



CMSNE
74 Buckboard Rd.
Duxbury, MA 02332
www.CMSNE.org

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The Case Management Society of New England's 30th Annual Conference & Exhibitor Expo



***Celebrate the Past, Clarify the
Future:
Advancing Authentic Professional
Case Management***

**Tuesday, October 1 &
Wednesday, October 2, 2019
Southbridge Hotel & Conference Center,
Southbridge, MA**

Conference Objectives

Professional Case Management pioneers value-driven care coordination. Our commitment to excellence distinguishes us as essential to health care delivery across the care continuum. Life-long learning, reflective experience, and person-centeredness are hallmarks of our practice standards. As Case Management Society of New England (CMSNE) celebrates its thirty-year anniversary, we pause to examine what we have accomplished as a chapter and in our overall professional case management practice. In doing so, we appreciate how far we have come and recognize how much there is left to do.

The desire of our diverse membership continues to be maintaining our knowledge and preparedness in order to advocate for those we serve. Our involvement with CMSNE keeps us abreast of health care developments, their impact on our day-to-day work, and how these changes translate to the populations we serve. As we strive to provide high-quality services, our ultimate goal continues to be supporting those we serve to achieve their desired outcomes. This year, we come together to celebrate a momentous chapter anniversary by renewing our dedication to learning, embracing the power of collegial resource exchange, and ultimately enhancing the care we deliver.

** Professional Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote patient safety, quality of care and cost effective outcomes. (CMSA, 2016).*

Upon completion of the conference the attendees will have the knowledge to be able to:

- Synthesize past and present case management practice into future professional career goals
- Leverage networking opportunities to expand knowledge of available resources and apply it in day-to-day practice
- Identify available professional resources to support life-long learning efforts

Intended Audience

Case Managers, Continuing Care Nurses, Registered Nurses, Rehabilitation Nurses, Occupational Health 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 Contact Hours

Applications have been submitted to the Commissions for CCM and Boston University School of Social Work for continuing education contact hour approval. Contact CMSNE for confirmation of approvals in late August. We anticipate 13 RN, CCM, SW available contact hours for attending both days of conference, all sessions. ***CCMC Ethics eligible sessions will reference the CCMC Code of Professional Conduct in relationship to the session topic.**

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 contact hour.**)

CMSNE Conference Committee

- Barbara Chambers, RN, BSN, CCM, Partners Healthcare
- Marian Girouard-Spino, RN, MSN, CCM, Aspire Health Alliance
- Jamie Pickering, RN, BSN, CCM, Prudential
- Audrey Sefakis, RN, BSN, CCM, Tufts Health Plan
- Teresa Treiger, RN-BC, MA, CCM, FABQUARP, Ascent Care Management, Chair

About CMSNE



The Case Management Society of New England, celebrating 30 years as an organization, is one of the largest chapters of CMSA. We are dedicated to the support and development of professional 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 professional case management and to support the evolving needs of the case managers.

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 professional 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 until August 31, 2019
after August 31, 2019 an additional \$25 will be assessed.
Register online and save \$5.

	Potential Credits	CMSNE Member	CMSA Member	Non-Member
Tuesday only	7.5	\$200	\$225	\$250
Wednesday only	6.5	\$200	\$225	\$250
Full 2 days	*14	\$300	\$335	\$365
*Includes participation in special session, conference dinner, exhibit hall				

Registration fee includes: access to all educational sessions, conference tote bag, access to exhibitor area, continental breakfasts, luncheons, and break refreshments for both conference days.

To register, please complete the registration form below and mail with payment, **NO LATER THAN AUGUST 31, 2019 to receive early registration rates. After August 31, 2019 add \$25 to registration fee.**

CMSNE, 74 Buckboard Rd., Duxbury, MA 02332
 603-329-7481 email: cmsne@cmsne.org
 CMSNE Federal Tax ID Number: 04-3159207

CMSNE accepts credit card, online registration as well as check payments. Past conferences have sold out and space is limited so register early. **Registrations postmarked after August 31, 2019 are subject to a \$25 Late Fee.** Registration cancellations made prior to September 16, 2019 are assessed a \$25 processing fee. After September 16, 2019 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 Southbridge Hotel & Conference Center, 14 Mechanic Street, Southbridge, MA 01550. Reservations can be made by phone at 508-765-8000. When making reservations be sure to mention CMSNE and Case Management to get the special conference rate of \$112 single or double occupancy, plus 11.7% taxes.

