

2011

ORLANDO

18TH ANNUAL  
NICM  
CASE MANAGEMENT  
CONFERENCE

& 12TH ANNUAL  
ACMA MEETING

APRIL 7-10, 2011  
ORLANDO, FLORIDA

MARRIOTT WORLD CENTER RESORT





# JOIN US IN ORLANDO!

REGISTER BY FEBRUARY 4 &

# SAVE \$75!\*

\*Compared to Regular Conference Pricing

▶ [CASEMANAGEMENTCONFERENCE.COM](http://CASEMANAGEMENTCONFERENCE.COM)

AND BE ENTERED TO WIN GREAT MONTHLY PRIZES

## WHY YOU SHOULD ATTEND

- **TAKE IDEAS:** Understand progressive and relevant case management programs as a catalyst for knowledge sharing and new business ideas.
- **TAKE INSPIRATION:** Build a sense of community and identity within the case management profession by engaging experts and peers from all backgrounds and experience levels.
- **TAKE CHARGE:** Increase your toolkit with take-aways and practical knowledge you can apply to improve your professional practice while remaining fiscally responsible.

## CONFERENCE REGISTRATION

We make registering easy! Simply decide which method is best for you.



Online:  
[casemanagementconference.com](http://casemanagementconference.com)



Mail: 11701 West 36th Street  
Little Rock, Arkansas 72211



Fax:  
501-975-8441

## CONFERENCE PRICING

	PRE	MAIN		POST		DAY PASS
		MEMBER	NON-MEMBER*	MEMBER	NON-MEMBER	APRIL 8 OR 9 ONLY
Early Registration Prior to Feb 4, 2011	\$299	\$499	\$635	\$99	\$200	\$350
Registration Feb 5 – Mar 25, 2011	\$350	\$575	\$710	\$175	\$225	\$400
Late Registration Beginning Mar 26, 2011	\$400	\$675	\$810	\$200	\$250	\$450

**Group Discount:** Three (3) or more participants from same organization receive \$50 off main conference registration fees for each participant. Group discount may not be combined with other discount offers. For details, go to: [casemanagementconference.com](http://casemanagementconference.com) or call NICM at (501) 227-5400.

\*Includes One (1) Year ACMA Membership

## CONTINUING EDUCATION

Participants at this event may earn up to the following continuing education (CE) hours:

**23.75** Nursing  
(based on 60-minute hour)  
**23.75** Social Work  
(based on 60-minute hour)

**ACM™ Certification**  
All CE hours earned at this event are approved by the National Board for Case Management for ACM™ Certification renewal.

**CCM**  
NICM has applied for 21.75 hours of CCM (approval pending).

## MUST ATTEND EVENTS!

### WELCOME RECEPTION

The Welcome Reception will be attended by case management professionals from all over the United States, possibly making this event the single largest annual gathering of Hospital/Health System Case Management leaders. Do not hesitate to take advantage of this opportunity to build and expand your network, and converse with your fellow attendees in a fun, informal setting.

### CLOSING PARTY

As the biggest social event of the conference, we invite you to join us for our Closing Party. This is the final toast to the conference. True to tradition, we reveal the 2012 conference location. Attendees look forward to this annual event with excitement and enthusiasm. Relax and socialize with new friends and Sponsors/Exhibitors while enjoying hors d'oeuvres, cocktails, games, dancing, music, and more!

