

CARE COORDINATION SUMMIT

Improving Practice in a Time of Change

MARCH 8, 2011 · 8:00 A.M. – 5:15 P.M.

The Venetian Resort & Casino, Las Vegas, NV · 702.414.1000

1. Contact Information

Name _____
Title _____
Company/Organization _____
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City _____ State/Province _____
Zip/Postal Code _____ Country _____
Phone _____ Ext _____ Fax _____
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(Required to confirm registration)

CARE COORDINATION
SUMMIT
Improving Practice in a Time of Change

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Rockville, MD 20850

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FOUR EASY WAYS TO REGISTER

- Web: www.dorlandhealth.com/care-summit Mail this completed form to
Care Coordination Summit
4 Choke Cherry Road, 2nd Floor
Rockville, MD 20850
- Phone: 301-354-1769
- Fax this completed form to:
+1-301-576-8024

When faxing or mailing, please photocopy the form for each registrant.

Access Intelligence Federal Tax ID#: 52-2270063

2. Select Your Registration Package

Registration Type	Early Bird Before 2/15/11	Regular After 2/15/11
Care Coordination Summit	\$795	\$895
Care Coordination Summit & Patient Advocate Workshop	\$1290	\$1490
Patient Advocate Workshop	\$695	\$795

CE and CME credits available – see website for details

Breakfast and Lunch included in registration fees

3. Payment Information

- Credit Card: Visa MasterCard
 American Express Discover

Card Number _____

Expiration Date _____

Signature _____

Name as Shown on Card _____

CARE COORDINATION SUMMIT

Improving Practice in a Time of Change

TUESDAY, MARCH 8, 2011

8:00 A.M. - 5:15 P.M.

The Venetian Resort & Casino
Las Vegas, NV

**New Models of Care, Emerging Health IT Paradigms, Transitions
of Care, Changing Roles, Cost Containment Solutions**

Early Bird
Registration
Ends
Feb. 15

Presented by

 DORLAND HEALTH
a division of  Access Intelligence

CASEINPOINT

www.dorlandhealth.com/care-summit

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MARCH 8, 2011
8:00 A.M. - 5:15 P.M.

The Venetian Resort & Casino, Las Vegas, NV

Presented by



Dear Colleague:

Health care is in the midst of unprecedented change. Novel influences such as the landmark health reform bill, incentives derived from the federal stimulus package, redefined roles and disciplines, and emerging models of care are all proving to be disruptive forces in our care delivery system.

For those involved in the coordination of care—practicing physicians, medical directors, case/care managers, social workers, discharge planners, hospital administrators, senior management, employers and related medical management professionals—these emerging trends may be industry-changing, but they also present a golden opportunity to improve outcomes, reduce costs, improve patient care, smooth transitions and boost your organization's bottom line.

The Dorland Health Care Coordination Summit sets its sights on these crucial areas of care management. The latest trends, opportunities and strategies across a range of topics—from health IT and patient-centered care to care transitions and quality improvement initiatives—will be defined and discussed at length to equip you with the knowledge and resources you need to provide the newest, safest and most cost-effective care to your patients.

Dr. Don Berwick, the current head of the Centers for Medicare and Medicaid and the former President of the Institute for Healthcare Improvement, said it best: "Providing venues where professionals can come together and exchange ideas allows for improvement in quality, patient safety, teamwork, leadership and patient centered care." By focusing on the interdisciplinary team, the Care Coordination Summit presents a unique networking forum where diverse disciplines can interact, share success stories, and ultimately enhance the strength of team-based, patient-centered care. It is a true cross-pollination of best-practice efforts.

By attending you will learn how to:

- Integrate strategies to capitalize on advancements in health IT to streamline care coordination and communication.
- Discuss best practices in improving quality while containing healthcare costs.
- Employ models of care that are truly revolutionizing the care management arena.
- Apply industry-leading techniques to optimize transitions of care.
- Review patient-centered models of care and how to implement them.
- Describe the latest delivery trends like the medical home model and accountable care organizations.

I look forward to seeing you in Las Vegas at this important event.

Sincerely,

A handwritten signature in black ink that reads "Anne Llewellyn".

Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRRN
Editor in Chief, Dorland Health, a Division of Access Intelligence
allewellyn@accessintel.com

About Dorland Health

Dorland Health, an Access Intelligence, LLC Company, is a leading integrated media publisher in the health care business information industry. Dorland Health publishes Case In Point, Case In Point Weekly, Senior Services Report, Patient Advocate Report, a suite of industry-specific resource directories, industry webinars, award programs, special reports, and offers continuing education.

Continuing Medical and Professional Education Information

Continuing Education Credits for Nurses, Social Workers, Certified Case Managers, Disability Management Specialists, Psychologists, Licensed Mental Health Counselors/Certified Counselors provided by Commonwealth Educational Services. See www.dorlandhealth.com/care-summit for specific information for each discipline. Continuing Medical Education Credits Designation provided by Science Care.

