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## ***30 years of Care Transitions Across the Full Continuum***

***June 28 – July 11, 2020***

***EARN UP to 72 CEs***  
in CCMC, CRCC, CDMS,  
CPHQ, ASWB, and  
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***Earn up to 24 hours in  
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72 CE total)***  
for CCMC, CDMS,  
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CMSA offers both time-tested options and new, innovative ways for suppliers to reach out to the thriving case management marketplace. We offer traditional exhibit space and event marketing opportunities, plus some fresh new channels to **get your brand and message in front of the many progressive and forward-thinking case managers attending the show!**

## PRE CONFERENCE SESSIONS:

**PC2 - Military/VA/DoD (MVD) Day**

Sunday, June 28 • 12:00 – 7:00 pm

Earn up to 5 CEs

Additional fee applies:

- \$75 for full conference registrants
- \$150 for MVD Day only registrants

CMSA's Military/VA/DoD Day provides attendees the opportunity to explore partnering initiatives and learn about current issues and trends impacting military, DoD and VA case managers as well as discuss case management challenges and celebrate successes. This day-long event will offer relevant education sessions and opportunities to build relationships with colleagues.



## POST CONFERENCE SESSIONS:

**PS1 – New 2020 Case Management Adherence Guidelines (CMAG) Launch**

Thursday, July 2 -12:00PM – 2:15pm

*Presenters: Kathleen Fraser, MSN, MHA, FAAN, RN-BC, CCM, CRRN; Rebecca Perez, BSN, RN, CCM; Melanie A. Prince, MSN, RN, NE-BC, CCM*

Improving the health of populations require multiple strategies that include providing services that support health, bolster adherence to medication and other prescribed treatments, and adoption of wellness and prevention practices. These strategies often require engaging individuals and supporting changes in behavior. Case managers are in the ideal position to impact adherence and behavior change because of our direct involvement with care coordination and transition management. CMAG 2020 is the most recent iteration of CMSA's previously published Case Management Adherence Guides. This version is built on the previous foundation but goes much further, providing information and support to better engage and retain patient participation in health and wellness. This session will provide an overview of the information and tools to help case managers in their efforts to improve client adherence.

**PC6 - This is Mentoring! Three Case Managers Share their Very Different yet Complementary Approaches to Mentoring**

Thursday, July 2 • 2:15pm – 5:15pm

*Presenters: Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRRN; Deanna Gillingham, RN, CCM; Jeanine Zukerman, RN, BSN, CCM*

Mentoring is more than orientation and preceptorship which focus on processes and procedures. Instead, mentorship allows you to share your passion and expertise to guide others on their career path while leaving a legacy. Many people think that mentoring requires a huge time commitment and decades of experience. The truth is all that is required is passion and a desire to help others. This session will introduce you to a variety of approaches to mentoring, leaving you inspired and equipped to mentor in the way that best fits you.



**RT1 • Monday June 29 • 3:45p-4:45p**

**Advocacy in Pain Management: The Case Manager's Role**

Description: Pain is the leading cause of disability and the dramatic increase in opioid prescriptions within the last decade has contributed to the now recognized epidemic. The burden of pain and the opioid crisis have magnified the need for longer term solutions, especially in how pain is managed. Experts now acknowledge that the pain experience is complex and has a biopsychosocial component that requires a multifaceted approach.

Speaker: Kathleen Fraser MSN, MHA, FAAN, RN-BC, CCM, CRRN ; Michelle Despres, PT, CEAS II; Kevin Glennon, RN, BSN, CDMS, CWCP, QRP

Moderator: Rebecca Perez, MSN, RN, CCM

**RT2 • Tuesday June 30 • 5:45p-6:45p**

**Clinical Setting-specific Ethical Challenges and Opportunities for Case Managers**



Description: Health care practitioners are obligated and motivated by ethical practice. Ethical decisions balance moral principles with policy and legalities with the emphasis on benefit for others. During this roundtable discussion case managers practicing in four different disciplines will share their experiences related to meeting patient needs in their respective practice settings. While the overall goal of ethical practice is the same, there are unique opportunities and challenges specific to the populations served in each discipline.

