

Continuing Education

The following chart outlines *anticipated* CE credit that will be available at this year's Annual conference.

Educational Credits Classification	10/2/08	Special Session	10/3/08	Poster Session (Optional)	Exhibit Hall (Optional)	Total
RN – CRRN	5.5	1.0	5.25	1.0	1.0	13.75
CCM	5.5	1.0	5.25	1.0	1.0	13.75
CRC	5.5	1.0	5.25	1.0	-	12.75
CDMS	5.5	1.0	5.25	1.0	-	12.75
SW	5.5	1.0	5.25	1.0	-	12.75

2 breakfast and 2 dinner symposia will also be available for an additional 1.0 RN & CCM credits each. Credit for these programs is provided directly from the host, not through CMSNE. Registration for these programs should be completed directly through the sponsoring organization, to view registration details visit CMSNE website at www.cmsne.org

Case Management Society of New England
 2 Nashua Rd.
 Pelham, NH 03076

Please share with interested colleagues

Time Dated Material - Distribute Promptly



**A Celebration of
 Case Management -
 Collaboration Across the
 Continuum of Care**

**Case Management Society of New England
 Nineteenth Annual
 Conference and Educational Forum**

**Thursday October 2 & Friday October 3, 2008
 DCU Convention Center
 Worcester, MA**

Conference Objectives

This year's conference will be a celebration of case managers working in a variety of clinical settings but facing similar daily challenges. The conference will demonstrate that a collaborative relationship among case managers in these various settings can provide for a smooth transition of the patient across the continuum of care. Discussions will include Transitions of Care in the various practice settings and also in our own personal life challenges.

Objectives:

- Identify barriers and challenges facing case managers in various practice settings
- Define techniques and skills that will enhance the case managers' knowledge base outside their areas of practice
- Demonstrate examples of case management collaboration that provide for successful patient outcomes and satisfaction
- Identify the avenues necessary to break down barriers and develop creative solutions for challenging cases
- Provide the attendee with the skill sets needed to deal with personal changes that impact them during professional transitions

Intended Audience

Case Managers, Continuing Care Nurses, Registered Nurses, Rehabilitation Nurses, Social Workers, Discharge Planners, Treatment Providers, Rehabilitation Counselors, Insurance Rehabilitation Specialists, Insurance Professionals, Benefits Managers, Home Health Providers, Mental Health Professionals, Advanced Practice Nurses, Physicians and other Professionals who interface with Case Managers.

Continuing Education Units

Applications for Nursing Continuing Education Units have been submitted to the Association of Rehabilitation Nurses for 13.75 contact hours. ARN is accredited as an approver of continuing education in nursing by the American Nurses' Credentialing Center's Commission on Accreditation. Applications have been made to the Commissions for CRC, CDMS and CCM, and Boston University School of Social Work for continuing education contact hour approval. Contact CMSNE for confirmation of approvals late August. (Anticipate 11.75 RN, CCM, CRC, CDMS, SW available contact hours for conference sessions.)

Clinical Education Posters

In a continuing effort to provide our members with high quality education in a variety of formats, we offer educational poster sessions. This medium offers a visual presentation of ongoing research, instructive case reports and an opportunity to dialog directly with the author, as well as continuing education units. The goals are to share information for immediate application in your clinical practice, and to stimulate and to encourage sharing of expertise. (Anticipate optional continuing education opportunities offering 1 RN, CCM, CRC, CDMS, SW contact hours available.)

Exhibitor Hall

Exhibitors from healthcare agencies, medical products, service providers and specialty companies will be on-site for discussion, demonstration, and continuing education opportunities. For space availability, contact the CMSNE office at 603-329-7481. (Anticipate optional continuing education opportunities offering 1 RN and CCM contact hours.)

CMSNE Conference Committee

- Candy Ginns, RN, CCM
- Karen L. Lytle, RN, CCM, CMC
- Therese Salame, RN, CCM
- Audrey Sefakis, RN, BSN, CCM, CPUR
- Margaret St. Coeur, RN, BS, CCM, CDMS
- Claire Thureson, RN, CCM, CMCN, Conference Chair

About CMSNE

The Case Management Society of New England is one of the largest chapters of CMSA and is dedicated to the support and development of the profession of Case Management through education, networking, and membership.

