HOSPITAL CASE MANAGEMENT EDUCATION
20th Annual Case Management Conference
& 14th Annual ACMA Meeting

San Diego

APRIL 8-11, 2013 • MANCHESTER GRAND HYATT
& SAN DIEGO CONVENTION CENTER

www.casemanagementconference.com
This April, ACMA will host the 20th Annual Case Management Conference. This year’s event promises to be the biggest and best yet as we commemorate this milestone and celebrate two decades of innovative hospital case management education. Join us as we mark this special occasion and welcome a new era of best practice education.

Over the past 20 years, hospital case management has progressed and evolved into the dynamic practice it is today. Throughout this progression, the Annual Case Management Conference has been a constant source of training, knowledge and networking for case management professionals. Our conferences are designed to ensure that case management professionals are prepared for the challenges health care has in store.

**CONFERENCE SPOTLIGHT**
*You will not want to miss these conference events!*

**2013 ACMA MEDICAL DIRECTOR FORUM**
*Essential Education for Physician Advisors and Medical Directors in Case Management*

Physicians, are you searching for education specific to you as a physician advisor or medical director in case management? Directors, is your physician advisor new to case management, or in need of education that addresses the unique considerations and challenges associated with his or her role? ACMA is hosting an intensive workshop designed specifically for physicians aligned with hospital case management. During this full-day event, experienced physician advisors, medical directors and case management leaders will discuss timely topics impacting the unique role of physicians in the case management model. From Medicare regulations to readmissions, speakers will offer insight into timely topics and provide practical applications and tools for attendees to incorporate into their practice.

**ACMA LEADERSHIP FORUM: STATE OF THE PRACTICE**
*From Case Loads to Care Transitions: A Comprehensive Survey of Key Elements within Hospital Case Management*

During this session, ACMA will release the 2013 National Hospital Case Management Survey. Conducted through a biennial, randomized study of over 400 hospital case management departments, the Survey produces 95% confidence level data on over 75 elements of the practice. This session is designed to orient case management leaders to the Survey’s key data elements and highlight its value for benchmarking, resource justification and practice improvement.

**CLOSING PARTY**

This is the final toast to the conference, and includes: hors d’oeuvres, cocktails, music, dancing, live auction and the announcement of the 50/50 raffle winner. The Closing Party always generates a buzz and attendees eagerly anticipate this annual event, as it is also where we unveil next year’s conference location. Be sure to check the conference schedule and consider the Closing Party when making travel plans as you don’t want to miss the food, fun and the 2014 conference location announcement!
CONFERENCE SCHEDULE

Go to www.casemanagementconference.com for complete session abstract and speaker information.

MONDAY | APRIL 8, 2013 • PRE-CONFERENCE EVENTS

8:00 am – 1:00 pm Pre-Conference Sessions  
(Additional registration fee required – Lunch Provided)

1:15 pm – 2:30 pm ACMA Leadership Forum –  
State of the Practice: From Case Loads to Care Transitions  
A Comprehensive Survey of Key Elements within Hospital Case Management (An ACMA Member Benefit)

2:30 pm – 3:00 pm New ACMA Member Orientation

2:30 pm – 7:00 pm Welcome Reception & Exhibition  
Poster Session Presentations  
ACMA Silent Auction

TUESDAY | APRIL 9, 2013 • MAIN CONFERENCE DAY 1

7:00 am – 9:00 am Breakfast & Exhibition  
ACMA Silent Auction

9:15 am – 11:00 am Welcome and Keynote Address

11:00 am – 1:00 pm Lunch & Exhibition  
Poster Presentation – Display Only  
ACMA Chapter Presidents & Presidents-elect Meeting  
ACMA Silent Auction

1:15 pm – 2:30 pm Breakout sessions A

2:45 pm – 4:00 pm Breakout sessions B

4:15 pm – 6:15 pm Reception & Exhibition  
Win the Wheels Car Giveaway  
(Must be present to win)

6:30 pm – 9:30 pm COMPARE User Group Meeting & Event – Current Subscribers Only

WEDNESDAY | APRIL 10, 2013 • MAIN CONFERENCE DAY 2

7:00 am – 7:30 am Breakfast

7:30 am – 8:45 am ACMA Annual Meeting

9:00 am – 10:15 am Breakout Sessions C

10:30 am – 11:45 am Breakout Sessions D

11:45 am – 12:30 pm Lunch

12:45 pm – 2:00 pm Breakout Sessions E

2:15 pm – 3:30 pm Breakout Sessions F

3:45 pm – 4:45 pm Closing General Session G

5:00 pm – 6:30 pm Closing Party & ACMA Live Auction  
50/50 Raffle Ticket Winner Announcement

THURSDAY | APRIL 11, 2013 • POST-CONFERENCE EVENT

8:00 am – 12:00 pm ACM™ Certification Study Group (Additional fee required)

SESSION INFORMATION

Go to www.casemanagementconference.com for complete session abstract and speaker information.

PRE-CONFERENCE (Additional registration fee required)

1 | Beyond the Job Description: The Case Management Director’s Scope of Responsibility
2 | What is a Safe Discharge?
3 & 4 | Data is Power: Keys to Analyzing Critical Metrics and the Effective Conveyance of Case Management Measures and Outcomes – PART I & PART II

MAIN CONFERENCE

ACMA LEADERSHIP FORUM | State of the Practice: From Case Loads to Care Transitions  
A Comprehensive Survey of Key Elements within Hospital Case Management

KEYNOTE ADDRESS | John J. Nance  
Why Hospitals Should Fly – The Ultimate Flight Plan to Patient Safety and Quality Care

Presented by the author of “Hospitals Should Fly” and “Charting the Course”, this presentation builds on the reality that American Healthcare is, in fact, a gigantic and complex non-system, and that to achieve real patient safety and quality of care in such a chaotic environment requires building healthcare for the first time into a coherent, interactive system.

