

Case Management Society of
New England's 20th Annual Building
Strategies for Success Conference

Exhibitors/Sponsors:

- Care Dimensions
- Gaylord Specialty Healthcare

Decades of Growth: Building Skills for Platinum Performance

**Wednesday, March 13, 2019
The Lantana, Randolph, MA
7:45 AM - 4:30 PM**



**Case Management Society of
New England's 20th Annual
Building Strategies for
Success Conference**

Special thanks and appreciation to conference exhibitors/sponsors, their supports has allowed CMSNE the opportunity to bring a quality educational program to our membership. Acceptance of support from these sponsors in no way implies endorsement of their products and/or services by CMSNE or the program's accreditation agencies.



**Celebrating 30 Years as a
Professional Case Management Organization**

About CMSNE

The Case Management Society of New England is a not-for-profit association 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.

Conference Information

Intended Audience

Case Managers across the continuum of care, Discharge Planners, Continuing Care Nurses, Social Workers, Disability Managers, Rehabilitation Nurses, Counselors and Insurance Specialists.

Continuing Education

This offering was not submitted to MNA, however, the 5.75 contact hours provided in this offering are applicable toward licensure renewal. Reference No. 244 CMR 5.04, Board of Nursing Code of Massachusetts Regulations. Applications have also been submitted for pre-approval for 5.75 contact hours for CCM and SW through Boston University School of Social Work and the Commission for CCM.

Conference Planning Committee

- Sheila Bennion, RN, BSN, MBA, CCM
- Julie Boyer, MSN, RN, CCM
- Judith Goldstein, BSN, RN, CCM - Co-Chair
- Tricia Gay, BSN, MBA, RN, CCM
- Liane Stressenger, BS, RN, CCM - Co-Chair

Educational Content

Overall Purpose

In 1989, CMSNE established an annual conference, Building Strategies for Success, to provide education that would enhance the case manager's personal and professional skill set, thus allowing for more effective patient advocacy. For the last two decades, case managers have been an integral part of the world of healthcare and have often found it challenging to manage the needs of patients within an ever-changing environment. The topics of our 20th annual conference, will provide attendees with strategies for creating a positive work experience, identifying styles of leadership, aligning personal values with healthy lifestyle activities, and empowering themselves with skills to improve the quality of patient interactions. These topics will provide the attendees with the tools to unravel obstacles and evoke change, while enhancing work performance and ultimately leading to exceptional patient care and improved job satisfaction.

Conference Objectives

Upon completion of the conference attendees will be able to:

- Implement work performance tools to improve patient care and job satisfaction.
- Identify leadership characteristics, to encourage innovation and creativity in solving problems and evoking change.
- Apply healthy activities to optimize personal and professional life.
- Incorporate patient-centered communication skills into daily practice.

About the Speakers

Edward Leigh, MA Ed, is the founder and director of the Center for Healthcare Communication, an organization focusing on creating high-performing healthcare environments including medical practices, healthcare associations, long-term care groups, government organizations and universities. Concentrating on effective communication between colleagues and patients, Ed works clinically as a healthcare consultant and communication skills coach for various healthcare professionals. He has written articles for various healthcare publications and soon to be published book, *Engaging Your Patients*. His expertise put him in the national spotlight through interviews on *The Today Show*, *MSNBC News*, *The Discovery Channel* and *The Oprah Winfrey Network*.

José M. Santoro holds an MBA from Farleigh Dickinson University and has over 39 years experience in the medical industry. He has functioned as Vice President Business Development, Regional Vice President Managed Care and Contracting, and National Managed Care Accounts Manager. He served in the U. S. Navy Reserves (retired 2000), serving his last years at the Head Quarters of Fleet Hospital 500, Combat Zone Twenty-Two, Fort Dix, NJ. He is President of Medical Cost Management Inc., self-founded in 2004, and Sr. Director, Managed Care at Amerita, Inc., a Home Infusion and Specialty Pharmacy Provider, serving patients throughout the country.

Veronica Chepak holds a BSN from Mount Saint Mary College and an MPA, healthcare focus, from Pace University. Her nursing career began at Westchester Medical Center. Now with over 15 years of Utilization Management and Case Management experience, she works as the Clinical Coordinator for the Care Transitions Team at Montefiore Care Management. Past President, Vice President, and Education Chair of the Hudson Valley CMSA Chapter. She was the lead on organizing the Chapter's first Conference in 2015. She served as Director on the National Board of CMSA (2014-2016). She also served on National CMSA's By-Laws, Educations and Nominations Committee.

