Care coordination matters in the role of the Case Manager as professionals seek to integrate resources and services that will benefit patients and their families. Care coordination is a recurring theme in the Affordable Care Act (ACA) and resulting legislative updates, as more patients are insured who have limited experience navigating the U.S. healthcare system. It is no secret that patients are presenting for care with increasingly complex medical conditions, often coupled with behavioral health concerns. Healthcare professionals are charged with managing complex medical conditions and related psychosocial problems, while aiming to improve functional health status, improving chronic care outcomes, improving satisfaction with care, reducing costs, and eliminating duplication of services. Care coordination takes place in primary care offices, through insurance plans, in the acute care setting, in patient’s homes, and in every patient transition that occurs across the healthcare continuum.

At the 2015 Case Management Conference healthcare professionals will learn how the current ACA matters to all Michigan residents. Leading experts will present current evidence-based findings and practice strategies to manage chronic pain. Presentations will focus attention on managing admissions, discharges, and transfers in both the inpatient and outpatient settings. Engaging patients with dual diagnoses of behavioral and physical health needs will be addressed. Additionally participants will learn how to maintain autonomy and ethical decision-making in elder care. Strategies to manage effective patient encounters that are stressful or difficult will also be highlighted.

Join colleagues at the 2015 Case Management Conference in this changing environment and learn practical strategies from nationally recognized experts and providers to care for yourself and those you serve in our communities.

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**Program Objectives**

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

- Describe how the Affordable Care Act affects the role of care coordination and the responsibility of the case manager from a state of Michigan and a national perspective
- Demonstrate an understanding of autonomy and ethical decision-making in elder care.
- Identify strategies for patient encounters related to mindfulness, assessment, and planning interventions during difficult interactions.
- Develop action items to enhance care transitions between inpatient and outpatient settings.
- Relate how evidence-based approaches can be effective to engage patients with behavioral health and physical health conditions.
- Describe current issues and evidence-based strategies to improve pain management for chronic pain patients

**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
**Care Coordination Matters**

**NOVEMBER 10, 2015**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:45 – 8:30 a.m.</td>
<td>REGISTRATION, CONTINENTAL BREAKFAST &amp; EXHIBITS</td>
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<tr>
<td>8:30 – 8:45 a.m.</td>
<td>WELCOME AND OVERVIEW</td>
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<tr>
<td>Dean Randolph Rasch, PhD, RN, MSU College of Nursing (CON) and Kathy Forrest MSN, MA, RN, Coordinator Professional Programs, MSU CON</td>
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<tr>
<td>8:45 – 10:15 a.m.</td>
<td><strong>Why Does the Current Affordable Care Act (ACA) Matter?</strong></td>
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<tr>
<td>Mindy Owen, RN, CRN, CCM, Principal, Phoenix Healthcare Associates, LLC and Joan Murphy, BA Executive Director; Michigan Medicare/Medicaid Assistance Program</td>
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**KEYNOTE SPEAKERS**

- **Mindy Owen, RN, CRN, CCM**, is a Principal at Phoenix Healthcare Associates, LLC. She is a professional case manager, registered nurse, rehabilitation specialist, as well as professional consultant, administrator, educator, mentor, and author.

  She has served as Vice President for Athena Forums providing oversight and guidance for case management curriculum development. Her consulting assignments included developing and implementing case management/disease management models of care within managed care programs, government agencies and acute care facilities. She has completed extended assignments as Interim Director of Case Management Services at University of North Carolina Hospitals, Chapel Hill; lead consultant to the state of Florida Medicaid Agency; lead consultant and Interim Director for CM Integration and Implementation at University Medical Center Tucson, AZ; redesign consultant at Vassar Brothers Medical Center, Poughkeepsie, NY; and Interim Regional Manager for Broward Health system in Ft. Lauderdale, FL. In 2014, she assisted Dartmouth-Hitchcock Case Management Division as their Interim Director for Case Management, Patient Relations, Interpretive Services, Social Work and Lifeline. Mrs. Owen continues as a Senior Consultant to academic medical centers through the Center for Case Management Wellesley, MA, and is the Interim Director of Case Management at Main Medical Center in Portland, MA.

  Mrs. Owen is an active professional, a Founding Board member of Case Management Society of America (CMSA) and became its 2nd President. She remains actively engaged in CMSA Task Forces, the Commission for Case Management Certification, and many professional Councils and groups. Mrs. Owen was elected to serve on the Board of Directors as the first public member for the Academy of Clinical Research Professionals (ACRP), an international certifying body for clinical research professionals. She has published numerous articles, monographs and curriculum and is acknowledged as a contributing author of *Case Management in HealthCare*, 2nd edition (2013), and a recurring columnist for *Professional Case Management*, the official journal of the CMSA.