# CONFERENCE SCHEDULE

## Thursday, April 7, 2011 – Pre-Conference Events

8:00 am – 1:45 pm ACM™ Certification Review Workshop | Lunch Provided

8:00 am – 1:00 pm Pre-Con Workshop | Lunch Provided

1:00 pm – 2:30 pm ACMA Leadership Forum | Open to all ACMA Members

2:30 pm – 6:30 pm Welcome Reception & Exhibition  

Poster Session Presentation

ACMA Silent Auction

## Friday, April 8, 2011 – Main Conference – Day 1

7:00 am – 8:00 am ACMA Member Orientation 

7:00 am – 9:00 am Breakfast & Exhibition 

9:15 am – 11:00 am Welcome  
Franklin Award of Distinction Announcement

Keynote Address 



11:15 am – 1:15 pm Lunch & Exhibition 

Poster Presentation | Display Only

ACMA Chapter Presidents & Presidents Elect Meeting

1:30 pm – 2:45 pm Breakout Sessions A

3:00 pm – 4:15 pm Breakout Sessions B

4:30 pm – 6:30 pm Reception & Exhibition  

Win The Wheels! Car Giveaway

Poster Presentation | Display Only

6:30 pm – 9:30 pm Compare AD™ User Group Meeting & Event | Current Subscribers Only

## Saturday, April 9, 2011 – Main Conference – Day 2

7:00 am – 7:45 am Breakfast | ACMA Public Policy Forum

8:00 am – 9:00 am ACMA Annual Meeting

9:15 am – 10:30 am Breakout Sessions C

10:45 am – 12:00 pm Breakout Sessions D

12:15 pm – 1:30 pm Sponsor Sessions E | Lunch Provided

2:00 pm – 3:15 pm Breakout Sessions F

3:30 pm – 4:45 pm Breakout Sessions G

5:00 pm – 6:30 pm Closing Party & ACMA Live Auction 

50/50 Raffle Ticket Winner Announcement

## Sunday, April 10, 2011 – Post Conference Events

8:00 am – 12:00 pm Post-Conference Workshops

 "Do Not Miss Events!"



"Win the Wheels Opportunities!"

# SESSION INFORMATION

## ■ PRE-CONFERENCE

### NICM ACM CERTIFICATION REVIEW WORKSHOP

#### PRE-CONFERENCE WORKSHOP

- 1 Reducing Readmissions
- 2 The Campaign for Better Care: Why We Need a Better Way
- 3 RAC 2010: Lessons Learned
- 4 Transitions of Care

### ACMA LEADERSHIP FORUM

2011 ACMA Hospital Case Management Survey Results

## ■ MAIN CONFERENCE

### KEYNOTE ADDRESS



#### "If Disney Ran Your Hospital...9 1/2 Things You Would Do Differently"

This keynote address is based on Fred Lee's best-selling book: "If Disney Ran Your Hospital...9 1/2 Things You Would Do Differently." Customer service is the never-ending pursuit of excellence to keep employees and customers so satisfied that they tell others of the way they were treated in your organization. This session stresses the importance of patient satisfaction and how it affects employee satisfaction.

Fred Lee, Author

### BREAKOUT SESSIONS A

- 1A If Disney Ran Your Hospital...9 1/2 Things You Would Do Differently: A Closer Look
- 2A Front-End Case Management Strategies to Reduce Financial Risk
- 3A Transitioning with Health Care Reform: Interdisciplinary Care Planning
- 4A Ethical Decision Making in Complex Cases
- 5A Measure What You Manage: Identify Opportunities and Apply Best Practice Solutions Using Compare AD
- 6A Designing and Implementing a Collaborative Case Management Model Using Six Sigma Tools

### BREAKOUT SESSIONS B

- 1B Ethical Decision Making in Complex Cases
- 2B ACMA Social Work Fellowship Presentation
- 3B Patient Navigation in a Complex Medical System
- 4B Show Me the Money: An Integrated Approach to Managing Third Party Audits
- 5B Delayed Discharges: A Nursing / Case Management Solution
- 6B Hospitalist-Care Coordinator Team: Dynamic Case Management Practice

### BREAKOUT SESSIONS C

- 1C Communities Working Together to Provide "No Wrong Door" Health Care to Older Adults
- 2C Denial Management: Centralization to Maximize Reimbursement
- 3C The Business Case of P.A.C.U. Case Management
- 4C Improving the Discharge Process: Utilizing the Patient and Family Centered Care Methodology
- 5C Decreasing Readmission Rates: Getting Results
- 6C Speed Learning Session:
  - Putting the Pieces Together with Complex Care Management
  - It Takes a Village... and a Risk Management Team
  - Change Management: "Why Won't They Just Do What I Say"

