2nd Annual
Ohio Chapter
Case Management Conference

Thursday, March 7, 2013
The Fawcett Center • The Ohio State University
Columbus, OH

Hospital Case Management Education
**CONFERENCE SCHEDULE • THURSDAY, MARCH 7, 2013**

7:30 am – 8:15 am  
Registration  
Continental Breakfast with Sponsors & Exhibitors

8:15 am – 8:30 am  
Welcome Announcements

8:30 am – 10:00 am  
Session 1: There are How Many Family Members? – Navigating Conflict, Large Families & Surrogate Decision-Making

10:00 am – 10:30 am  
Networking Break with Sponsors & Exhibitors

10:30 am – 11:30 am  
Session 2: Effective Corporate Responsibility Initiatives in a Shifting Landscape of Unsurpassed Governmental Scrutiny

11:30 am – 1:00 pm  
Session 3 / Working Lunch: Short Stays: The Fine Line Between Observation and Inpatient

1:00 pm – 1:30 pm  
Networking Break with Sponsors & Exhibitors

1:30 pm – 3:00 pm  
Session 4: Discharge Appeals and HINNs – An Update from Ohio’s QIO

3:00 pm – 3:15 pm  
Transition Break

3:15 pm – 4:15 pm  
Session 5: The 5 Pillars of Resilience and Practices

4:15 pm  
Closing Remarks

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**CHAPTER BOARD OF DIRECTORS & PLANNING COMMITTEE**

President & Planning Committee Member  
Lisa Fallara, MSW, LISW-S, ACM  
Case Manager  
Central Utilization Review  
OhioHealth  
Columbus, OH

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Social Services  
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Corporate Manager  
Central Utilization Review  
OhioHealth  
Columbus, OH

Terry Kelly, RN, CM  
Utilization Review Specialist  
Case Management  
Mount Carmel St. Ann’s  
Westerville, OH

PLANNING COMMITTEE MEMBERS:
SESSION 1:

There are How Many Family Members? – Navigating Conflict, Large Families & Surrogate Decision-Making

Margot M. Eves, JD, MA  
Regional Bioethicist  
Bioethics  
Cleveland Clinic • Cleveland, OH

SESSION ABSTRACT:
Family dynamics do not miraculously self-correct in times of crisis. For large families, this can mean increased likelihood of disagreement when a family member is hospitalized. Health care providers must still work with families, regardless of conflict, to reach decisions consistent with the patient’s values. This session will review standards of surrogate decision-making, identify tools to successfully facilitate decision-making within the context of conflict or large families and discuss an approach to apply to all family discussions about treatment or discharge plans.

LEARNING OBJECTIVES:
1. Demonstrate an understanding of surrogate decision-making frameworks
2. Identify tools for navigating conflict in a large family
3. Describe a framework for all family discussions

SESSION 2:

Effective Corporate Responsibility Initiatives in a Shifting Landscape of Unsurpassed Governmental Scrutiny

Andrew S. Quinn, Esq., BS, JD  
Senior Vice President, Chief Ethics and Compliance Officer  
Ethics and Compliance  
OhioHealth • Columbus, OH

SESSION ABSTRACT:
This session will discuss how to demonstrate effective compliance protocols in an era of intense governmental scrutiny. The speaker will present government scrutiny awareness levels, discuss government investigation techniques and explain compliance protocols.

LEARNING OBJECTIVES:
1. Identify the levels of awareness of government scrutiny
2. Recognize techniques of government investigation
3. Explain the compliance protocols

WHY YOU SHOULD ATTEND!
At the ACMA Ohio Chapter Conference, you will experience professional education relevant to case management practice, gain access to a variety of resources from our sponsors and exhibitors and network with fellow case managers.

