

Join us for the 17th annual conference
for health care professionals interested
or engaged in case management...

NOVEMBER 1, 2017

MSU Kellogg Hotel & Conference Center
219 S. Harrison Road
East Lansing, Michigan 48824

Uncertainty *The New Reality*

NOVEMBER 1, 2017



MICHIGAN STATE
UNIVERSITY

College of Nursing
School of Social Work

Jointly provided by MSU College of Nursing and the MSU School of Social Work.

**17th ANNUAL CASE MANAGEMENT
CONFERENCE 2017**
FOR HEALTH CARE PROFESSIONALS
INTERESTED OR ENGAGED IN CASE MANAGEMENT



Uncertainty *The New Reality*

2017 Case Management Conference participants will actively engage with experts to refine and enhance case management skills relevant to providing services for patients and families in the current environment of uncertainty. Timely topics will include:

- An update on healthcare reform, its proposals and the impact of national and local legislative, regulatory and payment components.
- Current evidence based findings and practice strategies for management of chronic conditions in older adults.
- Moral resilience through ethical decision making and how to use mindful self-compassion tools to benefit clinicians and patients.
- Collaborative strategies to fortify communication between case managers to better ensure adherence to plans of care across the continuum.
- Team approach strategies to manage chronic pain in patients with complex physical and behavioral health needs.

Case studies and interactive strategies have been designed to facilitate the transfer of knowledge to action in your clinical practice. We hope you will join us!

Join colleagues at the 2017 Case Management Conference in this changing healthcare environment and learn practical strategies from nationally recognized experts and providers to care for yourself and those you serve.

Program Outcomes

Upon completion of this conference, participants will be able to:

- Explore national healthcare reform proposals and the implications of legislative, regulatory and payment components on patients and the roles and responsibilities of the case manager.
- Develop moral resilience by learning skills in identifying ethical situations and applying ethical decision-making techniques to problems.
- Identify evidence-based practice strategies to develop plans of care for older adults with complex, comorbid conditions utilizing collaborative care mapping techniques.
- Describe useful tools and techniques for effective communication and collaboration between case managers and interprofessional team members to assure adherence to plans of care across the continuum.
- Improve mindfulness skills and engage in specific exercises to enhance centeredness for stress reduction and application in the healthcare setting.
- Recognize the value of implementing a collaborative case management approach in the management of chronic pain in patients with complex physical and behavioral health needs.

Planning Committee

Michigan State University College of Nursing

- Kathy Forrest, MSN, MA, RN (Chair)
- Nancy Schmitt, PhD, RN, CCM

Michigan State University School of Social Work

- Amanda Dubey-Zerka, LMSW
- Kelley Blanck, LMSW

Michigan State University College of Human Medicine Institute for Healthcare Policy

- Debra Darling, RN, BSN, CCP
- Christine Karl, RN, BA

Michigan Department of Health and Human Services (MDHHS)

- Suzette Burkitt-Wesolek, RN, BSN
- Susan E. McCarty, RN

Rehabilitation Case Management Consultants

- Maggie Milz, RN, CRRN, CDMS, CCM

Faith Community Nursing/Parish Nursing Program

- Paula White, RN-BC, BSN, MSA

Who Should Attend

This conference is designed for registered nurses, social workers, case managers, and other professionals who work in case management across healthcare settings.

Why Attend

The conference brings nationally recognized leaders in case management to Michigan. You can benefit from collective knowledge, experience, and contacts. In addition, learning takes place in smaller sessions around specific areas of case management.

PLEASE REGISTER ONLINE AT: https://commerce.cashnet.com/msu_3750

Uncertainty

The New Reality

NOVEMBER 1, 2017

Kellogg Hotel & Conference Center, East Lansing, Michigan

7:45 – 8:30 a.m. **Registration in South Lobby**

7:45 – 8:30 a.m. **Continental Breakfast & Exhibitors**

8:30 – 8:45 a.m. **WELCOME AND OVERVIEW**

Dean Randolph Rasch, PhD, RN, FNP, FAANP, MSU College of Nursing, and Kathy Forrest MSN, MA, RN, Coordinator Professional Programs, MSU College of Nursing

8:45 – 10:15 a.m. **Health Care Update 2017: Lending Clarity to Chaos**

Steve Fitton, Principal, Health Management Associates, and Vivian Campagna, MSN, RN-BC, CCM, Chief Industry Relations Officer, Commission for Case Manager Certification

