11th Annual South Carolina Chapter
CASE MANAGEMENT CONFERENCE

September 19-20, 2013
Marriott Columbia ▪ Columbia, SC

Join us for the South Carolina Chapter’s 10 Year Anniversary!
www.acmaweb.org/sc

2 FOR 1 REGISTRATION OFFER!
# Conference Schedule

## September 19, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:15 pm – 1:00 pm</td>
<td>Registration (Lunch on your own)</td>
</tr>
<tr>
<td>1:00 pm – 2:25 pm</td>
<td>Welcome/Keynote Address: ACMA and Case Management — The Future of Your Professional Practice</td>
</tr>
<tr>
<td>2:25 pm – 2:35 pm</td>
<td>Transition Break</td>
</tr>
<tr>
<td>2:35 pm – 3:50 pm</td>
<td>Session 2: The State of Health Care in South Carolina: What Are the Challenges for Hospitals &amp; Health Systems and the Population Entrusted to Our Care?</td>
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<tr>
<td>3:50 pm – 4:00 pm</td>
<td>Transition Break</td>
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<tr>
<td>4:00 pm – 5:00 pm</td>
<td>Session 3: South Carolina Economic Update</td>
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<tr>
<td>5:00 pm – 6:30 pm</td>
<td>Networking Reception with Sponsors &amp; Exhibitors</td>
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## September 20, 2013

<table>
<thead>
<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>
</tr>
<tr>
<td>8:30 am – 8:40 am</td>
<td>Welcome Announcements</td>
</tr>
<tr>
<td>8:40 am – 9:55 am</td>
<td>Session 4: The Affordable Care Act: Prospects and Pitfalls</td>
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<tr>
<td>9:55 am – 10:25 am</td>
<td>Chapter Business Meeting</td>
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<tr>
<td>10:25 am – 10:55 am</td>
<td>Networking Break with Sponsors &amp; Exhibitors</td>
</tr>
<tr>
<td>10:55 am – 11:55 am</td>
<td>Session 5A: Legal Aspects of Documentation</td>
</tr>
<tr>
<td>11:55 am – 1:10 pm</td>
<td>Session 5B: Transitions of Care for the Undocumented Patient with ESRD</td>
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<tr>
<td>1:10 pm – 2:25 pm</td>
<td>Session 6A: INTERACT 3.0 — Quality Improvement and Readmissions Reduction</td>
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<tr>
<td>2:25 pm – 2:35 pm</td>
<td>Transition Break</td>
</tr>
<tr>
<td>2:35 pm – 3:35 pm</td>
<td>Session 7A: LongTerm Care Transformation Update</td>
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<tr>
<td>3:35 pm – 3:45 pm</td>
<td>Transition Break</td>
</tr>
<tr>
<td>3:45 pm – 4:45 pm</td>
<td>Session 8: The Role of Renal Case Management in Transitions of Care</td>
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<tr>
<td>4:45 pm</td>
<td>Closing Remarks</td>
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## Chapter Board of Directors and Conference Planning Committee

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>President/Planning Committee</td>
<td>Cynthia Holmes, LBSW, MHA, ACM</td>
<td>Manager, Medical Management Palmetto Health Richland • Columbia, SC</td>
</tr>
<tr>
<td>Secretary/Planning Committee</td>
<td>Sharalyn Thornton, BSN, RN, ACM</td>
<td>Manager, Case Management Spartanburg Regional • Spartanburg, SC</td>
</tr>
<tr>
<td>Treasurer/Planning Committee</td>
<td>Lesli Kennedy, MBA</td>
<td>Associate Vice President, Case Management McLeod Regional Medical Center • Florence, SC</td>
</tr>
<tr>
<td>Education Chair/Planning Committee</td>
<td>Tracy Weaver, BSN, MBA</td>
<td>Manager, Care Coordination Greenville Health System • Greenville, SC</td>
</tr>
<tr>
<td>Member at Large</td>
<td>Katie Hamblett, LMSW, ACM</td>
<td>Social Worker, Case Management Spartanburg Regional • Spartanburg, SC</td>
</tr>
<tr>
<td>Member at Large</td>
<td>Kathy Chesrown, RN, MHS</td>
<td>Director, Discharge Planning Lexington Medical Center • West Columbia, SC</td>
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<tr>
<td>Member at Large</td>
<td>Christine Gregory, BSN, RN, MBA</td>
<td>Director, Case Management Upstate Carolina Medical Center • Gaffney, SC</td>
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<tr>
<td>Planning Committee</td>
<td>Suzanne Wilson, RN, MBA</td>
<td>Director, Resource Management AnMed Health • Anderson, SC</td>
</tr>
<tr>
<td>Planning Committee</td>
<td>Angie Roberson, RN, CPUM, ACM</td>
<td>Director, Case Management &amp; Transfer Center Spartanburg Regional • Spartanburg, SC</td>
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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.