# SESSION INFORMATION

## BREAKOUT SESSIONS D

- 1D** ACMA Franklin Award Winner Presentation
- 2D** Hospital Case Management's Role in Health Care Reform
- 3D** Palliative Care in the Emergency Department
- 4D** Advanced Illness Management
- 5D** Patient-Flow Barriers at the End-of-Life: Health Care's Last Taboo
- 6D** Speed Learning Session:
  - Transitions of Care: A Geriatric Nutrition Case Example
  - Managing Short Stays: One Day Stay Review Process

## BREAKOUT SESSIONS E

Platinum Sponsor Presentations | Additional Information Available Online

## BREAKOUT SESSIONS F

- 1F** Breaking Through Barriers: Advancing an Emergency Department Case Management Focus Beyond Financial to Clinical
- 2F** Crisis Emotional Response Team: A Model for Employee and Community Crisis Intervention
- 3F** CMS Demonstration Project for the Care Management Tool: Participant Perspective
- 4F** Managing the Operating Room Scheduling Process: The 72-Hour Deadline
- 5F** Disabilities, Addiction and Health Care: A Tangled Web
- 6F** Case Management and Compliance

## BREAKOUT SESSIONS G

- 1G** Developing and Implementing Online Yearly Competencies for Care Management Staff
- 2G** High Intensity Escalation: The Right Solution at the Right Time
- 3G** Improving Patient Outcomes by Using Collaborative Team Research
- 4G** WIN/WIN: University & Case Management Partnerships
- 5G** Front Door Screening: An Emergency Department Case Management Approach
- 6G** Achieving Optimal Care and Outcomes with Collaborative Interdisciplinary Rounds

## POST-CONFERENCE WORKSHOP

- 1** Cultural Competency
- 2A** For Staff: Healthcare Reform
- 2B** For Leadership: Lead from your Strengths
- 3A** For Staff: Communicating with Style
- 3B** For Leadership: Supervision and Alternate Methods

## MONTHLY GIVEAWAYS: REGISTER EARLY AND WIN!

**Register early and WIN!** Your name will be automatically entered into our monthly drawings beginning the month in which your registration and payment have been received. The earlier you register, the more chances you have to win!

## HOTEL INFORMATION



## MARRIOTT WORLD CENTER RESORT

8701 World Center Drive | Orlando, Florida 32821 | (800) 564-3181

## SPECIAL CONFERENCE RATE

**\$180.00 per night**

Discounted group rates are applicable during conference dates (April 7–10, 2011) until all guest rooms in the group block have been reserved. The discounted group rate will be available three (3) days prior and three (3) days after the conference dates based upon availability at the time of reservation.



Go to [www.casemanagementconference.com](http://www.casemanagementconference.com) and click on Hotel/Travel



Call (800) 564-3181 and reference the Group Code "CMGCMGA"

## IMPORTANT DATES

- **EARLY REGISTRATION DEADLINE** | February 4, 2011
- **CANCELLATION DEADLINE** | March 11, 2011
- **HOTEL RESERVATION DEADLINE** | March 16, 2011
- **REGULAR PRICING DEADLINE** | March 25, 2011
- **LATE REGISTRATION BEGINS** | March 26, 2011
- **CONFERENCE DATES** | April 7–10, 2011

## PRINTED BROCHURE / REGISTRATION FORM

Need a printed registration form or session details? Printable documents may be downloaded at [www.casemanagementconference.com](http://www.casemanagementconference.com)



# WIN THE WHEELS!

At the NICM/ACMA Annual Conference  
**APRIL 7-10, 2011 • ORLANDO, FL**



Actual car not pictured. See Website for official rules.

[casemanagementconference.com](http://casemanagementconference.com)

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