6th Annual
MISSOURI-KANSAS CHAPTER
CASE MANAGEMENT CONFERENCE
September 27, 2011
Adams Pointe Conference Center
& Courtyard by Marriott • Blue Springs, MO

Hospital Case Management Education...
SESSION DESCRIPTIONS

KEYNOTE ADDRESS

Care Transitions: The Crucial Role of the Case Manager

James E. Lett II, MD, CMD
Long Term Care Consultant
Carmichael, CA

SESSION ABSTRACT: The increased specialization of clinicians and sites of care has progressively fragmented patient care. The resulting gaps and numerous handoffs pose a threat to patient safety and continuity of care. This session will present the origins and magnitude of these problems. Additionally, the obstacles to smooth transfers will be discussed, as well as strategies to improve quality in the transition process. Further discussion will center on the opportunity for the case manager to play an even more vital role in this critical health care interaction.

LEARNING OBJECTIVES:
1. Dissect the forces in health care today that are causing more barriers to safe patient transfer
2. Discuss strategies to improve the quality and safety of patient transitions between sites of care and clinicians
3. Determine the role of the case manager in improved patient transitions between sites of care

SESSION 2


Ralph Wuebker, MD, MBA
Vice President of Audit, Compliance and Education
Executive Health Resources
Newton Square, PA

SESSION ABSTRACT: This session will provide insights into building and optimizing an admission review program that leverages utilization review expertise and physician advisement. It will examine how to create an admission review process that proactively addresses the appropriateness of readmissions. Additionally, as part of a case study from a hospital participating in the CMS Care Transitions Project, this session will outline a step-by-step approach to implement a consistent process that can not only ensure regulatory compliance, but also create revenue integrity.

LEARNING OBJECTIVES:
1. Evaluate current admission review processes and revenue risks in dealing with medical necessity and readmission appropriateness
2. Describe how to leverage hospital’s UR expertise with an ongoing Physician Advisement program
3. Recognize how to routinely involve admission screening criteria and physician advisor review to reduce avoidable readmission rates
SESSION 3

Cultural Competence and Health Care

Martha B. Baird, PhD, APRN, CTN
Assistant Professor
School of Nursing
University of Kansas Medical Center
Lake Quivira, KS

SESSION ABSTRACT: This session will present the changing demographics in the USA and address the urgent need to update health care to address disparities related to race, ethnicity and minorities. Participants will learn the importance of the Culturally and Linguistically Appropriate Standards (CLAS) and how these have been incorporated into the new Joint Commission Standards effective January 2011.

LEARNING OBJECTIVES:
1. Define the need for culturally congruent care in the current US society
2. Compare and contrast the Joint Commission Standards for Hospital Accreditation with the OMH CLAS standards
3. Identify specific ways healthcare organizations can provide culturally relevant services

SESSION 4

Surviving Change in the Ever Changing Health Care Environment

Novella Perrin, PhD
Retired Dean of the Graduate School and Director of the Gerontology Institute
University of Central Missouri
Warrensburg, MO

SESSION ABSTRACT: This session will focus on the fantasies and realities of change, the key drivers of change and individual reactions to such changes. The speaker will present differences in actions based on whether or not the person is leading or following the change initiative. The session will also identify the mistakes made during change management.

LEARNING OBJECTIVES:
1. Identify the fantasies and realities of change
2. Explore individual reactions to change and the differences in these reactions based on whether or not the person is leading or following the change initiative
3. Discuss the mistakes people make when trying to manage change

CONFERENCE DATE:
September 27, 2011

REGISTER ONLINE:
www.acmaweb.org/mo-kan
**REGISTRATION PRICING**

<table>
<thead>
<tr>
<th>Early Registration</th>
<th>ACMA Member</th>
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<tbody>
<tr>
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<td>Non-Member</td>
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*Group Discount applies for 5 or more participants from same organization. Registrations and payments must be submitted together and received by early registration deadline.† 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/mo-kan

- **Mail:**
  - 11701 West 36th Street
  - Little Rock, Arkansas 72211

- **Fax:**
  - 501-227-4247

**IMPORTANT DATES**

- **Early Registration Deadline:** September 6, 2011
- **Regular Pricing Deadline:** September 23, 2011
- **Hotel Discount Deadline:** September 16, 2011
- **Conference Date:** September 27, 2011

**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-min hour) and up to 6.75 Social Work Contact Hours. CE credits can be applied toward ACM™ Certification renewal. Up to 5.75 hours can be applied toward CCM Credits*.

