investment scam. Information will also be presented about the Advance Health Care Directive Registry which the Secretary of State's office maintains.

## Easing the transition: A collaborative approach

Alexandria (Rea) Buie, BSN, RN, SANE-A  
Manager, Care Connections Charlotte  
Novant Health

Session Abstract: Novant Health Care connections is an interdisciplinary team of nurses, social workers, pharmacists and dietitians that work collaboratively to provide holistic patient care. Care connections links patients to primary and/or specialty care providers as well as community resources. We help promote health and well-being as well educate on acute healthcare needs. Our session will focus on using our electronic medical record and our interdisciplinary care team to help ease the transition from acute care to home or a skilled nursing facility.

## Developing a Collaborative Readmission Reduction Culture

Cathy Rodrigues, MSW, LCSW, CHC  
Transitions Social Worker  
UNC Hospitals, Care Management

Session Abstract: UNC Hospitals has developed and implemented a standardized transitional care model which focuses on key elements of readmission reduction and improving Transitions of Care. These elements span the inpatient and outpatient settings and involve community providers. This session will focus on identifying the components contributing to a successful Transitions of Care Program focusing on the roles of Social Worker, Pharmacist and impact of community collaborations.

## Improving Patient and Family Experience in the Hospital and in the Community

Minda Barefoot, MSW, BSW  
Social Worker, Transitional and Supportive Care  
Wake Forest Baptist Medical Center

Session Abstract: Transitional and Supportive Care Services at Wake Forest Baptist Medical Center is a program that aims to provide patient and family centered care to improve patient satisfaction and overall health in collaboration with inpatient and ambulatory team members, and the community. The primary goal of Transitional and Supportive Care Services is to provide a higher overall experience for patients and their family members to ensure a high quality continuum of care meaning they receive the right care, at the right place, at the right time. The session will focus on the collaboration of our primary programs including our Bridging Home Visits, ED Enhanced Care Nurses, Ambulatory Care Navigators, Readmissions Coordinator, Social Worker and Pharmacists.

## >> SESSION 6:

### Being Mortal: Conversations About End of Life

Mike Fleming  
SVP, Marketing and Development  
Amedisys Hospice

Session Abstract: For most physicians and their teams, there is little training in managing end-of-life conversations with patients and their families. There is no natural time to have these conversations until a crisis comes, and often times it's too late. Patients have definite goals like to die at home or to avoid suffering. However, patients are too often not asked about their goals and fears, so treatment is not aligned with the patient's priorities. This CME activity will discuss how healthcare professionals can better help terminally ill patients prepare for death, and provide training in effective ways to engage patients and families in these difficult conversations that can empower patients to live their lives fully.

## >> SESSION 7:

### Community Reintegration After Catastrophic Event

Amy Root  
Caregiver

Session Abstract: Helping your clinicians to understand all that a family goes through after a catastrophic event. Giving real life examples of ways to keep the family engaged from admission to hospital, to the transition home, and ultimately back into a productive member of the community. Giving your clinicians ideas of how to think outside of the clinical box.

## >> SESSION 8:

### The Orange Elephant: Changing how you view patient transition in an alternative payment model world

Brigette Specht, Licensed NC AL Administrator  
Regional Director of Business Development  
Sunrise Senior Living

Session Abstract: When you think of an elephant what comes to mind? They all look the same, right? Well, in an ever changing world of healthcare reform, patient transition no longer has to look the same. Join us to explore outside the box ideas that can help you with creative discharges for patients in alternative payment models.

## >> CONFERENCE WRAP-UP:

Closing remarks by Stacy Wright, MSW, LCSW, MHA, MBA, ACM NC ACMA President Elect

## Conference Schedule • March 23-24, 2017

### THURSDAY, MARCH 23, 2017

7:30 – 8:30am	Registration
8:30 – 8:35am	Welcome and Opening Remarks
8:35 – 10:00am	Session 1, ACMA and Case Management - The Future of Case Management
10:00 – 10:45am	Networking Break with Sponsors and Exhibitors
10:45 – 11:45am	Session 2: Medicare Regulation Update and The Future of Healthcare
11:45am – 1:00pm	Lunch and Networking
1:00 – 2:00pm	Session 3: Care Coordination: It Takes a Community
2:00 – 2:30pm	Network Break with Sponsors and Exhibitors
2:30 – 3:30pm	Session 4: Combating Frauds Against the Elderly: A Partnership Working Together
3:30 – 4:30pm	Session 5: Transitional Care Models - A Panel Discussion
4:30 – 5:00pm	Vendor Activities, Door Prizes, and Mingle

## FRIDAY, MARCH 24, 2017

8:00 – 8:25am	Registration, Full Breakfast
8:30 – 9:30am	Session 6: Being Mortal: Conversations About End of Life
9:30 – 10:30am	Session 7: Community Reintegration After Catastrophic Event
10:30 – 10:45am	Transition Break
10:45 – 11:45am	Session 8: The Orange Elephant: Changing how you view patient transition in an alternative payment model world
11:45am	Closing Remarks and Adjournment

## ACM STUDY SESSION

11:30am – 12:30pm	Registration for ACM Study Session
11:45am – 12:30pm	Lunch on your own
*12:30pm – 4:30pm	ACM™ Prep Course

\*This is a separate event that requires separate registration.

