WHY JOIN US IN 2017...

Join us for Texas style fun on Tuesday night!!

We will kick off the night with a “Taste of Austin” featuring local food truck cuisine. Our Expo Hall grand opening follows, where you can meet with our exhibitors for cash drawings, enjoy dessert and have fun! The party continues with The People’s Choice band, line dance lessons and a cash bar (with a drink on us). Be sure to wear your finest Texas styles - boots, hats and jeans - to kick up your heels and have some ol’ fashion BIG Texas FUN!
OPENING KEYNOTE:
TUESDAY, JUNE 27, 2017
1:15PM - 3:15PM

DR. MARY D. NAYLOR, Ph.D., RN, FAAN, RN
Mary D. Naylor, Ph.D., RN, FAAN, is the Marian S. Ware Professor in Gerontology and Director of the NewCourtland Center for Transitions and Health at the University of Pennsylvania School of Nursing. For more than two decades, Dr. Mary Naylor has led a multidisciplinary team of clinical scholars and health services researchers in generating, disseminating and translating knowledge designed to enhance the care and outcomes of chronically ill adults and their families.

She is the architect of the Transitional Care Model, an evidence-based care management approach designed to improve the quality of care, decrease unnecessary hospitalizations and reduce health care costs for vulnerable community-based older adults. Dr. Naylor was elected to the National Academy of Medicine (NAM) in 2005; she is a member of NAM’s Leadership Consortium on Value & Science-Driven Health Care and co-chairs the Care Culture and Decision-making Innovation Collaborative. Dr. Naylor also is a member of the RAND Health Board of Advisors and the Agency for Healthcare Research and Quality National Advisory Council.

In 2016, she completed her six year term as a member of the Medicare Payment Advisory Commission.

CMSA is thrilled to have her as our opening keynote, this is one you won’t want to miss, “Building a Patient Care Team Transforming the Course.”

Nurses will play a pivotal role in addressing the health care needs of people throughout the 21st century. The cutting edge science, led by nurses and designed to advance knowledge related to promoting healthy lifestyles and caring for the chronically ill, will position nurses and other health team members to make a major difference in the lives of these people.”

MAIN SESSION:
WEDNESDAY, JUNE 28, 2017
9:00AM - 10:30AM

DR. STUART ROBERTshaw
If you were to meet Dr. Stuart Robertshaw, a.k.a. Dr. Humor, there’s something about him you’d notice almost right away. What you’re most likely to notice about Robertshaw is his laugh. It bubbles out of him, rolling out like a child’s giggle. It’s infectious; you can’t help but catch it. And Dr. Humor is doing his best to spread the condition.

He is a Professor Emeritus of Psychology and Education at the University of Wisconsin-La Crosse and an attorney, currently serves as the President and CEO of the National Association for the Humor Impaired.

A national speaker and humorist, he is known throughout the nation as ‘Dr. Humor’. His review of research led him to conclude that, “15 percent of people in America are humor impaired and another 15 percent are ‘at risk’, and it’s no laughing matter.” As a result of his review, he founded the Association in 1990.

Dr. Robertshaw has presented to over 700 business, government, healthcare, and education organizations in 37 states, and gives talks all over the country to groups of all kinds. He’s published one book, Dear Dr. Humor, a collection of funny stories people have sent him over the years. Another book is now in process, entitled Each New Day Above Ground Is a Great Day. All of this activity is under the auspices of the National Association for the Humor Impaired, an organization Robertshaw launched six years ago.

CMSA is thrilled to have him as one of our keynotes, and is sure he’ll have you laughing and learning all the way to the end!

CLOSING KEYNOTE:
THURSDAY, JUNE 29, 2017
3:00PM - 4:30PM

JONATHAN MANN
Jonathan Mann is the Guinness World Record holder for most consecutive songs written. He’s been writing and releasing a song a day for over 7 years. From penning a rock opera based on the Super Mario Bros. to recording a song that made Steve Jobs dance on stage at an Apple event, Jonathan Mann’s career has taken him in many incredible and unexpected directions. Over the course of this journey writing and recording a new song every single day, he’s developed a unique ability to turn any topic or situation into a song. He’s also learned first hand what it means to be creative on demand, and he’ll surprise and delight you with his stories from the front lines of online content creation.

Over the last 7+ years of writing a song a day online, Jonathan made so many connections with fans and new friends online. It’s taught him a lot about what’s possible when you approach folks with an open mind. In this talk, Jonathan shares a series of stories that illustrate many of the ways that these friendships have manifested. Every person you meet online, whether they’re a fan, a customer, a troll or a friend has the potential to be so much more than just a bunch of ‘1s and ‘0s. It’s so vital that we do our best to cultivate these true connections.