Continuing Medical Education Credits Credit Designation

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council of Continuing Medical Education through Joint Sponsorship of Science Care and Dorland Health. Science Care is accredited by the Accreditation Council for Continuing Medical Education to provide medical education for physicians.

Science Care designates this activity for a maximum of 6.0 AMA PRA Category 1 Credits(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Elements of Competence

This activity has been designed to address the general competencies in advances taking place in today's healthcare system. It promotes professionalism and interpersonal and communication skills and empowers practitioners to employ evidence-based practice, apply quality improvement techniques and evaluate evidence of commitment to lifelong learning.

Audience

This activity was designed for all members of the team who have a role in Care Coordination.

Disclosure

As a provider accredited by the ACCME, Science Care must ensure balance, independence, objectivity and scientific rigor in all its activities. All faculty participating in an educational activity provided by Science Care are required to disclose to the provider any relevant financial relationships with any commercial interest. Science Care must determine if the faculty's relationship may influence the educational content with regard to exposition or conclusion and resolve any conflicts of interest prior to the commencement of the educational activity.

Disclaimer

The opinions & recommendations expressed by faculty, authors & other experts whose input is included in this program are their own & do not necessarily represent the viewpoint of Science Care or Dorland Health.

Unlabeled or Unapproved Use of Drugs or Devices

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As a provider of CME accredited by the ACCME, it is the policy of Science Care to review & certify that the content contained in this CME activity is valid, fair, balanced, scientifically rigorous & free of commercial bias.

Commercial Support

Should any commercial support be received for this course, full disclosure will be made to the attendees prior to the start of the activity.

Care Coordination Summit Agenda

ONE-DAY EVENT FOR THE ENTIRE CARE COORDINATION TEAM:

1. Learn from the leaders at the point of change.
2. Gain insight into the new competencies across the entire care coordination team.
3. Network with leading professionals from the payer, provider and independent sectors.
4. Explore the latest ideas and paradigms in an open environment with like-minded professionals.
5. Take away actionable strategies to optimize the patient experience, improve outcomes, smooth transitions, and ultimately improve the bottom line.

8:00-8:30 A.M.

REGISTRATION AND CONTINENTAL BREAKFAST

8:30-8:35 A.M.

WELCOME AND EVENT OVERVIEW

Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRRN, Conference Chairwoman, Editor in Chief, Dorland Health

8:35-9:15 A.M.

KEYNOTE PRESENTATION

TARGETING INTERVENTIONS TO DRIVE EFFICIENCY, EFFECTIVENESS AND VALUE IN HEALTHCARE SERVICES

Jerry Reeves, MD, Principle, Health Innovations, LLC, Director, Center for Health Value Innovation



All health care stakeholders are searching for innovative and creative interventions to drive efficiency, effectiveness and value for their products and services in today's complex and diverse health care system. During this session you will:

- Understand the drivers impacting cost, quality and safety in today's American health care system.
- Consider barriers and opportunities to implementing targeted interventions that can offer effective and efficient care at lower costs.
- Review innovative models that have worked to improve efficiencies, effectiveness and safety in payer, provider and employer settings.

9:15-10:00 A.M.

HELP PEOPLE HELP THEMSELVES: HARNESSING THE POWER OF THE PATIENT

Archelle Georgiou, MD, President at Georgiou Consulting, LLC

This session will describe how health care professionals and organizations can transition from simply managing and improving health to creating health. During this session, you will:

- Describe the key elements of integrated health.

- Discuss a care coordination framework centered around advocacy, navigation and empowerment.
- Identify innovative ways to drive patient engagement, connectedness and personal responsibility.

10:00-10:15 A.M. NETWORKING BREAK

10:15-11:00 A.M.

NEW MODELS OF CARE: IMPROVING ACCESS, COST AND QUALITY

Amir Bacchus, MD, Chief Medical Officer, Health Care Partners of Nevada

Exciting new models of care—such as the medical home model and accountable care organizations—are showing us better ways to improve care coordination and to restructure reimbursement systems. What are we learning from these projects and how will they change the healthcare landscape? During this session you will be able to:

- Describe how new models of care will change the healthcare landscape and the patient care experience.
- Discuss contracting models that need to be considered when adopting new models of care.
- Discuss the role of the care coordination team in emerging models of care.

11:00 A.M.-12:00 P.M.

HOW CARE COORDINATION IS MAKING A DIFFERENCE

Carol Groves, RN, MPA, Senior Director of Continuing Care, Kaiser Permanente

Ellen Aliberti, BSN, MS, CCM, Clinical Trainer, HealthCare Partners of Nevada
Douglas Twilligear, RN, Patient Advocate, Laborers Training Trust

Improving care and containing escalating healthcare costs is a dilemma that high-level executives face every day. Learn from a panel of professionals how their organizations use care coordination to produce positive outcomes. During this session, you will learn how to:

- Identify gaps in practice.
- Apply creative innovations to improve processes and produce positive outcomes.
- Define the role of the care coordination team and the impact that it can have on an organization.

12:00-2:00 P.M.

