ATTENDEE BROCHURE

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June 28 – July 2, 2020

Boston Convention & Exhibition Center

30 years of Care Transitions Across the Full Continuum

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NURSING 41.75 CEs
CCMC 44.75 CEs
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ETHICS 17 CEs
CDMS 44.75 CEs
CRCC 35.75 CEs
To make the most out of conference week, book your accommodations through CMSA's official conference hotel room blocks. Doing so is the only way to ensure you receive all conference-related benefits, notifications and welcome information from CMSA upon check-in. In addition, staying in conference hotels will enable you to build camaraderie with fellow attendees and exhibitors beyond convention center walls while continuing to network and grow relationships with your peers. We appreciate your support of CMSA!

**HEADQUARTER HOTEL:**
Westin Boston Waterfront
425 Summer Street
Boston, MA 02210
Rate: $245
Stay & Play Rate: $179 (starting July 2)

**OVERFLOW HOTELS:**
Aloft Boston Seaport District
401-403 D Street
Boston, MA 02210
Rate: $219
Stay & Play Rate: $169 (starting July 2)

Element Boston Seaport District
391-395 D Street
Boston, MA 02210
Rate: $229

Seaport Hotel Boston
One Seaport Lane
Boston, MA 02210
Rate: $250

Get more info and book today at https://conference.cmsa.org/hotel-travel/

**Government/Per Diem Rooms**
Since the per diem hotel rate for Boston ($280) is higher than our contracted hotel rates, government attendees can book their room using the standard booking link for any of the conference hotels. If you are attending Military/VA/DoD Day on Sunday, June 28, please contact camos@fraserimagineers.com or 501-673-1126 for more information.

**Hotel Scam Warning**
Neither CMSA nor our conference hotels will ever contact you to offer any "special rates or deals." If entities claiming to represent either CMSA or Boston hotels contact you, please report it immediately to CMSA at camos@fraserimagineers.com.

**CMSA Conference Rate Deadline:**
Monday, June 1, 2020

We realize there will be organizations sending multiple attendees to the conference. We are grateful to those organizations who bring these groups to our conference. When you reserve your hotel rooms, please reserve only the rooms you will need to accommodate those attendees. We kindly request that you not reserve rooms in excess of your needs, so we may accommodate those who will be utilizing the rooms in our hotel room blocks for conference attendance. Reserving rooms in numbers exceeding your actual needs can negatively impact the hotel room block and the conference when they are cancelled within a week to 10 days of the conference. As soon as you reserve these rooms, they are held out of the hotel room inventory for the CMSA room block and prevent others from booking them. If you reserve rooms in anticipation of multiple participants attending, please adjust your room block as soon as possible. CMSA will obtain an audit of all rooms booked in our conference hotels. If it is determined an organization has held and ultimately cancelled a reservation including 3 or more rooms within 14 days prior to the start of the conference, June 14, 2020, a fee will be assessed against the organization. — CMSA

**Need Help?**
If you have questions or need assistance booking your room, please contact Crystal Amos at (501) 673-1126 or email camos@fraserimagineers.com.
EXPERIENCE THE INDUSTRY’S #1 PRODUCT SHOWCASE!

Put your finger on the pulse of the most current services and innovative solutions available. Find the latest and greatest tools, discover new services and trends destined to expand your current offerings and improve patient outcomes.

Each day, more companies are planning to meet you in Boston on the show floor. View the most current list of exhibitors and sponsors at: https://cmsa.org/floorplan

SHOULD YOUR COMPANY BE EXHIBITING AT CMSA 2020?