CMSA is delighted to share his presentation “Building relationships in the digital world”. All business is built on relationships, large and small. In this day and age, the relationships we forge online can have as much (if not more!) impact as the ones we maintain “in real life”. Jonathan will also participate in our conference so at the end he can present an exclusive song about our event!

Join CMSA and Jonathan for this exciting, insightful presentation!

Jonathan Mann started his ambitious Song A Day project in 2009. Now, well over 2,000 days later he’s still going strong, and he’s ready to share the details of everything he’s learned along the way. You’ll learn what it takes to sit down and bring your creativity every single day.
<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td><strong>SUNDAY JUNE 25, 2017</strong></td>
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<tr>
<td>12:30 PM - 5:00 PM</td>
<td>Hilton Austin</td>
<td>PC1 – Pre-Conference Session: CCM Prep Course-Day 1</td>
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<tr>
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<td>(Additional fees apply - $399 for both days)</td>
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<tr>
<td><strong>MONDAY JUNE 26, 2017</strong></td>
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<tr>
<td>8:00 AM - 5:00 PM</td>
<td>Hilton Austin</td>
<td>PC1 – Pre-Conference Session: CCM Prep Course - Day 2</td>
</tr>
<tr>
<td>8:00 AM - 5:00 PM</td>
<td>Hilton Austin</td>
<td>PC2 – Military/VA/DoD Day</td>
</tr>
<tr>
<td>8:00 AM - 12:00 PM</td>
<td>Hilton Austin</td>
<td>PC3 – Integrated Case Management: By Case Managers for Case Managers</td>
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<td></td>
<td></td>
<td>(No Additional Fees. Select session when completing conference registration)</td>
</tr>
<tr>
<td>12:00 PM - 5:00 PM</td>
<td>Austin Convention Center</td>
<td>Registration Open (Pre-Conference Event attendees will go directly to The Hilton to pick up badges before session)</td>
</tr>
<tr>
<td>1:00 PM - 5:00 PM</td>
<td>Hilton Austin</td>
<td>PC4 – Setting the Standard Though Application of the Core Curriculum</td>
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<tr>
<td>5:00 PM - 6:30 PM</td>
<td>Hilton Austin</td>
<td>First Time Attendee Welcome Reception</td>
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<tr>
<td>6:00 PM - 7:00 PM</td>
<td>Hilton Austin</td>
<td>VIP Welcome Reception</td>
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<td>(By Invitation Only for Registered VIPs)</td>
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<tr>
<td>7:00 PM - 9:30 PM</td>
<td>Hilton Austin</td>
<td>Chapter Leaders Mixer (By Invitation Only)</td>
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<tr>
<td><strong>TUESDAY JUNE 27, 2017</strong></td>
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<tr>
<td>7:00 AM - 7:30 PM</td>
<td>Austin Convention Center</td>
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<tr>
<td>8:30 AM - 10:00 AM</td>
<td>Austin Convention Center</td>
<td>CMSA Annual Meeting</td>
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<tr>
<td>10:15 AM - 11:15 AM</td>
<td>Austin Convention Center</td>
<td>Concurrent Sessions*</td>
</tr>
<tr>
<td>11:30 AM - 1:00 PM</td>
<td>Austin Convention Center</td>
<td>Lunch &amp; Learn Practice Setting Sessions</td>
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<tr>
<td></td>
<td></td>
<td>(Hospital/Acute Care, Insurance/Managed Care, Rehabilitation, and Workers Compensation)</td>
</tr>
<tr>
<td>1:15 PM - 3:15 PM</td>
<td>Austin Convention Center</td>
<td>Opening Keynote: Transforming the Course: Enhancing the Patient Care Team for Optimal Transitions in Care - Dr. Mary D. Naylor, PhD, RNFAAN</td>
</tr>
<tr>
<td>3:30 PM - 4:30 PM</td>
<td>Austin Convention Center</td>
<td>Plenary Session, supported by PRIME, Inc.: Transitions of Care Pathways for Case Managers Across Healthcare Settings</td>
</tr>
<tr>
<td>3:30 PM - 5:15 PM</td>
<td>Austin Convention Center</td>
<td>Chapter Leader Session: Improving Financial and Legal Risk Management</td>
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<tr>
<td>5:30 PM - 6:30 PM</td>
<td>Austin Convention Center</td>
<td>Taste of Austin! (Food Truck drop-in dinner available from 5:30pm - 6:30pm)</td>
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<tr>
<td>6:30 PM - 8:30 PM</td>
<td>Austin Convention Center</td>
<td>Expo Hall Grand Opening</td>
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<tr>
<td>8:30 PM - 10:30 PM</td>
<td>Austin Convention Center</td>
<td>Party Austin Style! (Live Band &amp; Dancing)</td>
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</table>

