13th Annual Illinois Chapter Case Management Conference
Tuesday, October 22, 2013
Donald E. Stephens Convention Center
Rosemont, IL
www.acmaweb.org/il
2 for 1 registration offer!
CONFERENCE SCHEDULE
OCTOBER 22, 2013

7:00 am – 8:00 am Registration & Networking Breakfast with Sponsors & Exhibitors

8:00 am – 8:30 am Welcome Announcements & Chapter Business Meeting

8:30 am – 9:45 am Keynote Address: ACMA and Case Management – The Future of Your Professional Practice

9:45 am – 10:30 am Networking Break with Sponsors & Exhibitors

10:30 am – 11:30 am Session 2A: Care Transitions
Session 2B: Complex Discharges and Undocumented Patients: Growing Ethical Concerns

11:30 am – 12:50 pm Networking Lunch with Sponsors & Exhibitors

12:50 pm – 1:50 pm Session 3: Professional Development and Case Management

1:50 pm – 2:00 pm Transition Break

2:00 pm – 3:00 pm Session 4A: Use of Treatment Plans to Effectively Manage Complex Cases
Session 4B: The New Three-Legged Stool: Exploring the Relationship Between Finance, Quality and Case Management

3:00 pm – 3:10 pm Transition Break

3:10 pm – 4:25 pm Session 5: Building Great Teams: Science or Mystery?

4:25 pm Closing Remarks

CHAPTER BOARD OF DIRECTORS & CONFERENCE PLANNING COMMITTEE

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Quality Management
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Lurie Children’s Hospital of Chicago • Chicago, IL

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Program Coordinator, Human Resources
Rush University Medical Center • Chicago, IL
KEYNOTE ADDRESS:

ACMA and Case Management – The Future of Your Professional Practice
L. Greg Cunningham, MHA • CEO
American Case Management Association • Little Rock, AR

SESSION ABSTRACT: The last ten years have been a time of growth and increasing importance for the role of nurses and social workers in health care. The case manager’s role will continue to evolve dramatically and ACMA has become an important and active association both locally and nationally. Establishing ACMA and case management as a crucial partner in health care innovation is both of strategic and outcome orientation. Using the last ten years of ACMA’s national research data and the evident trends (staffing, structure, function and national policy), the CEO of our national association will share his vision concerning the changing health care/case management environment and the importance of ACMA’s strategies to both advocate for and support its members.

LEARNING OBJECTIVES:
1. Understand the history of the case management practice and ACMA
2. Describe national research-based trends regarding historical and future case management practice
3. Correlate and compare individual and organizational preparation for future practice issues

SESSION 2A:

Care Transitions
Sharon Rudnick, MSW • Vice President of Population Health Management
AdvocateCare • Advocate Health Care • Downers Grove, IL

SESSION ABSTRACT: This presentation will review the journey of Advocate Health Care’s Outpatient Care Management Program in the ACO/shared savings model. The speaker will explain the importance of the case manager’s involvement in care transitions across the continuum to enhance patient care. Finally, the program’s impact on the admission rates, readmission rates and ER utilization will be discussed.

LEARNING OBJECTIVES:
1. Describe the factors involved in developing an outpatient case management program
2. Explain the case manager’s impact in managing patients across the continuum
3. State three benefits of an outpatient case management program

SESSION 2B:

Complex Discharges and Undocumented Patients: Growing Ethical Concerns
Nina Hossa, LCSW • Clinical Social Worker, Family Service Center
Lurie Children’s Hospital of Chicago • Chicago, IL
Kayhan Parsi, JD, Ph.D. • Professor of Bioethics & Health Policy, Graduate Program Director
Neiswanger Institute for Bioethics and Health Policy
Loyola University, Stritch School of Medicine • Chicago, IL

SESSION ABSTRACT: While undocumented patients are not included in the new health care policy, many will continue to receive care at various hospitals without the means to pay for follow-up care. In turn, hospitals face the often daunting challenge of discharging a patient to a safe and suitable location when the patient is without legal status, insurance or means to care for themselves. This presentation will analyze several case examples to pinpoint barriers to discharge and ethical concerns, and conclude with suggested policy changes that would assist health care providers in providing care to undocumented patients.

LEARNING OBJECTIVES:
1. Identify relevant ethical issues in a complex or difficult discharge
2. Describe clinical cases involving undocumented patients
3. Formulate recommendations for policy changes

SESSION 3:

Professional Development and Case Management
Sandra McFolling, RN, MS, ACM • System Director of Case Management
Rush University Medical Center and Rush Oak Park Hospital • Chicago, IL

SESSION ABSTRACT: Given ongoing changes within health care systems, case managers are now faced with redefined roles, expanded scope of practice and changing workplace environments. This session is designed to assist case managers in meeting those challenges. The speaker will present
SESSION 3 (CONTINUED):

strategies for enhancing case management practice while facilitating adaptation to change. Tools will be provided to assist case managers in evaluating workplace satisfiers and challenges, assessing case management competencies and determining "fit" within their roles.

