

# Expanding Healthcare Horizons

## 9<sup>TH</sup> Annual **CASE MANAGEMENT CONFERENCE** for Healthcare Professionals

**November 18, 2009**

Kellogg Hotel & Conference Center  
Michigan State University  
East Lansing, Michigan

*Sponsored by*

**MICHIGAN STATE  
UNIVERSITY**  
COLLEGE of NURSING

*In collaboration  
with the*

**MICHIGAN STATE  
UNIVERSITY**  
SCHOOL OF  
**SOCIAL  
WORK**

The United States healthcare system is undergoing significant reform. This is occurring in an economic climate of recession that has impacted the state of Michigan in profound ways. During this unprecedented time, Case Managers are well positioned to expand their role as care coordination experts across the healthcare continuum to narrow gaps in care, improve patient outcomes and positively impact costs.

Join colleagues at the **2009 Case Management Conference** and learn about what is "on the horizon" from nationally recognized experts and providers. Return to your practice with new knowledge you can put to immediate use.

### Participants will:

- Explore the concepts of "direct to consumer" case management services in the current healthcare environment.
- Describe how integrating technology into case management practice may enhance patient care services across the continuum.
- Discuss issues of the elderly related to substance abuse, depression and suicide.
- Discuss national initiatives in transitions of care.
- Identify issues of care related to individuals with posttraumatic stress disorders, mild traumatic brain injury and palliative care and end of life.

### Concurrent sessions will be interactive and focus on:

- Issues in the elderly: substance abuse, depression and suicide
- Mild traumatic brain injury
- National transition of care initiatives
- Posttraumatic stress disorder

### Who Should Attend?

This conference is designed for registered nurses, social workers, Case Managers and other professionals who work in case management across healthcare settings.

### Why Attend?

The specific aim of this conference is to bring nationally recognized leaders in case management to Michigan so working professionals in the field can benefit from collective knowledge, experience and contacts. In addition, learning takes place in smaller sessions around specific areas of case management.

**Don't miss this opportunity to learn more about what's new in healthcare and case management while you network with colleagues at the Michigan State University College of Nursing's 9th Annual Case Management Conference.**

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## CASE MANAGEMENT CONFERENCE AGENDA Wednesday, November 18, 2009

- 7:45 – 8:30 **Registration** (Central Lobby)  
**Continental Breakfast** (Big Ten A)
- 8:30 – 8:45 **Welcome and Overview** (Auditorium)
- 8:45 – 10:00 **Direct to Consumer Case Management: Advancing Best in Class Case Management** (Auditorium)  
Catherine Mullahy, RN, BS, CRRN, CCM
- 10:00 – 10:30 **Break** (Big Ten A)
- 10:30 – 12:00 **Integrating Technology into Case Management Practice – Panel** (Auditorium)  
Moderator: Catherine Mullahy, RN, BS, CRRN, CCM  
Panelists:
  - Jane Renwick – Acute Care
  - Kathy Church – Ambulatory Care
  - Amy Rendon – Mental Health
  - Vickie Boyle – Health Plans
- 12:00 – 1:15 **Lunch** (Big Ten B & C)
- 1:15 – 2:30 **Concurrent Sessions** (Auditorium, 103, 104 and 105)
- A. Issues in the Elderly: Substance Abuse, Depression and Suicide**  
Dr. Kristen Barry
- B. Mild Traumatic Brain Injury**  
Esther Bay, PhD, RN
- C. Transitions in Care**  
Nancy Skinner, RN, CCM
- D. Posttraumatic Stress Disorder Issues in Care**  
Marilyn Dale, MA, LPC
- 2:30 – 2:50 **Break** (Big Ten A)
- 2:50 – 3:50 **Palliative Care and End of Life Issues** (Auditorium)  
Peg Nelson, MSN, APRN-BC, PCM
- 3:50 – 4:05 **Evaluation and Adjourn** (Auditorium)

## KEYNOTE SPEAKERS



**Catherine Mullahy, RN, BS, CRRN, CCM**, is the President of Mullahy & Associates, LLC, a consulting firm that provides training and educational services to case management departments in various settings, as well as to government agencies, professional associations, healthcare affiliates, independent case management firms and individual case managers. Ms. Mullahy, whose 30 years of direct case management experience spans all environments—from home,

hospital and hospice to critical care settings, has been a major influence in the profession's advancement toward higher credentialing standards, certification, ethics and performance monitoring. Her diversified clinical background has been integral to her many contributions in all of these areas.