For additional hotel information and directions visit: <https://www.southbridgehotel.com>

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

Registration Form: Celebrate the Past, Clarify the Future. Advancing Authentic Professional Case Management October 1 & 2, 2019 ~ Southbridge Hotel & Conference Center, Southbridge, MA

Name: _____ Title/Credentials: _____
 Org./Company: _____ CMSA Mbr #: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Daytime Phone Number: _____ Email Address: _____
 Special Accommodations: _____ I'm a First Time CMSNE Annual Conference Attendee

Registrations postmarked after August 31, 2019 must include the \$25 expedited processing fee. Register online and save \$5

Early Registration Options	CMSNE Member	CMSA Member	Non-Member
Tuesday only	<input type="checkbox"/> \$200	<input type="checkbox"/> \$225	<input type="checkbox"/> \$250
Wednesday only (does not include Tuesday pre-conference dinner)	<input type="checkbox"/> \$200	<input type="checkbox"/> \$225	<input type="checkbox"/> \$250
Both days – Tuesday & Wednesday	<input type="checkbox"/> \$300	<input type="checkbox"/> \$335	<input type="checkbox"/> \$365

Credit Card Payment Info: Type: M V AMX D Card # _____ Exp Date _____ Security Code _____
 Name as it appears on the Card: _____ Total Amt to be Charged: _____
 Billing address, as it appears on the credit card statement (if different from above):
 Address: _____
 City: _____ State: _____ Zip Code: _____

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

10/1 Dinner Program - For Tuesday & Tuesday/Wednesday registrants - Patient Engagement in Cancer Care. The educational session will run 5:15 – 6:45 PM – dinner to follow. **Employee of the VA and Government Agencies which restrict participation in sponsored meals are prohibited from the dinner but not the educational session.**

10/2 – VA Special Session - Improving Care Coordination by Demystifying the VA for Non-VA Case Managers and the Community – 6 AM

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

Concurrent I - 10/1 10:45 AM	Concurrent II - 10/1 1:15 PM	Concurrent III - 10/2 10:30 AM	Concurrent IV - 10/2 12:15 PM
<input type="checkbox"/> Looking Behind the Curtain: Managing Complex Care Situations in Community Environments	<input type="checkbox"/> Mastery of the SDoH: CM Next Frontier - Earn 1.25 CCM credit for Ethics Renewal*	<input type="checkbox"/> The Case Manager on Trial - Earn 1.25 CCM credit for Ethics Renewal*	<input type="checkbox"/> Understanding Various Forms of Dementia
<input type="checkbox"/> Leveraging Interprofessional Team-Based Care - Earn 1.25 CCM credit for Ethics Renewal*	<input type="checkbox"/> Community Partners: Building Bridges for MassHealth's Most Vulnerable Members	<input type="checkbox"/> Adverse Childhood Experiences & Social Determinants of Health	<input type="checkbox"/> Ethical Considerations in Care Collaboration - Earn 1.25 CCM credit for Ethics Renewal*
<input type="checkbox"/> Pediatric Palliative Care: Enhancing Quality of Life	<input type="checkbox"/> Interdisciplinary CM: Integrating Community Health Workers	<input type="checkbox"/> The Role of SW in an Integrated Care Management Model	<input type="checkbox"/> Introducing Medical Improv: An Experiential Learning Strategy
<input type="checkbox"/> Cannabis: Legal & Ethical Dilemmas for Case Managers - Earn 1.25 CCM credit for Ethics Renewal*	<input type="checkbox"/> Opioid Use Disorders - New Opportunities for Referral Pathways	<input type="checkbox"/> Recovery Coaching in Care Management	<input type="checkbox"/> Navigating the ACO Landscape: Opportunity for Professional CM to Advance Quality Care & Outcomes

Mail registration form & payment to: CMSNE, 74 Buckboard Rd., Duxbury, MA 02332
Upon receipt of registration and payment CMSNE will forward confirmation and directions to site.

