11th Annual

ILLINOIS CHAPTER
CASE MANAGEMENT CONFERENCE

October 25, 2011
Donald E. Stephens Convention Center • Rosemont, IL

BALANCING THE CHALLENGES
OF CASE MANAGEMENT

2-FOR-1 REGISTRATION OFFER
The Passion for Case Management:
Why Do We Do It and How Does It Affect Us?

L. Greg Cunningham, MHA
Chief Executive Officer
American Case Management Association • Little Rock, AR

SESSION ABSTRACT:
Ever wonder why you have chosen a career in case management? This session will explore the reasons professionals like you have chosen case management; the impact on your personal job satisfaction and life; and the need for self assessment. As case management professionals, we are challenged every day with problem resolution – it is a role that never ceases and is multi-faceted. Those who are drawn to case management are not satisfied with performing tedious “widget-making” tasks. The role requires an inner drive or passion to apply patient-centered solutions; minimize the stress effect of time-sensitive and emotionally charged issues; negotiate with multiple decision makers; and maintain commitment and energy from one case to the next. Audience responses and personal stories have been collected prior to the session to evaluate commonalities in choices, life impact and the answer to why we remain in this challenging profession.

Musings of a Case Management Physician Advisor:
Secrets to Success

Ronald Hirsch, MD, FACP
Medical Director, Case Management
Sherman Hospital • Elgin, IL

SESSION ABSTRACT:
When the medical director for Sherman Hospital was asked by the hospital administration to help the case managers, he thought he was being given an easy assignment. After all, he was Chair of Medical Records and reduced the delinquency rate by over 50%. Then along came the RAC, health care reform, the OIG, the ZPIC and the CERT. He also discovered ACMA and Learning Link. Now he is living and breathing case management. Dr. Hirsch will share his insights into Observation vs. Inpatient, choosing a proper status for surgical patients, improving relations with physicians, managing the drug-seeking patient and reducing readmissions.

Health Reform 18 Months Later:
What is Happening and What It Can Mean for You in Easy-to-Understand Language

Barbara A. McCann, BSW, MA
Chief Industry Officer
Interim Healthcare • Sunrise, FL

SESSION ABSTRACT:
Health reform can be confusing. Take a step back in this session and view the law and currently released regulations for hospitals and other providers in the “vision” presented for managing patient care and planning for discharge or transitions. The age of payment for quality, patient experience and continuity of care is upon us. This session will discuss what is required, how you can participate, and how you can make a difference for patients and the organization.

IMPORTANT DATES

EARLY REGISTRATION DEADLINE October 4, 2011
REGULAR PRICING DEADLINE October 19, 2011
CONFERENCE DATE October 25, 2011
SESSION 3A

An Overview of Palliative Care and Hospice

Martha L. Twaddle, MD, FACP, FAAHPM
Chief Medical Officer
Midwest Palliative & Hospice Care Center • Glenview, IL

SESSION ABSTRACT: The practice of palliative care is an approach which improves the quality of life of patients and their families facing life-threatening illness through the prevention, assessment and treatment of pain and other physical, psychosocial and spiritual problems. Hospice care is a multi-discipline practice which encompasses quality, compassionate care for people with life-limiting or life-threatening illness or injury. This session will discuss how palliative care is structured to address the needs of patients and families and assess who is appropriate for palliative care services. The speaker will also review the Medicare hospice benefit.

SESSION 3B

The Double Helix: A Double Edged Sword?

Nanette R. Elster, JD, MPH
Director, Health Law Institute
DePaul University College of Law • Chicago, IL

SESSION ABSTRACT: Genetics presents a range of legal and ethical issues within families as well as with regard to third parties such as insurers and employers. This session will address some of the legal and ethical issues that are raised including those related to privacy, informed consent, gene patenting and direct to consumer marketing of genetic testing.

SESSION 4A

How Health Care Reform Will Impact Care Delivery

Ken Anderson, DO, MS, CPE
Chief Medical Quality Officer, Professional Staff Quality and Administration
NorthShore University Health System • Evanston, IL

SESSION ABSTRACT: This session will provide the care coordination context for the new rules propagated under the Patient Protection and Affordable Care Act. The speaker will define the emerging structures that will be needed to address provisions of the health care finance reform bill, including the rules associated with Accountable Care Organizations. The answers to how will these new structures impact patients and care delivery teams and what road blocks should be anticipated in care coordination and care management will be discussed. The speaker will also address new behaviors health care professionals will likely experience from care delivery teams and patients and families and what skills will be necessary to keep up with this changing environment.

SESSION 4B

Medicare Compliance Challenges in the Age of Healthcare Accountability

Ralph Wuebker, MD
Senior Physician Advisor
Executive Health Resources • Newton Square, PA

SESSION ABSTRACT: The Federal government has put measures in place to reduce Medicare and Medicaid waste and fraud, as part of the larger health care reform program. As a result, hospitals now face a new era of healthcare audit accountability. This era is full of a variety of Program Integrity Contractor initiatives and a veritable alphabet soup of acronyms. It is essential for hospitals to understand the roles of each group, how to deal with their findings, and when and how to appeal them. In addition, hospitals must be sure to have strong concurrent compliance programs in place to mitigate risk moving forward. This session will focus on current program integrity contractor activity in Illinois.
SESSION 5A

Transfers of Care Between Nursing Homes and Emergency Departments

Kevin M. Terrell, DO, MS
Board Certified Emergency Physician • Associate Professor, Emergency Medicine
Indiana University • Indianapolis, IN

SESSION ABSTRACT: Emergency departments (EDs) are major providers of nursing home residents. This session will describe the current state of transfers of care (in both directions) between nursing homes and EDs with a focus on gaps in quality and safety. The speaker will describe the latest research and ongoing research in this area. The necessary next steps to improve quality and safety during these care transitions will also be discussed.