BREAKOUT SESSIONS A

1A Tracking and Tackling Readmissions
2A HUG: A Simple Approach to Complex Cases
3A Aligning Goals for Success: The Clinical Case Management Executive Team
4A Building a Culture of Collaboration with Skilled Nursing Facilities
5A The MAC Attack: Medicare Pre-payment Denials
6A Innovative Emergency Department Observation Unit Facilitates Safe Care Transitions

BREAKOUT SESSIONS B

1B Stepping into the Role of Insurer: Employing an Insurance Model for Hospital Funding of Post-Acute Care
2B An Effective Partnership: Hospital/Hospitalist Group Collaborate to Reduce Unnecessary Readmissions
3B Transitional Care Rules and Tools: A Risk Stratified Team Approach
4B CMS Demonstration Projects: One Participant’s Perspective
5B Care Plus Initiative Provides Uninsured Patients Access to Medical Services
6B Healthcare Disparities: How to Identify, Monitor and Improve
7B Different Models, a Common Goal: An In-Depth Look at Three Approaches to Care Delivery –  
ACMA Social Work Fellowship Presentation

BREAKOUT SESSIONS C

1C Hope: In Both Practice and Personal, Considerations for Provider and Patient
2C How to Develop an Effective Case Management Training System to Support Your Department
3C Building Great Teams: Science or Mystery?
4C Making the Link Between Payment Reform and Daily Case Management Practice
5C Hospital Readmission Prevention Program: A Community Collaborative Approach
6C Discharge By Noon: Prescription for Success
7C The Business Model for Case Management Services: Making Your Case to the CFO
SESSION INFORMATION (continued)

Go to www.casemanagementconference.com for complete session abstract and speaker information.

BREAKOUT SESSIONS D
Platinum Sponsor Educational Presentations – Additional Information Available Online www.casemanagementconference.com

BREAKOUT SESSIONS E
1E Securing a Seat at the Table: ACMA Public Policy Forum
2E Facilitating Change to Accountable Care
3E Enterprise-Wide Care Management Career Ladder Recognizes Staff for Advanced Performance and Skill
4E Transitions of Care: How to Incorporate Different Strategies for Maximum Benefit
5E Professional Development and Case Management
6E An Advocate in the Final Moments: Key Considerations for Case Managers in End-of-Life Care
7E Speed Learning Session:
  ▪ Implementation of a Geographic Team Care Model: A Partnership with Care Coordination and Hospitalists
  ▪ Building a Centralized Team: Central Utilization Review and Campus Care Coordination
  ▪ 24/7 Case Management in the Emergency Room: Improving Patient Flow

BREAKOUT SESSIONS F
1F Reinventing the Wheel: Transitioning to an Internal Physician Advisor Program
2F Creative Solutions for a Growing Problem: Psychiatric Patients in Acute Care Community Hospitals
3F Maximizing Your Social Work Skill Set
4F How to Stop the Readmission Cycle: One Hospital’s Journey
5F Taking it to the Streets: Transitions of Care Initiative Teams Case Management with Local Fire Department
6F Healthcare Reform: Is Your Staffing Adequate for Today’s Challenges?

CLOSING GENERAL SESSION G
The Paper Chase
American artist and international patient rights speaker Regina Holliday will explain the power of telling the patient story through the written narrative and the painted form. This presentation focuses on the challenges of continuity of care within the patient journey by infusing art imagery depicting the unique patient history and personal story.

POST-CONFERENCE
ACM™ Study Group (Additional administration fee required)
This interactive forum is designed to prepare ACM candidates for the ACM Certification exam. The ACMA Standards of Practice & Scope of Services will be examined, as well as case studies and common case management scenarios. Please Note: This is a study group intended to provide ACM candidates with a forum for shared learning and exam preparation. The facilitator(s) do not have access to the ACM exam or a study guide for the exam. Participation does not guarantee a passing score; it is intended to supplement an ACM candidate’s exam preparation.

HOTEL INFORMATION
Manchester Grand Hyatt San Diego
1 Market Place  |  San Diego, CA 92101
(619) 232-1234
www.manchestergrand.hyatt.com

SPECIAL CONFERENCE RATE
$219.00 per night

Discounted group rates are applicable during conference dates (April 8-April 11, 2013) until all guest rooms in the room block have been reserved or until the hotel reservation deadline of March 14, 2013, whichever comes first.

Go to www.casemanagementconference.com and click on Hotel/Travel
Call (619) 232-1234 and reference the Group Code “American Case Management Association”

CONFERENCE LOCATION
The San Diego Convention Center
111 West Harbor Drive  |  San Diego, CA 92101  |  619-525-5000

All conference sessions and exhibition will take place at the San Diego Convention Center. With beautiful panoramic views of both the city and the bay, the San Diego Convention Center is a short walk from the Manchester Grand Hyatt. Bus transportation between the host hotel and the convention center will be provided during peak commute times. All conference events on April 8 -10 will be conveniently located on the Upper Level of the center, off the Ballroom 6 Lobby. The post-conference session on April 11th will be held at the Manchester Grand Hyatt.
Win the Wheels Car giveaway
At last year's conference in Denver, CO, one lucky attendee left with the keys to a brand new 2012 Mini Cooper. At this year's conference, one attendee will again leave with a brand new car! Actual car not pictured. See website for official rules.

acmamanagementconference.com

Win The Wheels at the ACMA National Conference
April 8-11, 2013 • San Diego, CA