Karen Scibinico is a professor in the Management Department at Bentley University in Waltham, MA. She teaches Human Behavior in Organizations and Leadership to undergraduates, and Leading Effective Work Teams for the Graduate School. Prior to joining the faculty, she served as dean and director of the Center for Executive and Professional Education at Bentley. She is also a leadership and career coach as well as a certified yoga instructor. Regardless of whether she is coaching individuals, teaching yoga or facilitating courses, workshops and seminars, Karen motivates others to strengthen their skills and reach their goals.

Program Schedule

7:45 - 8:30 AM

**Registration, Continental Breakfast
& Exhibit Time**

8:30 - 8:45 AM

Welcome/Introduction

Mary McClintock, RN, MSN, CCM
CMSNE President

8:45 - 10:15 AM Session I

Joy on the Job: Creating Positive Work Experiences

Edward Leigh, MA

10:15 - 10:45 AM

Morning Break & Exhibit Time

10:45 AM - 12:00 PM Session II

Are You Living up to Your Leadership Potential?

José M. Santoro, MBA
Veronica Chepak, MS, RN

12:00- 1:00 PM - Luncheon & Exhibit Time

1:00 - 2:30 PM Session III

***Strategies for Whole Health:
Taking Care of Your Body, Mind and Spirit***

Karen Scibinico, MEd

2:30 - 3:00 PM

Afternoon Break

3:00 - 4:30 PM Session IV

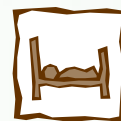
***Engaging Your Patients: Surefire Strategies to Raise
Patient Satisfaction Scores, Decrease Medical Errors
& Dramatically Enhance Compliance***

Edward Leigh, MA

4:30 PM

Closing Remarks

Liane Stressenger, BS, RN, CCM



Hotel Information

Comfort Inn Randolph
1374 North Main St., Randolph, MA 02368
Phone: 781-961-1000

A block of rooms has been set aside at the Comfort Inn Randolph for the evening of 3/12/19. The room rate is \$119, plus tax. This room block will be available until 2/12/19, space is limited make your reservations early. When making a reservation refer to code **Case Management Society of New England**.

Conference Site Information

The Lantana
43 Scanlon Dr., Randolph, MA 02368
Telephone: 781-961-4660 Website: thelantana.com

The Lantana is located on Boston's South Shore, and is convenient to all major highways making it an easy commute to the conference site from most locations. The Lantana conference center is handicap accessible.

Detailed travel directions will be provided with conference confirmation .

Registration Fee Schedule

CMSNE Member Rate: \$100

CMSA Member Rate: \$120

Non-Member Rate: \$135

Registration Fee includes continental breakfast, breaks, plated lunch, 5.75 CE program & conference syllabus.

Join CMSA/CMSNE and receive the member rate.
Download a membership application on
CMSA website www.cmsa.org

Register online through CMSNE Website and save \$5
Registrations must be postmarked by 2/28/19 or an additional \$15 late fee will be assessed. Cancellations will be assessed a \$10 service fee.
No refunds after 2/28/19.

**For additional information contact
CMSNE**

74 Buckboard Rd., Duxbury, MA 02332
Phone : 603-329-7481

Email: CMSNE@CMSNE.org Website: www.CMSNE.org

**20th Annual Building Strategies For Success Conference
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Registration Form**

Name _____ Daytime phone _____

Employer _____ Zip Code _____

Address _____

City, State _____

Please provide fax and/or email to receive confirmation of registration and directions.

Registration Fees: \$100 CMSNE Member \$120 CMSA Member \$135 Non Member (includes breakfast, lunch, course materials and RN, CCM & SW credits)

Register online through CMSNE Website and save \$5 For registrations and payments postmarked after the 2/28/19 deadline please include a \$15 late fee. Cancellations will be assessed a \$10 fee. No refunds after 2/28/19.

Check here if vegetarian or special dietary restrictions.

Credit Card Payment Information: Type: V, MC, AMX Card #: _____ Security Code: _____ Exp. Date: _____ Total Amt. to be Charged: _____

Name as it appears on the Card: _____

Billing address as it appears on the credit card statement (if different from above): _____

Address: _____

City: _____

State: _____

Zip Code: _____
If mailing payment send to: CMSNE, 74 Buckboard Rd., Duxbury, MA 02332