



29th Annual Education Conference CMSA- Chicago Chapter

Tuesday, March 29, 2022
Drury Lane Theater & Virtual Conference



IMPROVING LIVES TOGETHER

Case Managers Leading The Way

This program has been pre-approved by The Commission for Case Manager Certification to provide board-certified case managers with 3.0 regular contact hours and 3.0 ethics hours. This program has been approved by CMSA Chicago (licensed by the state of Illinois as CE Sponsor) for 6.0 RN, SW continuing education hours. 3.0 of these credit hours are ethics related.





Letter from the President

Welcome to our 29th Annual Conference

"Improving Lives Together: Case Managers Leading the Way"

We are thrilled that you decided to join us today! We have faced unprecedented challenges together these past two years in our personal, work and community lives. We know that you have had unique challenges being a case manager during these times. We have strived to support you every step of the way through educational presentations, networking, advocacy, partnering together on public policy issues, socializing together and in many other ways. We consider it a great honor to be your professional health care association and your partner along your journey. If you are not currently a member, please join today. Our annual conference is typically the day we have the most members join.

Today we have a staggering lineup of highly engaging and dynamic speakers. Special thanks to the committee members and volunteers who gave their time and talents to make our 29th annual conference such a great success. This is the first time we are having a hybrid, annual conference which includes both in person and virtual attendees.

We especially want to thank our many sponsors for supporting today's event and for the many ways they support CMSA-Chicago all year long. Without their support, CMSA-Chicago would not be as strong as it is. Also, without our sponsors, our annual conference would not be such a grand event and the price point would be much higher. Thank you, wonderful sponsors! Please make sure you visit the Exhibitor Hall so you can have a conversation about the products and services that our sponsors offer which you may find helpful for yourself or your clients. Please also review our community resource guide which includes all of our sponsors and please reach out to them for your case management needs.

We trust that you will enjoy your day and take away valuable information that will benefit you professionally and personally. Please help us spread the word about the importance of belonging to a professional association such as CMSA-Chicago. We offer top tier education, networking and much more and work hard to make our members feel like they are a part of something bigger than themselves. Our goal is to enhance your professional development skills which will complement and enhance your career and life skills. CMSA Chicago has played an important role in supporting case managers for going on thirty years. If you are not a member, please join. If you are a member, please stay with us and consider getting more involved. Each member makes their own unique contribution which can't be replicated by anyone else.

Sincerely,

John T. Heraty

John T. Heraty, LCSW, CCM, CPA
President (2021-2023) CMSA Chicago





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Schedule of Events

Tuesday, March 29th- 6 CEs

7:30am-8:30am Registration/Breakfast/Networking with Exhibitors

8:30am-8:45am Welcome

Colleen Morley, DNP RN CCM CMAC CMCN ACM-RN
Immediate Past President, CMSA Chicago Chapter

8:45am-9:45am Opening Keynote Speaker

Melanie Prince MSS, MSN, RN, NE-BC, CCM, FAAN
President, CMSA National BOD

9:45am-10:40am Chronic Care Management: Improving Outcomes through Comprehensive Care Coordination (Breakout Room)

Dr. Gaurish Soni, DO

9:45am-10:40am Telehealth 2022: Ethical Practice & Beyond (Ethics)

Ellen Fink-Samnack LCSW, CCM, CCTP, CRP, DBH

10:40pm-11:45am Networking in the Exhibitor Hall

11:45am- 12:30pm Lunch Buffet & Networking

12:30pm- 1:10pm Afternoon Reception/ Exhibitor Door Prizes

1:10pm-2:05pm State of Accountable Care in 2022 (Breakout Room)

Patricia O'Dea-Evans MS, BSN, RN, LCPC, CCM

1:10pm-2:05pm Pediatric Palliative Care Act: Advocacy in Action (Ethics)

Sara Dado, LCSW, (Panel)





Schedule of Events

Tuesday, March 29th- 6 CEs

2:10pm-3:00pm Partnering to Safely Transition Medically Fragile, Technology Dependent Children from Hospital to Home (Breakout Room)

