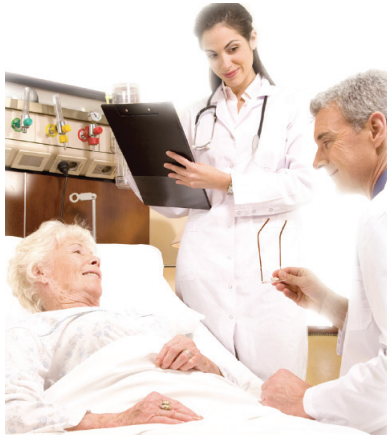




AMERICAN CASE MANAGEMENT ASSOCIATION

Case Management:

American Case Management Association
2016 NC ACMA SPRING CONFERENCE



April 21-22, 2016 | Asheville, NC | DoubleTree by Hilton Asheville - Biltmore

Conference and Hotel Accommodations:

115 Hendersonville Road

Asheville, North Carolina 28803

tel: (828) 274-1800

fax: (828) 274-1802

When Case Management Gets Tough, Case Managers Get Smarter

INTRODUCTION: Do you feel the pressure as case management responsibilities constantly shift to meet the needs of our healthcare systems and the populations they serve? Our keynote speaker, John Furnell, will launch our conference with words of wisdom on how to maintain a positive workplace culture.

The NC ACMA conference has something for everyone. Speakers will discuss the financial and structural challenges facing hospitals for the present and coming years. Panelists will share their experiences with bundled payments. Dr. Ron Hirsch will be our guide as we explore our love-hate relationship with Medicare regulations and Utilization Review.

Our Ethics professor will discuss the centrality of the case manager role in focusing on difficult decisions that impact disposition. A member of the FBI's Joint Terrorism Task Force will introduce us to the world of gangs and the challenges healthcare workers may face.

There's so much more! Take a look at the sessions below. Sign up to learn with peers from across the state that understand and appreciate the importance of what we do.

>> WELCOME

Opening Remarks by Kim Sturkey, BA, CMC, ACM, CPHM, NC ACMA President

>> SESSION 1, KEYNOTE ADDRESS:

Change Management...It's All about Perspective

John Furnell

Founder, CEO

KeyPoint Training and Development

Session Abstract: This presentation will help attendees recognize the different responses to change and negative stress in the workplace. The goal is to help participants have a better perspective on the role change plays in our lives and help them see it as a positive force.

>> SESSION 2:

Financial and Structural Challenges Facing Hospitals for the Present and Coming Years

Ruth Zyry, BSN, MSN, PhD(c), RNC

Vice President of Operations for Care Management and Clinical Programs

Mission Health System, Asheville, NC

Session Abstract: Healthcare providers offer the best care possible to everyone, regardless of financial status, disability, country of origin, or ideological concerns. But our world of patient-centered care is truly impacted by what happens politically with healthcare reform. This session will examine the politics and trends that are now shaping healthcare finance across North Carolina and at the national level. Case management is constantly adapting to meet new expectations placed upon healthcare, and the growth we endure is both painful and essential.

>> SESSION 3, BREAKOUT A:

Care Transitions Nurse Navigation in the High Country

Robin Fox, MSN, RN, ACM

System Director of Care Management

Appalachian Regional Healthcare System, Boone NC

Session Abstract: Hear about the journey of how Appalachian Regional Healthcare System applied for a Care Transitions Grant through the NC Quality Center and Duke Endowment Foundation to develop the program for a Critical Access Hospital in Avery County. Outcomes and patient stories of the journey will be shared. This session will highlight the communication and collaboration that occurred with community physicians, home health, YMCA and senior services ...It takes a village!

>> SESSION 3, BREAKOUT B:

Ways to Creatively Approach Persons with Dementia

Mary Ann Drummond, RN

Author, Vice President of Operation

Carillon Assisted Living, Harrisburg, NC

Session Abstract: Gain a better understanding of how to recognize dementia in the acute care setting, how to communicate more effectively with the patient, and what we must consider when making plans for the safe and effective discharge of patients with dementia. Identify specific safety concerns and risks associated with patients who have dementia when they enter into the acute care setting, and ways to reduce readmissions of this high risk population.

>> SESSION 4, BREAKOUT A:

Introduction to Gangs

Norman Kuylen

FBI Adjunct Faculty Program Member, Special Agent

Joint Terrorism Task Force, Safe Streets Task Force, FBI, Greensboro, NC

Session Abstract: Anticipate the challenges facing healthcare staff when offering medical care to gang members who have been injured. Become aware of the symbology, language and behavioral traits of gangs in the U.S. Hear the update of current trends for the most prevalent gangs in NC.