**SESSION 2:**

**The State of Health Care in South Carolina: What Are the Challenges for Hospitals & Health Systems and the Population Entrusted to Our Care?**

**Vince Ford, MAHS**
Senior Vice President, Community Services
Palmetto Health • Columbia, SC

**Rozalynn Goodwin, FACHE, MHA**
Director, Policy Research
South Carolina Hospital Association • Columbia, SC

**Roy Hess, MA**
Deputy Director, Medicaid Managed Care
Dept. of Health and Human Services • Columbia, SC

**SESSION ABSTRACT:** In this session, a panel will discuss the challenges that hospitals face due to health care reform and how to improve the health care delivery system in South Carolina. The speakers will explain how to purchase the most health care in the most cost-effective manner. This discussion will include Medicaid expansion, public policy in action and Palmetto Health's commitment to community health.

**SESSION 3:**

**South Carolina Economic Update**

**H. Howell Clyborne, Jr., BS**
Vice President of Community and Governmental Affairs
Greenville Hospital System • Greenville, SC

**SESSION ABSTRACT:** This presentation will discuss the economic perspective of where we have been and where we are going. The speaker will explain the role of South Carolina's Board of Economic Advisors in relation to health care. Particularly, this presentation will focus on health care, patient populations, reimbursement, and payors.

**SESSION 4:**

**The Affordable Care Act: Prospects and Pitfalls**

**James M. Brasfield, Ph.D.**
Professor of Management
Webster University • St. Louis, MO

**SESSION ABSTRACT:** The Patient Protection and Affordable Care Act of 2010 (ACA) is the most significant health legislation passed by Congress since Medicare. The presentation will provide the background and legislative history of the ACA and characterize its major provisions. The speaker will address the contentious issues surrounding implementation of the ACA to date, including the Supreme Court decision and state actions. This discussion will conclude with the prospects for success of the ACA achieving its objectives by 2020.

**SESSION 5A:**

**Legal Aspects of Documentation**

**Pam Collins, MSN, RN-BC, CMSRN**
Clinical Nurse Specialist
MED-ED, Inc. • Charlotte, SC

**SESSION ABSTRACT:** This program is designed to provide knowledge of the perils of poor documentation. The discussion will include common mistakes made in practice documentation, how a lawsuit forms, and the role of an expert witness. Case managers will leave with knowledge to address potential liabilities in documentation and to effectively document high-risk situations and conversations.
SESSION 5B:

Transitions of Care for the Undocumented Patient with ESRD

Bob Barracca  
Director of U.S. Operations  
MexCare, LLC • Chula Vista, CA

SESSION ABSTRACT: Undocumented patients challenge case managers to arrange appropriate transitions of care. This session will provide an overview of dialysis services available in other countries. What are the best ways to get patients connected? What follow-up plans are in place? The discussion will focus on the benefits of optimal outcomes for undocumented patients who are on dialysis.

SESSION 6A:

INTERACT 3.0: Quality Improvement and Readmissions Reduction

Susan S. Culbreath, BSN, RN, ACM, INTERACT Institute Certified  
Geriatric Case Manager, Case Management  
Spartanburg Regional Healthcare • Spartanburg, SC

SESSION ABSTRACT: INTERACT (Interventions to Reduce Acute Care Transfers) is a quality improvement program focused on the prevention of readmissions to acute care from skilled nursing facilities (SNFs). This presentation will focus on how the different aspects of INTERACT work together to promote early intervention, improved communication, use of standardized care paths and Advanced Care Planning. The use of INTERACT will assist SNFs with improving their overall care through the use of the Quality Improvement tool. The presentation will also review the INTERACT website, its educational tools and forms, and how the INTERACT development team has made their program available to skilled facilities.

SESSION 6B:

Accessing Care Beyond the Walls of the Hospital

Tina Sheppard, RN  
Manager, Access Clinic  
Palmetto Health Richland • Columbia, SC

Jennifer Porth, LISW-AP, Geriatric Case Manager, Case Management  
Palmetto Health Richland • Columbia, SC

SESSION ABSTRACT: This session will review two innovative programs at Palmetto Health: the Ambulatory Care Transition Team (ACTT) and the Ambulatory Care Center for Evaluation and Stabilization (ACCES). Palmetto Health created both programs in response to the growing needs of our community, including increased 30-day readmissions, frequent ED visits and lack of timely access to primary care. The speakers will share each program’s development and outcomes.

