

14th Annual Case Management Conference: Riding the Waves of Change

MSU College of Nursing

MSU School of Social Work

Social Work Continuing Education:

Social Work CECH= 4.5 The MSU School of Social Work Continuing Education Program, provider #1136, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org Approved Continuing Education Program (ACE). Approval Period: June 2013-June 2016. Michigan State University School of Social Work Continuing Education Program maintains responsibility for the program. Social workers should contact their regulatory board to determine course approval. Contact swkce@msu.edu or (517) 353-3060 with questions or concerns. The 14th Annual Case Management Conference is approved for a maximum of 4.5 cechs.

How Can I earn Social Work Continuing Education Credits?

In order to receive continuing education contact hours, this form must be validated (initialed) **at the conclusion of each session.** A designated MSU Continuing Education staff member will be present to validate your form in each session (the session moderator). At the end of the day, please 1. Obtain a signature from the staff person collecting paperwork at the registration desk 2. Submit the original copy (white copy) along with your evaluation to the registration table staff and 3. Keep the yellow copy for your records- this copy serves as your "Certificate of Attendance"

How do I request an accommodation?

Michigan State University is committed to providing equal opportunity for participation in all programs, services, and activities. Accommodations for persons with special needs may be requested by contacting us two weeks prior to the seminar you plan to attend. Requests received after this date will be honored whenever possible.

How do I request information, request a refund, or file a grievance?

The MSU College of Nursing and the MSU School of Social Work seek to be responsive and helpful. For questions regarding course content for social workers, please email or call swkce@msu.edu or call (517) 353-3060. For questions regarding how to register, payment, and refunds, please email •

Rosalva.aguilar@hc.msu.edu Or call 517-355-3393 or 800-605-6424 (Option 3)

Can I request a duplicate certificate?

Yes. Download the [Duplicate Certificate Request form](#). There is a \$10 charge for replacement or duplicate certificates, and they will be marked as such.

Conference Session Objectives

Speaker Objectives: 2014 Case Management Conference

KEYNOTE

The Professional Resilience Paradigm: Leveraging Professional Identity as a Core Competency

Ellen Fink-Samnick, MSW, ACSW, LCSW, CCM, CRP

Objectives:

1. Identify core components of the Professional Resilience Paradigm 2014[®]
2. Identify three factors impeding professional and personal balance
3. Apply Five Strategies to Leverage Professional Resilience

CONCURRENT SESSIONS AM AND PM

A. Pay Professional Resilience Forward: Implementing the Nuts and Bolts

Ellen Fink-Samnick, MSW, ACSW, LCSW, CCM, CRP

Objectives:

1. Discuss the drivers and dynamics impacting current healthcare industry
2. Explore Interprofessional models of care delivery
3. Demonstrate how Professional Resilience enhances team collaboration toward solving complex patient/family situations

B. Excelling in Difficult Conversations

Linda Keilman, DNP, GNP-BC, RN

Objectives:

1. Describe effective communication strategies
2. Discuss communication protocols and mnemonics that can serve as a stepwise framework for approaching difficult conversations
3. List positive outcomes that can be achieved through empathy and mattering while balancing realism and hope.

C. Care Management in Michigan Primary Care: Are there Strategies that Work?

Marie Biesel, MSN, RN, CPHQ and Paula Amormino, RN, MSA, CCM

Objectives:

1. Identify the national drivers for change impacting chronic disease management and the impetus for the MiPCT project
2. Describe the components of the MiPCT project and how it works
3. Explain the role of care managers and their training for this project
4. Describe outcome data and patient results of the project
5. Identify care management strategies used in the MiPCT project that may be implemented in your own practice

D. Balancing Chronic Pain Management and Addictive Illness

Mark A Weiner, MD

Objectives:

1. Describe the scope of the substance abuse problem in the United States
2. Relate how the lack of provider education contributes to the problem
3. Describe the basic neurobiology of addiction
4. Compare common chronic illness compliance and relapse rates with addiction illness
5. Discuss interventions useful for patients with addictive illness who also have pain and anxiety
6. Explain how case management professionals can assist patients with addiction illness in their recovery process

CLOSING KEYNOTE

The Case Manager's Challenge in Pain Management

Mary Lynn Parker, MS. RN

Objectives:

1. Discuss the current literature and identify key factors for evidence based pain management
2. Describe strategies, expectations and outcomes for transitioning pain management post hospitalization