The mission of the Case Management Society of New England is to promote the growth and value of the practice of case management and to support the evolving needs of the case management professional.

To be the leading regional case management organization, CMSNE remains committed to professional excellence. We value:

- Education through continuous learning
- Advocacy for the practice of case management
- Professional development within a supportive environment
- The role of CMSNE in the development of the professional image of case management
- Use of technology in advancing our organizational agenda as well as our jobs
- Awareness of health policy issues affecting our clients and ourselves
- Opportunities to network for the purpose of collaboration and communication
- Our clients, without whom we would not exist

Membership Information

\$\$ Join and Save \$\$

Join both CMSA/CMSNE at the time of registration and receive the membership reduction for this conference. Send in your membership application and payment along with this conference registration and submit the member registration rate.

For membership application visit CMSA website at www.CMSA.org or call the chapter office at 603-329-7481.

Registration Information

Registration Fees		
By 9/19/08	After 9/19/08	
\$210	\$235	CMSNE Member
\$225	\$250	CMSA Member
\$235	\$260	Military
\$260	\$285	Non-member
\$185	\$210	One Day Thursday or Friday (limited availability- 25 per day)

The CMSNE member rate is available when you submit a completed application and membership fee payment to CMSA/CMSNE along with your conference registration.

Registration fee includes: access to General, Breakout and Special Session educational programs, conference notebook, convenient tote bag, access to exhibitor hall, continental breakfasts, luncheons, and break refreshments for both conference days.

To register, please complete the registration form below and mail ***NO LATER THAN SEPTEMBER 19, 2008*** with a check made payable to:

Case Management Society of New England
2 Nashua Rd., Pelham, NH 02076
CMSNE Federal Tax ID Number: 04-3159207

Please note: CMSNE only guarantees registration upon receipt of payment. **Credit cards are not accepted.** Past conferences have sold out and space is limited so register early. **Registration postmarked after 9/19/08 is subject to a \$25 Late Fee.** Registration cancellations made prior to 9/18/08 are assessed a \$25 processing fee. After 9/19/08 registration fees are non-refundable.

Special accommodations: Contact the CMSNE Chapter Office to arrange special meal, seating, etc. at 603-329-7481.

Hotel Accommodations

Register early, a limited block of rooms has been set aside at the Hilton Garden Inn, 35 Major Taylor Blvd., Worcester, MA 01608. Reservations can be made by phone at 1-877-stay-HGI or online at www.worcester.stayhgi.com. When making reservations be sure to mention CMSNE and Case Management to get the special conference rate of \$149 single or double occupancy, this special rate is available until 9/7/08.

For additional hotel information and directions visit the CMSNE website at www.CMSNE.org.

Conference dress is business casual. Dress in layers to be able to adjust to your own personal comfort level.

Registration Form

A Celebration of Case Management ~ October 2 & 3, 2008 ~ Worcester, MA

Please type or print legibly.

Name: _____ Title/Credentials: _____

Org./Company: _____ CMSA Mbr #: _____

Address: _____ City: _____ State: _____ Zip: _____

Daytime Phone Number: _____ Email Address: _____

Are you a member of a CMSNE Extension? If so, please indicate which: Western MA ME NH RI

Special Accommodations: _____ Vegetarian Meal

Registration: Registrations mailed after 9/19/08 deadline must include the \$25 late fee.

- \$210 CMSNE Mbr \$225 CMSA Mbr \$235 Military \$260 Non-mbr \$185 Thursday only \$185 Friday only

To assure adequate seating & food, you must indicate which of the following the sessions you plan to attend.

- I will be attending the Wednesday October 1 20th Anniversary Celebration (appetizers & cash bar) - 7-9 PM
- Special Session - Collaboration is the Key: Identifying and Treating Combat PTSD and TBI - October 2nd-- 5:00 PM (Snack provided)

Concurrent Sessions - Session seating is limited. First come, first served. Select one program per session column.