* Please see tracks for more information
## Schedule

**Wednesday June 28, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 AM - 6:00 PM</td>
<td>Austin Convention Center</td>
<td>Registration Open</td>
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<tr>
<td>7:45 AM - 8:45 AM</td>
<td>Austin Convention Center</td>
<td>Early Bird Concurrent Sessions*</td>
</tr>
<tr>
<td>7:45 AM - 9:00 AM</td>
<td>Austin Convention Center</td>
<td>Chapter Presidents’ Council - Breakfast Meeting - By Invitation Only</td>
</tr>
<tr>
<td>9:00 AM - 10:30 AM</td>
<td>Austin Convention Center</td>
<td>Main Session: The Healing Power of Humor - Dr. Stuart Robertshaw, aka “Dr. Humor”</td>
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<tr>
<td>11:00 AM - 12:00 PM</td>
<td>Austin Convention Center</td>
<td>Expo Hall - Poster Sessions in Expo Hall</td>
</tr>
<tr>
<td>11:00 AM - 3:00 PM</td>
<td>Austin Convention Center</td>
<td>Expo Hall Open with Lunch Buffet - (Lunch served 11:00am - 12:30pm)</td>
</tr>
<tr>
<td>3:15 PM - 4:45 PM</td>
<td>Austin Convention Center</td>
<td>Case Management by Experience Sessions - New to 5 years experience, 6-10 years experience, 11 + years experience, and C suite session</td>
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<tr>
<td>5:00 PM - 6:00 PM</td>
<td>Austin Convention Center</td>
<td>Sunset Concurrent Sessions*</td>
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<tr>
<td>6:00 PM - 8:00 PM</td>
<td>Hilton Austin</td>
<td>Public Policy Forum &amp; Reception</td>
</tr>
<tr>
<td>6:30 PM - 10:00 PM</td>
<td>Hilton Austin</td>
<td>Ancillary Events - By Invitation Only</td>
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**Thursday June 29, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 AM - 5:30 PM</td>
<td>Austin Convention Center</td>
<td>Registration Open</td>
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<tr>
<td>7:30 AM - 8:30 AM</td>
<td>Austin Convention Center</td>
<td>Early Bird Concurrent Sessions*</td>
</tr>
<tr>
<td>8:45 AM - 9:45 AM</td>
<td>Austin Convention Center</td>
<td>Expo Hall - Poster Sessions in Expo Hall</td>
</tr>
<tr>
<td>8:45 AM - 11:45 AM</td>
<td>Austin Convention Center</td>
<td>Expo Hall Open with Breakfast Buffet - (Breakfast served 8:45am - 10:15am)</td>
</tr>
<tr>
<td>12:00 PM - 1:30 PM</td>
<td>Austin Convention Center</td>
<td>Lunch Symposia - (3 sessions offered) - Tickets required. Select one option when completing conference registration.</td>
</tr>
<tr>
<td>1:45 PM - 2:45 PM</td>
<td>Austin Convention Center</td>
<td>Concurrent Sessions*</td>
</tr>
<tr>
<td>3:00 PM - 4:30 PM</td>
<td>Austin Convention Center</td>
<td>Closing Keynote: Building Real Relationships in a Digital World - Jonathan Mann</td>
</tr>
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</table>

**Friday June 30, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM - 12:00 PM</td>
<td>Hilton Austin</td>
<td>PS1 – Writing for Publication - No Additional Fees. Select session when completing conference registration.</td>
</tr>
<tr>
<td>8:00 AM - 12:00 PM</td>
<td>Hilton Austin</td>
<td>PS2 – The Anatomy of a Chapter Board - No Additional Fees. Select session when completing conference registration.</td>
</tr>
<tr>
<td>9:00 AM - 2:00 PM</td>
<td>LBJ Library</td>
<td>DA1 – LBJ Presidential Library Lunch and Tour - One CE offered. Additional fees apply - $159</td>
</tr>
<tr>
<td>9:00 AM - 2:00 PM</td>
<td>South Congress</td>
<td>DA2 – Shopportunity! Kendra Scott Jewelry and South Congress - Additional fees apply - $159</td>
</tr>
<tr>
<td>2:30 PM - 4:30 PM</td>
<td>Hilton Austin</td>
<td>CMSA CARES: SAFE Austin - A shelter for survivors of child abuse, sexual assault/exploitation and domestic violence. Help us donate, assemble and deliver “wish-list” items.</td>
</tr>
</tbody>
</table>