Spaces are selling fast, reserve a spot today! Book online 24/7 at https://cmsa.org/get-space. email partners@cmsa.org or call (913) 295-9160

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!
PC1 - Certification 360™ Workshop
Saturday, June 27 • 7:30 am - 4:30 pm
Sunday, June 28 • 7:30 am - 4:30 pm
Earn 14 CEs
Instructors: Hussein Tahan PhD, RN, FAAN; Annette Watson RN-BC, CCM, BS, MBA
Additional fee applies: $599 per registrant
This two-day educational workshop is the fastest and most cost-effective way case managers can:
- Prepare — Fill your knowledge gaps at the only official CCMC workshop.
- Refresh — Network with case management leaders and boost your practice.
- Rejuvenate — Breathe life into your organization’s training efforts.
- Discover — Trends and industry insight, plus tips and resources to use today as you prepare for the exam.
Your registration fee of $599 includes:
- Two full days of learning accompanied by a course workbook
- Access to the only practice exam approved by the Commission
- One-year subscription to Case Management
- Body of Knowledge® (CBOK)
- 14 CEs approved for nurses, social workers, mental health professionals and CCMs

PC2 - Military/VA/DoD (MVD) Day
Sunday, June 28 • 7:00 am - 5:00 pm
Earn up to 8 CEs
Additional fee applies:
- $110 for full conference registrants
- $199 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.

PC3 - Chapter Leader Workshop: Governance, What Does It Mean?
Sunday, June 28 • 8:00 am - 12:00 pm
Instructors: Nikki Jackson, MBA; Elizabeth Teet, MPA, LBSW, ABDA, CHIC, QMRP; Eric Bergman RN, CCM; Pattie Weed, CPA; Barbara Dunn, Esq., JD
Effective leadership is a primary factor in the success of a nonprofit organization. This workshop provides chapter leaders nationwide the tools to effectively govern their chapter according to the national affiliate agreement. This workshop will cover topics including the legal and financial aspect, and succession planning as a leader.

PC4 - Leadership: An Integral Professional Case Management Competency
Sunday, June 28 • 8:00 am - 12:00 pm
Presenters: Jose Alejandra, PhD, RN-BC, NEA-BC, MBA, CCM, FACHE, FAAN; Sonia Valdez, DNP, RN, ACNP, CANGP, PHN, CVRN-BC; Ellen Fink-Samnick, MSW, ACSW, LCSW, CCM, CRP; Charlie White, EdD, MBA, CPHP
Are you ready to be a change agent? As our healthcare system continues to change and transform, there is a significant need to develop integrative leadership competencies. Professional case managers have the unique opportunity to positively impact care delivery and improve value across the continuum. This pre-conference is for all case management professionals interested in developing or refining their leadership and advocacy skills whether as a formal or informal leader. The pre-conference will provide you with essential tools that leverage your confidence to become an integral change agent and leader. This is a 4-hour interactive learning experience that will engage participants in the application of evidence-based leadership practice.

PC5 - Hospice/Palliative Care: Navigating the Options for a Difficult Decision
Sunday, June 28 • 1:00 pm - 3:00 pm
Presenters: Mary Ann Ott, BSN, RN, CCM, CPC, CEAC; Janet Coulter RN, MSN, MS, CCM
This presentation will address the difference between Hospice and Palliative Care. It will explain the medical/financial requirements one needs to meet for insurance coverage of either choice. Additionally, treatment options, resources and implications for case management will be discussed. It is hoped that increasing awareness of the options and process available through Hospice or Palliative Care will help ease the fear of the earlier end of life decision making.

PC6 - This is Mentoring! Three Case Managers Share their Very Different yet Complementary Approaches to Mentoring
Sunday, June 28 • 1:00 pm - 4:00 pm
Presenters: Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRNN; 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.

PC7 - 1st Time Attendee & New Member Orientation Meeting
Sunday, June 28 • 4:15 pm - 5:15 pm
Presenters: Nikki Jackson, MBA; Regina Wilson, ADR-GC
We welcome all 1st time conference attendees to join us for an overview of what to expect during the week and also how to maximize onsite experience! New members will learn some best practices on getting most of out of your new CMSA membership. Members of the CMSA National Board will extend a hearty welcome to all of you as well. We look forward to meeting you!

