Case management is a demanding and rewarding profession full of unique challenges and considerations. Effective case management professionals must be prepared to address the clinical, as well as psychosocial aspects of the care process, all while navigating a variety of fiscal and regulatory challenges. The pressure placed on case management professionals and the many unique factors impacting the practice can sometimes make it feel like a lonely job. But you are not alone.

The 2015 ACMA National Conference is where case management professionals just like you come to learn, earn CEs, network, and share ideas, experiences and challenges with fellow practitioners from across the country. The conference agenda is developed by case management professionals for practitioners like you. These are your people.

Don Berwick, MD
Former Administrator, Centers for Medicare and Medicaid Services
Founding CEO, Institute for Healthcare Improvement

Dr. Don Berwick is the United States’ leading advocate for high-quality health care. He served as Administrator of the Centers for Medicare and Medicaid Services (CMS) from April of 2010 to December of 2011. For 22 years prior to leading CMS, he was the founding CEO of the Institute for Healthcare Improvement (IHI), a nonprofit dedicated to improving health care around the world. A pediatrician by background, he has also served on the faculties of the Harvard Medical School and the Harvard School of Public Health.

Dr. Berwick sees tremendous unrealized potential in American medicine, and will present a vision of how, through continual improvement, innovations in health care delivery, stronger leadership, and smarter policy, America can forge a system that satisfies our patients, achieves better outcomes, respects our limited resources, and honors our moral imperative to care for the disadvantaged. His focus on improving quality has gained him a reputation as a powerful motivator who can encourage institutions and individuals to do their work better.
Primary Care-Focused Sessions
The health care landscape is changing, and case management practice is no longer confined to the walls of the hospital and is extending into the community and the primary care setting. Primary care case managers are becoming more and more common and play a critical role in the care process. Handoffs, the identification of appropriate patient populations, allocation of resources, tracking – all are important issues for professionals in the primary care setting. At this year’s conference, these topics and more will be covered as we introduce sessions focused on primary care case management in each breakout block.

Back By Popular Demand
At the 2014 ACMA National Conference, we introduced a session focused on pediatric case management in each breakout block. Based on overwhelmingly positive attendee feedback, pediatrics-focused sessions are returning to the conference agenda. In these sessions, experienced case management and transitions of care professionals will examine case studies, address specific issues impacting the pediatric patient population and present best practices.

State of the Practice: From Case Loads to Care Transitions
A Comprehensive Survey of Key Elements within Health Care Delivery System Case Management
During this session, ACMA will release the 2015 National Hospital Case Management Survey. Conducted through a biennial, randomized study of over 400 hospital case management departments, the Survey produces 95% confidence level data on over 75 elements of the practice. This session is designed to orient case management leaders to the Survey’s key data elements and highlight its value for benchmarking, resource justification and practice improvement.

CONTINUING EDUCATION
Attendees may earn up to the following continuing education (CE) hours:
- 26 ACM™ (All CE hours earned at this event are approved by the National Board for Case Management for ACM™ certification renewal)
- 26 NURSING (Based on 60-Minute Hour)
- 26 SOCIAL WORK, INCLUDING 1.25 ETHICS HOUR(S) (Based on 60-Minute Hour)

