OPENING PLENARY:

Name: Steve Fitton

Bio: 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.

Name: Vivian Campagna

Bio: 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.

Description:
In this workshop, you will discuss what the potential changes in healthcare mean for case managers and the populations served. You will understand the role and responsibilities of the professional case manager in a time of uncertainty, change and chaos (advocacy, navigator, lending clarity). You will also learn about best practices, including strategies to meet the needs of patients (telehealth services, etc). From this introduction, you will also get an overview of the relevance of concurrent session topics (care of older adults, complex care issues; moral distress, ethical decision making; coordination/ collaboration of care among team members; mindful self-compassion (for patients and caregivers); and the management of patients with chronic pain. This workshop will use large group Question and Answer and table discussion and reporting.

Objectives:
1. Understand the expanding role of case manager in a climate of healthcare chaos.
2. Learn about impending new legislation that could increase uninsured or underinsured patients.
3. Recognize the increasing prevalence of chronic health conditions, older adults with complex conditions, and unmet behavioral health needs.

Outcome:

Case manager professionals will acquire knowledge of potential (or actual) changes in healthcare legislation, regulation and payment reforms with an emphasis on application of best practice strategies to practice that provide clarity in a time of chaos/uncertainty.

**CLOSING PLENARY:**

_Name:_ Leslie Simmons

**Bio:** Dr. Simons is a certified adult nurse practitioner with certification in Pain Management Nursing, with 17 years of advanced practice nursing specializing in pain management with a strong commitment to the care of elders. She is a 2014 DNP program graduate of the McAuley School of Nursing in the College of Health Professions at the University of Detroit Mercy, and was a member of the inaugural DNP cohort in September 2010. Leslie obtained her Masters of Science in Nursing from the University of Michigan in 1996 and is a certified Adult Nurse Practitioner with additional certification in Pain Management Nursing. Leslie continues to engage in scholarship with regional and international podium and poster presentations that address pain management. She is currently an Assistant Professor, in Health Programs at Michigan State University College of Nursing, and maintains a clinical practice at the Sparrow Pain Management Center.

_Name:_ Cynthia Wolker-Pung

**Bio:** Cynthia has been in nursing for 38 years. She has worked as a staff nurse in Sparrow’s Neonatal ICU for 20 years. In addition, she worked as a Clinical Documentation Specialist for 2 years for Sparrow. She was also a case manager/utilization review/discharge planner in Sparrow’s patient support for 14 years and worked in the appeal/audit area in patient support for 2 years. In most recent history, she has been working as a case manager in Sparrow’s Pain Management Center.

**Description:**

In this plenary, you will learn about the Case Management Process for patient admission to Sparrow Pain Management Center. You will also examine the Nurse Practitioner Process to interview, assess, and develop a plan of care for chronic pain patients. As part of the learning, this workshop will focus on participant engagement utilizing case study analysis to increase knowledge of provision of multidisciplinary care of the chronic pain patient.

**Objectives:**

1. Identify a collaborative process of managing chronic pain in complex patients.
2. Analyze patients with chronic pain utilizing complex patient case studies with chronic conditions requiring collaborative care with APRNs and Case Managers.

**Concurrent Session A “Moral Resilience through Ethical Decision Making”:**
Name: Nan Hunt

Bio: Nan has worked in the human service field for nearly 40 years. She spent the majority of those years as the Clinical Manager of Care Management at Spectrum Health in Grand Rapids, MI. While at Spectrum she also served as a founding member of the health system’s Bioethics Committee. In addition, Nan was also the Chairperson of the Michigan Chapter Ethics Committee of NASW. Currently, she works as a Practice Manager for Elsevier Clinical Solutions, where she consults with health systems around the country supporting evidence-based, interprofessional practice.

Name: Douglas Olsen

Bio: Doug Olsen is currently Associate Professor at the Michigan State University College of Nursing. He came to MSU after four years as Nurse Ethicist at the US Department of Veterans Affairs National Center for Ethics in Healthcare where he was a member of the national ethics consultation team, staff to the National Ethics Committee, and ethics advisor to the VA Central IRB. Before working at Veterans Affairs he was associate professor at the Yale University School of Nursing where he was chair of the IRB for more than 10 years. He is an Associate Editor at Nursing Ethics and Contributing Editor for ethics at The American Journal of Nursing. He has published over 50 articles on clinical and research ethics. His ethics expertise and interests include clinical relationships, mental health, and research ethics

Description: The presentation begins by defining work of ethics in health care, distinguishing it from what is not ethics and discussing the types of ethical problems and their corresponding approaches to resolution. Moral distress, its extent and consequences will be then be examined. Good ethical decision making will then be posed as a way to build resilience to moral distress. Methods and aspects of ethical decision making will be discussed including identifying the facts and principles involved, recognizing ethically relevant variables and critical distinctions and considering social context and self-reflection. Typical situations will be discussed including identifying appropriate decision-makers, determining decision-making capacity and end of life situations.

Objectives:

1. Develop moral resilience by learning skills in identifying ethical situations.
2. Apply ethical decision-making techniques to problems.