* Please see tracks for more information

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**Post-Conference Events**

**Website:** [www.cmsa.org/conference](http://www.cmsa.org/conference)

**Email:** cmsa@cmsa.org #CMSA2017
CONTINUING EDUCATION: MAXIMIZE YOUR POTENTIAL

- While CMSA’s conference always strives to deliver the most timely, significant and relevant knowledge to the case management community, this year’s location serves as a catalyst for CMSA to deliver the most valuable content in its more than two decades of conference history.
- Conference concurrent and poster presentations will provide a variety of continuing education opportunities with a focus on helping you develop skills needed to collaborate and build community within and across teams and practice settings.
- Collaborate and share experiences with, and develop a professional network of case management practitioners, both during and subsequent to the Conference.
- Broaden and deepen capacity to engage with populations that are ethnically, culturally, and socially diverse.
- Establish a professional leadership development plan that incorporates career goals and important milestones, applies networking and mentorship principles to enhance growth.
- Recognize the value of advanced and continuing education for case managers and quality education for patients in improving care, optimizing outcomes, and increasing satisfaction.
- As always, CMSA’s programs are designed to ensure that CE activities are independent and free of commercial bias.
- For more information and complete CE Recap please visit: http://conference.cmsa.org/continuing-ed/

STRETCH YOUR CONTINUING EDUCATION DOLLARS

CMSA offers the best value cost per continuing education credit when compared to the some of the other industry events:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Event Rate</th>
<th>50-hr CE</th>
<th>60-hr CE</th>
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<tbody>
<tr>
<td>CMSA Annual 2016</td>
<td>$ 650.00</td>
<td>$ 17.33</td>
<td>$ 20.80</td>
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<tr>
<td>CCMC World Symposium 2016</td>
<td>$ 599.00</td>
<td>$ 29.36</td>
<td>$ 35.24</td>
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<tr>
<td>Contemporary Forums 2016</td>
<td>$ 625.00</td>
<td>$ 30.17</td>
<td>$ 36.25</td>
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<tr>
<td>ACMA Annual 2016</td>
<td>$ 575.00</td>
<td>$ 40.78</td>
<td>$ 48.93</td>
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<tr>
<td>ACMA Leadership 2016</td>
<td>$ 450.00</td>
<td>$ 44.12</td>
<td>$ 55.90</td>
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<tr>
<td>Dorland Patient Advocate 2016*</td>
<td>$ 495.00</td>
<td>$ 49.50</td>
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<tr>
<td>SEAK 2016*</td>
<td>$ 995.00</td>
<td>$ 55.00</td>
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* Based on lowest MEMBER rate for full conference offering.
* Does not include any pre- or post-conference events which required an additional fee.
* Not specified whether Continuing Education is based on 50- or 60-minute hour.

Brochure brought to you courtesy of:

Allergan plc (NYSE: AGN), is a bold, global pharmaceutical company focused on developing, manufacturing and commercializing branded pharmaceuticals, devices and biologic products for patients around the world. For more information, visit Allergan’s website at www.Allergan.com.
CONFERENCE REGISTRATION

Are you ready to attend the best educational event for case management professionals? Registration is now OPEN and you are only a few easy clicks away from being registered for the 27th Annual Conference & Expo in Austin, TX. Attending CMSA’s Annual Conference is one of the best ways to network with fellow case management professionals, earn educational credits, as well as visit with some of the top health care vendors from around the nation.

WE LOOK FORWARD TO SEEING YOU IN AUSTIN!

REGISTRATION RATES

<table>
<thead>
<tr>
<th>REGISTRATION TYPE</th>
<th>EARLY BIRD RATE</th>
<th>STANDARD RATE</th>
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<tbody>
<tr>
<td>Standard Full Registration</td>
<td>$759</td>
<td>$879</td>
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<tr>
<td>Military Full Registration</td>
<td>$709</td>
<td>$829</td>
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<tr>
<td>One-Day Pass</td>
<td>$399 per day ($349 for members)</td>
<td>$399 per day ($349 for members)</td>
</tr>
<tr>
<td>VIP Experience Upgrade</td>
<td>additional $159 and limited to 100 registrants (applies to both Early Bird and Standard Rates)</td>
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</table>

PRE-CONFERENCE SESSIONS

PC1 CCM Prep Course (June 25 - June 26) - $399
PC2 Military/VA/DoD Day (June 26) - $100
PC3 The Integrated Case Management Manual: Written for Case Managers by Case Managers (June 26)
No Additional Fees. Select session when completing conference registration.
PC4 Setting the Standard Through Application of the Core Curriculum (June 26)
No Additional Fees. Select session when completing conference registration.

POST-CONFERENCE SESSIONS

PS1 Writing for Publication (June 30) No Additional Fees. Select session when completing conference registration.
PS2 The Anatomy of a Chapter Board (June 30) No Additional Fees. Select session when completing conference registration.
DA1 LBJ Presidential Library Lunch & Tour (June 30) - $159
DA2 Shopportunity! Kendra Scott Jewelry & South Congress (June 30) - $159