Main Session Speaker Biographies

Opening Session - Tuesday, October 1, 2019



Jose Alejandro, PhD, RN-BC, CCM, FACHE, FAAN - Dr. Alejandro is the Director of Case Management at the University of California Irvine Medical Center and Adjunct Professor at South University. Dr. Alejandro received his PhD in Human Services from Capella University; MBA in Accounting and Health Care Management from the University of Dallas; MSN in

Nursing Education from University of Phoenix and BSN from the University of Texas at Arlington. Dr. Alejandro was the 15th President (2012-2014) of the National Association of Hispanic Nurses. He currently serves as President of the Case Management Society of America.

Closing Session - Tuesday, October 1, 2019

Russell Hilliard, PhD, LCSW, LCAT, MT-BC, CHRC the Senior VP of Key



Initiatives at Seasons Hospice & Palliative Care and the Founder of the Center for Music Therapy in End of Life Care. His research, advocacy, and consultation have resulted in the development of first-time music therapy programs in hospices throughout the US, China, Thailand, and Korea. He is the author of the text, Hospice and Palliative Care Music Therapy: A Guide to Program Development and

Clinical Care, and his research has been published in a wide variety of scholarly journals. He has also authored several book chapters in leading texts on end of life care. His new book, Heartsongs: Pediatric Palliative Care Music Therapy will be available in early 2020. Dr. Hilliard has provided keynote addresses for healthcare conferences and is a frequent presenter at professional conferences worldwide.

Conference Dinner Program

Tuesday, October 1, 2019 – 5:15 PM - *Patient Engagement*

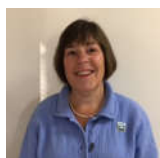
Katherine Walsh, PhD, MSW, LICSW is a professor at Westfield State



University MSW program. She has practiced as a clinical social worker in a variety of health care settings, including the Dana Farber Cancer Institute and continues to practice clinical social work in private practice, in Northampton since 1990, with individuals, families, couples and groups. In addition to direct practice and teaching, her social work

experience includes serving as the Director of Psychosocial Services for Hospice of Hampshire County, serving as the President of the Association of Oncology Social Work (AOSW), Testifying for the President's Cancer Panel and serving on advisory boards for the Social Work in Hospice and Palliative Care Network (SWPN), the American Cancer Society (ACS), and Cancer Connection (a service organization in Northampton) and leading self-care retreats for various hospice and service organizations.

Special Session - Wednesday, October 2, 2019 – 6 AM *Improving Care Coordination by Demystifying the VA*



Sandy Filiault RN, BSN, CCM has been with the VAMC in WRJ for 24 years. She grew up in Vermont and is a seventh generation Vermonter. Sandy's professional passion is to ensure she do the best by every Veteran and peers whose path she crosses. She has always been involved in hospice and palliative care and strives

to ensure the most peaceful and dignified end of life journey. Sandy is married, lives high on a hill in VT where she and her husband

raised three Eagle Scouts. She has a beautiful little granddaughter, two goats, one dog and one cat. In her spare time she gardens, hikes, bikes and kayaks.



Derenda Lovelace, MSN, RN-BS, CM has been a registered Nurse for 40 years and a Case Manager for 25 years. Ms. Lovelace has a BSN from the University of Virginia and MSN from University of Alabama in Nursing Case Management. She is an ANCC Certified Case Manager, a Case Management Society of America member and published author. She is the current President of the Central Virginia Chapter of CMSA and is the DoD/VA Advisor to the National CMSA Board. She has been a presenter at both the local and National CMSA levels and in 2010, received the CMSA Award of Service Excellence. She is an ANCC Nursing Case Management Content Expert Panelist. In 2018, she was the recipient of the American Nurses Credentialing Center's 2018 Certified Nurse Awards in the Nursing Case Management category and was also selected as the RICVAMC 2018 recipient of the Department on Veteran's Affairs Secretary's Award for Excellence in Nursing in an Expanded Role. After 25 years serving as a case manager for the DoD and VA, she retired in January 2019 from Federal Service. She currently serves as a VA volunteer and works part-time as a care manager.