Speakers: Jeff Crofoot MSN, RN, CMCN, ACM-RN ; Mary Billie, DNP, RN-BC, CCM; Jonathan Morello, MSN, RN, CCM; Janet Coulter, RN, MSN, MS, CCM

Moderator: Rebecca Perez, MSN, RN, CCM

**RT3 • Thursday July 2 • 6:00p-7:00p**

**Case Manager Conversations: Strengthening our Voice to Increase our Influence in Health Care**



Description: In a recent article published in CareManagement, CMSA's President-elect, Melanie Prince shared the knowledge and skills that case managers will need to be more present and involved in health care, policy development and in general increase our footprint so that we are included in decisions, and sought to advise and consult on matters important to those we serve. Case managers must increase their knowledge and comfort with emerging technologies, embrace life-long learning, forge alliances with other health care professionals, and be present and involved in creation of policy.

Speakers: Joan Sevy-Majers, DNP, RN, FACHE, CENP, CCM ; Victoria Showunmi, RN, MSN, CCM; Rachel Gorichky, BSN, RN-BC, CMC, CCCTM

Moderator: Rebecca Perez, MSN, RN, CCM

S E L F C A R E S E R I E S

**On Demand 24/7**

- Day 1: **Restoration**
- Day 2: **Focus**
- Day 3: **Energy**

**Just Breathe: Sunrise Yoga**

Brianne Wheeler, Registered Yoga Teacher will lead you through an energizing practice to encourage deep breath intention setting for your day ahead and movement to enable you to feel your best.

**NEW TO YOGA? GREAT! YOGA IS FOR EVERYBODY!**

Objectives:

- Understand the benefits of yoga asana for case managers, care givers and patients/clients.
- Gain access to tools to utilize in considering how to incorporate yoga practice into everyday life.
- Experience a full yoga practice, noticing potential differences in mental clarity and physical wellbeing after practice.

Participants practice at their own risk.

The RYT credential does not serve as a qualification for the diagnosis or treatment of health conditions.



## 2020 REGISTRATION RATES

REGISTRATION TYPE	STANDARD RATE
Standard	\$575
DoD/VA	\$575
Military	\$575
Military/VA/DoD (MVD) Day	\$75
MVD Event Only	\$150
Speaker	\$399

*\*Chapter Officers receive \$50 off. No group discounts or day passes offered for this event.*



1-year National and Local Chapter membership included in the cost of registration (non-refundable).



*“Well done - very positive experience for me. I am taking home some great tools and information to bring to my region!”*

## ACUTE CARE

### 1001 - Intermediate

The Geriatric ED Patient: A Collaborative Approach to Safe Transitions of Care Across the Continuum

*Presenters: Lauren Delaney RN, ACM; Sheila Haynes-Baisden BSN*

SOCIAL  
WORK

### 3001 - Advanced

Rebuilding After Chronic Critical Illness

*Presenter: Joanne Edwards LSW, CCM*

SOCIAL  
WORK

### 4001 - Intermediate

The "Right People in the Room" Approach to Complex Patients in a Large System

*Presenter: Geoffrey Lake MBA, MSW, LISW-S, CCM*

SOCIAL  
WORK



### 5001-Intermediate

Health Confidence & Simulation: A Novel Approach to Patient Education to Reduce Readmissions

*Presenter: Colleen Morley, DNP, RN, CCM, CMAC, CMCN, ACM-RN*

### 6001 - Intermediate

Transition of Nutrition Therapies from Acute Care to Home Care

*Presenter: Amy Braglia-Tarpey MS, RD, CNSC*

SOCIAL  
WORK

## WORKERS' COMP

### 1007 - Advanced

The Role of Medical Devices in Opioid-Free Pain Management

*Presenter: Lynn Kohan MD*

### 2005 - Intermediate

Navigating Rehabilitation Levels of Care to Produce Optimum Outcomes

*Presenter: Lori Terryberry-Spohr PhD, ABPP*

SOCIAL  
WORK

### 3006 - Introductory

Joint Denervation-Eliminating the Need for Long-Term Pain Management

*Presenters: Andrew Elkwood MD, FACS; Adam Saad MD*

SOCIAL  
WORK

### 5006 - Introductory

Surgical Treatment of Workplace Injury-Related Diaphragm Paralysis

*Presenter: Matthew Kaufman MD, FACS*

### 6007 - Introductory

Rethinking Pain: Treating the Person AND the Injury

*Presenter: Michelle Despres PT, CEAS II*

## DISCIPLINE SPECIFIC CASE MANAGEMENT

### 1002 - Intermediate

The 2019 VA/DoD Clinical Practice Guideline for the Management of Stroke Rehabilitation with Application Across Settings

