1st Annual

OHIO CHAPTER
CASE MANAGEMENT CONFERENCE

Tuesday, March 13, 2012
Creekside Conference & Event Center
Gahanna, OH

Hospital Case Management Education...
KEYNOTE ADDRESS

Values, Beliefs and Boundaries in Daily Clinical Practice

Duane Casares, LISW-S
Chief Executive Officer
Directions for Youth and Families
Columbus, OH

SESSION ABSTRACT: Professionals in the health care field deal with ethical issues on a daily basis. Obvious boundary situations such as loaning money to patients, or going into business with clients, are easier to recognize and respond accordingly. The more challenging situations often fall within gray areas of ethical parameters. Far too often we fail to connect these situations to ethical practice. These are the “normal” issues that arise regularly in interactions with patients, their families and co-workers. “Are there limitations on self-disclosure?” “Do I accept a gift from a client?” “Should I hug a patient?” “Should I attend a funeral to be supportive of a patient’s family if asked?” Nurses and social workers are drawn into their fields due to their kind and compassionate nature, but this can also cause us to fall prey to patterns of dependency and team dysfunction which can result in enabling inappropriate behavior with our co-workers and patients. This session will look at the everyday issues that health care professionals encounter and how our ethical practice guidelines direct us to respond.

LEARNING OBJECTIVES:
1. Recognize ethical decision making in daily interactions with patients, families and co-workers
2. Understand personal values and beliefs and how they impact our professional practice
3. Identify appropriate boundaries and where to cross the line to effectively deal with others who exhibit dependency patterns of interaction and challenge our professional boundaries

SESSION 2

Medical Documentation Compliance

Stacey A. Borowicz, JD
Legal Counsel
Dinsmore & Shohl, LLP
Columbus, OH

SESSION ABSTRACT: This session will review the best practices for medical documentation. The speaker will provide strategies on how to avoid common documentation mistakes.

LEARNING OBJECTIVES:
1. Review best practices for medical documentation
2. Instruct on how to properly clarify or make addenda to a record
3. Strategize on how to avoid common documentation mistakes
SESSION 3 (SPONSORED BY ACCRETIVE HEALTH)

Observation and Extended Observation

Steve Meyerson, MD
Vice President
Physician Advisory Services
Accretive Health, Inc.
Chicago, IL

SESSION ABSTRACT: This session will cover a discussion of relative costs and benefits for inpatient admission from observation for the patient, physician and hospital. The speaker will demonstrate the effect of documenting medical necessity for inpatient admission to include Medicare compliance, provide examples of key words for physician documentation, clinical factors of InterQual criteria, and RAC review. Options for two-day observation stays, with typical clinical scenarios from discharge to the PA’s role will be discussed.

LEARNING OBJECTIVES:
1. Discuss relative costs and benefits for inpatient admission from observation
2. Assess the effectiveness of documenting medical necessity for inpatient admissions
3. Review options for two-day observation stays

SESSION 4

End-of-Life Issues in Daily Practice

Jeff Gordon, MD
Physician
HMS Hospitalist Group
Grant Hospital
Columbus, OH

SESSION ABSTRACT: This session will provide information on end-of-life issues. The speaker will discuss the impact of general neglect and identify barriers for discussion with patients and their families. This session will also provide proactive ways for case managers to assist patients and caregivers in designating HPOA, code status and living wills.

LEARNING OBJECTIVES:
1. Understand the general neglect for discussion of end-of-life issues in our current medical system, and the impact of this neglect
2. Recognize barriers to discussing end-of-life issues with patients and families
3. Identify what case managers can do proactively to assist patients and caregivers in designating HPOA, code status and living wills
4. Understand the costs of end-of-life care

IMPORTANT DATES

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>EARLY REGISTRATION DEADLINE</td>
<td>February 21, 2012</td>
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<tr>
<td>LATE REGISTRATION BEGINS</td>
<td>February 22, 2012</td>
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<tr>
<td>CONFERENCE DATE</td>
<td>March 13, 2012</td>
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SESSION 5
Last But Not Least, Let’s Laugh Together
Christeen A. Holdwick, RN, MA
Nursing Intent Advisor
College of Health and Human Services
Eastern Michigan University
Senior Clinic Advisor
Global Health Services, LLC
Ann Arbor, MI

SESSION ABSTRACT: This session will provide a review of the anatomy and physiology of laughter and explain how it is being used in the healing process. The speaker will discuss the relationship of humor to pain control and explain the connections between humor in the workplace and quality and customer service. Attendees will learn practical ways to develop their own “Refrigerator of Modern Art” and other essential tips for balancing home, professional and personal needs. Practical suggestions will be given for how to take your work seriously but yourself lightly.

