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 Nursing,
Plus Ethics CEs Earn up to 24 hours in Ethics (included in the 72 CE total)
for CCMC, CDMS, and CRCC
EXHIBIT HALL

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.

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!
POST 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.

**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.
**ROUNDTABLES**

**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.

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**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

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**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

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**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

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**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.
## 2020 REGISTRATION RATES

<table>
<thead>
<tr>
<th>REGISTRATION TYPE</th>
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<tr>
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<td>MVD Event Only</td>
<td>$150</td>
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<td>Speaker</td>
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*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!”
CONCURRENT SESSIONS BY TRACK

**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*

**3001 - Advanced**
Rebuilding After Chronic Critical Illness  
*Presenter: Joanne Edwards LSW, CCM*

**4001 - Intermediate**
The “Right People in the Room” Approach to Complex Patients in a Large System  
*Presenter: Geoffrey Lake MBA, MSW, LlSW-S, CCM*

**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*

**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*

**3006 - Introductory**
Joint Denervation-Eliminating the Need for Long-Term Pain Management  
*Presenters: Andrew Elkwood MD, FACS; Adam Saad MD*

**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*

**2001 - Intermediate**
Who’s in Your Waiting Room? Triaging for Human Trafficking  
*Presenter: Jeanine Zukerman RN, BSN, CCM*

**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*
CONCURRENT SESSIONS BY TRACK

LEGAL/REGULATORY

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-Samnick MSW, ACSW, LCSW, CCM

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 GustafsonEsq 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

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 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 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?”

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.
### 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event Description</th>
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<tr>
<td><strong>SUNDAY - JUNE 28</strong></td>
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<tr>
<td>12:00 pm – 7:00 pm</td>
<td>Military/VA/DoD (MVD) Day (separate registration fee required)</td>
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<tr>
<td>7:00 pm – 8:00 pm</td>
<td>Networking – Meet &amp; Greet</td>
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<td><strong>MONDAY - JUNE 29</strong></td>
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<td>12:00 am – 11:59 pm</td>
<td>Concurrent &amp; Posters education available</td>
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<tr>
<td>12:00 pm – 1:30 pm</td>
<td>CMSA Annual Meeting</td>
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<td>1:45 pm – 3:30 pm</td>
<td>Opening Session &amp; Keynote - Alton Fitzgerald White – Mastering Life’s Daily Performance</td>
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<td>3:45 pm – 4:45 pm</td>
<td>Roundtable Discussion #1 - Advocacy in Pain Management: The Case Managers Role</td>
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<td>5:00 pm – 7:00 pm</td>
<td>Expo Hall Grand Opening</td>
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<tr>
<td>7:00 pm – 10:00 pm</td>
<td>30th Anniversary Party</td>
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<td><strong>TUESDAY - JUNE 30</strong></td>
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<td>12:00 pm – 2:00 pm</td>
<td>Expo Hall Open</td>
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<tr>
<td>2:15 pm – 3:45 pm</td>
<td>Symposium – Integrated Care Management as Key Population Health Strategy – Sponsored by Centene</td>
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<td>4:00 pm – 5:30 pm</td>
<td>Symposium – Improving Outcomes with Data &amp; Technology – Sponsored by Encompass Health</td>
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<td>5:45 pm – 6:45 pm</td>
<td>Roundtable Discussion #2 – Clinical Setting-specific Ethical Challenges and Opportunities for Case Managers</td>
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<td><strong>WEDNESDAY - JULY 1</strong></td>
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<td>Expo Hall Open</td>
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<tr>
<td>2:15 pm – 3:45 pm</td>
<td>Symposium – Research Based Role Description of the Diverse Professional Case Manager Workforce</td>
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<tr>
<td>4:00 pm – 6:00 pm</td>
<td>Closing Session &amp; Keynote - Sarita Maybin – If You Can’t Say Something Nice, What Do You Say?</td>
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<tr>
<td>6:15 pm – 7:15 pm</td>
<td>Networking – Roundup</td>
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<td><strong>THURSDAY - JULY 2</strong></td>
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For schedule details, visit [https://conference.cmsa.org/program/](https://conference.cmsa.org/program/)