>> SESSION 4, BREAKOUT B:

Gender-Specific Healthcare Needs of Caregivers

Chere Monique Chase-Gregory, MD, MHS

Senior Vice President Physician Services

Women's Health and Wellness, Novant Health, Forsyth Medical Center, Winston-Salem, NC

Session Abstract: This session will define the gender-unique and gender-specific healthcare needs of women. Discuss the health risks related to caregiving, focusing on the gender-unique and specific health challenges women face. Gain tools for caregivers to utilize in addressing and potentially decreasing the stress and health related challenges that result from serving as a caregiver. Explore the role of professional caregiver while maintaining the role of caregiver in one's personal life.

>> SESSION 5, PANEL DISCUSSION:

Bundled Payments: Who Is Doing Them and How It Impacts Inpatient Case Management

Panelists:

Angela Orsky, DNP, LNHA, RN

Assistant Vice President

Continuing Care Services, Carolinas Healthcare System, Charlotte, NC

Brigitte Specht, Licensed NC Assisted Living Administrator

Vice President of the Board of Directors for Transitions Guiding Lights Caregiver Support Center

Sunrise Senior Living, Holly Springs, NC

Bridgett L. Baird, RN, BSN, ONC

Orthopaedic Bundle Care Coordinator

FirstHealth of the Carolinas Moore Regional Hospital, Pinehurst, NC

Todd Nunn, Licensed CPA

CEO of Operations

Peak Resources, Inc., Cary, NC

Session Abstract: As the Affordable Care Act continues to shift the way we manage patients, it is more important than ever for care providers to be innovative, creative and ready for change with a focus on improving patient outcomes and being good stewards of care recipient benefits. In this session, panelists will discuss how bundling works from the perspectives of a hospital, a care transitions program, an assisted living facility and a skilled nursing facility. Panelists will demonstrate the benefits when multiple providers collaborate.

>> SESSION 6:

“Should We Talk About That?” Ethics and Decisions That Impact Disposition

Arlene Davis, RN, JD

Associate Professor

Department of Social Medicine, UNC School of Medicine, Chapel Hill, NC

Session Abstract: Case managers are central to the care of complex patients. Their crucial position means that case managers are relied upon by many parties: patients and their families, the health care team, and the institutional care setting. Such responsibilities raise many practice and ethical concerns. In this session, we explore the centrality of the care manager role, focusing particularly on the important, and stressful, decisions around disposition options for our most challenging patients.

>> SESSION 7:

Medicare Regulations and Utilization Review: A Love-Hate Relationship

Ron Hirsch, MD, FACP, CHCQM

*Medical Director-Clinical Care Management / Clinical Associate Professor Medicine and Geriatrics
Vice President, Regulations and Education, Accretive Health*

Session Abstract: Keeping up with Medicare regulations is a full time job and the consequences of not keeping up and applying these changes at your facility can be serious. The last two years have brought us the two midnight rule and rebilling denied admissions, a requirement for admission certification then the removal of admission certification, the return of outlier certification and removal of the home care face-to-face requirement. Through all that change, ABNs, HINNs and condition code 44 remain in place. Dr. Hirsch will provide updates on the latest regulatory issues facing hospitals and offer guidance on enhancing compliance.

>> SESSION 8:

Toxic Waste in the Workplace

Laura Hamilton, CSP

Laura Hamilton Seminars, Inc., Winston-Salem, NC

Session Abstract: Each person at work brings their personal history, beliefs and behavior style with them to the office. When our jobs are stressful, personal toxins fester and are magnified. There are lessons to be learned when stress tempts us to behave badly. 1) Define and examine those toxins – yours, theirs and ours. 2) Rediscover the tools you have to adapt to the unknown, handle the stress, and value one another as teammates. 3) Learn how the power of our Southern humor will lift your spirits and those of the people who surround us.

>> CONFERENCE WRAP-UP:

Closing remarks by Karen Preston, RN, BSN, CCM, NC ACMA President Elect

Conference Schedule • April 21-22, 2016

THURSDAY, APRIL 21, 2016

7:00 – 8:20am	Registration and Continental Breakfast, Network with Sponsors and Exhibitors
8:20 – 8:30am	Welcome and Opening Remarks
8:30 – 10:00am	Session 1, Keynote Address: Effective Change Management to Create a Positive Workplace Culture
10:00 – 10:45am	Networking Break with Sponsors and Exhibitors
10:45 – 11:45am	Session 2: Financial and Structural Challenges Facing Hospitals for the Present and Coming Years
11:45 – 12:30pm	Lunch
12:30 – 1:00pm	Network with Sponsors and Exhibitors
1:00 – 2:00pm	Session 3, Breakout A: Care Transitions Nurse Navigation in the High Country
1:00 – 2:00pm	Session 3, Breakout B: Ways to Creatively Approach Persons with Dementia
2:00 – 2:05pm	Transition
2:05 – 3:05pm	Session 4, Breakout A: Introduction to Gangs
2:05 – 3:05pm	Session 4, Breakout B: Gender Specific Healthcare Needs of Caregivers
3:05 – 3:45pm	Break to Network with Sponsors and Exhibitors; Snacks Available
3:45 – 5:15pm	Session 5 Panel Discussion: Bundled Payments: Who Is Doing Them and How It Impacts Inpatient Case Management