Concurrent Session I October 2 nd - 10:45 AM	Concurrent Session II October 2 nd - 1:15 PM	Concurrent Session III October 3 rd - 10:45 AM	Concurrent Session IV October 3 rd - 12:30 PM
<input type="checkbox"/> CSI - Co-managing Serious Illness	<input type="checkbox"/> Electronic Health Records: Definition, Challenges, and Goals	<input type="checkbox"/> Treating the Trifecta: Co-Morbid Neurologic, Psychiatric & Substance Abuse Issues	<input type="checkbox"/> Overcoming Barriers to Healthcare Communication and collaboration - Keys to the successful transition of care for the geriatric population
<input type="checkbox"/> Case Management Challenges Vis-à-vis Healthcare Financing	<input type="checkbox"/> Advanced Spasticity Management: Options and Patient Selection	<input type="checkbox"/> Geriatric Managed Care is more than Utilization Management	<input type="checkbox"/> The Impact of Legislative Changes on Home Care
<input type="checkbox"/> Safety in the Home: Challenges & Strategies in Dementia Care	<input type="checkbox"/> PACE (Program of All Inclusive Care for the Elderly)	<input type="checkbox"/> Overcrowding: It's Not Just an ED Issue	<input type="checkbox"/> Treatment Adherence - Identifying and Bridging Gaps in Care
<input type="checkbox"/> Preventing and Controlling Influenza Outbreaks in the Community	<input type="checkbox"/> RTW Coordinators: What are the Key Competencies?	<input type="checkbox"/> Total Shoulder Replacement	<input type="checkbox"/> A Model of Multiple Sclerosis Care Management Services in a Non-profit Setting
		<input type="checkbox"/> Communication Through Challenging Situations	<input type="checkbox"/> Workers Compensation Case Management 101

Send completed registration form and payment by 9/19/08 to: CMSNE ♦ 2 Nashua Rd. ♦ Pelham, NH ♦ 03076
Upon receipt of registration and payment CMSNE will forward confirmation and directions to site.



Peter Moran, RN,C, BSN, MS, CCM a LEADER in every sense of the word, Peter has been a member of CMSA since 1995, and has served as President of the New England chapter, as a representative of the National Chapter Presidents' Council, National Industry Council Chair, and as National Vice President and 2007-08 CMSA President. The recipient of the 2004-2005 National Case Manager of the Year award,

Peter is also a sought-after industry speaker. Peter served as Nurse-in-Charge and Staff Nurse at Brigham and Women's Hospital ER in Boston. While there, he contributed significantly to the development of a domestic violence protocol. He has also worked for Harvard Pilgrim Healthcare, where he received two Key Contributor Awards for his work in case management. Since 2002, he has served as a Nurse Case Manager in the Emergency Department at Massachusetts General Hospital with a special interest in the care of the homeless and frail elders. In addition, Peter also has experience as a case manager in areas including managed care, acute, and post-acute care. He has been involved with contracting, credentialing, physician education, and outreach consulting and has worked to develop a total joint protocol across the continuum of care. Peter strives hard to demonstrate a thorough understanding of the issues facing case management in the current healthcare environment. His love of case management is clearly reflected in his day-to-day practice. One of his goals for CMSA is for the association to serve as an "umbrella organization." He feels there is a great need to break down silos within healthcare and between organizations, and believes we should balance interest in the business of case management with art and science of case management. Peter wants to promote a professional practice model through standards of practice education and shared information. He sees an industry-wide need for us to "take care of ourselves," to nurture new case managers, and encourage students and professionals to enter our ranks. He would also like to see more members involved on committees and task forces at both the local and national level and, most of all, he wants case managers to tell their stories. As if his professional activities were not daunting enough, Peter also finds time to serve as Secretary for the Massachusetts Association of Registered Nurses and to collect art. He is known as someone whose innovative methods and contributions to case management have not only reached the "unreachable" but also served to promote excellence in case management.



