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.

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.

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 Schmidt, PhD, RN, CCM
Michigan State University School of Social Work
- Amanda Dubay-Zafka, LMSW
- Kelley Blanck, LMSW
Michigan State University College of Human Medicine
- Debra Darling, RN, BSN, CCP
- Christine Karl, RN, BA
Michigan Department of Health and Human Services (MDHHS)
- Suzanne Burkett-Wuashek, RN, BSN
- Susan E. McCarty, RN
Rehabilitation Case Management Consultants
- Maggie Hitz, RN, CRN, CDRM, CCM
Faith Community Nursing/Paish Nursing Program
- Paula White, RN-BC, BSN, MSA

November 1, 2017
MSU Kellogg Hotel & Conference Center
219 S. Harrison Road
East Lansing, Michigan 48824

PLEASE REGISTER ONLINE AT: https://commerce.cashnet.com/msu_3750
Critical updates for more than 20,000 clients 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 managing the state’s 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 in the health care needs each year. In this direction the program implemented a managed care program for special health care services to patients in Sparrow’s Pain Management Center.

Concurrent Session Speakers

**Douglas Olson, PhD, RN**

Associate Professor at the Michigan State University College of Nursing

**Nancy Hunt, MSW, CMAC, CPFSW**

Practice Manager Consultant for Elsevier Clinical Solutions

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

Board-certified in case management by both the Commission for Case Manager Certification and the American Nurses Credentialing Center.

**Douglas Olsen, PhD, RN**

President, Case Management Conference

**Nan Hunt, MSW, CMAC, CMFSW**

Social Work Case Manager, Ascension Borgess Medical Center

**Julie Woodward, MSW**

Health Education, University of Michigan

**NURSING CONTINUING EDUCATION CONTACT HOURS**

- **Case Management Conference – 5.5 contact hours**
  - Concurrent sessions and Keynote speakers will define the work of ethics in healthcare, determining decision-making capacity and end of life situations.
  - Concurrent sessions will identify evidence-based practice strategies to develop plans for care of older adults with complex, combined conditions. Participants will be provided with comprehensive care maps using case study examples.

**C: Navigating Muddy Waters: Case Manager Collaboration Across the Spectrum**

- **Laurel Dubey-Zerka, LMHC**

Practice Manager Consultant for Elsevier Clinical Solutions

- **Vivian Campagna, RN-BC, MSN-CCM**

Practice Manager Consultant for Elsevier Clinical Solutions

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

Board-certified in case management by both the Commission for Case Manager Certification and the American Nurses Credentialing Center.

**Douglas Olson, PhD, RN**

Associate Professor at the Michigan State University College of Nursing

**Nancy Hunt, MSW, CMAC, CPFSW**

Practice Manager Consultant for Elsevier Clinical Solutions

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

Board-certified in case management by both the Commission for Case Manager Certification and the American Nurses Credentialing Center.

**Douglas Olson, PhD, RN**

President, Case Management Conference

**Nan Hunt, MSW, CMAC, CPFSW**

Social Work Case Manager, Ascension Borgess Medical Center

**Julie Woodward, MSW**

Health Education, University of Michigan

**NURSING CONTINUING EDUCATION CONTACT HOURS**

- **Case Management Conference – 5.5 contact hours**
  - Concurrent sessions and Keynote speakers will define the work of ethics in healthcare, determining decision-making capacity and end of life situations.
  - Concurrent sessions will identify evidence-based practice strategies to develop plans for care of older adults with complex, combined conditions. Participants will be provided with comprehensive care maps using case study examples.

**C: Navigating Muddy Waters: Case Manager Collaboration Across the Spectrum**

- **Laurel Dubey-Zerka, LMHC**

Practice Manager Consultant for Elsevier Clinical Solutions

- **Vivian Campagna, RN-BC, MSN-CCM**

Practice Manager Consultant for Elsevier Clinical Solutions

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

Board-certified in case management by both the Commission for Case Manager Certification and the American Nurses Credentialing Center.

**Douglas Olson, PhD, RN**

President, Case Management Conference

**Nan Hunt, MSW, CMAC, CPFSW**

Social Work Case Manager, Ascension Borgess Medical Center

**Julie Woodward, MSW**

Health Education, University of Michigan

**NURSING CONTINUING EDUCATION CONTACT HOURS**

- **Case Management Conference – 5.5 contact hours**
  - Concurrent sessions and Keynote speakers will define the work of ethics in healthcare, determining decision-making capacity and end of life situations.
  - Concurrent sessions will identify evidence-based practice strategies to develop plans for care of older adults with complex, combined conditions. Participants will be provided with comprehensive care maps using case study examples.
AGENDA

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

7:45 – 8:30 a.m. Continental Breakfast & Exhibitors Big Ten B & C

8:30 – 8:45 a.m. Welcome and Overview Big Ten A
Dean Randolph Rasch, PhD, RN, FNP, FAANP - MSU College of Nursing (CON)
Kathy Forrest MSN, MA, RN, Coordinator Professional Programs, MSU CON

8:45 – 10:15 a.m. Health Care Update 2017: Lending Clarity to Chaos Big Ten A
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 Big Ten B & C

10:45 – 12:00 a.m. Concurrent Session A: Room (TBD)
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

12:00 – 1:15 p.m. Lunch Big Ten A

1:15 – 2:30 p.m. Concurrent Session A: Room (TBD)
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

2:30 – 3:00 p.m. Break and Exhibitors Big Ten B & C

3:00 – 4:15 p.m. Collaborative Approach: Chronic Pain Management for Complex Patients Big Ten
Leslie Simons, DNP, ANP-BC and Cynthia Wolker-Pung, RN

4:15 – 4:30 p.m. Evaluation and Adjourn Big Ten A