PC8 - Stretching in the Workplace: Any Workplace!
Sunday, June 28 • 5:30 pm - 7:00 pm
Presenter: Karen Kona, RN, COHN
Explore this unique approach to the topic of workplace stretching and learn why it is an obvious win-win for any organization. A brief overview of biomechanics will show what happens in the body during stretching, and the resulting physical and emotional/mental benefits. This presentation focuses on how to engage employees by emphasizing what is in it for them. Hear how the presenter credits stretching for regaining the ability to walk again and recover from a tragic, traumatic brain injury.

ICM - Integrated Case Management: Face-to-Face Training Program
Saturday, June 27 • 8:00 am - 5:00 pm
Instructor: Rebecca Perez, BSN, RN, CCM
Must have pre-registered at www.cmsa.org/icm and completed online training prerequisites prior to attending this program. For questions, email ICM@cmsa.org. Register for the ICM Training and receive a $200 discount off the CMSA Conference Standard Rate. Discount code provided after the ICM Registration is confirmed. Cannot be combined with other discounts.
PS1 – New 2020 Case Management Adherence Guidelines (CMAG) Launch
Thursday, July 2 • 8:00 am - 11:00 am
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.

PS2 - Animal Therapy – The Key to Recovery and Support
Thursday, July 2 • 12:30 pm - 2:30 pm
Presenter: Carol Garner, RN, CMMSA

Animal assisted therapy is a therapeutic intervention that incorporates animals such as dogs, cats, rabbits and horses. Animals can provide a sense of calm and comfort, diverting attention from a potentially stressful situation or treatment. Animal therapy is very relevant in the management of depression, traumatic brain injury oncology and rehabilitation.

PS3 - Bridging the Generation Gap with Effective Communication
Thursday, July 2 • 12:30 pm - 2:30 pm
Presenters: Veronica Chepak RN, BSN, MPA; Janet Coulter, RN, MSN, MS, CCM

Case Management leaders today need to become aware that the difference in which each generation communicates and connects can impact the success of the team and the goals and mission of the organization.

PS4 - Healthcare Legislation: 30 years of CMSA Public Policy and Transitions of Care
Thursday, July 2 • 3:00 pm - 5:00 pm
Presenters: Susan Plough, MSN, APRN, BC, CCM; Jenny Quigley-Stickney, RN, MSN, MNA, CCM, CPHM

This educational session explores new innovations in healthcare plans promoted by the 2020-2021 presidential candidates. The program begins with an overview of the new healthcare plans, comparing the plans and how they will work for the American people and aide healthcare moving forward in a new age of transparency. The presentation then transitions to a discussion of the eNLC compact legislation, examining where we are in moving from 34 to 50 states.
**SYMPHOSIA**

**Monday, June 29 • Lunch Symposia**
11:15 am – 12:45 pm (Lunch served at 11:00 am)

- **SY01 – Sponsored by Encompass Health**
  Improving Outcomes with Data and Technology
  Speakers: Lisa Charbonneau, D.O., M.S. Chief Medical Officer & Dina Walker, RN, MSN, ACM-RN National Case Management Director

- **SY02 – Sponsored by Centene**
  Integrated Care Management as Key Population Health Management Strategy
  Speakers: Lily Ren, RN, MSN, Nicholas Cervenka, Susan Fegan & Dana Pondrebarac

- **SY03 – Available for Sponsorship!**

**Tuesday, June 30 and Wednesday, July 1 • Breakfast Symposia**
7:00 am – 8:30 am
3 Sponsorship Opportunities Available!

**Monday, June 29 and Wednesday, July 1 • Lunch Symposia**
12:45 pm – 2:15 pm
3 Sponsorship Opportunities Available!

**Have the opportunity to become the SOLE SPONSOR for a time slot symposium.**
Contact camos@fraserimagineers.com for more details.