Irving Stackpole, utilizing over thirty years of experience in service-sector businesses, Irving Stackpole leads a team of uniquely qualified consultants in designing and delivering market research, customer service and sales training, and marketing services to healthcare, senior living and human service organizations throughout the United States and internationally. Stackpole & Associates guides clients through each phase of marketing and business development strategies by the application of scientific marketing principles to create innovative and

practical solutions to the challenges facing organizations in this rapidly changing market. Following his graduation from Stonehill College, Irving began his career as a respiratory therapist for New England Baptist and Massachusetts General Hospitals where he rapidly established himself as an early pioneer in the respiratory care field. While President of the American Respiratory Therapy Foundation and an industry representative in Washington DC, he helped to write national respiratory therapist licensing guidelines. Branching out into other areas, Irving developed NCME, the largest national network of medical educational videotapes, and he founded Amcare Medical Services, which became the largest home healthcare company in New England. His career quickly moved to the senior executive level. He gained experience as the CEO of home health for a regional system and then as the Director of Marketing for a national network of subacute facilities, winning two national awards for marketing campaigns. After working as National Vice President for Rehabilitation for the largest home health care company in the United States, Irving established Stackpole & Associates in 1991, applying his skills for the direct benefit of client organizations. Irving is a popular speaker addressing topics related to market research and sales training. He has addressed audiences at national conferences such as the American Health Care Association, the American Society of Consultant Pharmacists, and others. Many clients retain his services to conduct training programs specifically designed to meet the client's individual needs.



Ross D. Zafonte, DO Vice President of Medical Affairs and Chair of the Dept. of PMR at Harvard Medical School. Dr. Zafonte came to Spaulding and Harvard Medical School after a distinguished career at the University of Pittsburgh, where he served as Professor and Chair of the Department of Physical Medicine and Rehabilitation at the University of Pittsburgh School of Medicine, and as Vice President of Clinical Rehabilitation Services for the University of Pittsburgh Medical Center. In addition to his leadership roles at the University of Pittsburgh, Dr. Zafonte maintained a clinical practice in which he cared for patients with a wide variety of disabilities, including traumatic brain injuries, spinal cord injuries, multiple sclerosis, compressive neuropathies, spasticity, and post concussive musculoskeletal conditions. Professor, Department of Physical Medicine and Rehabilitation, Harvard Medical School, Dr. Zafonte has broad experience in research as the principal investigator in a number of studies involving rehabilitation for traumatic brain injuries, an area in which he has a special interest. His work has been funded by the National Institutes of Health, the U.S. Centers for Disease Control, and the National Institute on Disability and Rehabilitation. Dr. Zafonte is the author of numerous publications about traumatic brain injuries and other rehabilitation topics. Dr. Zafonte has served as an editor of several successful textbooks on rehabilitation, and has given more than 100 national and international presentations on topics in the field of rehabilitation. He is a journal reviewer for the Archives of Physical Medicine and Rehabilitation, American Journal of Physical Medicine and Rehabilitation, and the Journal of Head Trauma Rehabilitation, of which he serves on the editorial board.

Conference Schedule

Wednesday, October 1, 2008

5:30 – 8:00p	* Pre-conference sponsored dinner
7:00 – 9:00p	Pre-conference Registration – 20 th Anniversary Celebration – Hilton Gardens Inn

Thursday, October 2, 2008

<i>Morning Sessions</i>	
6:00	*Coram pre-conference sponsored breakfast program – Infection
7:00 – 8:00	Registration – Continental Breakfast - Exhibit Hall
8:00 – 8:15	Welcome – Announcements Karen Mackey, CMSNE President 2007-08 Claire Thureson, Conference Chair
8:15 – 9:45	<i>Transitions of Care: An update on the National Transitions of Care Coalition</i> Peter Moran, RN,C, BSN, MS, CCM
9:45 – 10:45	Break – Networking – Exhibit Hall – Poster Sessions
10:45 – 12:00	<i>Concurrent I – A, B, C or D</i>
12:00 – 12:15	Networking - Exhibitor Hall - Poster Sessions
12:15 – 1:15	Luncheon – CMSNE Annual Meeting
<i>Afternoon Sessions</i>	
1:15 – 2:30	Concurrent II – A, B, C, D
2:30 – 3:00	Break – Networking - Exhibit Hall - Poster Sessions
3:00 – 3:10	2008 CMOY Award
3:10 – 4:40	<i>TBI Care: Past, Present and Future</i> Ross Zafonte, DO
4:40	CEU Distribution
5:00 – 6:00 Special Session	<i>Identifying and Treating Combat PTSD and TBI</i> Michael S. Lynch, PhD
6:00	Special Session - CEU Distribution
6:00	* Post Conference sponsored dinner program

