Today's Vision, Tomorrow’s Reality: Case Manager’s Tools for Success

Friday, October 18, 2013
Embassy Suites Charlotte – Concord
Concord, North Carolina
www.acmaweb.org/nc
CONFERENCE SCHEDULE
OCTOBER 18, 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 – 9:30 am Session 1: Health Literacy: A Critical Success Factor for Quality Health Care
9:30 am – 10:00 am Networking Break with Sponsors & Exhibitors
10:00 am – 11:00 am Session 2: End-of-Life Ethical Decisions
11:00 am – 11:10 am Transition Break
11:10 am – 12:10 pm Session 3: Outpatient Case Management in a Rural Setting
12:10 pm – 12:55 pm Lunch (provided)
12:55 pm – 1:30 pm Networking Break with Sponsors & Exhibitors
1:30 pm – 2:15 pm Session 4: Developing a Chronic Disease Care Management Model for COPD
2:15 pm – 2:20 pm Transition Break
2:20 pm – 3:20 pm Session 5: Stepping into the Role of Insurer: Employing an Insurance Model for Hospital Funding of Post-Acute Care
3:20 pm – 3:30 pm Transition Break
3:30 pm – 4:30 pm Session 6: PACE – Program of All-Inclusive Care for the Elderly
4:30 pm Closing Remarks

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New Hanover Regional Medical Center – Wilmington, NC
SESSION 1:

Health Literacy: A Critical Success Factor for Quality Health Care
Laura Noonan, MD
Director, Center for Advancing Pediatric Excellence, Department of Pediatrics
Levine Children’s Hospital at Carolinas Medical Center • Charlotte, NC

SESSION ABSTRACT: This session will discuss the burdens placed on patients by the health care system. Participants will learn about the ramifications of low health literacy in areas such as medication errors, follow-up care, adherence to treatment regimens, emotional impact, and readmissions. The speaker will discuss strategies such as teach back, encouraging questions, using visual aids and pictures, creating a shame-free environment and using plain language. Attendees will leave with practical tips on how to implement these strategies into patient care.

LEARNING OBJECTIVES:
1. Recognize the impact of health literacy on patient outcomes
2. Identify at least three strategies that decrease the burden of health literacy on patients
3. Incorporate health literacy strategies into the process of patient care

SESSION 2:

End-of-Life Ethical Decisions
Anne Arndt, LCSW
Staff Educator, Education Dept.
Hospice of Wake County • Raleigh, NC

SESSION ABSTRACT: People approaching the end of life are faced with a multitude of decisions, many of which involve ethical choices. Making such a choice requires looking at opposing options and weighing the benefits and burdens of each option for the individual and family. This program will describe several end-of-life decisions and the ethical principles to be considered. The speaker will present one ethical model to facilitate the decision-making process.

LEARNING OBJECTIVES:
1. Describe the types of ethical decisions that arise at the end of life
2. Identify ethical principles that guide decision-making
3. Explain the Four Box model as one format to review ethical concerns

SESSION 3:

Outpatient Case Management in a Rural Setting
Curtis Reeves, RN
Outpatient Case Manager, Case Management
Thomasville Medical Center • Thomasville, NC

SESSION ABSTRACT: This session will discuss the role of the outpatient case manager as it pertains to a rural setting. The speaker will discuss risk factors for readmissions and barriers that hinder the home disease-management process. This presentation will include the development and outcomes of the outpatient case management program at Thomasville Medical Center.

LEARNING OBJECTIVES:
1. List five diagnoses which place patients at risk for hospital readmissions
2. Identify barriers that prevent patients from fully managing their disease process at home
3. Discuss the positive outcomes of a nurse liaison on patient adherence, health navigation and hospital 30-day readmissions
SESSION 4:

**Developing a Chronic Disease Care Management Model for COPD**

**Salathia Davis, BSN, RN, ACM**  
Manager, COPD Disease Management and PCP Case Management-Beacon  
Carolinas Medical Center NorthEast • Concord, NC

**SESSION ABSTRACT:** Recent data from the CDC’s MMWR indicate that there are more than 15 million diagnosed patients with COPD and perhaps another 12 million yet to be diagnosed. This session will evaluate the benefits of a patient-centered, cross-continuum Chronic Disease Care Management Model for COPD. The development of this program at Carolinas Medical Center will be discussed, along with outcomes. Finally, the speaker will address the importance of standardized education across the continuum of care settings.

**LEARNING OBJECTIVES:**
1. Identify the benefits of a Chronic Disease Care Management Model for COPD
2. Recognize the importance of a screening process to identify appropriate COPD patients
3. Describe the necessity of standardized education across the continuum of care settings

SESSION 5:

**Stepping into the Role of Insurer: Employing an Insurance Model for Hospital Funding of Post-Acute Care**

**Beverly Wagner, BSN, RN, ACM, CCM**  
Assistant Director of Operations, Clinical Care Management  
UNC Hospitals • Chapel Hill, NC

**SESSION ABSTRACT:** UNC Hospitals has utilized hospital funding to facilitate the discharge of indigent patients for a number of years. Its agreements with providers, however, were often verbal or loosely documented in e-mails and confusion arose over financial and clinical responsibilities. As a result, the medical center re-tooled the process using a commercial insurance model to incorporate defined benefits, a prior authorization process, a formal single case agreement contract and a claims payment process. The speaker will discuss the benefits of using an insurer model, identify practices for separation of duties to avoid conflict and discuss the refunding programs.

**LEARNING OBJECTIVES:**
1. Describe the benefits of using an insurer model to manage hospital funding of post-acute care
2. Identify best practices for appropriate separation of duties to avoid conflicts of interest and opportunities for financial misconduct
3. Discuss how an aggressive refunding program can pull money back into the hospital funding program for use with future patients

SESSION 6:

**PACE – Program of All-Inclusive Care for the Elderly**

**Valencia Covington, MD, MPH**  
Medical Director  
PACE of the Southern Piedmont • Charlotte, NC

**SESSION ABSTRACT:** In a world where health care has become fragmented, PACE programs are unique in their simplicity and common-sense approach to senior health. This interactive presentation will show the PACE model in action with its team of professionals helping participants. The speaker will show a short video and discuss how PACE can affect readmissions.

**LEARNING OBJECTIVES:**
1. Explain the concept of PACE
2. Describe how PACE impacts hospital readmissions
3. Evaluate how a managed care model can help keep seniors in their own home
IMPORTANT DATES

CONTINUING EDUCATION

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

6.90 Nursing Contact Hours *(based on 50-minute hour)*
5.75 Nursing Contact Hours *(based on 60-minute hour)*
5.75 Social Work Contact Hours
5.75 ACM™
5.75 CCM
5.75 Nursing Home Administrator *(no partial hours given)*

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EARLY REGISTRATION DEADLINE
October 4

LATE REGISTRATION BEGINS
October 5

CHAPTER CONFERENCE DATE
October 18

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.

For more information and questions, please call 501-907-2262.
11th Annual North Carolina Chapter Case Management Conference

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CONFERENCE LOCATION
Embassy Suites Charlotte-Concord
5400 John Q. Hammons Drive NW
Concord, NC 28027
Phone: 704-455-8200
www.embassysuitesconcord.com

PARKING INFORMATION: Complimentary on-site parking.

HOTEL INFORMATION: The Embassy Suites Charlotte-Concord is offering a limited number of guest rooms at a discounted rate of $145 per night for the night of October 17, 2013. Discounted rate is available until all rooms in the block have been filled or until hotel reservation deadline of September 18, whichever comes first. To make a reservation, contact the hotel directly at 704-455-8200 and reference the ACMA group rate.