10:15 – 10:45 a.m. **BREAK & EXHIBITORS**

10:45 – Noon **Concurrent Session A:**

Moral Resilience through Ethical Decision Making

Douglas Olsen, PhD, RN and Nan Hunt, MSW, CMAC, CMFSW

Concurrent Session B:

Care of the Complex Older Adult

Cynthia J. Gerstenlauer, MSN, ANP-BC, GCNS, BC, CDE

Concurrent Session C:

Navigating Muddy Waters:

Case Manager Collaboration Across the Spectrum

Julia Karnematt, RN, BS, CCM and Erin Vlietstra, LMSW

Concurrent Session D:

Mindful Self-Compassion: Tools for Clinicians

Julie Woodward, MA, MSW

Noon – 1:00 p.m. **LUNCH**

1:15 – 2:30 p.m. **Concurrent Session A:**

Moral Resilience through Ethical Decision Making

Douglas Olsen, PhD, RN and Nan Hunt, MSW, CMAC, CMFSW

Concurrent Session B:

Care of the Complex Older Adult

Cynthia J. Gerstenlauer, MSN, ANP-BC, GCNS, BC, CDE

Concurrent Session C:

Navigating Muddy Waters:

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Concurrent Session D:

Mindful Self-Compassion: Tools for Clinicians

Julie Woodward, MA, MSW

2:30 – 3:00 p.m. **BREAK AND EXHIBITORS**

3:00 – 4:15 p.m. **Collaborative Approach:**

Chronic Pain Management for Complex Patients

Leslie Simons, DNP, ANP-BC and Cynthia Wolker-Pung, RN

4:15 – 4:30 p.m. **Evaluation and Adjourn**

KEYNOTE SPEAKERS

OPENING PLENARY:



Vivian Campagna, RN-BC, MSN-CCM is the chief industry relations officer (CIRO) for the Commission for Case Manager Certification. She has been involved in case management for more than twenty years, holding staff and administrative positions on both the independent and acute care side of the industry. She has published articles on case management topics, presented at case management conferences and taught continuing education courses. Vivian was a founding member of the Long Island chapter of CMSA, and was a member of the inaugural class of certified case managers (CCMs). She is the past Chair for the Commission for Case Manager Certification (CCMC) where she implemented computer based testing, as well as the development of the online dashboard for CEUs and recertification, ensuring test pool questions reflected current practice and knowledge in the field of case management. Vivian earned her nursing diploma from St. Clare's Hospital and Health Center School of Nursing, her BS from CW Post Center of Long Island University, and her MS in Nursing from Seton Hall University. She is board-certified in case management by both the Commission for Case Manager Certification and the American Nurses Credentialing Center.



Steve Fitton joined Health Management Associates as a principal in Lansing, Michigan in 2015. Previously he was Michigan's Medicaid director where he led programs that served over two million residents and the implementation of the state's expansion of Medicaid; Michigan's dual-eligibles demonstration program; and the expansion of the Healthy Kids Dental program to name a few. Steve also served as director of the Bureau of Medicaid Policy and Actuarial Services with responsibility for Medicaid policy development, and a lead role in managing the state-federal relations in waiver negotiation. Steve worked 20 years in Michigan's Children's Special Health Care Services program which arranged and paid for health care services to over 20,000 children with special health care needs each year. With his direction the program implemented a managed care program for special needs children. He is a graduate of Michigan State University.

CLOSING PLENARY:



Leslie Simons, DNP, ANP-BC is an Assistant Professor of Health Programs in the College of Nursing at Michigan State University where she teaches graduate and undergraduate students. In addition to teaching she is an advanced practice provider with Sparrow Pain Center in Lansing, MI where she has practiced since 1999, focusing specifically on adults with nonmalignant pain. Dr Simons began her nursing career with a BSN from Lake Superior State University in 1978. For more than two decades she worked as a staff nurse in the emergency department and then transitioned into a staff nurse role in an adult medical/surgical intensive care unit. Dr Simons received a Master of Science degree from the University of Michigan, became certified as an Adult Nurse Practitioner, and also certified in Pain Management Nursing. In 2014, Dr Simons earned a Doctorate of Nursing Practice from the University of Detroit Mercy, College of Nursing. Leslie continues to engage in scholarship with regional and international podium presentations addressing pain management. She specializes in the management of pain in highly complex older patients with both physical and behavioral health needs.



Cynthia Wolker-Pung, RN has been engaged in nursing practice for more than 38 years with experience in Sparrow's Neonatal ICU and a variety of other clinical units. She has provided case management services to numerous patients over the past 16 years. Currently Cynthia provides case management services to patients in Sparrow's Pain Management Center.