IMPORTANT DATES
- EARLY REGISTRATION DEADLINE March 6, 2015
- HOTEL RESERVATION DEADLINE April 2, 2015
- REGULAR PRICING DEADLINE April 13, 2015
- LATE REGISTRATION BEGINS April 14, 2015
- CONFERENCE DATES April 26-29, 2015
<table>
<thead>
<tr>
<th>DAY</th>
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<tr>
<td>SUNDAY</td>
<td><strong>PRE-CONFERENCE</strong>&lt;br&gt;8:00 am – 1:00 pm Pre-Conference Sessions (Additional registration fee required – Lunch Provided)&lt;br&gt;1:15 pm – 3:15 pm Intensive Workshops (Additional registration fee required)&lt;br&gt;<strong>MAIN CONFERENCE</strong>&lt;br&gt;3:30 pm – 4:45 pm ACMA Leadership Forum – State of the Practice: From Case Loads to Care Transitions – A Comprehensive Survey of Key Elements within Health Care Delivery System Case Management&lt;br&gt;5:00 pm – 5:45 pm ACMA Member Orientation&lt;br&gt;5:00 pm – 7:00 pm Welcome Reception</td>
<td>TUESDAY</td>
<td><strong>MAIN CONFERENCE</strong>&lt;br&gt;7:00 am – 8:00 am Breakfast &amp; Exhibition Posters (Display Only)&lt;br&gt;8:00 am – 9:15 am ACMA Annual Meeting (ACMA Member-only Event)&lt;br&gt;9:15 am – 9:30 am Transition Break&lt;br&gt;9:30 am – 10:45 am Breakout Sessions D (Platinum Sponsor Educational Presentations)&lt;br&gt;10:45 am – 11:00 am Transition Break&lt;br&gt;11:00 am – 12:15 pm Breakout Sessions E&lt;br&gt;12:15 pm – 2:15 pm Lunch &amp; Exhibition Poster Presentations (Display Only)&lt;br&gt;ACMA Silent Auction Win the Wheels Car Giveaway (must be present to win)</td>
</tr>
<tr>
<td>MONDAY</td>
<td><strong>MAIN CONFERENCE</strong>&lt;br&gt;7:00 am – 9:00 am Breakfast &amp; Exhibition Poster Presentations ACMA Silent Auction&lt;br&gt;9:00 am – 9:15 am Transition Break&lt;br&gt;9:15 am – 10:45 am Breakout Sessions A&lt;br&gt;10:45 am – 11:00 am Transition Break&lt;br&gt;11:00 am – 12:15 pm Breakout Sessions B&lt;br&gt;12:15 pm – 2:00 pm Lunch &amp; Exhibition Poster Presentations ACMA Silent Auction ACMA Chapter Presidents Meeting&lt;br&gt;2:00 pm – 3:15 pm Breakout Sessions C&lt;br&gt;3:15 pm – 3:30 pm Transition Break&lt;br&gt;3:30 pm – 4:45 pm Breakout Sessions D&lt;br&gt;5:00 pm – 6:30 pm Coffee Break &amp; Exhibition Poster Presentations ACMA Silent Auction</td>
<td>WEDNESDAY</td>
<td><strong>POST-CONFERENCE</strong>&lt;br&gt;8:00 am – 5:00 pm ACM Certification Study Group (Additional admin fee required)</td>
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SESSION INFORMATION

PRE-CONFERENCE SESSIONS (Additional registration fee required)

1. Motivating and Retaining Top Performing Staff
2. Care Management Partnerships in the Primary Care Setting
3. Behavioral Health Integration: Holistic Care Management
4. Leading Innovations from High-Performing Organizations

INTENSIVE WORKSHOPS (Concurrent Sessions, Additional registration fee required)

1. Discovering the Lion in the Mirror: How to Break Through Fears and Reach Your Full Potential
2. Overcoming the Barriers: Access to Care for Pediatric Patients
3. Health Literacy: What’s the Message?

MAIN CONFERENCE SESSIONS

ACMA LEADERSHIP FORUM

STATE OF THE PRACTICE: FROM CASE LOADS TO CARE TRANSITIONS - A COMPREHENSIVE SURVEY OF KEY ELEMENTS WITHIN HEALTH CARE DELIVERY SYSTEM CASE MANAGEMENT

KEYNOTE ADDRESS | DON BERWICK, MD

THE FUTURE OF HEALTH CARE
Former Administrator of the Centers for Medicare and Medicaid Services (CMS) and founding CEO of the Institute for Healthcare Improvement (IHI), Dr. Don Berwick will present a vision of how, through continual improvement, innovations in healthcare delivery, stronger leadership, and smarter policy, America can forge a system that satisfies our patients, achieves better outcomes, respects our limited resources, and honors our moral imperative to care for the disadvantaged.

BREAKOUT SESSIONS C

1C What it Takes to Become an Executive Leader in Care Management: One Chief Care Management Officer’s Journey
2C Physician Advisors: Internal, External and How to Maximize the Resources
3C Utilizing Tablet Technology to Reinvent the Handoff to Skilled Nursing Care: Fostering Collaboration, Reducing Readmissions and Including the Patient Care Management Assistants: Creative Strategies to Support Nursing and Social Work Professionals
4C Health Care Reform and Case Management: Preparing, Adapting and Thriving in a Rapidly Changing System
5C Discharging the Impossible: Proven Strategies to Safely Transition the Most Difficult Patients through the Continuum of Care
6C Bringing Concurrent Case Management Principles to Financial Utilization Review: Innovations in Commercial Denial Avoidance
7C Pediatric Readmissions: Mapping the Way by Using Technology, Partnership and Innovation
8C Developing the Plan of Care in the Primary Care Setting

BREAKOUT SESSIONS E

1E Implementing a Comprehensive Care Model to Achieve Outcomes and Exceed Patient Expectations
2E Meeting the Continuum Challenge with Care Transitions
3E Motivational Interviewing and Patient Empowerment: Transforming Passive Observers into Active Participants

