8th Annual

GREATER HOUSTON CHAPTER
CASE MANAGEMENT CONFERENCE

November 19, 2011
Hyatt Regency Houston • Houston, TX

2-FOR-1 REGISTRATION OFFER!
Health Care Reform and It’s Impact on Our Community

Ronald Walters, MD, BS, MS, MBA
Associate Vice President, Medical Operations & Informatics
Office of EVP, Physician-in-Chief
UT M.D. Anderson Cancer Center
Houston, TX

SESSION ABSTRACT: Health Care Reform’s Accountable Care Act will transform our health system. There will be a change in the culture of medicine. In what ways will the transformation affect our communities? How will this impact your case management practice? This session will discuss the financial impact from bundle payments and potential changes to case management professionals.

LEARNING OBJECTIVES:
1. Understand the financial impact bundle payments will have on hospitals
2. Discuss the impact of Value Based Purchasing on hospitals and communities
3. Identify potential changes to your case management role in the hospital setting

The Marathon - Not the Sprint

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

SESSION ABSTRACT: This session will summarize Memorial Hermann’s ten year journey and evolution of a system-wide care management program. The program was designed to manage resource consumption, improve care coordination and improve managed care payer relationships. 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. Discuss the challenges and solutions encountered to engage key constituents in the care management process
4. Discuss the key elements of the application process
SESSION 3

How Strong Utilization Review Committees Can Prevent Inappropriate Hospital Admissions

Steven Meyerson, MD
VP of Corporate Communication & Compliance
Accretive Health
Chicago, IL

SESSION ABSTRACT: Through building a utilization review committee that meets regulation requirements, hospitals can reduce the risk of regulatory scrutiny and ultimately denials. According to 42 CFR 482.30, “the hospital must have in effect an utilization review plan that provides for review of services furnished by the institution and by members of the medical staff to patients entitled to benefits under the Medicare and Medicaid programs.” This session will explore how Medicare’s Conditions of Participation dictate the requirements for utilization review committees. The speaker will provide recommendations for members of the utilization review committee and discuss role of physician advisors as peer reviewers.

LEARNING OBJECTIVES:
1. Explore Medicare’s Conditions of Participation 42 CFR482.30
2. Provide recommendations for members of the utilization review committee
3. Discuss role of physician advisor as peer reviewers

SESSION 4

Fraud and Abuse Awareness

Justo A. Mendez, J.D., M.H.A., LL.M
Special Assistant U. S. Attorney, Southern District of Texas
Department of Health and Human Services, OIG
U.S. Attorney's Office
Houston, TX

SESSION ABSTRACT: Healthcare fraud and abuse is a multi-million dollar business in federal healthcare programs. This session will heighten your awareness to the fraud and abuse activities occurring daily in your communities. The speaker will discuss preventive measures and how to report suspicious activity. A case study in McAllen, Texas will be reviewed.

LEARNING OBJECTIVES:
1. Learn about DME Fraud including orthopedic kits
2. Discuss outpatient therapies under investigation
3. Understand institutional preventive measures that can be taken and how to report suspicious activity
SESSION 5

Healthcare Ethics in a Cross-Cultural Context

Mary Anderlik Majumder, JD, PhD
Assistant Professor
Center for Medical Ethics and Health Policy
Baylor College of Medicine
Houston, TX

SESSION ABSTRACT: The increasing diversity of our communities presents a challenge to health care providers locally and nationally. Patients and their families and members of the health care team bring their individual patterns of language and culture to the health care experience. This session will explore ways in which language barriers and cultural differences can contribute to misunderstanding and conflict, and also strategies health care providers can use to work more effectively with patients, families and one another within our current cross-cultural context.