REGISTER ONLINE @ www.acmaweb.org/oh
SESSION 3:

Short Stays: The Fine Line Between Observation and Inpatient

Steven J. Meyerson, MD
Vice President
Regulation and Education Group
Accretive PAS
Chicago, IL

SESSION ABSTRACT:
There are many critical issues surrounding one and two-day stays. During this session, attendees will learn to identify the resources and applicable regulations regarding medical necessity. The speaker will demonstrate how to utilize data to assess risk. Attendees will discover how RACs are blurring the distinction between inpatient and outpatient care.

LEARNING OBJECTIVES:
1. Contrast inpatient and observation status
2. Review documentation that supports inpatient admission regardless of length of stay
3. Avoid denials by using the proper setting for surgery and procedures

SESSION 4:

Discharge Appeals and HINNs – An Update from Ohio’s QIO

Kelly Simsic, RN
Review Manager
Ohio KePRO • Seven Hills, OH

SESSION ABSTRACT:
In this session, a general overview of Ohio KePRO (Quality Improvement Organization for Ohio) and the services they provide will be shared. The speaker will focus on the Discharge Appeals and Hospital Issued Notice of Non-Coverage (HINN). In addition, the speaker will provide information on Quality of Care Reviews and Immediate Advocacy.

LEARNING OBJECTIVES:
1. Identify services provided by Ohio KePRO
2. Explain the process for Discharge Appeals
3. Discuss the process for issuing HINNs

SESSION 5:

The 5 Pillars of Resilience and Practices

Judy Herendeen, LISW
Certified Hudson Institute Executive Coach
System Director of Physician Leader Development
Corporate Medical Education
OhioHealth • Columbus, OH

SESSION ABSTRACT:
This session will define and explore the five pillars of resilience. The speaker will discuss why resilience practices are so important and what it means to individuals, teams and patient safety. The presentation will offer suggestions about how to practice resilience in the five pillars.

LEARNING OBJECTIVES:
1. Define resilience and the five pillars of resilience
2. Connect the practice of resilience with patient safety
3. Practice specific skills and actions to promote resilience
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.
There will be no refunds for cancellations; however, fees may be transferred to another participant for the same event.

Online: www.acmaweb.org/oh
Mail: 11701 West 36th Street
      Little Rock, AR 72211
Fax: 501-227-4247

For more information and questions, please call 501-907-2262.

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*Includes 1-year ACMA & Chapter Membership. Membership Application required.

CONTINUING EDUCATION

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

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SAVE THE DATE!

Celebrating 20 Years
Hospital Case Management Education

20th Annual Case Management Conference & 14th Annual ACMA Meeting

APRIL 8-11, 2013 • MANCHESTER HYATT SAN DIEGO

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

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CONFERENCe LOCATION
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Thursday, March 7, 2013

AREA HOTELS (Call the hotel directly to make a reservation):

- **Fairfield Inn & Suites OSU**
  - 3031 Olentangy River Rd • Columbus, OH 43202
  - Phone: 614-267-1111 • www.marriott.com
  - The Fairfield Inn is offering a discounted room rate of $106 per night for the night of March 6, 2013. Call the hotel directly at 800-780-9400 by February 13, 2013 to make a reservation and reference the group code ACMC or mention the American Case Management Association room block.

- **Hilton Garden Inn Columbus – University Area**
  - 3232 Olentangy River Rd • Columbus, OH 43202
  - Phone: 614-263-7200 • www.columbusuniversityarea.hgi.com
  - The Hilton Garden Inn is offering a discounted room rate of $119 per night for the night of March 6, 2013. Call the hotel directly at 614-263-7200 by February 4, 2013 to make a reservation and reference the group code ACMA. This hotel offers shuttle service to Fawcett Center. Shuttle reservation required.

AREA HOTELS:
- Call the hotel directly to make a reservation.

UNIVERSITY AREA
- **Fairfield Inn & Suites OSU**
- **Hilton Garden Inn Columbus – University Area**

PARKING INFORMATION:
- The Fawcett Center offers complimentary on-site parking.
- Phone: 614-292-1342 • www.fawcettcenter.com
- 2400 Olentangy River Rd • Columbus, OH 43210

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