SESSION 7A:

Long-Term Care Transformation Update

Brenda L. Hyelman, MSW, LISW-AP & CP, CMC  
Program Director, Long-Term Care Transformation  
Dept. of Health and Human Services • Columbia, SC

Russell Morrison, LMSW  
Program Coordinator, Long-Term Care Transformation  
Dept. of Health and Human Services • Columbia, SC

SESSION ABSTRACT: Staff from SCDHHS will provide an overview of three of the agency’s long-term care programs: OSCAP, Medicaid Targeted Case Management and Home Again. These programs provide services to individuals who need assisted living services, case management to assure access to services they are eligible to receive, and nursing home transition services for those individuals residing in facilities for over 90 days who would like to return to the community. The speakers will discuss the eligibility requirements and referral processes for each program.

SESSION 7B:

Professionalism in the Workplace

Pam Collins, MSN, RN-BC, CMSRN  
Clinical Nurse Specialist  
MED-ED, Inc. • Charlotte, SC

SESSION ABSTRACT: Professionalism consists of a person’s appearance, conduct, speech, qualities and ability to manage emotional intelligence. Professionalism is also demonstrated through one’s behavior, which results in credibility and respect from the health care team, patients, families and the community. An in-depth discussion of professionalism as it relates to case management will enhance the efficacy of attendees’ daily practice.

SESSION 8:

The Role of Renal Case Management in Transitions of Care

Kellie Akahara, BSN, RN, CNN  
Director, Hemodialysis Unit  
McLeod Regional • Florence, SC

Ron Rousseau, LMSW, MPH  
Renal Case Manager, Case Management  
Spartanburg Medical Center • Spartanburg, SC

SESSION ABSTRACT: This session will provide an overview of key aspects of renal case management. Effective case management for renal patients helps to reduce hospital readmissions and decrease the length of stay by promoting quality patient care and ongoing patient education through care transitions. For case managers, preventing the use of the emergency room for dialysis treatment is another key focus.
Participants may earn up to the following continuing education (CE) hours:

- **10.8** Nursing Contact Hours *(based on 50-minute hour)*
- **9.0** Nursing Contact Hours *(based on 60-minute hour)*
- **9.0** Social Work Contact Hours
- **9.0** ACM™

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/sc  
**MAIL:** 11701 West 36th Street  
Little Rock, AR 72211  
**FAX:** 501-227-4247

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

### IMPORTANT DATES

<table>
<thead>
<tr>
<th>Hotel Discount Deadline</th>
<th>Early Registration Deadline</th>
<th>Late Registration Begins</th>
<th>Chapter Conference Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 20</td>
<td>September 2</td>
<td>September 3</td>
<td>September 19-20</td>
</tr>
</tbody>
</table>

### REGISTRATION PRICING

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

**ACMA MEMBER + 2ND ATTENDEE** $150  
**NON-MEMBER + 2ND ATTENDEE** $170  
**MEMBERSHIP PACKAGE** $285  
*Includes 1-year ACMA & Chapter Membership. Membership application required.*

**STUDENT** *(Student ID Required):* $45

**LATE REGISTRATION**
Received on or after September 3, 2013.

**ACMA MEMBER:** $165  
**NON-MEMBER:** $190  
**MEMBERSHIP PACKAGE** $300  
*Includes 1-year ACMA & Chapter Membership. Membership application required.*

**STUDENT** *(Student ID Required):* $45

### CONTINUING EDUCATION

10.8 Nursing Contact Hours *(based on 50-minute hour)*  
9.0 Nursing Contact Hours *(based on 60-minute hour)*  
9.0 Social Work Contact Hours  
9.0 ACM™
11th Annual South Carolina Chapter
CASE MANAGEMENT CONFERENCE
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CONFERENCE LOCATION
Marriott Columbia
1200 Hampton Street
Columbia, SC 29201
Phone: 803-771-7000
www.marriott.com/hotels/travel/caemh-columbia-marriott

PARKING INFORMATION:
On-site parking: $12/daily • Valet parking: $22/daily

HOTEL INFORMATION: The Marriott Columbia is offering a limited number of rooms at a discounted rate of $159 per night for the night of Thursday, September 19, 2013. Discounted rate is available until hotel reservation deadline of September 19 or until all guest rooms in the block have been filled, whichever comes first. To make your reservation, call the hotel directly at 803-771-7000 and ask for the ACMA group rate.