Cynthia Booth APRN,MS, PCNS-BC (Panel)

2:10pm-3:00pm Case Management in a VUCA World: Volatile, Uncertain, Complex & Ambiguous

Laura Ostrowsky RN, CCM

3:00pm-3:15pm Mini Break

3:15pm-4:10pm Case Management: Our Responsibility at Discharge and Beyond (Ethics)

Lynn Muller JD, RN, BA-HCM, CCM

11:45am- 12:30pm Closing Keynote: When Bias Keeps Patients in the Bed (Ethics)

Rani Morrison MS, MSW, FACHE, ACM-SW UI Health

5:10pm- 5:15pm Closing

SEE YOU NEXT YEAR!



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Featured Speaker



Ellen Fink-Samnick LCSW, CCM, CCTP, CRP, DBH

Ellen Fink-Samnick is an award-winning industry thought leader who empowers healthcare's transdisciplinary workforce. She is subject matter expert on the Social Determinants of Health and Mental Health, Workplace Bullying and Violence, Professional Ethics, Professional Case Management Practice, and Wholistic Case Management™. Her latest books include, *The Essential Guide to Interprofessional Ethics for Healthcare Case Management*, *The Social Determinants of Health: Case Management's Next Frontier*, *End of Life Care for Case Management*, and upcoming *Social Determinants of Mental Health: Advancing Wholistic Practice Excellence*. Ellen is a panelist for Monitor Mondays, plus contributor to *RAC Monitor* and *ICD 10 Monitor*. She serves as moderator of Ellen's Ethical Lens™ on LinkedIn, consultant for the Case Management Institute and moderator of their Case Managers Community.

Ellen is also Lead for Rise Association's Social Determinants of Health Community. Ellen is a Licensed Clinical Social Worker, Board-certified Case Manager, Certified Clinical Trauma Professional, and Certified Rehabilitation Provider. She is a subject matter expert for Western Governors University, lead clinical supervision trainer for NASW of Virginia, and adjunct faculty for University of Buffalo's School of Social Work, and George Mason University's Department of Social Work. Ellen is also a Doctor in Behavioral Health candidate at Cummings Graduate Institute of Behavioral Health Studies.

Ellen's passion is evident across her varied roles as professional speaker, industry consultant, educator, continuing education content developer, accreditation specialist, clinical social work supervisor and professional mentor to the case management community. Her contributions transverse the industry's professional associations and credentialing organizations. A past commissioner for the Commission for Case Manager Certification, and Chair of their Ethics and Professional Conduct Committee, member of the Board of Directors for the Case Management Society of America, Ellen serves on the editorial boards for the *Professional Case Management Journal*, *Case Management Monthly*, and *RAC Monitor*.

Presentation: **Telehealth 2022: Ethical Practice & Beyond**

Learning Objectives:

- Define telehealth's practice foundation
- Identify ethical conflicts and mitigation strategies
- Define key elements for effective telehealth practice

Notes:



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Featured Speaker



Laura Ostrowsky RN, CCM

Laura Ostrowsky RN, CCM MUP is the current president of the NYC chapter of CMSA. She is teaching a CCM prep course with the Case Management Institute, working with Athena Forum and writing and consulting on case management and related topics. Laura has published articles on Case Management in CMSA Today, Professional Case Management, Case in Point, The Patient Flow Journal and other periodicals. She regularly presents at national conferences including CMSA, the Patient Advocate Institute, NTOCC and others on topics ranging from case management, patient flow and payer provider collaboration to advocacy, collaborative practice and case management's role in the changing health care environment.

Laura is a past Director of Case Management at Memorial Sloan-Kettering Cancer Center (1999-2019) and the 2012 CMSA Case Manager of the Year. Her program was been nominated by Case in Point for excellence in Utilization Management, Discharge Planning and Transitions in Care and awarded the patient Advocate Award. She created a patient advocacy program to assist patients in obtaining access to specialty care despite network restrictions. The program has been featured in articles in Advance for Nursing, The Wall Street Journal, Case in Point, and Case Management Monthly. Laura holds a master's degree in Health Planning and Policy from Hunter College. She has been a CMSA member since 2005, and has served on the Board of Directors of the NYC Chapter since 2011, and CMSA National for 2 years from 2016-2018.