LEARNING OBJECTIVES:
1. Recognize the value of professional development within case management practice
2. Apply key concepts to enhance daily practice and career path
3. Identify opportunities for growth and improvement as a case manager

SESSION 4A:

Use of Treatment Plans to Effectively Manage Complex Cases

Jane Houssell, MSW, LCSW • Lead Social Worker, Case Management
Columbia St. Mary’s Hospitals • Milwaukee, WI

Cindy Sellon, MSW, LCSW • Social Work Case Manager, Case Management
Columbia St. Mary’s Hospitals • Milwaukee, WI

SESSION ABSTRACT: For patients who may require coordinated and structured intervention to improve their overall health status, treatment plans can be very useful. Treatment plans have become an effective tool in reducing readmissions, increasing patient satisfaction and assisting staff in providing coordinated care. This session will identify the process for the development and implementation of a treatment plan, explain the treatment plan used in the speakers’ health system and address how obstacles to implementation were navigated. Case studies will be discussed to highlight to tool’s outcomes for success.

LEARNING OBJECTIVES:
1. Define the goals and criteria for use of a treatment plan
2. Explain the process for implementing a treatment plan flag in the electronic health record
3. Identify patient situations where a treatment plan would promote safe and effective delivery of health care and promote readmission reduction

SESSION 4B:

The New Three-Legged Stool: Exploring the Relationship Between Finance, Quality and Case Management

Candice Krill, MS, RN, MBA, ACM • Director of Quality
Northwestern Lake Forest Hospital • Chicago, IL

SESSION ABSTRACT: This session will provide an overview of health care reform and how changes in policy are affecting care across the continuum. The speaker will discuss the clinical and financial impact of publicly reported data and how relationships between providers, patients and the community are changing. The new health care outcomes have expanded far beyond clinical outcomes and now include financial performance, quality metrics and coordination of care beyond the walls of the hospital.

LEARNING OBJECTIVES:
1. Discuss three implications of the Affordable Care Act
2. Identify how health care reform affects patients, providers and payors
3. Describe the changing relationship between finance, quality and case management

SESSION 5:

Building Great Teams: Science or Mystery?

Marcia Colone, Ph.D., LCSW, ACM • System Director of Care Coordination
UCLA Health System • Los Angeles, CA

SESSION ABSTRACT: Building great teams is the single most important leadership strategy needed in today’s health care environment. Amidst the plethora of books and articles focused on developing high performance teams emerges a new science and chemistry that identifies the dynamics of successful teams. What are the group dynamics that sizzle with energy, focus, creativity and shared commitment? This presentation will examine the science behind building great teams. The speaker will discuss the keys to building successful teams every time, effective team building as a necessity and considerations in selecting team members.

LEARNING OBJECTIVES:
1. Understand the importance of building high-performing, successful teams
2. Identify the emerging science and how it informs us to build great teams
3. Learn to apply the concepts, tips and tricks essential to building great teams
For a hard copy registration form, complete online registration and print to mail.

There will be no refunds for cancellations; however, fees may be transferred to another participant for the same event.

**IMPORTANT DATES**

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<tr>
<th>EARLY REGISTRATION DEADLINE</th>
<th>LATE REGISTRATION BEGINS</th>
<th>CHAPTER CONFERENCE DATE</th>
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<tr>
<td>October 1</td>
<td>October 2</td>
<td>October 22</td>
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**REGISTRATION PRICING**

**EARLY REGISTRATION 2 FOR 1 OFFER!**
ACMA must receive payment and registration by October 1, 2013. Both attendees must be from the same organization and forms and payment must be submitted together by deadline.

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<tr>
<th>ACMA MEMBER + 2ND ATTENDEE</th>
<th>$140</th>
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<tr>
<td>NON-MEMBER + 2ND ATTENDEE</td>
<td>$170</td>
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<tr>
<td>MEMBERSHIP PACKAGE*</td>
<td>$275</td>
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<td>*May not be combined with 2 for 1 offer. Includes 1 year ACMA &amp; Chapter Membership. Membership application required.</td>
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| STUDENT (Student ID Required): | $45 |

**LATE REGISTRATION**
2 for 1 offer not available after October 1, 2013.

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**CONTINUING EDUCATION**

Participants may earn up to the following continuing education (CE) hours:

- **6.3** Nursing Contact Hours *(based on 50-minute hour)*
- **5.5** Nursing Contact Hours *(based on 60-minute hour)*
- **5.5** Social Work Contact Hours
- **5.5** ACM™
13th Annual
Illinois Chapter

CASE MANAGEMENT
CONFERENCE

Tuesday, October 22, 2013

CONFERENCE LOCATION:
Donald E. Stephens Convention Center
5555 North River Road • Rosemont, IL 60018
847-692-2220

(Meeting and exhibition space will be located on the first floor of the convention center)

HOTEL INFORMATION: To make a reservation at one of the hotels surrounding the convention center, go to www.rosemont.com and click on “Hotels.”

PARKING INFORMATION: Parking is available for $13 per day in the Rosemont Public Parking Garage, located across the street from the convention center behind Embassy Suites. Participants can walk from the garage to the convention center via a climate-controlled skywalk. Attendees are responsible for parking fees.