**Interested in Symposia Sponsorship?**
As a cornerstone of CMSA 2020, Symposium Sponsorship enables a few select companies to amplify their market visibility and presence at our annual conference to reach beyond the rest. As a sponsor, attendees will be your guest for breakfast or lunch as they learn valuable information about your specific area of expertise in the healthcare industry. **Contact camos@fraserimagineers.com today to secure your spot!**

**Don’t miss out on this unique opportunity to deliver valuable education on a grand scale to a dedicated large audience of engaged case managers!**

**Attendee Notice!**
Please help us have smooth and efficient symposia access by pre-registering in the online registration system for tickets by June 15, 2020. Onsite admission to symposia sessions will be administered based on tickets. **Food service and seating will be based on the size of the room and the number of people who pre-registered for a ticket by June 15, 2020 (or when room capacity is met, whichever comes first).** If you do not have a ticket, you will be waitlisted outside of the room until ticketed guests are served and seated. Under these circumstances there is no guarantee of admittance, food service, and seating. We apologize for any inconvenience yet appreciate your understanding.

**SELF CARE SERIES**

**Join us Monday - Wednesday at 6am!**

**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 qualification for the diagnosis or treatment of health conditions.
Well done - very positive experience for me. I am taking home some great tools and information to bring to my region!

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2020 REGISTRATION RATES

<table>
<thead>
<tr>
<th>REGISTRATION TYPE</th>
<th>EARLY RATE (valid until 4/1/2020)</th>
<th>STANDARD RATE (begins 4/2/2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>$775</td>
<td>$895</td>
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<tr>
<td>DoD/VA</td>
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<td>Military</td>
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<td>Military/VA/DoD (MVD) Day</td>
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<td>MVD Event Only</td>
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<tr>
<td>One Day – Member (per day, up to 2 days)</td>
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<tr>
<td>One Day – Non-Member</td>
<td>$399</td>
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</tr>
</tbody>
</table>

SPECIAL DISCOUNTS

Groups of 3 or more, registering together, receive an additional $100 off per person.

IT’S BACK! Complimentary one-year individual membership for every full paid registrant. ($200 Value!)
Excludes those who register as: exhibitors, speakers, complimentary registrants, pre-conference workshops only, and one-day passes.

PLEASE NOTE all materials contained in this brochure are current as of February 2020. Some ads, company names, programs, sessions or sponsors may have been omitted due to production schedules.
## Concurrent Sessions by Track

### Acute Care

**JUNE 29, 2020**
- **9:45 - 11:00 am**
  - 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
- **3:15 - 4:30 pm**
  - 2001 - Intermediate
  - Hospital Acquired Disability - A Call To Action
    - Presenter: Rose Turner RN, BSN, ACM

**JUNE 30, 2020**
- **8:45 - 10:00 am**
  - 3001 - Advanced
  - Rebuilding After Chronic Critical Illness
    - Presenter: Joanne Edwards LSW, CCM
- **3:30 - 4:45 pm**
  - 4001 - Intermediate
  - The “Right People in the Room” Approach to Complex Patients in a Large System
    - Presenter: Geoffrey Lake MBA, MSW, LSW-S, CCM

**JULY 1, 2020**
- **8:45 - 10:00 am**
  - 5001 - Intermediate
  - Integrated Patient Centered Care in Chronic Critical Illness: ICU to LTAC
    - Presenter: Caitlin Ryan MPH, LICSW, CCM, ACM-SW

### Workers’ Comp

**JUNE 29, 2020**
- **9:45 - 11:00 am**
  - 1008 - Advanced
  - The Role of Medical Devices in Opioid-Free Pain Management
    - Presenter: Lynn Kohan MD
- **3:15 - 4:30 pm**
  - 2008 - Intermediate
  - Navigating Rehabilitation Levels of Care to Produce Optimum Outcomes
    - Presenter: Lori Terryberry-Spohr PhD, ABPP

**JUNE 30, 2020**
- **8:45 - 10:00 am**
  - 3008 - Introductory
  - Joint Denervation-Eliminating the Need for Long-Term Pain Management
    - Presenters: Andrew Elkwood MD, FACS; Adam Saad MD
- **3:30 - 4:45 pm**
  - 4008 - Introductory
  - Behaviors Related to Brain Injury
    - Presenter: Debbie Coleman LPN, AA

