Speaker Objectives: 2014 Case Management Conference

KEYNOTE

The Professional Resilience Paradigm: Leveraging Professional Identity as a Core Competency

Ellen Fink-Samnick, MSW, ACSW, LCSW, CCM, CRP

Objectives:
1. Identify core components of the Professional Resilience Paradigm 2014©
2. Identify three factors impeding professional and personal balance
3. Apply Five Strategies to Leverage Professional Resilience

CONCURRENT SESSIONS AM AND PM

A. Pay Professional Resilience Forward: Implementing the Nuts and Bolts

Ellen Fink-Samnick, MSW, ACSW, LCSW, CCM, CRP

Objectives:
1. Discuss the drivers and dynamics impacting current healthcare industry
2. Explore Interprofessional models of care delivery
3. Demonstrate how Professional Resilience enhances team collaboration toward solving complex patient/family situations

B. Excelling in Difficult Conversations

Linda Keilman, DNP, GNP-BC, RN

Objectives:
1. Describe effective communication strategies
2. Discuss communication protocols and mnemonics that can serve as a stepwise framework for approaching difficult conversations
3. List positive outcomes that can be achieved through empathy and mattering while balancing realism and hope.

C. Care Management in Michigan Primary Care: Are there Strategies that Work?

Marie Biesel, MSN, RN, CPHQ and Paula Amormino, RN, MSA, CCM

Objectives:
1. Identify the national drivers for change impacting chronic disease management and the impetus for the MiPCT project
2. Describe the components of the MiPCT project and how it works
3. Explain the role of care managers and their training for this project
4. Describe outcome data and patient results of the project
5. Identify care management strategies used in the MiPCT project that may be implemented in your own practice

D. Balancing Chronic Pain Management and Addictive Illness

Mark A Weiner, MD
Objectives:

1. Describe the scope of the substance abuse problem in the United States
2. Relate how the lack of provider education contributes to the problem
3. Describe the basic neurobiology of addiction
4. Compare common chronic illness compliance and relapse rates with addiction illness
5. Discuss interventions useful for patients with addictive illness who also have pain and anxiety
6. Explain how case management professionals can assist patients with addiction illness in their recovery process

CLOSING KEYNOTE

The Case Manager’s Challenge in Pain Management

Mary Lynn Parker, MS. RN

Objectives:

1. Discuss the current literature and identify key factors for evidence based pain management
2. Describe strategies, expectations and outcomes for transitioning pain management post hospitalization