LEARNING OBJECTIVES:
1. Define culture and cultural competence
2. Identify four myths about culture
3. Describe one strategy for managing cross-cultural disagreements
4. Identify problems language barriers and unaddressed religious/spiritual concerns pose for quality care

REGISTRATION PRICING

EARLY REGISTRATION
2-FOR-1 OFFER: PAY ONE REGISTRATION AND RECEIVE ONE REGISTRATION FOR FREE! *
Available through November 11, 2011

<table>
<thead>
<tr>
<th>Paying Participant</th>
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<tbody>
<tr>
<td>ACMA MEMBER + 2ND ATTENDEE*</td>
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<tr>
<td>NON-MEMBER + 2ND ATTENDEE*</td>
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LATE REGISTRATION
Received after November 12, 2011

| ACMA MEMBER | $140 |
| NON-MEMBER | $165 |
| MEMBERSHIP PACKAGE†‡ | $259 |
| STUDENT / FULL-TIME FACULTY†‡ | $59 |

* ACMA must receive payment and registration by November 11, 2011. Both attendees must be from the same organization and forms and payment must be submitted together by deadline.
† Includes 1-year ACMA & Chapter Membership. Membership application required.
‡ May not be combined with 2-for-1 offer. School ID required if applicable.

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/gh
Mail: 11701 West 36th Street
Little Rock, Arkansas 72211
Fax: 501-227-4247
## Conference Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am – 8:30 am</td>
<td>Registration Networking Breakfast with Sponsors &amp; Exhibitors</td>
</tr>
<tr>
<td>8:30 am – 9:00 am</td>
<td>Welcome Announcements / Chapter Business Meeting</td>
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<tr>
<td>9:00 am – 10:15 am</td>
<td>Keynote Address: The Marathon - Not The Sprint</td>
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<tr>
<td>10:15 am – 11:00 am</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
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<tr>
<td>11:00 am – 12:00 pm</td>
<td>Session 2: Health Care Reform and It’s Impact on Our Community</td>
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<tr>
<td>12:00 pm – 1:15 pm</td>
<td>Working Lunch/Session 3: How Strong Utilization Review Committees Can Prevent Inappropriate Hospital Admissions (Lunch Sponsored by Accretive Health)</td>
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<tr>
<td>1:15 pm – 1:45 pm</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
</tr>
<tr>
<td>1:45 pm – 3:00 pm</td>
<td>Session 4: Fraud and Abuse Awareness</td>
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<tr>
<td>3:00 pm – 3:15 pm</td>
<td>Transition Break</td>
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<tr>
<td>3:15 pm – 4:30 pm</td>
<td>Session 5: Healthcare Ethics in a Cross-Cultural Context</td>
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<tr>
<td>4:30 pm</td>
<td>Closing</td>
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</tbody>
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## Chapter Board of Directors & Conference Planning Committee

**President**
Donna Ukanowicz, RN, MS, ACM  
Director, Case Management  
UT M.D. Anderson Cancer Center  
Houston, TX

**President Elect**
Johanna Bing, RN, BSN, ACM  
Case Manager  
UT M.D. Anderson Cancer Center  
Houston, TX

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Social Work Manager  
St. Luke’s Episcopal Hospital  
Houston, TX

Debbie Hartgraves, LCSW  
Advanced Practice Social Worker  
Social Work – CIC  
St. Luke’s Episcopal Hospital  
Houston, TX

Alanda Phillips, RN, MS, BSN  
Case Management  
UT M.D. Anderson Cancer Center  
Houston, TX

Patricia Velky, RN, BSN, MS, MBA, CPHQ, FAACM, FABC  
System Director, Care Management  
Memorial Hermann Health Care System  
Houston, TX

## Continuing Education

CE Certificates will be awarded upon completion of the conference. Participants may earn up to **8.1 Nursing Contact Hours** (based on 50-minute hour), up to **6.75 Nursing Contact Hours** (based on 60-minute hour), and up to **6.75 Social Work Contact Hours**. CE credits can be applied toward ACM™ Certification renewal.
ConferenCe loCation

Hyatt Regency Houston
1200 Louisiana Street
Houston, TX 77002
713-654-1234
www.hyattregencyhouston.com

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EARLy REgiSTRATioN DEADLiNE
November 11, 2011
LATE PRiCiNg BEgiNS
November 12, 2011
CONFERENCE DATE
November 19, 2011

Valet parking will be validated for attendees that register and pay by November 11. Valet parking is not applicable for exhibitors/sponsors.

Parking Information
Valet Parking (up to 10 hours): $15