8th Annual

FLORIDA CHAPTER
CASE MANAGEMENT CONFERENCE

August 11 – 12, 2011
St. Petersburg Marriott Clearwater Hotel
St. Petersburg, FL
SESSION DESCRIPTIONS

SESSION 1 INTERACTIVE DISCUSSION

Who You Gonna Call?

Diana Gregory, RN, BSN, CCM, ACM, CPHM  
Director, Case Management, Discharge Planning and Social Work  
Martin Memorial Health System • Stuart, FL

Steven R. McGaffigan, LCSW, ACM  
Director, Case Management  
Tampa General Hospital • Tampa, FL

SESSION ABSTRACT: Frequently during the course of the workday, case managers and social workers are asked to solve problems, find resources, and change the impossible to possible. Whether it’s a “1” - family needs shoulder to cry on or a “10” - “Houston, we have a problem,” on the Case Manager’s Problem Scale, case managers are called upon because members of the health care team have learned to trust case management to provide results. It is not just about who calls and for what; it is also about the abilities case management professionals have that inspire the confidence of others. This hands-on, interactive session will provide insight into the skills that case managers and social workers use to build credibility and produce results.

LEARNING OBJECTIVES:
1. Define the key principles that govern trust in organizational relationships
2. Describe the elements needed to develop trust - in yourself and by others
3. Discuss the value of trust in the case management process

KEYNOTE ADDRESS

Memorial Hermann’s Award Winning Healthcare System Care Management Model

Pat Metzger, BSN, MHA, FAACM, FABC  
System Executive, Care Management  
Memorial Hermann Healthcare System • Houston, TX

SESSION ABSTRACT: The session will summarize Memorial Hermann’s 10-year journey and evolution of a system-wide care management program. Recipient of ACMA and The Joint Commission 2011 Franklin Award of Distinction, Memorial Hermann Healthcare System’s Care Management Services program was designed to manage resource consumption, improve care coordination and improve managed care payer relationships. The model provides for common policies and procedures, electronic case management tools, and a collaborative practice approach which includes nurses, social workers, physicians, patients, caregivers and the community. This program has achieved measurable success through senior leadership support.

LEARNING OBJECTIVES:
1. Identify key components of establishing a comprehensive care management program
2. Discuss the organizational impact of aligning care management strategies with system performance measures
3. Explore the challenges and solutions encountered to engage key constituents in the care management process
SESSION 3

Working Together to Reduce Readmissions in Florida Hospitals

Kim Streit, MBA, MHS, FACHE
Vice President, Healthcare Research and Information Services
Florida Hospital Association • Orlando, FL

SESSION ABSTRACT: This session will provide an overview of the work underway in Florida hospitals to reduce readmission rates for CHF, AMI, Pneumonia, hip replacement surgery and coronary artery bypass graft surgery. Specific initiatives underway will be highlighted along with data showing Florida’s progress toward reducing readmission rates.

LEARNING OBJECTIVES:
1. Identify three statewide initiatives specifically focused on reducing readmissions
2. Understand the progress to date on lowering readmission rates
3. Discuss some of the reasons for readmissions and possible ways to prevent those readmissions

SESSION 4

Linking Case Management with Finance

Kathy Reep, MBA
Vice President, Financial Services
Florida Hospital Association • Orlando, FL

SESSION ABSTRACT: This session will explore the regulatory and legislative changes impacting the role of the case manager - value based purchasing, readmissions, hospital acquired conditions and the resultant payment implications for hospitals. We will also explore the definitions and concepts behind an “efficient” hospital and plans for implementation of payment measures based upon efficiency.

LEARNING OBJECTIVES:
1. Discuss the final implementation plans for Medicare value-based purchasing
2. Understand the payment implications of hospital acquired conditions and readmissions
3. Understand the measures of efficiency and implications for Medicare payment

SESSION 5

It’s a New Day…. and a New Way

Cheryl Collins, BSN, MA, MBA
Executive Director, Florida Division
eQHealth Solutions • Tampa, FL

SESSION ABSTRACT: The Agency for Health Care Administration entered into a contract with eQHealth Solutions, Inc. for utilization management, including prior authorization of the following Medicaid services: Inpatient Medical and Surgical Services, Home Health Services, Prescribed Pediatric Extended Care (PPEC) Service, and Therapy Services. The session will provide an overview of the company philosophy and how this will impact the work with the Medicaid provider community in Florida. A discussion of goals and objectives, as they impact the provider community, will be included.

