



*The Center for Case Management Invites ED Professionals to*

# THE 1<sup>ST</sup> NATIONAL EMERGENCY DEPARTMENT CARE AND CASE MANAGEMENT CONFERENCE

*Becoming a Top Shot ED: Managing Care and Cases Into, Out of, Through, and Beyond the Walls*

FRIDAY AND SATURDAY  
MARCH 30 AND 31, 2012

*Hosted by:*



**Conference Location:**

Texas Health Harris Methodist  
1301 Pennsylvania Ave.  
Fort Worth, TX 76014  
*Armstrong Auditorium*



JOIN OTHER ED PROFESSIONALS to discover models, concerns, experiences, and dreams for the best ED for your patients, their families, hospital, and community.

## CONFERENCE GOALS

- ✓ Calculate the potentially substantial ROI to implement new roles and processes in the most expensive rooms in the hospital: The ED!
- ✓ Present innovative, effective care and case management models for supporting multidisciplinary ED teams, patients, their families, and the community
- ✓ Trace how tighter CMS compliance, payer, quality, and service standards are being met through the ED: throughput, transitions, regulations
- ✓ Picture the ED of the future



## FRIDAY, MARCH 30 8AM–5:30PM

- 8:00 – 9:00 AM Registration, Poster, and Vendor Exhibits
- 9:00 – 9:15 AM **Welcome and Goals** (Donald Graves, MBA, RN-CM, CCM, Texas Harris Methodist Fort Worth Hospital, TX)
- 9:15 – 10:30 AM **KEYNOTE: Today's ED Environments and Challenges** (Jay Kaplan, MD, FACEP)
- 10:30 – 11:00 AM Break, Poster, and Vendor Exhibits
- 11:00 – 12:30 PM **Implementing Case Management at the Front Door**  
(Chris Nesheim, RN, MS, System Director, Care Management, Lee Memorial Health System, Ft. Meyers, FL)
- 12:30 – 1:30 PM Lunch, Poster, and Vendor Exhibits
- 1:30 – 2:30 PM **Implementing an ED Case Management Program for High "Presence"**  
(Kathy Walsh, PhD, RN, CEN, ED Case Manager, and HcPro Author; Emergency Department Case Management: Strategies for Creating and Sustaining a Successful Program)
- 2:30 – 3:30 PM **Identifying and Addressing the SuperUsers**  
(Kathleen Kelly, MD, FACP CMO, SwedishAmerican Health System, Rockford, IL)
- 3:30 – 4:00 PM Break, Poster, and Vendor Exhibits
- 4:00 – 5:30 PM **Integrated Case Management in the ER: New Approaches to Old Problems**  
(Texas Harris Methodist Fort Worth Hospital Panel: Jennifer Mayhan RN, BC, CM; Donald Graves, MBA, RN-CM, CCM; Lisa Schmidt-Estralla LCSW; Sean Burton, Advanced Practice Paramedic)

## SATURDAY, MARCH 31 7:30AM–1:30PM

- 7:30 – 8:30 AM Poster and Vendor Exhibits
- 8:30 – 9:30 AM **Food for Thought: The Potential of ED Case Management**  
(BK Kizziar, RN-BC, CCM, Dallas/Ft Worth Chapter of the Case Management Society of America)
- 9:30 – 11:00 AM (CHOOSE 1)
- Track A: Applying Medical-Behavioral Health Case Management Concepts to ED SuperUsers**  
(Tom Hoover, RN, MBA, Manager of ED Connections, BryanLGH, Lincoln, NB)
  - Track B: Changing the Culture to Improve Patient Admission Throughput**  
(Steve Polega, RN, BS, ED Nurse Manager, and Patti Burchett, CHAM, Director Patient Access Bronson Medical Center Medical, Kalamazoo, MI)
- 11:00 – 11:30 AM Break, Poster, and Vendor Exhibits
- 11:30 – 12:30 PM **Converting Emergency Departments for Seniors**  
(Ann Hill, MSW, Director of CM, and J. Michelle Moccia MSN, ANP-BC, CCRN St. Mary Mercy Livonia Hospital, MI)
- 12:30 – 1:15 PM **Onto the ED as the Future Front Porch** (Karen Zander, RN, MS, CMAC, FAAN, The Center for Case Management)
- 1:15 – 1:30 PM Evaluation and Adjourn

## FACULTY



## KEYNOTE SPEAKER

**Jay Kaplan, MD FACEP.** Board of Directors, American College of ER Physicians, Director of Service and Operational Excellence for CEP America Emergency Physician Partners. San Francisco Bay, CA.

**Karen Zander, RN, MS, CMAC, FAAN.** Principal and Co-owner. The Center for Case Management, Wellesley, MA.

**Patti Burchett, CHAM.** Director Patient Access Bronson Methodist Hospital, Kalamazoo, MI.

**Sean Burton.** Advanced Practice Paramedic, Clinical QA/QI Coordinator. MedStar Community Health Program Service, Fort Worth, TX.

