2ND ANNUAL ARIZONA CHAPTER CASE MANAGEMENT CONFERENCE

SATURDAY, FEBRUARY 21, 2015
THE SCOTTSDALE PLAZA RESORT
SCOTTSDALE, AZ

www.acmaweb.org/az
CONFERENCE SCHEDULE
SATURDAY, FEBRUARY 21, 2015

7:00 am – 8:00 am  Registration & Networking Breakfast with Sponsors & Exhibitors
8:00 am – 8:10 am  Welcome Announcements
8:10 am – 9:10 am  Session 1: Health Services Advisory Group & the New CMS Focus Areas
9:10 am – 9:50 am  Networking Break with Sponsors & Exhibitors
9:50 am – 10:50 am Session 2: Expanding Coverage Under the ACA
10:50 am – 11:10 am  Chapter Business Meeting
11:10 am – 12:45 pm Networking Lunch with Sponsors & Exhibitors
12:45 pm – 2:00 pm  Session 3: Gaining Greater Efficiency through High-Quality Transition Care
2:00 pm – 2:10 pm  Transition
2:10 pm – 3:10 pm  Session 4: Palliative Medicine 2015: At the Forefront of Medical Care
3:10 pm – 3:20 pm  Transition
3:20 pm – 4:20 pm  Session 5: Ethical Issues for Patients Who Lack Capacity at the End of Life: Balancing the Concerns of Surrogates & Health Care Providers
4:20 pm  Closing Remarks

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Phoenix, AZ
SESSION 1:

HEALTH SERVICES ADVISORY GROUP AND THE NEW CMS FOCUS AREAS

Barb Averyt, BSHA
Director, Care Transitions
Health Services Advisory Group
Phoenix, AZ

SESSION ABSTRACT: CMS recently awarded five-year contracts to Quality Improvement Organizations (QIOs) and Health Services Advisory Group (HSAG) remains Arizona’s QIO. This presentation will outline the areas of focus in the contract that have a direct impact on care coordination and providers across the continuum of care. The speaker will discuss the resources available to providers through the QIO, how to get involved and what they can do to benefit from these services.

LEARNING OBJECTIVES:
1. Identify three areas of focus that CMS has identified for QIOs to work on with providers
2. Describe the benefits that community coalitions can have on patients who are high resource utilizers
3. Determine two care improvement opportunities where attendees’ facilities could be involved with HSAG

SESSION 2:

EXPANDING COVERAGE UNDER THE ACA

Jason Bezozo
Senior Program Director, Government Relations
Banner Health
Phoenix, AZ

SESSION ABSTRACT: This presentation will explain how the Health Insurance Marketplace works and examine changes that were implemented in year two. Discussion will include how the Health Insurance Marketplace has impacted coverage in the nation. The speaker will discuss Medicaid expansion, recent state actions and the impact on coverage of low income families.

LEARNING OBJECTIVES:
1. Explain how the Marketplace operates
2. Describe the impact of the Medicaid expansion on the health care industry
3. Discuss policy changes to the Marketplace as it continues to evolve

SESSION 3:

GAINING GREATER EFFICIENCY THROUGH HIGH-QUALITY TRANSITION CARE

Eric Coleman, MD, MPH, AGSF, FACP
Professor of Medicine & Director of Care Transitions Program
Division of Health Care Policy & Research at the University of Colorado, Denver
Aurora, CO

SESSION ABSTRACT: This presentation begins with a brief discussion of the national health policy landscape and frames the challenges of creating high quality transitions planning. Several promising strategies to reduce readmission will be reviewed; including fostering patient and family-centric (as opposed to provider-centric) engagement strategies, accountability and professional competencies and creating cross-continuum care teams. The speaker will explain how to re-conceptualize risk identification in order to narrow populations to a manageable number of patients who will benefit from community-based interventions. Finally, outcomes of the Denver-based Care Transitions Program will be presented.
SESSION 3 (CONT):

LEARNING OBJECTIVES:
1. List five things to include in an admission assessment to improve quality and safety of discharge
2. Compare and contrast three strategies that appear to be ineffective at reducing readmissions with three strategies that show promise
3. Describe a two-step strategy to identify patients who are in most need of community-based interventions following transition from the hospital

SESSION 4:

PALLIATIVE MEDICINE 2015:
AT THE FOREFRONT OF MEDICAL CARE

Bridget Bonsall Stiegler, DO
Attending Physician, Palliative Medicine
Banner Good Samaritan Medical Center
Phoenix, AZ

SESSION ABSTRACT: Over the last decade, exciting changes in health care have led to development of the much-needed field of palliative medicine. In addition to providing excellent care for the very sick and dying, this patient-centered model has resulted in the benefits of cost containment and reduced health care spending. During this session, the speaker will discuss the development of the field, the related impact on health care quality and cost and the vision both locally and nationally for continued care improvements for those with terminal or life-threatening diagnoses.