LEARNING OBJECTIVES:
1. Understand work relationship with Florida providers
2. Discuss major areas of the Medicaid contract
3. Assess how goals and objectives will impact the provider community
SESSION 6

It Takes a Village: Working with the Undocumented Patient

Diana Gregory, RN, BSN, CCM, ACM, CPHM
Director, Case Management, Discharge Planning and Social Work
Martin Memorial Health System  •  Stuart, FL

William Gross, LCSW
Manager of Social Work, Case Management
Tampa General Hospital  •  Tampa, FL

SESSION ABSTRACT: As the health care industry seeks to sustain its own balance while meeting the needs of undocumented patients, creative discharge planning becomes even more essential; helping patients return to their own healthcare systems becomes a prime option. Sometimes, the best help that money can buy is not as effective as buy-in from a patient’s family in their native country. This session will review creative options that have been used successfully in working with the undocumented patient.

LEARNING OBJECTIVES:
1. Define the challenges of working with a medically complex, culturally diverse population
2. Describe elements needed for creative discharge planning to foreign healthcare systems
3. Understand the challenges that case managers and social workers may encounter from within their own system

REGISTRATION PRICING

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* Group Discount applies for 3 or more participants from same organization. Registrations and payments must be submitted together and received by July 22, 2011.
† Includes 1-year ACMA & Chapter Membership, Membership Application required.

CONVENIENCE REGISTRATION

We make registering easy! Simply decide which method is best for you.
For a printable registration form, go to: www.acmaweb.org/fl

Online: www.acmaweb.org/fl
Mail: 11701 West 36th Street
      Little Rock, Arkansas 72211
Fax: 501-227-4247
CONFERENCE SCHEDULE

Thursday, August 11, 2011

6:00 pm – 7:30 pm  Registration
6:00 pm – 7:00 pm  Networking Reception with Sponsors & Exhibitors
7:00 pm – 8:15 pm  Session 1: Who You Gonna Call? Interactive Discussion

Friday, August 12, 2011

7:30 am – 8:30 am  Continental Breakfast
8:30 am – 9:45 am  Keynote Address: Memorial Hermann’s Award Winning Healthcare System Care Management Model
9:45 am – 10:45 am  Networking Break with Sponsors & Exhibitors
10:45 am – 11:45 am  Session 3: Working Together to Reduce Readmissions in Florida Hospitals
11:45 am – 12:45 pm  Attendee Lunch
12:45 pm – 1:00 pm  Chapter Business Meeting
1:00 pm – 2:00 pm  Session 4: Linking Case Management with Finance
2:00 pm – 2:10 pm  Transition Break
2:10 pm – 3:10 pm  Session 5: It’s a New Day… and a New Way
3:10 pm – 3:15 pm  Transition Break
3:15 pm – 4:00 pm  Session 6: It Takes a Village: Working with the Undocumented Patient
4:00 pm  Closing Remarks

CHAPTER BOARD OF DIRECTORS & CONFERENCE PLANNING COMMITTEE

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Morton Plant Mease Health Care • Dunedin, FL

CONTINUING EDUCATION

CE Certificates will be awarded upon completion of the conference. Participants may earn up to 8.7 Nursing Contact Hours (based on 50-min hour) and up to 7.25 Social Work Contact Hours. CE credits can be applied toward ACM™ Certification renewal.
The St. Petersburg Marriott Clearwater Hotel is offering a room rate of $129 per night to conference attendees. Discounted rates are available until July 21, 2011 on a space available basis. To make reservations, contact the hotel directly at 727-572-7800 and reference the American Case Management Association Conference.

Parking is complimentary.

www.stpeteclearwatermarriott.com
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