*Presenter: Christina Smith RN, BSN*

SOCIAL  
WORK

### 2001 - Intermediate

Who's in Your Waiting Room? Triaging for Human Trafficking

*Presenter: Jeanine Zukerman RN, BSN, CCM*

SOCIAL  
WORK



### 5002 - Intermediate

ED CM: It's No Longer the Gate, It's The Front Porch

*Presenter: Jeffrey Crofoot, MSN, RN, CMCN, ACM-RN*

### 6002 - Introductory

Chronic Kidney Patients: Understanding How to Manage Their World

*Presenter: Sherri Wydra RN, BSN, CCM*



## LONG TERM CARE SERVICES

### 2004 - Introductory

Coordinating Complex Specialty Care and Integration of the VA Mission Act

*Presenters: Lisa Lobdell MSN, RN, CCM; Sahlee Balajadia MSN-PH, RN-BC, WCC; Linda Valles-Gutierrez DNP, RN*



### 3003 - Intermediate

Serious Illness Conversations

*Presenter: Mary Billie DNP, RN-BC, CCM*



### 4004 - Advanced

The Lone Senior: Care Management and Pre-Need Planning for the Isolated Senior

*Presenter: Jennifer Axelson LCSW, CCM, CLCP*



### 5005 - Intermediate

Leveraging Non-Medical Home Care in Value Based Care

*Presenter: Gavin Ward*



### 6005 - Intermediate

Incorporating Collaboration Standards across the LTSS Continuum

*Presenter: Emily Navetta MPH*



### HOS-Intermediate

Hospice/Palliative Care: Navigating the Options for a Difficult Decision

*Presenters: Janet Coulter, MSn, MS, RN, CCM; MaryAnn Ott, BSN, RN, CCM, CPC, CEAC*



## LEADERSHIP

### 1003 - Intermediate

The Evolution of the Case Management Toolbelt into a Toolshed

*Presenters: Ellen Aliberti MS, BSN, PHN, CCM, RN; Kathryn Lepore RN, ADN*



### 2002 - Advanced

The Kaizen Path to Becoming a Case Management Model Area

*Presenters: Karen Hooven RN, BSN, CRRN, CCM; Colleen Royer RN, MSN, CCM*

### 3002 - Intermediate

Using Evidence-Based Decision- Making in Case Management Leadership

*Presenter: Joan Sevy Majers DNP, RN, FACHE, CENP, CCM*



### 4002 - Introductory

Entrepreneurship: The Less-traveled Road in Case Management

*Presenter: Betty Overbey RN, CRRN, CDMS, CCM, CRP, MSCC*



### 5003 - Intermediate

The Value Proposition of Case Management Ethics: The 3 Cs and Ds

*Presenter: Ellen Fink-Samnack MSW, ACSW, LCSW, CCM, CRP*



### 6003 - Intermediate

Utilizing Tech Tools to Identify and Prioritize Care Management Efforts

*Presenters: Carla Beckerle DNP, APRN, ANP-BC; Ann Conrath MSW, LCSW*

### LDR - Introductory

How Sharp is Your Ax?

*Speaker: Elizabeth Teet, DM, MPA, LBSW, ABDA, CHIC, QIDP*

## LEGAL/REGULATORY

### 1004 - Intermediate

Riding the Green Wave: Navigating the Intersection of Medical Marijuana, Politics, Medicine and Workers Comp

*Presenter: Kevin Glennon RN, BSN, CDMS, CWCP, QRP*



### 2003 - Advanced

A Comparison of 4 Hospitals Strategic Initiatives Leading to Successful Ratings for 2 Midnight Short Term Audits

*Presenter: June Stark RN, BSN, MEd*

### 4003 - Introductory

Medicare Regulation Update for Case Managers

*Presenter: Ronald Hirsch MD, FACP, CHCQM, CHRI*

### 5004 - Intermediate

Ethical Considerations of Complex Discharges

*Presenter: Eileen Zenker LCSW, CCM*



### 6004 - Intermediate

Legal Issues Affecting Hospital Case Managers

*Presenters: Jessica Gustafson Esq JD; Abby Pendleton Esq, JD*



POPULATION HEALTH

1006 - Intermediate

Improving Outcomes, Reducing Readmissions: A Case for Pulmonary Maintenance Programs  
*Presenters: Kim Crilly RN MS; Sarah McKechnie MA, MES*