SPECIAL CONFERENCE FEES

- CMSA Members automatically receive $150 off the non-member rates, when providing the necessary Last Name and CMSA Membership ID number during registration.
- Not a member of CMSA? Join online today and save $10 off your membership, then register for conference to save $150 on your conference! CMSA now offers even more value with a monthly payment plan for membership. Join online today at www.cmsa.org/memberapplication and take advantage of the member discount. Membership ID will be assigned upon completion.
- Groups of 3 or more people, registering together, receive an additional $100 off per person.
- One-Day Pass rates do not apply to any fee-paid events and can only be purchased for a maximum of two (2) days.
- Guest Fee for access to the Expo Hall is $39 per person, per day and must be purchased at ONSITE registration by an accompanying attendee who has purchased a full conference pass or a one-day pass. Guest passes are not available to exhibitor registrants or exhibitor attendee registrants. Identification will be required.
- Guest Fee for access to the Taste of Austin Dinner is $70 per person and must be purchased by the accompanying attendee who has purchased a full conference pass or a one-day pass. Submission of your conference registration acknowledges acceptance of these terms and provisions of registration.

CONFERENCE ENHANCEMENTS

- Best value cost per CE
- Military/VA/DoD Day is back!
- Improved registration experience
- No pre-registration for sessions (pre-registration only required for pre-con, catered, and post-con sessions.)
- Texas Style Destination Events (additional fee applies)
- Participatory Charity - CMSA CARES: SAFE Austin (Check website for details)
- Session and Poster handouts fully accessible (Check the website for announcements in February)
- New & improved VIP Experience

INSTALLMENT PLAN

CMSA is offering to spread your registration fee into monthly installments with no interest or fees. All you need to do is register with a credit card. The first month’s installment will be due at the time of registration. Then the remaining installments will automatically be charged to the provided credit card. Don’t delay as this payment option is only available through May 31, 2017.

www.cmsa.org/conference  cmsa@cmsa.org  #CMSA2017
<table>
<thead>
<tr>
<th>TRACKS</th>
<th>TUESDAY, JUNE 27, 2017</th>
<th>TUESDAY, JUNE 27, 2017</th>
<th>TUESDAY, JUNE 27, 2017</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Stopping the Revolving Door: Montefiore Care Management’s Care Transition Program</td>
<td>Improving Outcomes with Integrated Remote Monitoring</td>
<td>Transforming Case Management One Text at a Time</td>
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<tr>
<td></td>
<td>Presenter: Veronica E. Chepak, RN, BSN, MPA Co-Presenter: Sandra Mitchell, RN</td>
<td>Presenter: Lori Ann Herb, RN, MSN, CCM, CCP Co-Presenter: Kevin Jacoby, MSW, CCM, CCP</td>
<td>Presenter: Janet Appel, RN, MSN, CCM Co-Presenter: Chris Tedeschi, RN, MSN, CDE</td>
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<tr>
<td></td>
<td>1001</td>
<td>1002</td>
<td>1003</td>
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<tr>
<td>WEDNESDAY, JUNE 28, 2017</td>
<td>5:00PM - 6:00PM Understanding Value Based Care Management</td>
<td>7:45AM - 8:45AM When Patients Don’t Want What We Want to Give Them</td>
<td>7:45AM - 8:45AM Real-World Care Management Expertise and Risk Stratification</td>
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<tr>
<td></td>
<td>Presenter: Stefani Daniels, RN, MSNA, CMAC, ACM</td>
<td>Presenter: Eileen Zenker, LCSW, CCM Co-Presenter: Kathy Driscoll, RN, CMC, CCM</td>
<td>Presenter: Avera T. White, RN, MSN, CCM Co-Presenters: Ginger Wilder, RN, BSN, CCM and Barbara E. McNeill, RN-BC, MSN</td>
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<td>3003</td>
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<tr>
<td>THURSDAY, JUNE 29, 2017</td>
<td>7:30AM - 8:30AM Building Strong Post Acute Relationships in ACO’s</td>
<td>7:30AM - 8:30AM Compassion and Health - An Emerging Trend for Enhancing the Health and Well-Being of Patients, Caregivers and Healthcare Professional</td>
<td>7:30AM - 8:30AM Improve Member Health Through Real-Time ADT Integration</td>
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<tr>
<td></td>
<td>Presenter: Karen Vanaskie, DNP, MSN, RN Co-Presenters: Peggy Tyndall RN, MBA and Kyle Gunderson, RN, CCM</td>
<td>Presenter: Virginia Hunter Sampson, JD</td>
<td>Presenter: Maureen Murray, MBA, RN, PHN Co-Presenter: Jason Bator, RN, MBA</td>
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<tr>
<td>Tracks</td>
<td>Tuesday, June 27, 2017</td>
<td>Wednesday, June 28, 2017</td>
<td>Thursday, June 29, 2017</td>
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| **Health Law, Ethics, HC Reform** | Law & Ethics: A Marriage of Necessity  
Presenter: Lynn S. Muller, JD, BA-HCM, RN, CCM  
Co-Presenter: Ellen Fink-Samnick MSW, ACSW, LCSW, CCM, CRP  
1004 | A Case Manager's Guide to Malpractice Prevention  
Presenter: Jennifer Flynn, CPHRM  
Co-Presenter: Stephanie (Lynn) Pierce, RN, BSN, CPHRM  
2004 | The Evolution of End of Life Care: Ethical Implications for Professional Case Management  
Presenter: Ellen Fink-Samnick MSW, ACSW, LCSW, CCM, CRP  
4004 |
| **Work Comp** | Catastrophic Workers’ Comp.  
Presenter: Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN  
Co-Presenter: Jo Carter, BSN, RN, CCM  
1005 | Controversy Continues: Medical Marijuana in Workers’ Compensation  
Presenter: Kevin Glennon, RN, BSN, CDMS, CWCP, QRP  
2005 | Workers’ Compensation CM: Leadership through Research and Innovation  
Presenter: Sulema E. Palmaraz, BSN, RN-BC, CCM, MHA/MBA, Ph.D  
4005 |
| **DOD/VA** | VA Liaisons for Healthcare: Partners with the Private Sector  
Presenter: Jennifer Perez, MSW, LICSW  
1006 | Improving Care Coordination by Demystifying the VA for Non-VA Case Managers  
Presenter: Sandra Fillault, RN  
Co-Presenter: Derenda Lovelace, MSN, RN-BS, Cm  
2006 | Case Management: Caring for the Transgender in the Military  
Presenter: Anne Cobb, MSN, RN, CCM  
Co-Presenters: Ashraf Jones, MSN, RN, CCM and Sybil Smith, MSN, RN  
4005 | National Initiative for Arts & Health in the Military  
Presenter: Marete Wester, M.S.  
5006 |
CM SPECIALTY PROGRAMS