Friday, October 3, 2008

<i>Morning Sessions</i>	
6:30	* pre-conference sponsored breakfast program – Pain Management
7:30 – 8:00	Registration – Continental Breakfast – Exhibit Hall
8:00 – 8:15	Welcome – Announcements Claire Thureson, 2008 Conference Chair
8:15 – 9:45	<i>Panel Presentation - Case Management Coordination of Care Across a Variety of Settings</i>
9:45 – 10:45	Break – Networking – Exhibit Hall – Poster Sessions
10:45 – 12:00	Concurrent III – Session A, B, C, D or E
12:00 – 12:30	Break – Networking – Exhibitor Prize Distribution – Poster Sessions
<i>Afternoon Sessions</i>	
12:30 – 1:45	Working Lunch - Box Lunch Provided Concurrent Session IV – Session A, B, C, D or E
1:45 – 2:00	Break
2:00 – 3:15	<i>When Weebles Don't Wobble</i> Irving Stackpole
3:15 – 3:30	Remarks Karen Lytle, CMSNE President, 2008-09
3:30	CEU Distribution

Pre and Post conference programs require separate registration for additional information visit CMSNE website at www.cmsne.org

Breakout Session Faculty and Description

Concurrent I – October 2nd 10:45 AM

CSI – Co-managing Serious Illnesses – Catherine Mimnaugh, RN and Paula Blanchard, RN, CCM, CPUR, BCBSRI and Nicole Navega, LICSW, Beacon Health Strategies - This presentation will focus on the steps medical and behavioral health case managers took to build a more focused, collaborative and integrated case management program by uniting to build a multidisciplinary approach to the referral process, problem identification and to care planning. It will explore the workflows and co-management meetings that have contributed to the program's increase in touching more members with co-morbid medical, behavioral health and substance abuse conditions and will examine the ongoing steps in process improvement aimed at creating better metrics for measuring outcomes, satisfaction and opportunity for improvement.

Case Management Challenges Vis-à-vis Healthcare Financing – Leslie, Cavicchi, MPA, NHA, Genesis HealthCare – Payment systems for direct care services continue to evolve, and in reality, these systems are more complicated than ever. Federal (Medicare), state (Medicaid) payment systems, and insurance reimbursement are often askew with the goals we've established for the patient's care. This program will discuss these complicated payment systems and define methods for improving our knowledge and leverage in order to ensure reimbursement and care goals are assigned.

Safety in the Home: Challenges & Strategies in Dementia Care – Jo Ann Jordan, RN, BS, MEd, Genesis HealthCare – The number of people with Alzheimer's disease and other dementias is increasing every year. The Alzheimer's Association estimates that 10 million baby boomers can expect to develop Alzheimer's disease in their remaining life. Approximately 70% of persons with dementia are cared for in their home by family members. This session will offer insight into the losses associated with dementia, awareness of general safety concerns and the development of strategies that will enable the person with dementia to live at home safely as well as the ability to recognize when long-term care is indicated.

Preventing and Controlling Influenza Outbreaks in the Community - Robert T. Adamson, PharmD, Saint Barnabas Healthcare System - Influenza has recently become a very hot topic worldwide, primarily due to concerns surrounding avian flu and its potential to cause a severe pandemic. This presentation, however, focuses primarily on SEASONAL flu and its effects on the U.S. population every year. Given that this burden recurs annually with some level of prediction, what can healthcare practitioners and MCOs do in practice to minimize the impact of influenza? Discussion will include the influenza virus, its etiology, and the illness it causes in the human body, the impact of influenza on the community in terms of potential outpatient visits, hospitalizations, and lives lost and, in turn, the economic implications of this required care. Finally the options will be explored for preventing and controlling outbreaks of influenza in the community.