3005 - Intermediate

Delivering Culturally Competent Care  
*Presenter: Victoria Showunmi RN, MSN, CCM*



4006 - Intermediate

Population Health: Supporting the Complex Population  
*Presenter: Patricia Noonan MBA, RN, CCM*



6006 - Intermediate

Post-Discharge Engagement: The Key to Success in Value Based Purchasing  
*Presenter: John Bernot MD*

ANI- Intermediate

Animal Therapy - the Key to Recovery and Support

*Presenters: Carol Garner RN, CCMSA; Kathleen Fraser, MSN, MHA, FAAN, RN-BC, CCM, CRRN; Rebecca Perez, MSN, RN, CCM*

MANAGED CARE

1005 - Advanced

Improvement of Patient Outcomes with Effective Care Coordination Between the Department of Defense Case Manager and the Network Case Manager  
*Presenter: Deborah Wolfe RN, CCM, CRRN*



3004 - Intermediate

Transitional Care Management  
*Presenter: Jonathan J. Morello; Erica W. Oberman*

4005 - Intermediate

Hospital Case Management and the Physician Advisor: Past, Present, and Future  
*Presenter: Mary McLaughlin Davis, DNP, ACNS-BC, NEA-BC, CCM*

WITH FULL CONFERENCE  
 REGISTRATION and

Nursing - Earn up to 69 hours

CCMC - Earn up to 72 hours

Social Work - Earn up to 36 CE Hours

Ethics - Earn up to 23 CE Hours

(included in the total CE hrs. available for CCMC, CDMS, and CRCC)

CDMS: Earn up to 72 CE Hours

CRCC - Earn up to 68 Hours

Please note that all CEs are pending approval from the certifying bodies.

For the most current information, please visit the CE Recap at:





# ENHANCE YOUR EXPERIENCE!



Visit the CMSA Foundation booth in the virtual exhibit hall to learn about how the Foundation supports you. We invite you to take part in our current fundraisers:

- CMSA 30th Anniversary T-shirt sales
- Personalized and fashionable face mask sales
- 2021 Conference Package Raffle

Also, learn how you can become a sustaining donor!



Visit [www.cmsafoundation.org/2020-conference](http://www.cmsafoundation.org/2020-conference) for more information, and we hope to "see" you soon!

The CMSA Foundation is a charitable, not for profit organization created to support education, research, and professional development for case management professionals. The Case Management Society of America Foundation (CMSA Foundation) envisions a better future for the case management industry through a collaborative, inclusive community of healthcare professionals working together to build industry-wide solutions to case management issues. Our mission is to become the leading philanthropic organization for case managers, supporting education, research and professional development.

## ALTON WHITE



Alton Fitzgerald White captivates audiences whenever and wherever he performs. The triple talented singer, actor, dancer has starred in six smash Broadway hits! He made his Broadway starring debut as John in Miss Saigon with his powerful heart rending performance of the anthem "Bui Doi" bringing nightly ovations. Alton's next move took him on the road to originate the role of Mufasa in the 1st National Tour (The Gazelle Tour) of Disney's The Lion King. After just over a year of touring, Alton was thankfully invited to take over the role in the Broadway company. After an exceptionally blessed 5 1/2 years of continuous 8 shows a week on Broadway, Alton took a year off for TV (episodes of "Law and Order"), Film (The Invention of Lying, directed by and starring the brilliant multi-award winning comedian, Ricky Gervais), concerts around the world, voice-overs and commercial work. In 2009, Disney invited Alton to re-create the role of Mufasa for

a record breaking, sit-down company at The Mandalay Bay in Viva Las Vegas where he fell in love with the mountains, hiking and Bikram Yoga. After a phenomenal year in Vegas, he was again invited back into the Broadway company. October 2012 marked the release of his critically acclaimed, smash hit CD, Disney My Way, full of wonderful re-imagined Disney classics and in August of 2014, Alton gratefully surpassed a phenomenal milestone of over 4000 performances as King Mufasa in The Lion King!

## SARITA MAYBIN

Sarita Maybin is an international speaker, communication expert and author whose audiences have fun learning how to stay positive, constructively confront tough communication situations and work together better.