**JULY 1, 2020**
- **8:45 - 10:00 am**
  - 5008 - Introductory
  - Surgical Treatment of Workplace Injury-Related Diaphragm Paralysis
    - Presenter: Matthew Kaufman MD, FACS
- **2:30 - 3:45 pm**
  - 6008 - Introductory
  - Rethinking Pain: Treating the Person AND the Injury
    - Presenter: Michelle Despres PT, CEAS II

### Discipline Specific Case Management

**JUNE 29, 2020**
- **9:45 - 11:00 am**
  - 1002 - Intermediate
  - The 2019 VA/DoD Clinical Practice Guideline for the Management of Stroke Rehabilitation with Application Across Settings
    - Presenter: Christina Smith RN, BSN
- **3:15 - 4:30 pm**
  - 2002 - Intermediate
  - Who’s in Your Waiting Room? Triaging for Human Trafficking
    - Presenter: Jeanine Zukerman RN, BSN, CCM

**JUNE 30, 2020**
- **8:45 - 10:00 am**
  - 3002 - Intermediate
  - Take a Deep Breath: The In’s and Out’s of COPD
    - Presenter: Bernice Murphy RN, BSN, CCM; Deborah Taylor RN-BC, CCM
- **3:30 - 4:45 pm**
  - 4002 - Intermediate
  - ED Navigation: Connecting Patients Along the Continuum of Care
    - Presenter: Julie Nevers RN, MN, CCM

**JULY 1, 2020**
- **8:45 - 10:00 am**
  - 5002 - Intermediate
  - ED CM: It’s No Longer the Gate, It’s The Front Porch
    - Presenter: Jeffrey Crofoot RN, MSN, RN, CMCN, ACM-RN
- **2:30 - 3:45 pm**
  - 6002 - Introductory
  - Chronic Kidney Patients: Understanding How to Manage Their World
    - Presenter: Sherri Wydra RN, BSN, CCM
### Concurrent Sessions by Track

#### Legal/Regulatory

**June 29, 2020**

<table>
<thead>
<tr>
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<tr>
<td>9:45 - 11:00 am</td>
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<td>Introductory</td>
<td>Riding the Green Wave: Navigating the Intersection of Medical Marijuana, Politics, Medicine and Workers Comp</td>
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<td>3:15 - 4:30 pm</td>
<td>2004</td>
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<td>A Comparison of 4 Hospitals Strategic Initiatives Leading to Successful Ratings for 2 Midnight Short Term Audits</td>
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<td>Using Evidence-Based Decision-Making in Case Management Leadership</td>
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<td>4003</td>
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<td>Entrepreneurship: The Less-traveled Road in Case Management</td>
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<td>Intermediate</td>
<td>Ethical Considerations of Complex Discharges</td>
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<td>Medicare Regulation Update for Case Managers</td>
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### POPULATION HEALTH

**JUNE 29, 2020**

**9:45 - 11:00 am**
1007 - Intermediate
Improving Outcomes, Reducing Readmissions: A Case for Pulmonary Maintenance Programs
Presenters: Kim Crilly RN MS; Sarah McKechnie MA, MES

**3:15 - 4:30 pm**
2007 - Introductory
Community Health Workers and Case Managers: The Dynamic Duo for Population Health Management
Presenter: Wanda Ali RN, BS, MBA, FAACCM, PCMH, CCE

**JUNE 30, 2020**

**8:45 - 10:00 am**
3007 - Intermediate
Delivering Culturally Competent Care
Presenter: Victoria Showunmi RN, MSN, CCM

**3:30 - 4:45 pm**
4007 - Intermediate
Population Health: Supporting the Complex Population
Presenter: Patricia Noonan MBA, RN, CCM

**JULY 1, 2020**

**8:45 - 10:00 am**
5007 - Intermediate
Strategies and Evidenced Based Approaches in the Assessment and Management of Patients at Risk for Suicide
Presenter: John Achim Beissel, MA Healthcare Management