Over the course of her career, Ms. Mullahy has earned the respect and confidence of her peers, leading to significant recognition and several high profile positions within the profession. Chief among them, in 1999 she was named the "Distinguished Case Manager of the Year" by the Case Management Society of America, an organization for which she served as President of the national board from 2001-2002. She is a past Chair of the Commission for Case Manager Certification (CCMC), and served as the CCMC representative to the Foundation for Rehabilitation Education and Research and on ongoing expert panels in connection with the development of the CCM credential since its inception. Additionally, she was a Member of the Case Management Advisory Committee for the American Accreditation HealthCare Commission/URAC in Washington, D.C., representing CMSA, and a Board Member of the Foundation for Rehabilitation Education and Research from 2001 to 2005.

Ms. Mullahy authored **The Case Manager's Handbook**, now in its third edition. It is widely used throughout the United States and Canada in graduate and undergraduate nursing and health management courses. **American Journal of Nursing** magazine named the book 1998 "Book of the Year."



**Peg Nelson, MSN, APRN-BC, PCM**, is a Nurse Practitioner and Director of the Pain and Palliative Care Service at St. Joseph Mercy Oakland Hospital in Pontiac, Michigan. She is also the coordinating Nurse Practitioner for the pain and palliative consult service and acts in an advance practice role to provide symptom management and

supportive care to patients and their families. She has presented the outcomes of her work in palliative care to healthcare professionals at statewide, national and international meetings.

Ms. Nelson has been a nurse for 28 years and is a member of the American Pain Society, Pain Management Nurses Association, and the Hospice and Palliative Care Nurses Association. She is board certified as a nurse practitioner in palliative care management. She chaired the Ethics Committee at SJMO for ten years and has spearheaded many end of life and pain initiatives. She is also a visiting professor for Madonna University. In 2004, her pain and palliative program won the Spirit of Collaboration Award from the State of Michigan Department of Community Health Cancer Consortium for impacting end of life care in Michigan. St. Joseph Mercy Oakland Hospital received the American Hospital Association's Circle of Life Award in 2006, an honor awarded to only three exemplary palliative care programs in the country. From 2002 - 2007, Ms. Nelson was appointed and served on the board of the Michigan Ethics Resource Network. One of Ms. Nelson's greatest honors was receiving the Nightingale award in 2001.

## NURSING CONTINUING EDUCATION CONTACT HOURS:

**Case Management Conference – 5.25 contact hours**  
Michigan State University College of Nursing (OH-294, 08/14/09) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center Commission on Accreditation.

## CCM Commission for Case Manager Certification

Contact hours for continuing education have been applied for through the Commission for Case Manager Certification.

## SOCIAL WORK CONTINUING EDUCATION CONTACT HOURS:

### Case Management Conference – 4.5 contact hours

As a co-sponsor, MSU School of Social Work maintains responsibility for programming and is approved by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program: (800) 225-6880. ASWB ACE programs are recognized in Michigan. Social workers from other states should verify recognition of ACE with their state boards. Participants who attend the full program will receive 4.5 social work continuing education contact hours.

For **DIRECTIONS** and information on **ACCOMMODATIONS** at the Kellogg Hotel and Conference Center go to: [www.hfs.msu.edu/kellogg/](http://www.hfs.msu.edu/kellogg/)

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REGISTER ONLINE AT  
OUR SECURED WEBSITE:  
[www.nursing.msu.edu/  
Reg\\_2009CaseMgmt.aspx](http://www.nursing.msu.edu/Reg_2009CaseMgmt.aspx)

or

Use the form at right to  
register by mail.

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### REGISTRATION – November 18, 2009

#### Case Management Conference

REGISTRATION FEE:  \$95

(Payable by credit card or check, this fee includes attendance for entire day, continental breakfast, lunch and conference materials. A \$25 service fee will be retained from refunds requested by November 1, 2009. No refunds will be available after November 1. Substitutions will be accepted.)

#### TO REGISTER BY MAIL, PLEASE COMPLETE BELOW:

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

(Email address is required to receive confirmation notice.)

#### Concurrent sessions (Please choose one.)

- A. Issues in the Elderly – Substance Abuse, Depression and Suicide**
- B. Mild Traumatic Brain Injury**
- C. Transitions in Care**
- D. Posttraumatic Stress Disorder Issues in Care**

Bill my:  Visa  Master Card  American Express  Discover

Card Number \_\_\_\_\_

Exp. Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

*(As it appears on the credit card)*

Cardholder's Signature \_\_\_\_\_

- Check if vegetarian meal is requested.
- Please check here if you have special needs that require attention.  
Call 800-605-6424, Option 3 to discuss.

#### Please send checks payable to Michigan State University along with this registration form to:

Michigan State University - College of Nursing  
Attn: Lisa Desprez, A104 Life Sciences Building  
East Lansing, MI 48824-1317  
Phone: 517-355-6525 or 800-605-6424 (Option 3)  
Fax: 517-432-8131 • email: nurse.ce@hc.msu.edu