



AMERICAN CASE MANAGEMENT ASSOCIATION

# Case Management: American Case Management Association 2018 NC ACMA SPRING CONFERENCE



March 22-23, 2018 | Wilmington, NC | The Hilton Wilmington Riverside

Conference and Hotel Accommodations:  
301 N. Water Street  
Wilmington, NC 28401  
(910) 343-6141

## >> WELCOME

Opening Remarks by Karen Preston, RN, BSN, MHA, ACM-RN, CCM NC ACMA President

## >> SESSION 1, KEYNOTE ADDRESS:

### The Role of Humor in Patient Comfort

David M. Jacobson, MSW, LCSW  
President  
Humor Horizons

Session Abstract: Healthcare professionals have an opportunity to decrease the stress and pain experienced by their patients through the use of therapeutic humor. There are humor strategies that can be used to alleviate some of the discomfort felt by our patients.

## >> SESSION 2:

### Rethinking Guardianship: Building a Case for Less Restrictive Alternatives

Linda Kendall Fields, M.Ed.  
Clinical Assistant Professor  
School of Social Work-Jordan Institute for Families

Session Abstract: This presentation will address how the Collective Impact Model is being used to affect change in the state's adult guardianship system so that individuals and families are better informed of the process and can more fully exercise their right to make their own decisions. Through a grant from the North Carolina Council on Developmental Disabilities, the "Rethinking Guardianship: Building a Case for Less Restrictive Alternatives" launched an initiative that has used data and stories to drive the priorities and actions of a diverse and passionate stakeholder group to: (1) create long-term changes in the state's guardianship system, (2) promote less restrictive alternatives to guardianship, and (3) demonstrate change in the guardianship system of a pilot community in North Carolina.

## >> SESSION 3:

# Addressing IV Drug Use in the Hospitalized Patient

Julie Spicka, RN, MSN, NE-BC  
Manager, Case Management  
New Hanover Regional Medical Center

Session Abstract: Our country is facing an opioid crisis. These patients present with serious medical conditions and substance use disorders. The Code Outreach Special Team (COST) is a multi-disciplinary approach that borrows from outpatient substance abuse models to treat this population. It ensures consistent and supportive care during a prolonged hospital admission and connects patients to necessary services once their antibiotic therapy has ended.

## >> SESSION 4:

# Dementia, Aging and Memory Loss

Deb Adams-Wingate, MSN, NP-C  
Certified Adult/Geriatric Nurse Practitioner  
Patient Center Care, PLLC

Kimberly Lamon-Loperfido, MSW, LSW, MPH, CDCP  
Social Worker II  
Orange County Department of Aging

Session Abstract: This session intends to address caregiver and professional concerns related to working with seniors, caregivers and those affected by dementia. This session is intended to provide resources, tips and suggestions for working through common dementia behaviors and finding caregiver resources. Session attendees can expect to receive a basic understanding of the range of long-term care options including levels of care (and how to find out more information) and associated costs that will help you have difficult conversations and make wise decisions.

## >> SESSION 5:

# Developing and Implementing a Remote Work Option and Productivity for Utilization Review

Joe Michaud, BSN, RN, MHA, CCM  
Manager, Utilization Review  
Novant Health Revenue Cycle Services

Session Abstract: Enhancements in electronic medical systems affords potential for a remote work option for the Utilization Review Nurse and supporting staff. Learn how to develop and implement a Remote Work Option for your teams. Moreover, learn how to utilize IT support to develop Productivity reporting tools to monitor and enhance workflows. Successfully implementing these strategies can improve performance and team satisfaction.

## >> SESSION 6:

# Social Security Disability-How Claims are Evaluated

Victoria Perryman  
Professional Relations Supervisor  
Disability Determination Services

Shiwanda Leonard  
Professional Relations Officer  
Disability Determination Services

Session Abstract: The session will walk attendees through the disability process, beginning with how to apply for Social Security disability. We will discuss a variety of topics including, Social Security priority claim types, electronic initiatives, and the steps of determining eligibility. The goal of the session is to provide attendees with the needed tools to effectively assist and guide their clients throughout the disability process.

## >> SESSION 7:

# Active Shooter Response for the Healthcare Worker

Kip Clark, CHPA, PPS, PI  
Director of Operations, Public Safety  
Novant Health

Session Abstract: This session is intended to provide the audience with historical information on active shooter events related to healthcare. We will discuss proven techniques in responding to an active shooter in the healthcare setting. Attendees will understand how to use Recognition, Reporting and Response theory when confronting violence in any workplace.

## >> SESSION 8:

### The Opioid Epidemic

Lawrence Greenblatt, MD  
Professor of Medicine and Community and Family Medicine  
Duke Health

Session Abstract: This session will introduce individuals to key data regarding the opioid crisis in our country and in North Carolina. Strategies for safer use of prescription drugs and identifying and treating individuals with opioid use disorder will be addressed. Lastly, the role of care management for individuals with complex needs and high health care utilization will be presented.

## >> SESSION 9:

### Finding the Comedy in the Chaos: Using Humor to Cope With Work Drama

Celia Rivenbark  
Humorist, Author, Keynote Speaker

Session Abstract: This session will convey the power of humor in restoring perspective at home and on the job. Humor is found in the unlikeliest scenarios. At the closing of this session, you will be left with a desire to “live lighter.”