Laura has 40 years of health care experience, including time as a staff nurse, QA Coordinator, Director of UR and QA, followed by directorships in CM at New York Presbyterian (NYP) and Memorial Sloan Kettering Cancer Center and providing educational presentations as part of the Genentech Speaker's Bureau. She also spent 3 years in information services at the NYP Network overseeing the selection, acquisition and implementation of an integrated hospital information application for UR, QA, Credentialing and Risk Management at 5 network hospitals.

Presentation: Case Management in a VUCA World: Volatile, Uncertain, Complex & Ambiguous

Learning Objectives:

- Will understand the skills needed to cope with uncertainty
- Will understand the risks of not embracing change
- Will identify signs that can signify change

Notes:



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Featured Speaker



Lynn Muller JD, RN, BA-HCM, CCM

Dr. Muller is a practicing Attorney. Her practice includes defense of healthcare professionals before state licensing boards, case management litigation, family law, wills, trusts and estates. She received her nursing degree from Pace University, her Bachelor of Arts Degree in Health Care Management at St. Peter's University of New Jersey her Juris Doctor from Quinnipiac University School of Law in Connecticut. She is the Contributing Editor of Professional Case Management: The Official Journal of the Case Management Society of America (CMSA). She is an adjunct Professor at St. Peter's University School of Nursing in the MSN and DNP Programs. Dr. Muller is the author of over 60 articles in nursing and case management journals. She is a contributor to the 2016 CMSA Standards of Practice and Career & Knowledge Pathways, the author of legal chapters of the 3rd edition of Case Management: A Practical Guide for Education and Practice and the 3rd edition of the CMSA Core Curriculum for Case Management. She is a former Commissioner for the Commission for Case Management Certification (CCMC), where she now serves on the Professional Development and Education Committee and as a Facilitator for the CMCC 360° 2-Day Immersion Program and is a contributor to the CCMC Case Management Body of Knowledge (CMBOK). She is a past President of the New Jersey Chapter of CMSA. Dr. Muller has also served her community as public defender, municipal court judge and councilwoman. She is married to her law partner and grandmother of 4.

Presentation: Case Management: Our Responsibility at Discharge and Beyond

Learning Objectives:

- Recognize the developments in state caselaw, identifying case managers specifically.
- Analyze legal mandates, ethical duties, and professional responsibility.
- Demonstrate the importance of documentation and its prominence in mitigating legal and professional risk,

Notes:



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Closing Key Note Speaker



Rani Morrison MS, MSW, LCSW, FACHE, ACM- UI Health

As someone who raised a chronically ill child, Rani Morrison understands the challenges of navigating complex healthcare systems as both a patient and caregiver. As a result of her personal experiences, her career has been dedicated to improving access and equity in healthcare for all. Ms. Morrison currently serves as the first Chief Diversity and Community Health Equity Officer at University of Illinois Hospital and Health Sciences System (UI Health) charged with leading the health system's formal efforts towards improving diversity, inclusion, and health equity internally and externally in the communities UI Health serves. Prior to this role, she served as Senior Director, Care Continuum at UI Health for over 5 years, leading the areas of Case Management, Social Work, Utilization Management, Financial Case Management, and Care Coordination. In all, Ms. Morrison has over 20 years of healthcare experience in various capacities, which began in the area of HIV/AIDS direct services, and progressed over the years through public health, research, care coordination, and hospital administration.

Ms. Morrison holds a BS in Sociology from Southern University and A&M College, a Master's in Public Service Management from DePaul University, a Master's of Social Work from University of Southern California, and is a Licensed Clinical Social Worker. She is a Fellow in the American College of Healthcare Executives and board member of the Chicago Health Executives Forum, a member of the Society for Social Work Leadership in Healthcare, and a steering committee member of Women In Healthcare— Chicago Chapter. Ms. Morrison has been recognized for her achievements as a 2019 Crain's Chicago Notable Women in Healthcare honoree and was a 2021 Thomas C. Dolan Executive Diversity Scholar.