Concurrent Session B “Care of the Complex Older Adult”:

Name: Cynthia Gerstenlauer

Bio: Cindy Gerstenlauer has been an adult/gerontological Nurse Practitioner for over 35 years. The first 21 years of her career were spent doing primary care geriatrics and multidisciplinary geriatric evaluations for hospital-based practices in a variety of settings like ambulatory clinics, independent living, assisted living, and dementia units. During this time, she also spent 10 years working with the Geriatric Education Center of Michigan at MSU, assisting with curriculum development and teaching geriatrics to other health care professionals. For the past 15 years, she has worked at Troy Internal Medicine, a large group medical practice composed of 21 physicians, one PA and one NP. Cindy was hired to provide specialty care for the practice in assessment and management of chronic disease states
like diabetes and osteoporosis, as well as geriatric syndromes. She tends to get the more medically complex and difficult patients with a goal of improving quality of care and achieving desired outcomes. This includes doing a lot of teaching and counseling. Since January, her practice has joined the CMS Comprehensive Primary Care Plus ("CPC+") Case Management Program where identified high-risk patients are stratified and managed to improve quality of care and reduce unnecessary emergency department visits and hospitalizations. Cindy is serving as one of the team leaders in this endeavor and as a geriatric resource to the staff.

**Description:**

In this workshop, you will discuss the idea of multimorbidity: the definition, prevalence, and impact, as well as, care of the older adult with multimorbidity. With an emphasis on a 21st century approach to care of the older adult with multimorbidity, you will examine Patient-centered care, Care coordination, Interprofessional Team, Education and Counseling, Health Literacy Concerns, Use of technology, Adherence to place of care, Community Resources, Care Transitions, and Advanced Directives. You will learn self-management strategies that are useful when employed by older adults with multimorbidity. You will discuss Medicare incentives to manage older adults with multimorbidity. This workshop will use case study analysis and group discussion to facilitate learning.

**Objectives:**

1. Understand the complexity of serving older adults with multiple health issues resulting in multimorbidity.
2. Demonstrate person-centered health care planning approaches.

**Concurrent Session C “Navigating Muddy Waters: Case Manager Collaboration Across the Spectrum Care of the Complex Older Adult”:**

**Name:** Julia Karnematt

**Bio:** Julia has worked as an RN since 1986 in a variety of settings including hospital, homecare, both as a field nurse and supervisor, as well as, managed a free walk in clinic. She has been working as an RNCM since 2012, both in short term and long term acute care hospitals.

**Name:** Kari Wildner

**Bio:** Kari is currently a Patient Care Coordinator and Clinical Social Worker for Ascension Borgess Medical Center. Prior to joining Ascension Borgess, Kari worked in various health care settings for the past 12 years. Kari graduated from Alma College with a Bachelor’s of Arts degree in Psychology, with a concentration on Gerontology. She then completed her Master of Social Work degree through Western Michigan University. She has also been a Guest lecturer at WMU School of Social Work and Women’s Studies courses.

**Description:** In this workshop, you will learn and discuss the importance of coordinating care within interprofessional teams. You will also have an opportunity to discuss the challenges and barriers to providing complex care planning. You will learn communication strategies to keep all team members informed while establishing a patient centered plan of care.
Objectives:

1. Understanding the importance of coordination of care with the interprofessional team.
2. Exploring challenges and barriers to complex care planning.
3. Communication strategies to keeping everyone informed and establishing a patient centered plan of care.

Concurrent Session D “Mindful Self-Compassion: Tools for Clinicians”:

Name: Julie Woodward

Bio: Julie Woodward, MA, MSW, is a social worker and health educator and has practiced in the fields of mental and physical health care for over 30 yrs. As a health educator, Julie teaches health-related behavior change at the University of Michigan. Julie teaches stress reduction and mindfulness programs to UM students, staff, faculty and patients, developing programs to fit the needs of each participant group. Julie completed training in the Mindfulness–Based Stress Reduction program, or MBSR, for Health Care Professionals with Jon Kabat-Zinn and Saki Santorelli, founders that well known psychoeducational program. A registered yoga teacher, Julie integrates yoga practices with the mindfulness-based curriculum to support embodied awareness and enhanced wellbeing. Julie’s recent courses include: Mindful Yoga for Medical Students, Mindful Yoga for Depression and Anxiety and Mindful Yoga for Idiopathic Pulmonary Fibrosis.

Description:

Mindfulness practices have been demonstrated to be effective in reducing burnout of health care providers, reducing perceived stress and enhancing skills in meeting the complex needs of their patients more effectively. This Mindfulness Self-Compassion Workshop will offer an introduction to mindfulness and self-compassion practices. Core principles of mindfulness and compassion will be explored; research evidence for the effectiveness of mindfulness self-compassion practices will be presented. Through experiential activities, discussion and reflection, participants will discover how mindfulness relates to compassion for self and others. You will be guided in specific practices that you can use in daily life to cultivate greater equanimity and wellbeing. You will also learn specific tools for teaching mindful self-compassion in the clinical setting.

Objectives:

1. Experience and understand foundational core principles of mindful self-compassion practices.
2. Develop skills for self-care, emotional balance.
3. Learn practical tools for teaching mindful self-compassion in the health care setting.