**Donald Graves, MBA, RN-CM, CCM.** Emergency Department Case Manager. Texas Health Harris Methodist Fort Worth Hospital, Fort Worth, TX.

**Ann Hill, MSW, LMSW.** Manager, Case Management. St Mary Mercy Hospital, Farmington Hills, MI.

**Tom Hoover, RN.** Manager, E.D. Connections. BryanLGH Medical Center East, Lincoln, NE.

**Kathleen Kelly, MD, CMO.** SwedishAmerican Health System, Rockford, IL.

**B.K. Kizzer, RN-BC, CCM, CLCP.** Chapter President CMSA. Little Rock, AR.

**Jennifer L Mayhan, RN.** Emergency Department Case Manager. Texas Health Harris Methodist Fort Worth Hospital, Fort Worth, TX.

**J. Michelle Moccia, MSN, ANP-BC CCRN.** Program Director, Senior ER. St Mary Mercy Hospital, Farmington Hills, MI.

**Chris Nesheim, RN MS CMAC.** RN MS CMAC. System Director, Care Management . Lee Memorial Healthy System, Fort Myers, FL.

**Steve Polega, RN, BSN, MHA.** Emergency Department Nurse Manager, Bronson Methodist Hospital, Kalamazoo, MI.

**Lisa Schmidt Estrella, LCSW.** Emergency Department Social Worker . Texas Health Harris Methodist Fort Worth Hospital, Fort Worth, TX.

**Kathy Walsh, PhD, RN, CEN.** ED Case Manager, The Center for Case Management , Wellesley, MA.

## HOTELS

The Center for Case Management is holding blocks at two different hotels, to fit your needs. Reservations for either must be made on or before February 29th, 2012 for the group rates.

**HOLIDAY INN EXPRESS – 1111 W. Lancaster Avenue, Fort Worth, TX**

Online: <http://hiexpress.com/hotels/us/en/fort-worth/ftwla/hoteldetail?groupCode=CCM>.

Online reservation group code is **CCM**.

Reservations may also be made by calling the hotel directly at **(817) 698-9595** and referring to the **Center for Case Management** room block. Your group code is **CCM**. All reservations must be made by **Wednesday, February 29, 2012** in order to receive the discounted rate of \$119.00.

**THE EMBASSY SUITES HOTEL – 600 Commerce Street, Fort Worth Downtown**

Online: [http://embassysuites.hilton.com/en/es/groups/personalized/F/FTWESES-CCM-20120329/index.jhtml?WT.mc\\_id=POG](http://embassysuites.hilton.com/en/es/groups/personalized/F/FTWESES-CCM-20120329/index.jhtml?WT.mc_id=POG).

Online reservation group code is **CCM**.

Reservations may also be made by calling the hotel directly at **(817) 200-2834** and referring to the **Center for Case Management** room block. Your group code is **CCM**. All reservations must be made by **Wednesday, February 29, 2012** in order to receive the discounted rate of \$189.00.

*CEUs for RN, SW, CCMs and CMEs have been applied for.*

## CALL FOR POSTERS

Submit a 100 word or less abstract pertaining to one of five poster subjects with three objectives and a title line of no more than 15 words. Abstract must be research/performance based improvements for ED case management. A 300 words or less biography of presenters must be included with abstract. All abstracts must be submitted by February 15, 2012 to [jennifermayhan@texashealth.org](mailto:jennifermayhan@texashealth.org). You will be notified if your presentation was approved by Feb 22, 2012. If your presentation is accepted you will receive further information regarding your presentation.

## ED POSTER SUBJECTS

1. Efficiency in the ED
2. Cost Recovery in the ED
3. Pain Management in the ED
4. Mental Health in the ED
5. EDs and Healthcare Reform

# REGISTRATION



THE CENTER FOR  
CASE MANAGEMENT

### 3 ways to register:

**Mail:** **The Center for Case Management**  
386 Washington St., 2nd Floor  
Wellesley, MA 02481

**Online:** **www.cfc.com**

**Fax:** **781 446 6984**

### Registration Fees

\$475 per person single conference registration \$ \_\_\_\_\_

\$450 per person if 2 or more registrations  
are received from the same organization  
**at the same time** \$ \_\_\_\_\_

**Total Enclosed** \$ \_\_\_\_\_

Space is limited. Registration fees must be paid by **February 29th**. Your registration may be transferred to a member of your organization up to 24 hours in advance of the conference. All cancellations received on or before **February 29th** will be subject to a \$75 administrative charge. We regret that no refunds will be given after that date.

NAME AND CREDENTIALS

ORGANIZATION

TITLE

ADDRESS

CITY / STATE / ZIP

TELEPHONE

FAX

E-MAIL

Check



CREDIT CARD #

EXP. DATE

SIGNATURE

## Questions?

Call us: **781-446-6980**



**THE CENTER FOR CASE MANAGEMENT**

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