### MANAGED CARE

**JUNE 29, 2020**

**9:45 - 11:00 am**
1006 - Intermediate
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

**3:15 - 4:30 pm**
2006 - Intermediate
There’s No Place Like Home: Safety Challenges for the Case Manager
Presenter: Frances Martini RN, BSN, MBA

**JUNE 30, 2020**

**8:45 - 10:00 am**
3006 - Intermediate
Utilizing Artificial Intelligence to Transform Transition of Care and Reduce Preventative Readmissions
Presenter: Lily Ren RN, MSN

**3:30 - 4:45 pm**
4006 - Intermediate
“Alexa, turn on the light:” Innovations in Modifications
Presenter: Zack Craft ATS, ATP, CRTS, CEAC, CAPS

**JULY 1, 2020**

**8:45 - 10:00 am**
5006 - Intermediate
Managed Care and Case Management in Germany: A New Frontier
Presenter: John Achim Beissel MA

**2:30 - 3:45 pm**
6006 - Introductory
Recovery Coaching in Care Management
Presenters: Sheryl Olshin LICSW, CCM; Barry Shelton CARC; Christopher Bonsall CARC

WITH FULL CONFERENCE REGISTRATION CCM and Nursing - Earn up to 41.75 CE Hours
CCMC - Earn up to 44.75 CE Hours
Social Work - Earn up to 28 CE Hours
Ethics - Earn up to 17 CE Hours
CDMS - Earn up to 44.75 CE Hours
CRCC- Earn up to 35.75 CE Hours

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

For the most current information, please visit the CE Recap at:
http://conference.cmsa.org/continuing-ed
Stop by the CMSA Foundation booth located in the CMSA Resource Center to learn about current programs and opportunities for CMSA Members through the Foundation. The Foundation will be giving away a fun trip to Orlando for June 2021, along with a few other fun giveaways. To learn more, about how you can participate, visit www.cmsafoundation.org/2020-conference

Join us Monday, June 29, for the Foundation Poster presentation, too!

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.
WHAT YOU WILL LEARN

1). The development of case management programs specific to hospital, long term care, population health, workers' compensation, community health programs, patient centered medical homes or discipline specific case management fields.

2). The building of successful collaborative care teams and what those changes mean across the continuum of care.

3). The collaborative strategies, successful initiatives and best practices for demonstrating impact and improving outcomes in medical, social and behavioral health across the life span.

4). The leadership role needed for case managers regardless of discipline or practice setting to function effectively and efficiently in care coordination and advocacy efforts.

5). The path to case management and how case managers are educated, trained and certified to meet the complex needs of their patients.

Invitational Ancillary Events • Over 40 CE’s offered with 75 minute Concurrent sessions
Breakfast & Lunch Symposia • Military, VA, DoD Day Event • Exciting Exhibit Hall
Knowledgeable & Innovative Exhibitors • Complimentary one-year membership
Interesting poster sessions • 8 Industry Relevant Tracks • Complimentary Internet
Invitational Ancillary Events • Over 40 CE's offered with 75 minute Concurrent sessions

Knowledgeable & Innovative Exhibitors • Complimentary one-year membership

Breakfast & Lunch Symposia • Military, VA, DoD Day Event • Exciting Exhibit Hall

Interesting poster sessions • 8 Industry Relevant Tracks • Complimentary Internet

With the work ethic of a Missouri farm boy, decades of successful entrepreneurship experience and the stage presence of a radio personality and Las Vegas headliner, Mark Kamp®, aka Marvelless Mark®, is truly one-of-a-kind. For over 25 years, Mark’s electrifying and unforgettable presentations have left audiences jumping out of their seats, yelling for more and most importantly, learning priceless new strategies to impact their business. He is the customer and employee engagement guru.