In addition to her professional endeavors, Ms. Morrison is very active in her community having served on several boards and in leadership positions in various organizations such as Alpha Kappa Alpha Sorority, Incorporated, Alpha Beta Delta Omega Chapter; Jack and Jill of America, Western Cook County Chapter; Oak Park River Forest High School Community Council, and the Southern University Alumni Federation, Chicago Chapter.

Presentation: When Bias Keeps Patients in the Bed (Ethics)

Learning Objectives:

- Attendees will have increased understanding of conscious and unconscious bias
- Attendees will have increased knowledge of psychological and sociological factors that impact care transitions
- Attendees will be able to recognize their own inherent biases that impact their clinical practices

Notes:



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#NLCYES

Benefits: Patients, Families, Nurses, Labor and State of Illinois



Illinois nurses will not only have one license, but a multi-state license to practice in 34 other compact states



Underserved and "forgotten" communities having "Food Deserts" and "Health Care Deserts" will gain much better health care access through much greater access to modern telehealth services.



Illinois nurses presently face crippling financial costs and overwhelming record-keeping challenges in having to apply and maintain a nurse license in every state they practice.



Telehealth often allows nurses to work from home and provides greater workforce mobility and flexibility in their nursing practice in serving their patients and community. This job flexibility allows nurses to spend more time with their families and increases work / life balance.



A majority of Illinois nurses are over age 55 and many have some form of disability. The compact will allow nurses who have physical challenges to continue to practice nursing via telehealth.



Higher job demand, career choice and flexibility by having multi-state license instead of singular license.



Greater workforce mobility in telehealth field which contributes to job flexibility and satisfaction and contributing to better work / life balance.



Allows Nurses to be telehealth educators for students all across the country without having to get a license in every state in which their students reside.



The Compact is specifically designed to provide a huge source of support during public health emergencies as nurses are free to cross state borders and practice telehealth across the country.

The best way to make your voice heard on Nurse Licensure Compact is to phone or email as many members of the Labor Committee as possible. Contact info below via the CMSA - Chicago website. It doesn't matter if they represent your district or not. This is an issue that effects everyone living in State of Illinois.

GO TO https://cmsa-chicago.org/_NLCYES



INVEST IN YOURSELF & YOUR PROFESSIONAL PRACTICE!

WHY JOIN CMSA?

The Case Management Society of America (CMSA) is the leading, oldest and largest membership association providing professional collaboration and education across the healthcare continuum. If there is a patient, there is most likely a CMSA member providing their Case Management. We Are Case Management!

As a member, you gain exclusive access to benefits such as timely case management knowledge through publications, events, and access to 160+ complimentary continuing education courses 24/7. In addition, you'll join a vast community of Case Managers practicing across the care continuum and at every level of practice.



www.cmsa.org/membership

JOIN US



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PT/ OT/ST

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 and your population of
 patients to achieve
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for more information, upcoming events and much more!



2022 Conference Planning Committee



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Past President, Committee Chair



John Heraty LCSW, CCM, CPA
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Peter Miska, RT
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Paige Allen
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Debra Anderson, RN, CCM
Director



Wendy Jaffe, MSN, RN, ACM
Director



Morgan Costello
Committee Member



Nancy Fritz, LSW
Committee Member



Lainie Reyes
Committee Member

The 2022 Conference Planning Committee would like to thank all members, guests, and sponsors for attending this years conference. We truly enjoyed putting this event together and would not have been able to do it with out each and every one of you! See you next year!



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Special thanks to the following individuals for their work with the video productions and publications for this event:

Lawrence Marion: Creative Director, Rogue Wave Media

Paige Allen: Director of Business Operations, Maxim Healthcare

Morgan Costello: Operations Manager, Maxim Healthcare

Susan Scatchell: Business Development Director, Gentle Home Services