*CCM application is pending
## Conference Schedule

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30 am – 8:30 am</td>
<td>Registration &amp; Networking Breakfast with Sponsors &amp; Exhibitors</td>
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<tr>
<td>8:30 am – 8:45 am</td>
<td>Welcome Announcements</td>
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<tr>
<td>8:45 am – 10:00 am</td>
<td>Keynote Address: Care Transitions: The Crucial Role of the Case Manager</td>
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<tr>
<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 – 12:00 pm</td>
<td>Session 2: Critical Readmissions Strategies: A Step-by-Step Approach to Reducing 30-Day Rehospitalization Rates</td>
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<tr>
<td>12:00 pm – 12:45 pm</td>
<td>Lunch (Sponsored by EHR)</td>
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<tr>
<td>12:45 pm – 1:15 pm</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
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<td>1:15 pm – 2:45 pm</td>
<td>Session 3: Cultural Competence and Health Care</td>
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<tr>
<td>2:45 pm – 3:00 pm</td>
<td>Transition Break</td>
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<tr>
<td>3:00 pm – 4:30 pm</td>
<td>Session 4: Surviving Change in the Ever Changing Health Care Environment</td>
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<tr>
<td>4:30 pm – 5:00 pm</td>
<td>Closing Remarks / Chapter Business Meeting</td>
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## Chapter Board of Directors & Conference Planning Committee

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Organization/Location</th>
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</thead>
<tbody>
<tr>
<td>Debra Barratti, APRN</td>
<td>RN Case Manager</td>
<td>Via Christi Health Network System, Wichita, KS</td>
</tr>
<tr>
<td>Alice Criger, RN, BSN, ACM</td>
<td>OB Care Manager</td>
<td>Children’s Mercy Family Health Partners, Kansas City, MO</td>
</tr>
<tr>
<td>D’Earl Dunn, LMSW, ACM</td>
<td>Complex Care Coordinator</td>
<td>Saint Luke’s Hospital, Kansas City, MO</td>
</tr>
<tr>
<td>Catherine Eib, BSN, RN</td>
<td>Children’s Mercy Hospital Case Manager</td>
<td>Kansas City, MO</td>
</tr>
<tr>
<td>Debbie Enke, RN, BSN, CCM</td>
<td>Case Manager / Team Leader</td>
<td>Saint Luke’s East – Lee’s Summit, Lee’s Summit, MO</td>
</tr>
<tr>
<td>Delores Jordan, LHNA, LMSW</td>
<td>Social Worker</td>
<td>Saint Luke’s East – Lee’s Summit, Lee’s Summit, MO</td>
</tr>
<tr>
<td>Cynthia McArdle, RN, BSN</td>
<td>Director</td>
<td>Overland Park Regional Medical Center, Overland Park, KS</td>
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<tr>
<td>Lori Myers, RN, ACM</td>
<td>Reimbursement Specialist</td>
<td>Shawnee Mission Medical Center, Shawnee Mission, KS</td>
</tr>
<tr>
<td>Patricia Ornce, RN, BSN, CCM</td>
<td>Senior Care Manager</td>
<td>Children’s Mercy Family Health Partners, Kansas City, MO</td>
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<tr>
<td>Susan Wade, RN, BSN, MSN</td>
<td>Case Manager</td>
<td>Research Medical Center HCA, Kansas City, MO</td>
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<tr>
<td>Linda Yates, LCSW, ACM</td>
<td>Social Worker</td>
<td>Overland Park, KS</td>
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Parking is complimentary.

**Parking Information**

816-220-4400
Blue Springs, MO 64014
1400 NE Coronado Drive
Adams Pointe Conference Center & Courtyard by Marriott

The Courtyard by Marriott hotel is offering a discounted room rate of $89.00 to conference attendees. In order to receive the discounted rate, you must make your reservations by September 6, 2011. To make reservations, contact the hotel directly at 816-228-8100 and ask for the American Case Management Association rate.

**Conference Location**

Adams Pointe Conference Center & Courtyard by Marriott
Blue Springs, MO 64014
Phone: 816-220-4400
September 27, 2011

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