LEARNING OBJECTIVES:
1. Explain the development of the field of palliative medicine through historical context
2. Identify the impact of palliative medicine consultation on health care quality and cost
3. Describe how to hold a discussion on the utility of palliative medicine with an attending physician

SESSION 5:

ETHICAL ISSUES FOR PATIENTS WHO LACK CAPACITY AT THE END OF LIFE:
BALANCING THE CONCERNS OF SURROGATES AND HEALTH CARE PROVIDERS

Jill Logan, RN
Director of Ethics
Yavapai Regional Medical Center
Prescott, AZ

SESSION ABSTRACT: This session will provide an interactive discussion on the ethical issues facing RN case managers and social workers caring for incapacitated patients that are facing the end of life. The speaker will focus on the rights of patients who lack capacity, surrogate decision makers and the role of advance directives, as well as patient advocacy.

LEARNING OBJECTIVES:
1. Discuss ethical issues and dilemmas that may arise in end-of-life/palliative care
2. Define the role of the nurse case manager and social worker in ethical decision-making
3. Describe advance directives and their role in preventing ethical dilemmas

For more information, visit our conference website:
www.acmaweb.org/az
IMPORTANT DATES

CONTINUING EDUCATION

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

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<th>Description</th>
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<tr>
<td>6.30</td>
<td>Nursing Contact Hours (based on 50-minute hour)</td>
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<tr>
<td>5.25</td>
<td>Nursing Contact Hours (based on 60-minute hour)</td>
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<tr>
<td>5.25</td>
<td>Social Work Contact Hours</td>
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This course meets the qualifications for 5.25 hours of continuing education credit for MFTs, LPCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences (CEP #4591). ACMA is also a provider approved by the California Board of Registered Nursing (Provider Number CEP #15413) for 5.25 contact hours (6.3 CE in 50 minute states). ACMA is also a recognized CE provider for nursing and social work in multiple other states including, but not limited to, FL, MN, KY, and TX. Conference attendees are responsible for verifying requirements of the applicable licensing board in their state.

TO REGISTER: Go to www.acmaweb.org/az and click “Register.”

IMPORTANT: Please use the attendee’s email address to register, as this is where all communication regarding the event will be sent.

PAY: Pay online by credit card or mail a check. If registering but paying at a later time, select “pay by check” on the payment screen. Checks must include conference and attendee name.

PLEASE NOTE: Registration is incomplete until the final confirmation screen is reached. Confirmation is automatically sent to the email address used to register.

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

FOR MORE INFORMATION AND QUESTIONS, PLEASE CALL 501-907-2262.

REGISTRATION PRICING

EARLY REGISTRATION
ACMA must receive payment and registration by January 30, 2015.

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<th>ACMA MEMBER:</th>
<th>NON-MEMBER:</th>
<th>NON-MEMBER PACKAGE*:</th>
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<td>$75</td>
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LATE REGISTRATION
Registration and payment received on or after January 31, 2015.

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* Includes 1-year ACMA & Chapter Membership. Membership application required.
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CASE MANAGEMENT CONFERENCE
SATURDAY, FEBRUARY 21, 2015

CONFERENCE LOCATION:
The Scottsdale Plaza Resort
7200 N. Scottsdale Rd.
Scottsdale, AZ 85253
Phone: 480-948-5000
http://scottsdaleplaza.com

PARKING INFORMATION: Complimentary onsite parking.

HOTEL ACCOMMODATIONS: The Scottsdale Plaza Resort is offering a limited number of rooms at a discounted rate of $199 per night for the night of Friday, February 20, 2015. Group rate is available until all rooms in the block have been filled. To make your reservation, call the hotel directly at 480-945-5000 and ask for the ACMA group rate.