CONCURRENT SESSION SPEAKERS

Douglas Olsen, PhD, RN

Associate Professor at the Michigan State University College of Nursing

Nan Hunt, MSW, CMAC, CMFSW

Practice Manager Consultant for Elsevier Clinical Solutions

Cynthia J. Gerstenlauer, MSN, ANP-BC, GCNS, BC, CDE

Adult/Gerontological Nurse Practitioner, Troy Internal Medicine, PC

Julia Karnematt, RN, BS, CCM

Nurse Case Manager, Ascension Borgess Medical Center

Erin Vlietstra, LMSW

Social Work Case Manager, Ascension Borgess Medical Center

Julie Woodward, MA, MSW

Health Educator, University of Michigan

NURSING CONTINUING EDUCATION CONTACT HOURS: Case Management Conference – 5.5 contact hours

Criteria for successful completion includes attendance at the entire event and submission of a completed evaluation form. Partial credit will not be awarded.

Michigan State University College of Nursing is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) (OH-294, 08/01/18)

Pain CE for Nursing

Please note that the closing plenary presentation, **Collaborative Approach: Chronic Pain Management for Complex Patients** will provide 1.25 pain and symptom management contact hours, of which, 0.25 contact hours will include pharmacotherapeutic content. Please note: CE certificates will not delineate the pain CE or pharmacotherapeutic content separately. Please retain your own record/notes of the sessions you attend.

CCM Commission for Case Manager Certification

Contact hours for continuing education have been applied for through the Commission for Case Manager Certification.

SOCIAL WORK CONTINUING EDUCATION CONTACT HOURS: Case Management Conference – 4.5 contact hours

Michigan State University School of Social Work is approved as a provider of social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) – Provider #1136. To contact ASWB ACE, write to 400 South Ridge Parkway, Suite B, Culpeper VA 22701 or visit www.aswb.org (approval period: June 2016–June 2019). ASWB ACE approval is recognized by the State of Michigan Board of Social Work Examiners as acceptable for social workers in Michigan. Contact your state's regulatory board to determine course approval. For ADA requests and for concerns regarding the continuing education portion of your day, please contact: swkce@msu.edu or (517) 353-3060. Criteria for successful completion includes attendance for a full session (Keynote, Concurrent, or Plenary), following verification of attendance processes and paperwork provided at the conference registration table and submission of a completed evaluation form. Policies, procedures, objectives and additional information will be available at socialwork.msu.edu/ceu under "Co-Sponsored Programs."

Moral Resilience through Ethical Decision Making Meets 1 CECH of ethics criteria. **Collaborative Approach: Chronic Pain Management for Complex Patients** meets 1 CECH of pain management criteria. **Questions?** Contact Amanda Dubey-Zerka, LMSW at dubeyama@msu.edu.

QUESTIONS? Please contact ROSALVA AGUILAR at 517-355-3393 or 800-605-6424 (Option 3).

EMAIL: Rosalva.aguilar@hc.msu.edu • FAX: 517-432-8131

Michigan State University, College of Nursing
1355 Bogue Street, Room A104, East Lansing, MI 48824-1317

17th ANNUAL CASE MANAGEMENT CONFERENCE 2017

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NOVEMBER 1, 2017

Kellogg Hotel & Conference Center, East Lansing, Michigan

REGISTRATION FEES

Early Regular Attendee Registration: \$130 through 09/17/17

Late Regular Attendee Registration: \$150 after 09/17/17

Early Group Registration for groups of FIVE (5) or more: \$120 through 09/17/17

Late Group Registration for groups FIVE (5) or more: \$140 after 09/17/17

Retiree or Student: \$75 discount upon request

PLEASE REGISTER ONLINE

Go to: https://commerce.cashnet.com/msu_3750 and make your payment with a credit card.

Payable by credit card (online), this fee includes attendance for the entire day, continental breakfast, lunch, and conference materials. A \$25 service fee will be retained on all refunds. No refunds will be available after October 10, 2017. The capacity for registration is 400. After capacity is reached, registration will be suspended. This is a popular conference, accepting registration on a first come, first served basis. Please register early to ensure your seat.

Your online registration includes selection of the morning and afternoon sessions of your choice. **Please choose one concurrent session for the morning and choose another concurrent session for the afternoon.** This allows a total of two concurrent session selections.

CE OPTIONS: In your online registration, please indicate which CE options (Nursing or Social Work and/or CCM) that you require.