LEARNING OBJECTIVES:
1. Review the history of the science of humor and how it is being used in the healing process
2. Learn how to invite humor and play into your life
3. Focus on the importance of balance and perspective in achieving the high goals of quality and service that health care professionals must achieve

REGISTRATION PRICING

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<th>Early Registration</th>
<th>ACMA Member</th>
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* Includes 1-year ACMA & Chapter Membership, membership application required.

CONFERENCE REGISTRATION

We make registering easy! Simply decide which method is best for you.
For a hard copy registration form, complete online registration and print to mail.

Online: www.acmaweb.org/oh
Mail: 11701 West 36th Street
     Little Rock, Arkansas 72211
Fax: 501-227-4247
WHY YOU SHOULD ATTEND!

At the ACMA Ohio Chapter Conference, you will experience professional education relevant to case management practice, a variety of resources from our Sponsors & Exhibitors and an abundance of networking opportunities.

REGISTER ONLINE @ www.acmaweb.org/oh

CONFERENCE SCHEDULE

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>7:15 am – 8:15 am</td>
<td>Registration Networking Breakfast with Sponsors &amp; Exhibitors</td>
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<tr>
<td>8:15 am – 8:30 am</td>
<td>Welcome Announcements &amp; Chapter Business Meeting</td>
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<tr>
<td>8:30 am – 10:00 am</td>
<td>Keynote Address: Values, Beliefs and Boundaries in Daily Clinical Practice</td>
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<td>10:00 am – 10:30 am</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
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<tr>
<td>10:30 am – 11:30 am</td>
<td>Session 2: Medical Documentation Compliance</td>
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<tr>
<td>11:30 am – 1:00 pm</td>
<td>Working Lunch Session: Observation and Extended Observation (Sponsored by Accretive Health)</td>
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<td>1:00 pm – 1:30 pm</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
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<tr>
<td>1:30 pm – 3:00 pm</td>
<td>Session 4: End-of-Life Issues in Daily Practice</td>
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<td>3:00 pm – 3:15 pm</td>
<td>Transition Break</td>
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<td>3:15 pm – 4:15 pm</td>
<td>Session 5: Last But Not Least, Let’s Laugh Together</td>
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<td>4:15 pm</td>
<td>Closing Remarks</td>
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CHAPTER BOARD OF DIRECTORS & CONFERENCE PLANNING COMMITTEE

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Columbus, OH

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Case Manager
Central Utilization Management
Riverside Methodist Hospital
Columbus, OH

Christie Santa-Emma, MSW, LISW-S, ACM
Director, Case Management/Social Work
Mount Carmel Health System
Columbus, OH

Continuing Education

CE Certificates will be awarded upon completion of the conference. Participants may earn up to 8.4 Nursing Contact Hours (based on 50-min hour) and up to 7.0 Social Work Contact Hours, including 3.0 Ethics Hour(s). CE credits can be applied toward ACM™ Certification renewal.
Parking at the Creekside Conference & Event Center is complimentary.

Parking Information

Phone: 614-861-1400
Columbus, OH
659 Taylor Rd
Airport Columbus
Columbus - Columbus
TownePlace Suites by Marriott - Columbus
SpringHill Suites by Marriott - Columbus

Call hotels directly for availability and best available rate

Area Hotels

SpringHill Suites by Marriott - Columbus Airport Gahanna
659 Taylor Rd
Gahanna, OH
Phone: 614-861-1400

TownePlace Suites by Marriott - Columbus Airport Gahanna
659 Taylor Rd
Columbus, OH
Phone: 614-861-1400

Creekside Conference & Event Center
700 Creekside Plaza
Gahanna, OH 43230
614-461-8188
www.creeksidecec.com

Conference Location

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Call hotels directly for availability and best available rate

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