Opening Session - Wednesday, October 2, 2019



Rhys Jones, MPH is Vice President, Medicaid Advocacy for America's Health Insurance (AHIP), an industry association representing health plans that provide health coverage to more than 290 million Americans. He is known for his operations and policy expertise in Medicaid managed care, managed LTSS/HCBS, Medicare Advantage and part D prescription drug programs, dual eligible special needs plans (SNPs), Medicare-Medicaid financial alignment demonstrations, Medicare-Medicaid program integration and managed care. Rhys has been a member of AHIP's Medicare-Medicaid Integration work group and the SNP Alliance Medicare/Medicaid Integration Leadership group. He has held positions in health plan operations and regulatory affairs with a number of regional and national health plans. He holds a Master of Public Health degree in Health Policy and Administration from the University of California, Berkeley and has authored two books on managed care: HMO 101: Introduction to HMOs and The Ultimate HMO handbook.

Closing Session - Wednesday, October 2, 2019



Vivian Campagna, RN-BC, MSN, CCM is the chief industry relations officer for the Commission for Case Manager Certification. She has been involved in case management for more than twenty years, holding staff and administrative positions on both the independent and acute care side of the industry. She has published articles on case management topics, presented at case management conferences and taught continuing education courses. Vivian was a founding member of the Long Island chapter of CMSA, and was a member of the inaugural class of certified case managers. She is the past Chair for the Commission for Case Manager Certification where she implemented computer-based testing, as well as the development of the online dashboard for CEUs and recertification, ensuring test pool questions reflected current practice and knowledge in the field of case management. Vivian earned her nursing diploma from St. Clare's Hospital and Health Center School of Nursing, her BS from CW Post Center of Long Island University, and her MS in Nursing from Seton Hall University. She is board-certified in case management by both the Commission for Case Manager Certification and the American Nurses Credentialing Center.

Conference Schedule

Tuesday, October 1, 2019

7:00a	Registration
8:00a	Welcome – Announcements – President's Address – CMOY/AOSE Awards Mary McClintock, RN, MSN, CCM, CMSNE President 2017-19 Teresa Treiger, RN-BC, MA, CCM, FABQUARP 2019 Conference Chair
8:30–9:45a Main Session	<i>The Future Vision of Case Management</i> Jose Alejandro, PHD, RN-BC, CCM, FACHE, FAAN
9:45–10:45a	Exhibit Hall
10:45–12:00p	Concurrent I – Sessions A, B, C, D
12:00–1:15p	Buffet Lunch
1:15–2:30p	Concurrent II – Sessions A, B, C, D
2:30–3:45p	30th Anniversary Celebration Exhibit Hall
3:45–5:00p Main Session	<i>Evolution in Healthcare and the Role of the Social Worker: Past, Present, and Future</i> Russell Hilliard, PhD, LCSW, LCAT, MT-BC, CHRC *CCM Ethics eligible.
5:00–5:15p	Break
5:15–7:45p For Tuesday and Tuesday/ Wednesday registrants only.	<b style="color: #008000;"><i>Conference Dinner Program</i> <i>Patient Engagement in Cancer Care</i> Katherine Walsh, PhD, MSW, LICSW Sponsored by: Genentech/IntraMed * The educational session will run 5:15–6:45p – dinner to follow. *Employee of the VA, Government and State Agencies which restrict participation in sponsored meals are prohibited from the dinner, but not the educational session.

Wednesday, October 2, 2019

6:00–7:30a VA Special Session	<b style="color: #008000;"><i>Pre-conference Breakfast</i> <i>Improving Care Coordination by Demystifying the VA for Non-VA Case Managers and the Community</i> Derenda Lovelace, MSN, RN-BS, CM Sandy Filiault RN, BSN, CCM
7:00–8:00a	Registration – Continental Breakfast – Exhibits lobby only
8:00–8:15a	Welcome – Announcements Mary McClintock, RN, MSN, CCM, CMSNE President 2017-19 Teresa Treiger, RN-BC, MA, CCM, FABQUARP 2019 Conference Chair
8:15–9:45a Main Session	<i>Medicaid Overview and Impacts on Case Management: Past, Present, and Future</i> Rhys Jones, MPH
9:45–10:30a	Break - Networking – Exhibit lobby only
10:30–11:45a	Concurrent I – Sessions A, B, C, D
11:45–12:15a	Networking – Exhibitors lobby only – Pick up Lunch
12:15–1:30p	Concurrent IV – Sessions A, B, C, D Working Lunch
1:35–2:50p Main Session	<i>Celebrate the Past, Clarify the Future: The Case Manager's Ongoing Journey</i> Vivian Campagna, RN-BC, MSN, CCM *CCM Ethics eligible.
2:50p	Closing Remarks Douglas Cushman, RN, CCM CMSNE President, 2019-2021