## CONFERENCE REGISTRATION PRICING & INFO

### EARLY REGISTRATION

Register from January 24-February 27, 2017

ACMA Member \$145  
Non-Member \$170  
Student (Student ID Required) \$40

### LATE REGISTRATION

Register from February 28-March 13, 2017  
(Registration closes at midnight on March 13th)

ACMA Member \$170  
Non-Member \$195  
Student (Student ID Required) \$40

**Click to Register: [www.rsvpbook.com/acmancspring17](http://www.rsvpbook.com/acmancspring17)**

## ACM™ PREP COURSE

Normally \$249 for members and \$299 for non-ACMA members  
The NC Chapter is offering a promotional rate of \$199

Please use the NC Chapter Promotional Codes below:  
ACM100 (for non-members) or NC50 (for members)  
Registration open through March 23, 2017

**Click to Register: [www.etches.com/227881](http://www.etches.com/227881)**

## HOTEL BOOKING

Hotel Name: Marina Inn at Grande Dunes  
Use Group Code and Password: NC ACMA  
Check-in: March 22-24, 2017

Hotel Address: 8121 Amalfi Place Myrtle Beach, South Carolina 29572  
Phone Number: (843) 913-1333  
Room Rate: \$129 per room (plus tax). Limited availability, so book early. Rate available March 22-24.

**Reservation link: [www.marinainnatgrandedunes.com](http://www.marinainnatgrandedunes.com)**

Click "Group Reservations" at the bottom right corner of the page.

## CONTINUING EDUCATION

Participants may earn up to the following continuing education (CE) hours:

- 8.5** Nursing Contact Hours (based on 60 minute hour)
- 8.5** Social Work Contact Hours
- 8.5** ACM
- 8.5** Nursing Home Administrator (Applied for)

Included in the 8.5 conference hours is 1 hour of Ethics\*

\*CCMC Ethics credit approval is (pending or approved) for this course.  
The CCMC Code of Professional Conduct will be referenced in this presentation.



# Conference Planning Committee

## **Conference Co-Chairs:**

Stacy Wright, LCSW, ACM, MBA, MHA, Novant Health, Charlotte, NC

Devi Desai, MSW, LCSW, ACM, Duke University Hospital, Durham, NC

## **Committee Members:**

Laura Aponte-Hughes, MSW, LCSWA, UNC Healthcare, Chapel Hill, NC

Denise Conn, RN, CCM, ACM, IQCI, First Health of the Carolinas, Pinehurst, NC

Andra Givens, RN, MSN, MHA, UNC Rex Healthcare, Raleigh, NC

Karen Preston, RN, BSN, CCM, Duke Raleigh Hospital, Raleigh, NC

Della Reavis, RN, BSN, CCM, ACM, IQCI, Wake Forest Baptist Health, Winston-Salem, NC

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Jennifer Spencer, MSW, LCSW, ACM, UNC Healthcare, Chapel Hill, NC

Teresa Stratton, BSW, ACM, Duke Raleigh Hospital, Raleigh, NC

Rose Mary Wicker, RN, BSN, CCM, ACM, CPHM, IQCI, FirstHealth of the Carolinas-Moore  
Regional Hospital, Pinehurst, NC

R. Gaye Weaver, MSW, LCSW, ACM, Duke University Hospital, Durham, NC

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Sherry Henderson, MSW, LCSW, UNC Rex Healthcare, Raleigh, NC

Kim Phelps RN, MSN, ACM, Carolinas HealthCare System Northeast, Concord, NC

Tabitha Burnette, RN, Coram Infusion Services, Charlotte, Winston-Salem and Hickory, NC

Angela Alley, RN, BSN, MHA, ACM, IQCI Novant Health, Winston-Salem, NC

Jennifer Gruber, CPXP, Carolinas HealthCare System, Charlotte, NC

Betsy Ferrell

Kim Sturkey, BA, CMC, ACM, CCM, Community Care Partners of Greater Mecklenburg,  
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