SILVER CROWN AWARDS LUNCHEON

KEYNOTE PRESENTATION: INNOVATIONS IN LONG-TERM CARE

Eric C. Rackow, MD, President and CEO, SeniorBridge



Senior healthcare is witnessing an evolution, one focusing on personalized medicine, prevention, and an increased focus on keeping seniors at home. New, creative models of care are leading the way. During the luncheon session you will:

- Outline how healthcare will change over the next decade as baby boomers age.
- Describe innovative models of senior care that are lowering costs and improving quality.
- Take away best practices from members of the care coordination team.

2:00-2:45 P.M.

HEALTH INFORMATION TECHNOLOGY: WHAT YOU NEED TO KNOW

Keith Parker, MBA, Health Information Technology Director, NV, HealthInsight
The American Recovery and Reinvestment Act of 2009 poured billions of dollars of incentives into Medicare and Medicaid to encourage improved care and communication in hospitals and other facilities. In this session, you will learn how to:

- Discuss the incentives and the new technologies like electronic medical records and telehealth that are improving patient care.
- Discover new opportunities that will enhance your care coordination workflow and throughput.
- Review practical knowledge about workflow systems and patient care software that you can implement within your organization.
- Explain the regulatory rules affecting your practice and any penalties for noncompliance.

2:45-3:00 P.M. NETWORKING BREAK

3:00-3:45 P.M.

IMPROVING QUALITY WHILE CONTAINING HEALTHCARE COSTS

Patty K. Scott, MSNA, RN, RHIA, CPHQ, Vice President, Quality/Case/Risk Management and Regulatory Compliance, IASIS Healthcare Corporation



The prescription for success in today's tough economic environment is to provide patients with appropriate care while reducing unnecessary readmissions, medical errors and injuries. Evidence-based medicine helps determine a patient-centered plan of care and a smart utilization of costs. In this session, you will learn how to:

- Acquire knowledge and practical issues that can decrease costs.
- Demonstrate how your plan of care impacts readmissions and patient outcomes.
- Illustrate how you can use data to pinpoint areas for quality improvement.

3:45-4:30 P.M.

GETTING SERIOUS ABOUT TRANSITIONS OF CARE

Cara Robinson, RN, BSN, CCM, Vice President of Medicaid Services, Qualis Health and
Selena Bolotin, LICSW, MSW, Project Manager for Care Transitions, Qualis Health

Engaging patients and families is a core role of all members of the care coordination team. This session will explore best-practice ways to evaluate your transitions of care to realize your organization's improved bottom line. In this session, you will learn how to:

- Realize the impact of transitions of care on cost, quality, safety and access.
- Describe essential components of transition of care models.
- Review metrics and outcomes that can result from a transition of care program.

4:30-5:15 P.M. NETWORKING RECEPTION

JOIN US ONE DAY EARLY FOR

Dorland Health's Sister Organization
THE PROFESSIONAL PATIENT ADVOCATE
WORKSHOP

March 7th, 8:30-4:30

The Venetian Resort & Casino, Las Vegas, NV

This all-day workshop provides an extensive overview of patient advocacy, including the skills needed to be an effective advocate and the knowledge to sharpen case and care management skills. Come learn from leading professionals in the field of advocacy and collaborate with colleagues from a variety of healthcare and professional fields – all in order to better guide patients through the increasingly complex healthcare system.

Here are some of the important topics covered by the workshop:

- Assessing, prioritizing and coordinating patient care based on needs, desires, interviews and records.
- Helping patients and their families understand medical terms, diagnosis and treatment options.
- Providing an understanding of insurance, co-pays, provider options, and programs to extend benefits.
- Helping to coordinate among multiple providers, including negotiation of bills, resolution of disputed billing and obtaining approval for services.
- Evaluating your own business skills in order to create a viable plan including marketing, service agreements, and operational considerations.

The workshop can be taken as a step towards earning a Certificate in Patient Advocacy or as a stand-alone educational opportunity, worth 7 hours of CE.

Monday, March 7, 2011- The Venetian Resort, Las Vegas, NV

Visit www.patientadvocateinstitute.com/vegasworkshop to register or call 301-354-1552.

REGISTRATION INFORMATION

CALL: 301-354-1769 • FAX: 301-576-8024
VISIT: www.dorlandhealth.com/care-summit

For sponsorship information please contact Angela Speziale at aspeziale@accessintel.com or 212-621-4866.

MAIL

Dorland Health/Care Coordination Summit
4 Choke Cherry Road, 2nd Floor
Rockville, MD 20850

VENUE INFORMATION

The Venetian Resort Hotel & Casino
Las Vegas, NV
www.venetian.com
702.414.1000

Dorland Health Conference Room
Rate: \$149/night

Refer to code SDORL, Room Block cut-off: February 15, 2011

CANCELLATIONS

All cancellations are subject to a \$300 service fee (per attendee). Before February 17, 2011, you will receive a refund of your payment minus the service fee. After February 17, 2011, your payment will be credited toward a future Dorland Health/Case In Point event, minus the service fee. Registrants who fail to attend and do not cancel prior to the event are not entitled to a credit or refund of any kind. There are no exceptions.