Mark began inspiring audiences with his acclaimed book Opportunity Rocks®. After the book was featured in USA Today, Small Business Trendsetters, Business Innovators and TBN, it didn’t take long for Mark Kamp® to have his own following of screaming fans. Now the exuberant keynote experience it is today, Mark Kamp’s® mission is to unlock everyone’s inner rock star, wherever that may take him. Clients invite him to their meetings because he makes their executive message stick, plus excites and engages their people. In short, Mark will show your team how to be business rockstars® and they’ll have a blast doing it! Energetic. Engaging. Charismatic. Interactive. That’s Mark Kamp®!

Attendees will leave totally entertained and equipped with new strategies, tactics, and tools for creating immediate rock star results.
## SCHEDULE

### SUNDAY, JUNE 28 - PRE-CONFERENCE SESSIONS & WORKSHOPS - DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30am</td>
<td>Registration</td>
<td>Open</td>
</tr>
<tr>
<td>7:30am</td>
<td>PC1</td>
<td>Certification 360™ Workshop (Additional fee required; Lunch provided)</td>
</tr>
<tr>
<td>8:00am</td>
<td>ICM</td>
<td>Integrated Case Management Face-to-Face Training (Must pre-register at <a href="http://www.cmsa.org/icm">www.cmsa.org/icm</a> and complete online training prerequisites. Additional fee is required. Breakfast &amp; lunch included. Send questions to <a href="mailto:ICM@cmsa.org">ICM@cmsa.org</a>)</td>
</tr>
</tbody>
</table>

### SATURDAY, JUNE 27 - PRE-CONFERENCE SESSIONS & WORKSHOPS - DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am</td>
<td>PC1</td>
<td>Certification 360™ Workshop (Additional fee required; Lunch provided)</td>
</tr>
<tr>
<td>8:00am</td>
<td>PC2</td>
<td>Military/VA/DoD (MVD) Day (MVD Day Only - $199; Full Conference Registrants - $110; Continental breakfast &amp; lunch provided)</td>
</tr>
</tbody>
</table>

### PC3 - PC8 Included in Conference Registration:

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am</td>
<td>PC3</td>
<td>Chapter Leader Workshop: Governance, what does it mean?</td>
</tr>
<tr>
<td>8:00am</td>
<td>PC4</td>
<td>Leadership: An Integral Professional Case Management Competency</td>
</tr>
<tr>
<td>8:00am</td>
<td>ICM</td>
<td>Integrated Case Management Face-to-Face Training</td>
</tr>
<tr>
<td>12:00pm</td>
<td>REG</td>
<td>CE Evaluation Manager Open</td>
</tr>
<tr>
<td>1:00pm</td>
<td>PC5</td>
<td>Hospice/Palliative Care: Navigating the Options for a Difficult Decision</td>
</tr>
<tr>
<td>1:00pm</td>
<td>PC6</td>
<td>This is Mentoring! Three Case Managers Share their Very Different yet Complementary Approaches to Mentoring</td>
</tr>
<tr>
<td>4:15pm</td>
<td>PC7</td>
<td>1st Time Attendee &amp; New Member Orientation Meeting</td>
</tr>
<tr>
<td>5:30pm</td>
<td>PC8</td>
<td>Stretching in the Workplace: Any Workplace</td>
</tr>
<tr>
<td>7:00pm</td>
<td>CLM</td>
<td>Chapter Leader Mixer (By Invitation Only)</td>
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### MONDAY, JUNE 29 - MAIN SCHEDULE - DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00am</td>
<td>Registration</td>
<td>Just Breathe: Sunrise Yoga</td>
</tr>
<tr>
<td>6:30am</td>
<td>PC1</td>
<td>Registration &amp; CE Evaluation Manager Open</td>
</tr>
<tr>
<td>8:00am</td>
<td>REG</td>
<td>CMSA Annual Meeting</td>
</tr>
<tr>
<td>9:45am</td>
<td>PC1</td>
<td>Concurrent Sessions - 1000 Series</td>
</tr>
<tr>
<td>11:15am</td>
<td>PC2</td>
<td>Lunch Symposia #1 - Sponsored by Encompass Health</td>
</tr>
<tr>
<td>11:15am</td>
<td>PC1</td>
<td>Lunch Symposia #2 - Sponsored by Centene</td>
</tr>
<tr>
<td>11:15am</td>
<td>PC2</td>
<td>Lunch Symposia #3 - Available for Sponsorship!</td>
</tr>
<tr>
<td>1:00pm</td>
<td>PC1</td>
<td>Opening Session &amp; Keynote - Alton White</td>
</tr>
<tr>
<td>3:15pm</td>
<td>PC2</td>
<td>Concurrent Sessions - 2000 Series</td>
</tr>
<tr>
<td>5:00pm</td>
<td>PC1</td>
<td>Expo Hall Grand Opening! Food, drinks, prizes, posters, fun!</td>
</tr>
<tr>
<td>7:00pm</td>
<td>PC1</td>
<td>CMSA Over the Rainbow: 30 Years of Care Transitions Across the Full Continuum</td>
</tr>
</tbody>
</table>
**TUESDAY, JUNE 30 - MAIN SCHEDULE - DAY 2**