BREAKOUT SESSIONS F

1F Water, Air and Light: Learning to Grow and Lead a Case Management Team
2F A Recipe for Ensuring Optimal PAC Transitions: Better Outcomes and Improved Patient Satisfaction
3F Transitioning to a Shared Governance Model in Case Management
4F Reduction in Risk Associated with Bias in Health Care Documentation
5F Leveraging a Multidisciplinary Team to Enhance Transitions of Complex Cases
6F Preparing for Discharge: “There is no place like home”
7F The SisKs of Yesterday Should be the Unobstructed Relationships of Today
8F Transitions for the Medically Complex Child
9F Defining the Population of Patients to be Screened and Managed

CLOSING GENERAL SESSION G

LIZ JAZWIEC, RN

YIPPEE, ANOTHER DAY IN PARADISE!
DRIVING NEGATIVITY OUT OF THE WORKPLACE
Internationally renowned speaker, strategist and bestselling author of “Eat THAT Cookie!”, “Hey Cupcake! We Are ALL Leaders,” and “Service Excellence is as easy as P.I.E. (Perception Is Everything),” Liz Jazwiec, RN, will discuss the impact of workplace negativity on energy, organizational outcomes and productivity. Through humor and personal stories, Ms. Jazwiec will provide effective strategies and tools to manage morale, eliminate victim thinking and have fun.

POST-CONFERENCE | ACM™ CERTIFICATION STUDY GROUP (Additional registration fee required)

This interactive forum is designed to help prepare ACM candidates for the ACM Certification exam. The ACM Standards of Practice & Scope of Services will be examined, as well as case studies and common case management scenarios. Please Note: This is a study group intended to provide ACM candidates with a forum for shared learning and exam preparation. The facilitator(s) do not have access to the ACM exam or a study guide for the exam. Participation does not guarantee a passing score, it is intended to supplement an ACM candidate’s exam preparation.

SESSIONS
HOST HOTEL: HYATT REGENCY PHOENIX
122 North Second Street
Phoenix, AZ 85004
SPECIAL CONFERENCE RATE
$195 per night

Discounted group rates are applicable during conference dates (April 26-April 29, 2015) until all guest rooms in the room block have been reserved or until the hotel reservation deadline of April 2, 2015, whichever comes first. A limited number of rooms are available at the group rate for nights prior to and after the conference so we encourage you to make your reservations early!

OVERFLOW HOTEL: Renaissance Phoenix Downtown Hotel
50 East Adams Street • Phoenix, AZ 85004 • Located one block from convention center • 602-333-0000
$195 per night

To make a reservation go to www.casemanagementconference.com and click on “Hotel/Travel.”

IMPORTANT NOTICE: ACMA does not utilize a housing service nor employs travel agencies and/or discount travel related organizations. If you are contacted prior to the 2015 conference by any company claiming to represent ACMA and/or our conference, please ask for the company name and phone number and report the incident immediately to ACMA by calling 501-907-2262.

PHOENIX CONVENTION CENTER
100 North Third Street | Phoenix, AZ 85004-2231 | www.phoenixconventioncenter.com

All conference sessions and exhibition will take place in the West Building of the Phoenix Convention Center. Our host hotel, the Hyatt Regency Phoenix, is located directly across the street from the West Building.
### Conference Pricing

Want to renew your ACMA Membership when you register? Select the “Membership Renewal & Registration” category when completing your online registration.

<table>
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<th>Event Type</th>
<th>Member</th>
<th>Non-Member</th>
<th>Single Day Pass</th>
<th>ACM™ Study Group</th>
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<td><strong>Pre-Con Intensive Workshop</strong></td>
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<td><strong>ACM™ Study Group</strong></td>
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*Includes One (1) Year ACMA Membership

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<td>Beginning April 14, 2015</td>
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<td>$150</td>
<td>$825 $960</td>
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Group Discount: Three (3) or more participants from same organization receive $50 off main conference registration fees for each participant. Online registration for group must be completed at the same time. Group discount may not be combined with other discount offers.

Military/VA Discount: Military personnel receive $50 off main conference registration fees. Military ID number required. May not be combined with other discount offers.

### Conference Registration

**Online Registration is Easy!**

ACMA accepts payment via credit card or check. If paying by check, simply complete an online registration form, select check as payment option, print invoice and mail with check.

**Online**

www.casemanagementconference.com

**Mail**

American Case Management Association
11701 West 36th Street • Little Rock, AR 72211

For more information and questions, please call 501-907-2262.