CONCURRENT SESSIONS

A: Moral Resilience through Ethical Decision Making — *Douglas Olsen, PhD, RN and Nan Hunt, MSW, CMAC, CMFSW* will define the work of ethics in healthcare, discussing ethical problems and approaches to their resolution. Moral distress will be explored using tools of ethical decision-making to build resilience. Typical situations will be discussed including identifying appropriate decision-makers, determining decision-making capacity and end of life situations.

B: Care of the Complex Older Adult — *Cynthia J. Gerstenlauer, MSN, ANP-BC, GCNS, BC, CDE* will identify evidence-based practice strategies to develop plans of care for older adults with complex, comorbid conditions. Participants will be guided in developing collaborative care maps using case study examples.

C: Navigating Muddy Waters: Case Manager Collaboration Across the Spectrum — *Julia Karnematt, RN, BS, CCM and Erin Vlietstra, LMSW* will describe useful tools and techniques for effective communication and collaboration between case managers and interprofessional team members to assure adherence to plans of care across the continuum.

D: Mindful Self-Compassion: Tools for Clinicians — *Julie Woodward, MA, MSW* will focus on the improvement of mindfulness skills by engaging in specific exercises to enhance centeredness for stress reduction. Application of skills will be geared to healthcare providers for both personal and patient use.

17th Annual Case Management Conference:
Uncertainty: The New Reality
Wednesday, November 1, 2017
Kellogg Hotel & Conference Center

AGENDA

7:45 – 8:30 a.m.	Registration	<i>South Lobby</i>
7:45 – 8:30 a.m.	Continental Breakfast & Exhibitors	<i>Big Ten B & C</i>
8:30 – 8:45 a.m.	Welcome and Overview <i>Dean Randolph Rasch, PhD, RN, FNP, FAANP - MSU College of Nursing (CON)</i> <i>Kathy Forrest MSN, MA, RN, Coordinator Professional Programs, MSU CON</i>	<i>Big Ten A</i>
8:45 – 10:15 a.m.	Health Care Update 2017: Lending Clarity to Chaos <i>Steve Fitton, Principal, Health Management Associates and</i> <i>Vivian Campagna, MSN, RN-BC, CCM, Chief Industry Relations Officer, Commission for</i> <i>Case Manager Certification</i>	<i>Big Ten A</i>
10:15 – 10:45 a.m.	Break & Exhibitors	<i>Big Ten B & C</i>
10:45 – 12:00 a.m.	Concurrent Session A: Moral Resilience through Ethical Decision Making <i>Douglas Olsen, PhD, RN and Nan Hunt, MSW, CMAC, CMFSW</i>	<i>Room (TBD)</i>
	Concurrent Session B: Care of the Complex Older Adult <i>Cynthia J. Gerstenlauer, MSN, ANP-BC, GCNS, BC, CDE</i>	<i>Room (TBD)</i>
	Concurrent Session C: Navigating Muddy Waters: Case Manager Collaboration Across the Spectrum <i>Julia Karnematt, RN, BS, CCM and Erin Vlietstra, LMSW</i>	<i>Room (TBD)</i>
	Concurrent Session D: Mindful Self-Compassion: Tools for Clinicians <i>Julie Woodward, MA, MSW</i>	<i>Room (TBD)</i>
12:00 – 1:15 p.m.	Lunch	<i>Big Ten A</i>
1:15 – 2:30 p.m.	Concurrent Session A: Moral Resilience through Ethical Decision Making <i>Douglas Olsen, PhD, RN and Nan Hunt, MSW, CMAC, CMFSW</i>	<i>Room (TBD)</i>
	Concurrent Session B: Care of the Complex Older Adult <i>Cynthia J. Gerstenlauer, MSN, ANP-BC, GCNS, BC, CDE</i>	<i>Room (TBD)</i>
	Concurrent Session C: Navigating Muddy Waters: Case Manager Collaboration Across the Spectrum <i>Julia Karnematt, RN, BS, CCM and Erin Vlietstra, LMSW</i>	<i>Room (TBD)</i>
	Concurrent Session D: Mindful Self-Compassion: Tools for Clinicians <i>Julie Woodward, MA, MSW</i>	<i>Room (TBD)</i>
2:30 – 3:00 p.m.	Break and Exhibitors	<i>Big Ten B & C</i>
3:00 – 4:15 p.m.	Collaborative Approach: Chronic Pain Management for Complex Patients <i>Leslie Simons, DNP, ANP-BC and Cynthia Wolker-Pung, RN</i>	<i>Big Ten</i>
4:15 – 4:30 p.m.	Evaluation and Adjourn	<i>Big Ten A</i>