TUESDAY, JUNE 27, 2017
10:15AM - 11:15AM
Walk a Mile in Their Shoes:
A Road to Refugee Case Management
Presenter: Paige Kolok, MSSW, CSW
1007

WEDNESDAY, JUNE 28, 2017
7:45AM - 8:45AM
Pain Rehabilitation a Tri-Dimensional Approach
Presenter: Jeff Snell, PhD
2008

5:00PM - 6:00PM
Population Health Management: What Every Case Manager Should Know
Presenter: Janet Coulter, RN, MSN, MS, CCM
Co-Presenter: Catherine (Cathy) Campell, MSN-RN, MBA, CCM, CHC, FACHE
3008

THURSDAY, JUNE 29, 2017
7:30AM - 8:30AM
Supercharge Your CM Team With Social Work
Presenter: Wiara Jackson, LCSW, CCM
Co-Presenter: Raine Arndt-Couch, JD, LCSW, CCM
4008

7:45AM - 8:45AM
Let’s Take Care of Babies!
Implementing a Case Management Program for Newborns
Presenter: Suzanne Weghorn, MSN, RN, CPN, CCM
Co-Presenter: Michelle Ruebusch-Brown, MSN
5008

INTEGRATED CARE MNGT.

TUESDAY, JUNE 27, 2017
10:15AM - 11:15AM
Care Coordination, Health Networks, and Frontier Community Innovations
Presenter: Pat Conway, PhD, MSW
Co-Presenters: Laurie Hall, RN, MBA, Heidi Favet, BS and Jenny Uhrich, MPA
1007

WEDNESDAY, JUNE 28, 2017
7:45AM - 8:45AM
Psychosocial Risk Factors: Assessing and Preventing Delayed Recovery
Presenter: Kyle Babick, PhD
2008

5:00PM - 6:00PM
Innovations Ushering in the Future of In-Home Care
Presenter: Dorothy Burns, RN, MSN, MBA, CCM
Co-Presenter: Peter Sosnow
3008

THURSDAY, JUNE 29, 2017
7:30AM - 8:30AM
Interpersonal & Self Directed Violence…Answering the Call!
Presenter: Melanie A. Prince, RN, MSN, RN-BC, CCM
4008

1:45PM - 2:45PM
Successful Patient Engagement—Addressing Social Determinants of Health
Presenter: Margaret Ann Leonard, MS, RN-BC, FNP
Co-Presenter: Shelliom McGlone, RN-BC, CCM
5008

SPECIAL PRESENTATIONS

TUESDAY, JUNE 27, 2017
10:15AM - 11:15AM
A Strategy For Achieving Case Management Certification in a Large Health System
Presenter: Mary McLaughlin-Davis, DNP, MSN, APRN-BC, CCM
Co-Presenters: Latasha Gianzero, MSW, LISW-s and Michelle Edwards, BSN, RN
1009

WEDNESDAY, JUNE 28, 2017
7:45AM - 8:45AM
Recruiting & Retaining Staff: The Art of Motivation and Engagement
Presenter: Honey Blankenship, MSN, RN, CCM, CPN
2009