Breakout Sessions Faculty and Description

Concurrent I – October 1 - 10:45 AM

Looking Behind the Curtain: Managing Complex Care Situations in Community Environments – Kathleen Heery, RN, MS, CCM, CCP - Positive Aging Solutions - Clients with chronic, complex conditions and situations present case management challenges to anyone trying to navigate disjointed healthcare systems, coordinate services with various aging organizations and connect clients and families to other resources. This program provides an overview of top challenges with complex patients.

Leveraging Interprofessional Team-Based Care: Communication, Collaboration, Camaraderie – Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRP - EFS Supervision Strategies, LLC - Learn how to garner the sum of professional power to facilitate more efficient treatment processes. Those involved on the front lines of health and/or behavioral health care experience overwhelming pressures to facilitate patient-centric care process. With the current generation of patients more complex than ever, there's a mandate for the broadest expertise, individually and collectively; enter interprofessional team-based care. Engage is a unique presentation exploring the intentionality of interprofessional team-based care. ***CCM Ethics eligible.**

Pediatric Palliative Care: Enhancing Quality of Life - Russell Hilliard, PhD, LCSW, LCAT, MT-BC, CHC, CHRC, CCT - Seasons Hospice & Palliative Care - Focusing on quality of life domains for seriously and terminally ill children is essential and finding creative strategies to accomplish this can be a challenge. In this presentation, we offer hands on resources and experiences clinicians can incorporate in their care to increase a sense of quality of life for pediatric patients and their families and enhance the overall patient/family experience of care.

Cannabis: Legal & Ethical Dilemmas for Case Managers - Dr. Lynn Muller, JD, RN, BA-HCM, CCM - Muller & Muller, Attorneys at Law - The advent of the legalization of Cannabis for both medicinal and recreational use has changed medicine and impacts case managers, who are called upon to make split-second decisions that affect both the case manager, their clients and significant others. This interactive session will explore the impact of the legalization of cannabis, the conflicts of law it created and the impact on the legal and ethical realms through case examples. ***CCM Ethics eligible.**

Concurrent II – October 1 - 1:15 PM

Mastery of the SDoH: CM Next Frontier – Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRP - EFS Supervision Strategies, LLC - The Social Determinants of Health (SDH) impact physical and behavioral well-being for individuals and populations. Case managers are on the front lines of intervention with these challenging and multidimensional client situations. Learn how to successfully assess, intervene with, monitor, and address the newest generation of the SDH. This session also looks at the latest legislation and funding, quality metrics, workforce career implications, plus successful resources and model programs. ***CCM Ethics eligible.**

Community Partners: Building Bridges for MassHealth's Most Vulnerable Members - Deborah Jean Parsons, PhD and Evis Mason, LMHC - Aspire Health Alliance - MassHealth serves over 900,000 people; 45,000 of whom are responsible for the expenditure of half of all healthcare dollars in MA. . MassHealth embarked on a five-year plan to change the way it delivers and pays for services for their highest need population, often with behavioral health and substance use disorders combined with complex medical issues. This presentation describes the model, discuss key elements of integrated care, including working with other providers' Case Managers, person-centered treatment planning, and shares early successes.

Interdisciplinary Case Management: Integrating Community Health Workers to Improve Health Outcomes – Anna Spiro, CMI, Sarah Oo, MSW and Yetzaira Bonilla - MGH, Chelsea Health Care Center - This interactive presentation focuses on the role of a Community Health Worker (CHW) within an interdisciplinary care team and discusses patient cases to demonstrate examples of where CHWs could be most effective.