FRIDAY, APRIL 22, 2016

7:30 – 8:55am Registration, Full Breakfast

9:00 – 10:00am Session 6: “Should We Talk About That?” Ethics and Decisions That Impact Disposition

10:00 – 10:15am Transition Break

10:15 – 11:15am Session 7: Medicare Regulations and Utilization Review - A Love-Hate Relationship

11:15 – 11:30am Transition Break

11:30 – 12:30pm Session 8: Toxic Waste in the Workplace

12:30pm Closing Remarks

CONFERENCE REGISTRATION PRICING & INFO

EARLY REGISTRATION

Register from now until March 22, 2016

ACMA Member \$145
Non-Member \$170
Student (Student ID Required) \$40

LATE REGISTRATION

Register from March 23 - April 11, 2016

ACMA Member \$175
Non-Member \$195
Student (Student ID Required) \$40

www.rsvpbook.com/acmancspring16

HOTEL BOOKING

Group Name: American Case Management Association-NC Chapter

Group Code: ACM

Check-in: April 21 – April 22 2016

Hotel Name: DoubleTree by Hilton Asheville-Biltmore

Hotel Address: 115 Hendersonville Road, Asheville, North Carolina, 28803

Phone Number: 1-828-274-1800

Room Rate: \$129 per room (plus tax) if booked by March 22, 2016. Limited availability, so book early.

Reservation link:

<http://doubletree.hilton.com/en/dt/groups/personalized/A/AVLBMDT-NCA-20160420/index.jhtml>

CONTINUING EDUCATION

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

- 9.0** Nursing Contact Hours (based on 60 minute hour)
- 9.0** Social Work Contact Hours
- 9.0** ACM
- 9.0** CCM (Applied for)
- 9.0** Nursing Home Administrator (Applied for)

Included in the 9.0 conference hours is 1 hour of Ethics

Conference Planning Committee

Conference Chair: Gay Bonds, MSW, LCSW, ACM, Duke University Hospital, Durham, NC
Darren Anderson, MSN, RN, ACM, Vidant Medical Center, Greenville, NC
Laura Aponte-Hughes, MSW, LCSW-A, UNC Hospitals, Chapel Hill, NC
Angela Beamer-Ratliff, MSW, ACM, Novant Health, Greater Charlotte Region, Charlotte, NC
Kimberly Bird, MSW, LCSW, ACM, Carolinas HealthCare System, Charlotte, NC
Chantae Bohannon-Mangum, RN, BSN, MHA-MBA, CCM, Duke Regional Hospital, Durham, NC
Denise Conn, RN, CCM, IQCI, ACM, FirstHealth of the Carolinas, Pinehurst, NC
Devi Desai, MSW, LCSW, ACM, Duke University Hospital, Durham, NC
Andra Givens, RN, MSN, MHA, Rex Healthcare, Raleigh, NC
Gale Hill, RN, BSN, ACM, Novant Health, Thomasville Medical Center, Thomasville, NC
Nathan Hughes, BS, Director, RCS Utilization Review, Novant Health, Winston-Salem, NC
Denise Kuhn, RN, MSN, ACM, New Hanover Regional Medical Center, Wilmington, NC
Naomi Little, RN, BSN, MSN, ACM, Duke Regional Hospital, Durham, NC
Joan Oliver, RN, BSN, ACM, Duke University Hospital, Durham, NC
Karen Preston, RN, BSN, CCM, Duke Raleigh Hospital, Raleigh, NC
Della Reavis, RN, BSN, CCM, ACM, IQCI, Wake Forest Baptist Medical Center, Winston-Salem, NC
Jen Spencer, MSW, LCSW, ACM, UNC Hospitals, Chapel Hill, NC
Kim Sturkey, BA, CMC, ACM, CPHM, Carolinas Healthcare, Charlotte, NC
Deborah Tucker, RN, Transitional Care Manager, Bayada Home Health, Winston-Salem, NC
Vicki Vanderburg, RN, BSN, CCM, ACM, Carolinas HealthCare System, Charlotte, NC