5:00PM - 6:00PM
Community Care Management Improves Outcomes and Utilization
Presenter: Sarah Petersen, RN, MSN
3009

THURSDAY, JUNE 29, 2017
7:30AM - 8:30AM
The Opioid Pandemic
Presenter: Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRN
Co-Presenter: Mary McLaughlin-Davis, DNP, MSN, APRN-BC, CCM
4009

1:45PM - 2:45PM
Take Notes Austin: Eradicating Heart Attacks and Strokes in the San Diego Communities
Presenter: Andrea Norton, BSN, RN, CCM
Co-Presenters: Janet Appel, RN, MSN and Chris Tedeschi, RN, MSN, CDE
5009

CMSA offers the best value cost per continuing education credit* - Earn up to • 29.5 for CCMC* • 26.25 for social work* • 39.3 for nursing*
CE’s are pending approval from the listed certifying bodies.

*When compared to some of the other industry events
To make the most out of conference week, book your accommodations through CMSA's Hotel Room Block. Doing so is the only way to ensure that you receive all conference-related benefits and notifications, such as:

- Welcome information from CMSA upon Check-In
- Conference Room Drop Packets

In addition, reserving your accommodations through the CMSA block will enable you to build camaraderie with fellow attendees and exhibitors beyond the convention center walls while continuing to network and grow relationships with your peers.

### HOTEL INFORMATION

**Hilton Austin**
- Standard rates from $203
- 1-800-445-8667

**Courtyard & Residence Inn by Marriott Austin Downtown Convention Center**
- Standard rates from $199
- 1-888-236-2427

**Hyatt Place Austin - Downtown**
- Standard rates from $199
- 1-800-323-7249

**Hampton Inn & Suites Downtown Austin Convention Center**
- Standard rates from $199
- Special Note: Government rooms available on Sunday, 6/25
- 512-472-1500

The deadline to receive a CMSA-designated room rate is May 27, 2017.

**HOTEL SCAM WARNING** - Neither CMSA nor our contracted Austin, TX hotels will ever contact you to offer any "special rates or deals." If entities claiming to represent either CMSA or an Austin, TX hotel property contact you prior to the 2017 Conference & Expo, please report it immediately to CMSA by calling (501) 673-1115.

**GOVERNMENT ROOMS** - There is a small government block of rooms at each hotel, but space is limited. Room rates are available to full-time military members and/or government employees. All hotels will honor the prevailing federal government per diem rate as it is published for June 2017. You must request CMSA's Government Room Block. Military/Government ID will be required at check-in. Special Note! The Hampton Inn block has government rooms on Sunday night.

**ROOM RATES & AVAILABILITY** - Rates for standard 2-person occupancy rooms begin at $199. Hotel deadline to receive the CMSA room rate is May 27, 2017. Room rates will be honored on a space-available basic. Hotel rates are subject to applicable state and local taxes in effect at the time of check-in.

For more information please contact Crystal Amos at (501) 673-1126 or email camos@cm-innovators.com

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### SYMPOSIA

**SY01 - Transition of Care: Moving the Wound and Ostomy Patient from the Hospital to Home Care**
Presented by Wound Ostomy and Continence Nurses Society (WOCN®)

**SY02 - 3 Key Concepts You Should Know When Treating Nerve Pain and Peripheral Nerve Paralysis After Traumatic Injury**
Presented by Nevro

**SY03 - 3 Critical Concepts for Treatment of Nerve Pain and Peripheral Nerve Paralysis after Traumatic Injury**
Presented by Jersey Shore University Medical Center - Center for Treatment of Paralysis and Reconstructive Surgery

These are ticketed events. Select one session when completing conference registration.
**PC1**

**CCM PREP COURSE • (DAY 1 & DAY 2)**

**JUNE 25 - 12:30PM - 5:00PM**

**JUNE 26 - 8:00AM - 5:00PM**

**INSTRUCTORS: SANDRA LOWERY AND SHEILA BENNION**

Additional fee of $399 per person applies for this 2-day workshop.

This course is designed to provide the practicing case manager with information to assist in preparing for certification in case management, with a particular focus on the Certified Case Manager (CCM). A workshop manual will provide registered attendees with course material, as well as sample questions, and information and resources for self-study.

The CCM exam will not be administered onsite. Contact CCMC for exam information.

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**PC2**

**MILITARY/VA/DoD DAY**

**FROM TRANSITIONS TO TRANSFORMATION - MAKING EVERY CONNECTION COUNT ACROSS DoD, VA AND THE COMMUNITY.**

**JUNE 26 - 7:30AM - 5:15PM**

Additional fee applies: $100 per person.

7.5 CEs Provided.

CMSA's DOD/VA Military Day provides service leaders with a prime occasion to present the state of their service branch. In these sessions, case managers will be updated on strategic goals, enterprise-wide initiatives, recent policy and procedure changes, and performance measures applicable to the various branches and service units.