Concurrent II – October 2nd 1:15 PM

Electronic Health Records: Definition, Challenges and Goals – Ellen Burneika, CMM and Patricia Manning, RN, Masspro – Electronic Health Records (EHR) have the potential to improve the delivery of health care services, yet adoption remains a constant struggle for small to medium size physician practices. This presentation will take a closer look at the benefits and the challenges in implementing an electronic health record.

Advanced Spasticity Management: Options and Patient Selection – Wei-Lee Liao, MD, Spaulding Rehab Hospital and C. Kelly Emmett, PT, Medtronic Neuromodulation – The treatment of spasticity has evolved greatly over the last 10 years. Improved medical options, injectable drugs and drug delivery options have all changed the treatment pathway for patients. Hierarchical treatment is evolving into cost-efficient and time efficient treatment. This session will focus on current treatments. A focus on Intrathecal Baclofen Therapy (ITB) will allow discussion of pros and cons and demonstrate patient selection criteria.

PACE (Program of All-inclusive Care for the Elderly) – A different kind of care and coverage – Karen Longo, MHA & David Wilner, MD, FACP, AGSF, Summit Elder Care – The concept of Programs of All-inclusive Care for the Elderly (PACE) began as a response to a community in need in the 1970's. The model was officially recognized as a permanent provider in the Balanced Budget Act of 1997. This innovative model of care and coverage was an early pioneer in the home and community based approach to providing alternatives to nursing home placement. This presentation will provide a comprehensive overview of the PACE model of care including history, locations of PACE programs, operational and regulatory structures as well as participant and caregiver perspective.

RTW Coordinators: What are the Key Competencies? - Glenn Pransky, MD, MoccH, Liberty Mutual Research Institute for Safety - Dr Pransky will discuss his research on the keys to success for expert return to work case managers, based on research conducted with case managers from the US, Canada and Australia. This session will be particularly interesting for CMSNE members who participated in the focus groups and surveys that contributed to these results.

Concurrent III – October 3rd 10:45 AM

Treating the Trifecta: Co-Morbid Neurologic, Psychiatric & Substance Abuse Issues – Robert Eckert, PhD, Independent Practice and Consultant Healthbridge Management – An increasing number of patients are presenting to the health care system with co-morbidities that complicate treatment and outcomes. This presentation is intended to serve as a guide for conceptualizing these cases and to develop and deliver more integrated care solutions.

Geriatric Managed Care is more than Utilization Management – Denise Kress, MS, APN, BC, CRRN, Tufts Health Plan - To successfully meet the growing needs of the aging population, managed care organizations must develop and implement care management models that are population based and reach out to members and their caregivers in their home environment. These care management models must include strategies to prevent avoidable hospitalization and manage geriatric conditions that impact the quality of life and health status of its members. The Tufts Health Plan Medicare Preferred model strives to meet the growing needs of the aging population while delivering quality cost effective care. This presentation will demonstrate the role of case managers as they integrate geriatric and rehabilitation expertise to improve member outcomes.

Overcrowding: It's Not Just an ED Issue – Laura Huber, RN, BSN, MGH – The crisis of ED overcrowding across the nation has been well publicized. This presentation will talk about a system-wide approach and initiatives to address ED overcrowding at Massachusetts General Hospital.

Total Shoulder Replacement – Suzanne Miller, MD, Boston Sports and Shoulder Center – This session will discuss indications for shoulder replacement surgery as well as techniques utilized and the postoperative rehabilitation that is required. Desired outcomes following this surgery will also be discussed.

Communication through Challenging Situations – Helen Meldrum, EdD, Program in Health Sciences and Industry, Bentley College - Every challenging situation is unique; no matter how many times a provider successfully resolves a situation involving an angry patient, there will always be a new patient with a new complaint. But if providers are alert to the basic sources of patient dissatisfaction and anger, they can intervene in challenging situations before they become explosive and institute practices that prevent future complaints and dissatisfaction. This session is about how to better respond to dissatisfied and emotionally charged patients. Strategies for positive resolutions of conflicts will be presented.