Opioid Use Disorders - New Opportunities for Referral Pathways – Lisa Blanchard, MA, LMHC and Tracy Desruisseaux, MA, LADC - Spectrum Health Systems - This presentation reviews assessment of opiate use disorder and substance use in a case management setting. Levels of care and ways to access treatment, detailed discussion of emerging initiatives to improve access to treatment and service are discussed. Case examples and application to practice are used to enhance learning.

Concurrent III – October 2 - 10:30 AM

The Case Manager on Trial - Sandra Lowery, RN, BSN, CCM, CNLCP - CCM Associates and Dr. Lynn Muller, JD, RN, BA-HCM, CCM - Muller & Muller, Attorneys at Law – As case management has grown and become a recognized role in our health care system it was inevitable that litigation alleging malpractice would evolve. Based on an actual case filed against a hospital CM for allegations of an unsafe discharge, join us for a mock trial. Watch the CM on the stand facing direct and cross-examination and the CM expert who serves as a defense witness. ***CCM Ethics eligible.**

How Adverse Childhood Experiences (ACEs) and Social Determinants of Health (SDOH) Compound Chronic Disease Management – Jennifer McCarthy, MEd, MS, LCPC - Healthcentric Advisors - In this interactive session learn how case managers and other care team members use essential information about adverse childhood experiences (ACEs), trauma-informed care, and social determinants of health to create a safe environment for their patients to learn how to manage their chronic conditions.

The Role of Social Work in an Integrated Care Management Model – Rebecca Osorio, LICSW – MGH, Phyllis Prout, LICSW– Newton Wellesley and Melissa Crownover, LICSW - Partners PCPO - This presentation uses a case example to look at integration between disciplines to describe how our team of nurses, social workers, behavioral health coaches, recovery coaches, community resource specialists, pharmacists and community health workers

complement each other's work. Working with children and adolescents is addressed.

Recovery Coaching in Care Management – Sheryl Olshin, LICSW, CCM, Barry Shelton, CARC and Christopher Bonsall, CARC - AllWays Health Partners - Recovery coaching is a growing field in the peer support sector. Having lived experience has been proven to be effective in supporting efforts toward recovery from addiction. This session presents recovery coaching in a community-based care management program. Coaches support members to explore and pursue the recovery steps the member desires, in a member-centered model.

Concurrent IV – October 2 - 12:15 PM (working lunch)

Understanding Various Forms of Dementia - Alicia Seaver, EPOCH Senior Living – This presentation reviews various forms of dementia and how it impacts patients, family and caregivers. By having an understanding of the types of dementia it will enable caregivers to tailor their treatment based on the type of dementia.

Ethical Considerations in Care Collaboration: Charting the Course for Next Level Care Delivery – Emily Navetta, MPH - Caregiver Homes - Today's case managers influence collaboration across the provider spectrum. An evolving set of standards must be met to enable trusted relationships across the provider community, as financial and quality-based metrics forge connections among providers and services historically disconnected. The implementation of new delivery models, such as Accountable Care Organizations have initiated a new era by establishing standards in workflow, measurement, and affiliations. ***CCM Ethics eligible.**

Introducing Medical Improv: An Experiential Learning Strategy to Improve Communication & Collaboration – Beth Boynton, RN, MS - Author/Trainer/Consultant - Effective communication and collaboration are essential for optimal patient safety, patient experience, and workforce health. Join in this engaging and transformative experience! Activities are interspersed with Q&A and group discussion about the value of the exercises with respect to interactive skills and outcomes. Warning: side effects may include decrease in stress and increase in positive relationship.

Navigating the ACO Landscape: Opportunity for Professional Case Managers to Advance Quality Care and Outcomes -Patricia Noonan RN, MBA, CCM - Director, Network Care Management Lahey Clinical Performance Network - This session explores how professional case managers working in Accountable Care Organizations (ACOs) are measuring and demonstrating quality care outcomes. The goal of an (ACO) is to reduce fragmented, uncoordinated care with an arrangement in which providers work together to achieve shared goals of better care at a lower total cost. Professional case managers are uniquely positioned to deliver high quality, efficient, patient-centered care.