**Registration Fees**

Attendee registration forms received at early pricing rate without payment will not qualify for the discounted rate and will be assessed the applicable rate at the time payment is received.

**Cancellations**

There will be no refunds for cancellations; however, fees may be transferred to another participant for the same event. If the alternate is not a member of ACMA and the original registrant is a member, the non-member differential must be paid. It is the responsibility of the registered attendee to contact ACMA if unable to attend. Registrants who do not show up for the conference and do not contact ACMA prior to the start of the conference will forfeit all registration fees paid.

**Guests**

Sessions, events, and exhibits can only be attended by registered attendees. Name badge is required to enter all conference events, including the exhibit hall. Guest passes are only available for the Closing Party. Children are not allowed at any of the conference events. For a complete list of registration policies, go to www.casemanagementconference.com

**Continuing Education**

CE certificates will be awarded upon completion of the online conference evaluation. The evaluation must be completed within 30 days of the conference. CE credits can be applied toward ACM™ Certification renewal. This event meets the qualifications for up to 26.0 hours of continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences (CEP #4591). ACMA is also a provider approved by the California Board of Registered Nursing (Provider Number CEP #15413) for 26.0 contact hours (60-minute states). The ACMA is also a recognized CE provider for nursing and social work in multiple other states including, but not limited to, FL, MN, KY, and TX. Conference attendees are responsible for verifying requirements of the applicable licensing board in their state.
CLOSING SESSION G:
YIPPEE, ANOTHER DAY IN PARADISE! DRIVING NEGATIVITY OUT OF THE WORKPLACE

Liz Jazwiec, RN
Bestselling author of “Eat THAT Cookie!”

Have you ever worked with a crab? You know, the type of person that complains about everything, even free food! Then you understand that continuous workplace negativity saps the energy out of an organization and distracts everyone from work and productivity. It is not okay to come to work every day in a bad mood because the job is hard! In this session, internationally renowned speaker, strategist and bestselling author of “Eat THAT Cookie!,” “Hey Cupcake! We are ALL Leaders,” and “Service Excellence is as easy as P.I.E. (Perception Is Everything),” Liz Jazwiec, RN, will discuss the impact of workplace negativity and provide effective tools to manage morale, eliminate victim thinking and have fun. Ms. Jazwiec’s practical and experience-based style incorporates humor and personal stories to provide viable suggestions and strategies for addressing some of the difficult issues facing health care practitioners today.

EXPERIENCE PHOENIX

Breathtaking desert views, world-class golf courses, resorts, gourmet dining, six professional sports teams, shopping, history and more – this year’s conference location offers something for everyone.

- Heard Museum
- Desert Botanical Garden
- Shopping at Arizona Mills and Biltmore Fashion Park
- Camelback Mountain
- World-class Golf Courses
- Resorts
- Breweries, distilleries, and wineries
- And much more!

LEARN MORE AT:
WWW.VISITPHOENIX.COM

WWW.CASEMANAGEMENTCONFERENCE.COM

ONLINE REGISTRATION
SESSION AND SPEAKER INFORMATION
CONFERENCE SCHEDULE
VIDEOS
NATIONAL CONFERENCE JUSTIFICATION TOOLKIT
AND MUCH MORE!

WIN A BRAND NEW CAR!

Win the Wheels Car Giveaway
April 26-29, 2015 • Phoenix, AZ

At last year’s conference in Chicago, IL, one lucky attendee left with the keys to a brand new 2014 Fiat 500 Pop! At this year’s conference, one attendee will again leave with a brand new car!

ACTUAL CAR NOT PICTURED. SEE WEBSITE FOR OFFICIAL RULES.
casemanagementconference.com

LEARN MORE AT:
WWW.CASEMANAGEMENTCONFERENCE.COM
A POSITIVE RETURN ON INVESTMENT

Make Your Case
Are you interested in this year’s conference, but need help demonstrating the ROI to your supervisor or administrator?

Go to www.casemanagementconference.com to download ACMA’s National Conference justification toolkit. The toolkit contains valuable information and data to assist you in building your case for attending this year’s event.

TAKE ADVANTAGE OF:

- **Networking Opportunities**: 1,500 Attendees, 130+ Sponsors & Exhibitors
- **Continuing Education**: Up to 26 Hours
- **Tools and Resources**: More than 60 Sessions
- **Knowledgeable Speakers**: More than 70 Case Management Leaders & Health Care Experts

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Take advantage of networking opportunities, continuing education, tools and resources, and knowledgeable speakers at the ACMA’s National Conference.