- 6:00am - 7:00am: Just Breathe: Sunrise Yoga
- 6:30am - 3:30pm: Registration Open
- 6:30am - 7:00pm: CE Evaluation Manager Open
- 7:00am - 8:30am: Breakfast Symposia #1 - Available for Sponsorship!
- 7:00am - 8:30am: Breakfast Symposia #2 - Available for Sponsorship!
- 7:00am - 8:30am: Breakfast Symposia #3 - Available for Sponsorship!
- 7:00am - 8:30am: Chapter Presidents’ Council (CPC) Breakfast Meeting (By Invitation Only)
- 8:45am - 10:00am: Concurrent Sessions - 3000 Series
- 10:15am - 12:15pm: Main Session & Keynote - Sarita Maybin
- 12:30pm - 3:30pm: Expo Hall Open with Lunch Buffet & Posters
- 3:30pm - 4:45pm: Concurrent Sessions - 4000 Series
- 5:00pm - 6:30pm: Special Presentation: Research-Based Role Description of The Diverse Professional Case Manager Workforce (By Invitation Only)
- 7:00pm - 10:00pm: Ancillary Events

**WEDNESDAY, JULY 1 - MAIN SCHEDULE - DAY 3**

- 6:00am - 7:00am: Just Breathe: Sunrise Yoga
- 6:45am - 2:45pm: Registration Open
- 7:00am - 6:30pm: CE Evaluation Manager Open
- 7:00am - 8:30am: Breakfast Symposia #4 - Available for Sponsorship!
- 7:00am - 8:30am: Breakfast Symposia #5 - Available for Sponsorship!
- 7:00am - 8:30am: Breakfast Symposia #6 - Available for Sponsorship!
- 8:45am - 10:00am: Concurrent Sessions - 5000 Series
- 10:00am - 12:30pm: Expo Hall Open with Posters
- 12:30pm - 2:15pm: Lunch Symposia #4 - Available for Sponsorship!
- 12:45pm - 2:15pm: Lunch Symposia #5 - Available for Sponsorship!
- 12:45pm - 2:15pm: Lunch Symposia #6 - Available for Sponsorship!
- 2:30pm - 3:45pm: Concurrent Sessions - 6000 Series
- 4:00pm - 6:00pm: Closing Session & Keynote - Mark Kamp aka “Marvelless Mark”

**THURSDAY, JULY 2 - POST-CONFERENCE SESSIONS**

- 8:00am - 11:00am: PS1 New 2020 Case Management Adherence Guidelines (CMAG) Launch
- 12:30pm - 2:30pm: PS2 Animal Therapy - The Key to Recovery and Support
- 12:30pm - 2:30pm: PS3 Bridging the Generation Gap with Effective Communication
- 3:00pm - 5:00pm: PS4 Healthcare Legislation: 30 years of CMSA Public Policy and Transitions of Care

“Awesome conference with loads of jam packed educational sessions.”