## >> CONFERENCE WRAP-UP:

Closing remarks by Stacy Wright, MSW, LCSW, MHA, MBA, ACM-SW NC ACMA President Elect

## Conference Schedule • March 22-23, 2018

### THURSDAY, MARCH 22, 2018

7:00 – 7:55am	Registration and Breakfast
8:00 – 8:10am	Welcome and Opening Remarks
8:10 – 9:10am	Session 1: The Role of Humor in Patient Comfort
9:10 – 9:45am	Networking Break with Sponsors and Exhibitors
9:45 – 10:45am	Session 2: Rethinking Guardianship: Building a Case for Less Restrictive Alternatives
10:45 – 11:45am	Session 3: Addressing IV Drug Use in the Hospitalized Patient
11:45 – 12:55pm	Lunch and Networking, Chapter Business Meeting
1:00 – 2:00pm	Session 4: Dementia, Aging and Memory Loss
2:00 – 3:00pm	Session 5: Developing and Implementing a Remote Work Option and Productivity for Utilization Review
3:00 – 3:30pm	Network Break with Sponsors and Exhibitors
3:30 – 4:30pm	Session 6: Social Security Disability-How Claims are Evaluated
4:30 – 4:45pm	Vendor Activities and Door Prizes
4:45 – 5:00pm	Closing Remarks

FRIDAY, MARCH 23, 2018

8:00 – 8:25am Registration and Breakfast

---

8:30 – 9:30am Session 7: Active Shooter Response for the Healthcare Worker

---

9:30 – 10:30am Session 8: The Opioid Epidemic

---

10:30 – 10:45am Transition Break

---

10:45 – 11:45am Session 9: Finding the Comedy in the Chaos: Using Humor to Cope With Work Drama

---

11:45am Closing Remarks and Adjournment

## CONFERENCE REGISTRATION PRICING & INFO

### EARLY REGISTRATION

Register from January 25-February 25, 2018

ACMA Member \$160  
Non-Member \$175  
Student (Student ID Required) \$40

### LATE REGISTRATION

Register from February 26-March 12, 2018  
(Registration closes at midnight on March 12th)

ACMA Member \$185  
Non-Member \$200  
Student (Student ID Required) \$40

**Click to Register: [www.rsvpbook.com/acmancspring18](http://www.rsvpbook.com/acmancspring18)**

## HOTEL BOOKING

Hotel Name: The Hilton Wilmington Riverside  
Use Group Code: ACM  
Check-in: March 21-22, 2018

Hotel Address: 301 N. Water Street, Wilmington, NC 28401  
Phone Number: (910) 343-6141  
Room Rate: \$149 per room (plus tax). Rate available for March 21-23, 2018  
Please note, Special Rate ends Sunday, February 18, 2018. Limited availability, so book early.

**Reservation link: [www.hilton.com/en/hi/groups/personalized/I/ILMNCHF-ACM-20180321/index.jhtml](http://www.hilton.com/en/hi/groups/personalized/I/ILMNCHF-ACM-20180321/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 Credits
- 9.0** Nursing Home Administrator (Applied for)
- 9.0** CCM Credits

Included in the 9.0 conference hours is 1 hour of Ethics\*

\*CCMC Ethics credit approval is (pending) for this course.  
The CCMC Code of Professional Conduct will be referenced in this presentation.



## Conference Planning Committee

### **Conference Co-Chairs:**

Angela Alley, RN, BSN, MHA, ACM-RN, IQCI, Novant Health, Winston Salem, NC

Tammie Shepherd, MHA, BSN, RN, ACM-RN, Duke University Hospital, Durham, NC

### **Committee Members:**

Andra Givens, RN, MSN, MHA, ACM-RN, Rex Healthcare, Raleigh, NC

Carolyn Bowen, RN, BSN, Wake Forest Baptist Health, Winston-Salem, NC

Cyndi Eglinger, LCSW, ACM-SW, Wake Forest Baptist Health, Winston-Salem, NC

Donna Ryan, MSW, LCSW, ACM-SW, Duke University Hospital, Durham, NC

Jaimee Lowman, BSW, MHA, ACM-SW, Novant Health, Winston Salem, NC

Karen Preston, RN, BSN, MHA, ACM-RN, CCM, Duke Raleigh Hospital, Raleigh, NC

Linda Dove Armstrong, RN, BSN, MSN, ACM-RN, Retired/Volunteer, Wilmington, NC

Marla Baker, RN, BSN, MSN, ACM-RN, New Hanover Regional Medical Center, Wilmington, NC

Priscilla Edgin, BSN, RN, ACM-RN, Carolinas Healthcare System University, Charlotte, NC

Rose Mary Wicker, RN, BSN, CCM, ACM-RN, IQCI, FirstHealth Moore Regional Hospital, Pinehurst, NC

Stacy Wright, LCSW, ACM-SW, MBA, MHA, Novant Health, Charlotte, NC

Susan Guthrie, MSN, RN, ACM-RN, Novant Health, Huntersville, NC

Tabitha Burnette, RN, Coram CVS /Infusion Services, Winston-Salem, NC

Gaye Weaver, MSW, LCSW, ACM-SW, Duke University Hospital, Durham, NC

Denise Conn, RN, CCM, ACM-RN, IQCI, FirstHealth of the Carolinas, Pinehurst, NC

Jen Spencer, MSW, LCSW, ACM-SW, UNC Healthcare, Chapel Hill, NC

Jenny Gruber, CPXP, Carolinas HealthCare System, Charlotte, NC

Teresa Stratton, BSW, ACM-SW, Duke Raleigh Hospital, Raleigh, NC

Kim Phelps, RN, MSN, ACM-RN, Carolinas Healthcare System, NE, Concord, NC

Julie Spicka, RN, MSN, NE-BC, New Hanover Regional Medical Center, Wilmington, NC