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**PC3**

**THE INTEGRATED CASE MANAGEMENT MANUAL: WRITTEN FOR CASE MANAGERS BY CASE MANAGERS**

**JUNE 26 - 8:00AM - 12:00PM**

**INSTRUCTORS: KATHLEEN FRASER, CORINE LATOUR AND REBECCA PEREZ**

No Additional Fees.

Select session when completing conference registration.

4 CEs Provided.

CMSA launched the Integrated Case Management Program in 2006 to provide a more client-centric approach to assessment, care planning and care coordination. The foundation of the program was built on the successful outcomes and work conducted in Europe for the last 20 years but required adaptation to the American health system. CMSA has trained hundreds of case managers since 2006, but because of the consistent evolution of the healthcare industry and ever-changing regulatory requirements, CMSA has written a new manual and training program to meet these changing needs as well as to provide support to the frontline case manager. The new manual provides a realistic and practical approach to the integrated model from the perspective of the case manager.

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**PC4**

**SETTING THE STANDARD THROUGH APPLICATION OF THE CORE CURRICULUM**

**JUNE 26 - 1:00PM - 5:00PM**

**PANELIST: KATHLEEN FRASER, DEBORAH GUTTERIDGE, CHRI LATTIMER, LYNN MULLER, REBECCA PEREZ, ELLEN FINK-SAMNICK, HUSSEIN TAHAN AND TERESA TREIGER**

No Additional Fees.

Select session when completing conference registration.

4 CEs Provided.

This session will review the core components of delivering case management services and why you, as case managers, must focus on setting the standard of the care delivery model. As professional case managers, it is important to have consensus on our roles and functions depending on practice consideration, as it helps define for the industry why it is not possible for just any individual to use the title of professional case manager. Unite and join your voice with this prominent set of case management leaders, where we can work together to define and implement action for a professional case management model to benefit all.
**PS1**  
**Writing for Publication**  
**June 30 - 8:00am - 12:00pm**

No Additional Fees.  
Select session when completing conference registration.  
4 CEs Provided.  

**Instructors:** Brianne Baird, Monica Capogna, Anne Llewellyn, Lynn Muller, and Suzanne Powell

Each and every case manager has knowledge and experience that has value. Consumers, your colleagues and all members of the healthcare team can benefit from what you know. Writing for professional publications, for mainstream media and on social media can advance your career as well as share information that will improve the delivery of care. As case managers climb to the C-Suite and beyond, the ability to express yourself becomes a critical asset; when you are accepted and published you are demonstrating that value. As you consider another degree or, especially if you are in school now, health professionals are expected to be published and many universities require publication as a requisite for completion of an advanced degree. Learn the opportunities open to you and the dos and don’ts of professional writing at this interactive post-conference workshop with the editors of case management’s professional journals.

**DA1**  
**LBJ Presidential Library Lunch & Tour**  
**June 30 - 9:00am - 2:00pm**

Additional Fee applies: $159 per person. 1 CE Provided.

LBJ Library: Located on the University of Texas Campus, the library houses millions of historical documents from President Johnson’s political career.  
One hour of Continuing Education presentation and one hour of a presentation from one of the LBJ Library docents to hear the significance of the LBJ presidency. Lunch will be provided and then a tour of the library.

**PS2**  
**The Anatomy of a Chapter Board**  
**June 30 - 8:00am - 12:00pm**

Instructors: Nikki Jackson and Michele Lee  
No Additional Fees.  
Select session when completing conference registration.  
4 CEs Provided.

Do you have a good understanding of the roles within the board of your chapter? Whether you are a new leader or have lots of experience to share, join us for an interactive chapter leader development program while navigating the essential framework needed to create a stronger chapter board. Chapter leadership is an evolving process. Having a solid foundation will put you and your board ahead of the learning curve of having an efficient and successful leadership. Join fellow chapter leaders for this cooperative session as you explore aspects of managing a chapter board beginning with nominations, elections, orientations, committee creations, board meeting management, file management, and everything else along the way that is necessary to create an active, functioning board who can manage your chapter confidently.

**DA2**  
**Shopportunity! Kendra Scott Jewelry & South Congress**  
**June 30 - 9:00am - 2:00pm**

Additional Fee applies: $159 per person.

South Congress Shopportunity! We will travel to the flagship Kendra Scott Jewelry store on South Congress. Attendees will be hosted for a Kendra Scott Jewelry Color Bar party. Dessert and champagne will be served. Attendees will design their piece of jewelry to take home!! Attendees can then spend a couple of hours enjoying the unique South Congress shopping district. Attendees can pick their favorite unique restaurants for lunch. Restaurants include Torchy’s, Hopdaddy Burger bar, Guero’s Taco Bar, The Continental Club, and more!!
Join us in Austin and make memories of your own

WWW.CMSA.ORG/CONFERENCE