Concurrent IV – October 3rd 12:30 PM

Overcoming Barriers to Healthcare Communication and Collaboration – Keys to the successful transition of care for the geriatric population – Tami Johnson-White, MS, CCC, CLP, Kindred Healthcare – Case Management's role in the post acute care continuum continues to expand and teamwork is critical. As the population continues to age, placement of the aging population becomes more complex. This session will explore how to improve communication between the acute hospital and the skilled nursing facility as well as explore the role of Case Management in reducing re-hospitalization and achieving optimal recovery and managing ancillary resources.

The Impact of Legislative Changes on Home Care – Robert Simmons, RN, RRT, MBA, Boston Home Infusion – As the presidential campaign reaches its final lap of the marathon, candidates on both sides of the aisle are promoting their positions of everything from healthcare policy to the war in Iraq. Healthcare reform is the most closely followed issue by the general public, with proposed cuts in healthcare in the home under the Deficit Reduction Act, care to those in need will be greatly impacted. Home healthcare is a value added service for every service dollar spent is effective clinically as well as preferred by many patients and their families. This session will discuss healthcare expenditures, the legislative process, current bills and proposed legislation and their impact on the care for your patients. Also discussed will be the value of an individual's involvement in the legislative process.

Treatment Adherence – Identifying and Bridging Gaps in Care – Susan Gaca, BSN, MBA, CIGNA – *The New England Journal of Medicine* reported that US residents receive appropriate medical care only 55% of the time, of note those patients who received sophisticated care and support their physician's care plan demonstrate significantly high treatment compliance. Proactively addressing deficiencies, gaps and omissions can help improve health, productivity, and quality of life. This session will define and identify gaps in care, discuss the impact of gaps on an individual's health, productivity and quality of life and finally identify methods to address deficiencies.

A Model of Multiple Sclerosis Care Management Services in a Non-profit Setting – Dawn Russo, MSW, LICSW & Judy Cotton, MA, National MS Society, Central New England Chapter - This presentation will address the development and implementation of a robust care management program in a non-profit voluntary health agency, the Central New England Chapter of the National MS Society. The session will discuss the philosophy of case management in a non-profit setting, past and present care management programs and current public policy initiatives offered by the organization, including the Home LINKS program, a three tiered service delivery model.

Workers Compensation Case Management 101 – Margaret St. Coeur, RN, BS, CCM, CDMS, First Cardinal LLC - Unless you work in the Workers Compensation setting, most people find Workers Compensation pretty mystifying. This session is geared toward those who would like to gain a better understanding of the practice of Case Management in the Workers Compensation arena. What's different about it, how does it all work, are all those awful stories true?

Clinical Education Posters and Faculty

Changing Health of a Global Community in a Changing Climate - Kathleen Gremel, RN, MS - RI College

Defining Patient Responsibility in Home Care - Jeanne Guglielmo, BSN, RN, CRRN - Partners Home Care

Enhanced Case Management Through Information Technology: A Recipe for Success - Christine Dubuc, RN and Barbara Earing, LICSW, CCM - Beacon Health Strategies

How Family Involvement Affects CM Outcomes for the TBI Population - Janet McBride-Roy, CTRS and Jennette Schur, CTRS - Community Rehab Care

Innovative Approaches to Overcoming Barriers in the Medicaid Population - Mary Jane McKendry, RN, CCM, MBA - Boston Medical Center Healthnet Plan

New Innovations in Emergency Department (ED) Discharge Planning - Christine Greenwood, RN, BSN, CCM, CRRN, Maria Seavey, RN, BSN, CRRN and Kathleen Walsh, RN, PhD (c) - MGH

Utilizing a Pre-Admission Tool to Improve Inpatient Discharge Process - Pamela Tobichuk, RN, BSN, ONC and Brenda Donovan, RN, BSN - MGH

Why Every Patient Needs a Practice Based Case Manager - Wendy Atamian, RN, MS, Melissa Vespa, RN, MS and Frances Drysdale, RN, CCM, CRRN and Deborah Wood, RN - MGH