SESSION 5B

10 Rules for Case Management in an ACO World

Jeanine M. Tome, RN-BC, MSN, ACM, CPHQ
Chief Clinical Officer, Care Management
Allscripts • Erie, PA

SESSION ABSTRACT: Debate continues with many uncertainties about how an Accountable Care Organization (ACO) will actually work in the new value-based purchasing model. Yet, care management leaders have moved forward to trial projects for new care deliver models with surprising success in impacting the cost of care and quality outcomes. This session will focus on the “rules” and lessons learned from successful pioneers in reforming transitions of care and using technology to improve outcomes, the patient experience, and the perceived value of care management across the continuum.

REGISTRATION PRICING

EARLY REGISTRATION
2-FOR-1 OFFER: PAY ONE REGISTRATION AND RECEIVE ONE REGISTRATION FOR FREE! *
Available through October 4, 2011

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REGULAR REGISTRATION
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LATE REGISTRATION
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* ACMA must receive payment and registration by October 4, 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.

CONTINUING EDUCATION

CE Certificates will be awarded upon completion of the conference. Participants may earn up to 7.5 Nursing Contact Hours (based on 50-min hour) and up to 6.25 Social Work Contact Hours. CE credits can be applied toward ACM™ Certification renewal.

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/IL
Mail: 11701 West 36th Street
Little Rock, Arkansas 72211
Fax: 501-227-4247

CE Certificates will be awarded upon completion of the conference. Participants may earn up to 7.5 Nursing Contact Hours (based on 50-min hour) and up to 6.25 Social Work Contact Hours. CE credits can be applied toward ACM™ Certification renewal.
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<td>7:00 am – 8:00 am</td>
<td>Registration &amp; Networking Breakfast with Sponsors &amp; Exhibitors</td>
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<td>8:00 am – 8:30 am</td>
<td>Welcome Announcements &amp; Chapter Business Meeting</td>
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<td>8:30 am – 9:45 am</td>
<td>Keynote Address: The Passion for Case Management: Why Do We Do It and How Does It Affect Us?</td>
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<td>9:45 am – 10:30 am</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
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<td>10:30 am – 11:30 am</td>
<td>Session 2: Breakout Sessions</td>
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<td>2A: Musings of a Case Management Physician Advisor: Secrets to Success</td>
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<td>11:30 am – 1:00 pm</td>
<td>Networking Lunch with Sponsors &amp; Exhibitors</td>
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<td>Session 3: Breakout Sessions</td>
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<td>3A: An Overview of Palliative Care and Hospice</td>
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<td>Session 5: Breakout Sessions</td>
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<td>5A: Transfers of Care Between Nursing Homes and Emergency Departments</td>
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<td>5B: 10 Rules for Case Management in an ACO World</td>
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<td>4:30 pm</td>
<td>Closing Remarks</td>
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### Chapter Board of Directors & Conference Planning Committee

**Chapter Officers:**

- **Diana Doepp, RN, ACM**
  - Care Facilitator, Case Management
  - Northwestern Memorial Hospital

- **Patricia Sutton, MSW, LCSW, ACM**
  - Manager, Case Management
  - Edward Hospital

- **Alison Audet, RN, MS, ACM**
  - Senior Certification Manager
  - Case Management
  - Rush University Medical Center

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  - Manager, Health Social Work
  - Care Coordination
  - University of Illinois Medical Center

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  - Manager, Case Management
  - Elmhurst Memorial Hospital

- **Mary Mahon, RN, ACM**
  - Senior Case Manager, Case Management
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  - Workers Compensation Coordinator
  - Employee & Corporate Health
  - Rush University Medical Center

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  - Director, Case Management / Social Services
  - Northwestern Lake Forest Hospital

- **Gail Davis, RN, BSN, ACM**
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- **Susan Johanson-Lentz, RN, MS, ACM, CSHA**
  - Quality Improvement Coordinator
  - Regulatory Affairs
  - Provena St. Mary’s Hospital

- **Henrietta Lubin, LCSW, ACSW**
  - Sr. Social Worker, Case Management
  - Northwestern Memorial Hospital

- **Soo Shin, LCSW**
  - Manager, Social Work
  - Children’s Memorial Hospital

- **Chardell Smallwood, RN, BA, ACM**
  - Accredited Case Manager, Case Management
  - Riverside Medical Center

- **Colleen Walker, RN, MS**
  - RN Case Manager, Quality Resource
  - Elmhurst Memorial Hospital
Parking is available for $13 per day in the Rosemont Public Parking Garage located across the street.

**Parking Information**

Donald E. Stephens Convention Center
5555 N. River Rd
Rosemont, IL 60018
Phone: 847-692-2222

To make a reservation at one of the hotels surrounding the convention center:
1. Go to www.rosemont.com and click on Hotels.
2. Meeting and exhibit spaces are on the first floor of the convention center.
3. Parking is available for $13 per day in the Rosemont Public Parking Garage located across the street.

Conference Location & Hotel Accommodations

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