During the past 20+ years as a speaker, Sarita has spoken in ALL 50 states as well as Puerto Rico, Mexico, Jamaica, Canada, England, Asia, Iceland...and on the prestigious TEDx stage. Her clients include Hewlett Packard, Kaiser Permanente, Los Angeles County, Department of the Navy and University of California, among others.

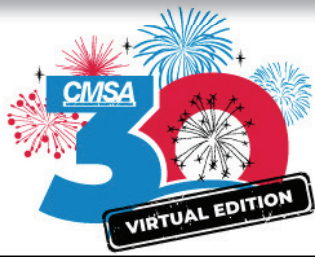
Sarita is a former university Dean of Students with a Master's degree in Counseling, a Toastmasters Humorous Speech Contest winner and a Past President of the National Speakers Association, San Diego chapter. She has also been interviewed by the media about her book "If You Can't Say Something Nice, What DO You Say?"



## HERSCHEL WALKER



This year's MVD Day keynote speaker is Herschel Walker. He is the 1982 Heisman Trophy winner, NFL star and spokesman for The Patriot Support Program. In his visits to military installations, he shares his personal experience with mental illness and treatment. Also, he discusses the Program, which encourages service members to ask for help for mental health and substance abuse issues. Herschel has made 300 visits to military installations/units since partnering with Patriot Support in 2008. Herschel shares his personal experience with mental illness and treatment with audiences of service members. He has shared his message with over 300,000 service members, veterans, and families in the CONUS and Hawaii.



## 30 years of Care Transitions Across the Full Continuum

June 28 – July 2, 2020

### VIRTUAL CONFERENCE SCHEDULE AT-A-GLANCE (EASTERN TIME ZONE)

#### Concurrent Sessions & Posters :

- Available access 24/7 starting Monday, June 29 – Saturday July 11, 2020
- CE sessions that air during June 28 – July 2, will become On Demand starting July 3

#### SUNDAY - JUNE 28

12:00 pm – 7:00 pm	Military/VA/DoD (MVD) Day (separate registration fee required)
7:00 pm – 8:00 pm	Networking – Meet & Greet

#### MONDAY - JUNE 29

12:00 am – 11:59pm	Concurrent & Posters education available
12:00 pm – 1:30 pm	CMSA Annual Meeting
1:45 pm – 3:30 pm	Opening Session & Keynote Alton Fitzgerald White – <i>Mastering Life's Daily Performance</i>
3:45 pm – 4:45 pm	Roundtable Discussion #1 - <i>Advocacy in Pain Management: The Case Managers Role</i>
5:00 pm – 7:00 pm	Expo Hall Grand Opening
7:00 pm – 10:00 pm	30th Anniversary Party

#### TUESDAY - JUNE 30

12:00 am – 11:59pm	Concurrent & Posters education available
12:00 pm – 2:00 pm	Expo Hall Open
2:15 pm – 3:45 pm	Symposium – <i>Integrated Care Management as Key Population Health Strategy</i> – Sponsored by Centene
4:00 pm – 5:30 pm	Symposium – <i>Improving Outcomes with Data &amp; Technology</i> – Sponsored by Encompass Health
5:45 pm – 6:45 pm	Roundtable Discussion #2 – <i>Clinical Setting-specific Ethical Challenges and Opportunities for Case Managers</i>

#### WEDNESDAY - JULY 1

12:00 am – 11:59pm	Concurrent & Posters education available
12:00 pm – 2:00 pm	Expo Hall Open
2:15 pm – 3:45 pm	Symposium – <i>Research Based Role Description of the Diverse Professional Case Manager Workforce</i>
4:00 pm – 6:00 pm	Closing Session & Keynote Sarita Maybin – <i>If You Can't Say Something Nice, What Do You Say?</i>
6:15 pm – 7:15 pm	Networking – Roundup

#### THURSDAY - JULY 2

12:00 am – 11:59pm	Concurrent & Posters education available
10:30 am – 2:15 pm	New 2020 Case Management Adherence Guidelines (CMAG) Launch
2:30 pm – 5:45 pm	This is Mentoring! Three Case Manager Share their Very Different yet Complementary Approaches to Mentoring
6:00 pm – 7:00 pm	Roundtable Discussion #3 – <i>Case Manager Conversations: Strengthening our Voice to Increase Influence in Health Care</i>

For schedule details, visit <https://conference.cmsa.org/program/>  
For the CE Recap, <https://conference.cmsa.org/continuing-ed/>