- **Joan Murphy, BA**, is the Executive Director of the Michigan Medicare/Medicaid Assistance Program (MMAP), Michigan’s State Health Insurance Assistance Program (SHIP) funded by the Administration for Community Living (ACL). Other federal grants secured by MMAP provide monies for fighting Medicare fraud and for the enrollment of low-income individuals into public benefits programs. MMAP services include providing Medicare, Medicaid, and other health benefits counseling for older adults and for people with disabilities. MMAP empowers individuals by conducting community education about their options, and by assisting with applications and enrollments.

  Ms. Murphy provides guidance and technical assistance to MMAP’s local service providers to assure client services meet the standards required by all state and federal funding sources. She is actively involved in the state’s integrated care pilot and Michigan’s health exchange marketplace, created by the Affordable Care Act (ACA).

- **Peg Nelson, RN-BC, NP, ACHPN**, is the Director of Palliative Care and Pain Services at St. Joseph Mercy Oakland in Pontiac, MI. She earned a BSN from University of Michigan, MSN from Oakland University, and a Post Masters from Ursuline College in Palliative Care. She is board certified as an NP in Palliative Care since 2004 and is certified in pain management by ANCC.

  Ms. Nelsen has created and led pain and palliative care teams since 1999 at St. Joseph Mercy Oakland. She is also adjunct faculty for the Palliative Care NP track for Madonna University and was awarded preceptor of the year in 2015. Her programs have been identified as a model for others and she is considered an expert in the provision of palliative care services and pain management, consulting and speaking locally and nationally on multiple pain and palliative care topics. She just recently wrote a chapter on Palliative Sedation for the *Oxford Textbook of Advanced Palliative Care Nursing*—to be published late 2015. In 2014, she was chosen as one of six NPs nationally by the American Society of Pain Management Nursing to be Master Faculty for Pain Pharmacology. She was given the Lane Adams Quality of Life Award by the American Cancer Society in 2010 for providing outstanding and compassionate care to people with cancer and their families. Additionally she received the Catherine McCauley Soul of Diversity award in 2012 for her work with the underserved.
CONCURRENT SESSION SPEAKERS

Douglas P. Olsen, PhD, RN
Associate Professor, Michigan State University College of Nursing

Claire Casselman, MSW, LMSW
Psychosocial Intake Case Manager/Complementary Therapies Clinician, University of Michigan Comprehensive Cancer Center

Christopher Seoung Kim, MD, MBA, SFHM
Chief Quality Officer and Medical Director of the Center for Clinical Excellence, University of Washington Medical Center

Mark Lowis, MSW, LMSW
Professional Consultant, Behavioral Health and Developmental Disabilities Administration, State of Michigan

REGISTRATION FEES

$115 EARLY registration fee (through September 30, 2015)

$130 LATE registration fee (effective October 1, 2015)

$105 EARLY GROUP registration fee, for groups of FIVE or more (through September 30, 2015)

$120 LATE GROUP registration fee, for groups of FIVE or more (effective October 1, 2015)

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 refunds. No refunds will be available after October 19, 2015.

CONCURRENT SESSIONS

A: Autonomy and Ethical Decision—Making in Elder Care
Douglas P. Olsen, PhD, RN

This session explores the importance of autonomy in the elderly, how advanced directives are used as a means to extend autonomy, and specific situations in which patient autonomy may be limited.

B: Connections: Strategies for Patient Encounters
Claire Casselman, MSW, LMSW

This session will explore mindfulness strategies for preparing and implementing effective patient interactions and consider three interventions to successfully navigate difficult encounters.

C: Inpatient to Outpatient Transitions—Admissions/Discharges & Transfers
Christopher Seoung Kim, MD, MBA, SFHM

This session will describe the identified gaps in patient transitions, highlight best practices, and provide action items to enhance care transition activities for professionals.

D: Dual Diagnoses: Engaging Patients with Behavioral Health & Physical Health Issues
Mark Lowis, MSW, LMSW

This session will focus on the prevalence of behavioral health and physical health co-morbidities and provide evidence-based approaches and methods for practitioners to increase patient engagement.

Michigan State University, College of Nursing • 1355 Bogue Street, Room A104, East Lansing, MI 48824-6225