

April 25–28, 2007

Hyatt Regency
at Penn's Landing
Philadelphia, Pennsylvania
www.sswlhc.org

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SOCIETY FOR SOCIAL WORK LEADERSHIP IN HEALTH CARE

SSWLHC

42nd ANNUAL
SSWLHC
MEETING & CONFERENCE
ADVANCING LEADERSHIP IN
HEALTH CARE SOCIAL WORK



Society for Social Work Leadership in Health Care
100 N. 20th Street, 4th Floor • Philadelphia, PA 19103
(866)237-9542 • info@sswlhc.org

Dear Colleagues,

The 2007 Conference Program Committee is excited to invite you to Philadelphia's Hyatt Regency at Penn's Landing for the SSWLHC 42nd Annual Meeting and Conference. As one of our nation's cornerstone cities that is experiencing tremendous growth and revitalization, Philadelphia seems the perfect destination to celebrate the renewed vision that we collectively created this past year. Building on the futurist focus from the 2006 conference, the theme "Advancing Leadership in Health Care Social Work" was chosen to promote the Society's commitment to develop and mature the leadership skills of all members.

The conference features national and international experts on leadership from within and outside social work practice. These experts include Marty Linsky; Co-Founder & Principal of the Cambridge Leadership Associates; Roslyn McCallister Brock, Vice Chairman of the NAACP Board of Directors, and William F. Feeley, Deputy Under Secretary for Health for Operations and Management in the Veterans Health Administration (VHA) of the Department of Veterans Affairs. There is more...the program is filled with Intensives, Workshops, Reports from the Field and posters that were selected based on their implications for leadership practice. A new highlight is our first Poster Competition, where you will select winners in three categories of practice.

We have piloted several new programs including the inaugural Leadership Institute and a Faculty Summit that will be held prior to the conference start date. The PAC luncheon has been revamped to a general session for all attendees so that we as a Society can further our commitment to advocacy as a primary activity of health care leaders.

The PENN DEL Chapter and Hospitality Committee have assured that our time together will be both educational and entertaining. They have enthusiastically created a true "Philly experience" for us from the food we eat to the culture we will experience in this great city.

So mark your calendars today for April 25-28th and join us in Philadelphia for what promises to be a memorable experience. As the premier organization for social work leaders and leadership in health care, make the SSWLHC conference your primary educational event in 2007!

Sheri Hilger, LCSW, LSCSW
President



Mary Norris Brown, MPH, LCSW
Conference Chair



2007 Conference Learning Objectives

- Participants will explore innovative leadership concepts, processes, techniques, and skills, and plan how to implement them effectively in their organization.
- Participants will identify opportunities for leadership across the health care continuum and in all social work roles including direct practice, program development, management and administration, and executive leadership.
- Participants will interact with leaders and experts from select practice interest areas including case management, behavioral health, primary care, disaster preparedness, and evidence-based practice.
- Participants will have the always rewarding and satisfying opportunity for networking with colleagues from all arenas of health care social work practice.

2007 Conference Program Committee

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Conference Chair
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Winnie Palmer Hospital
for Women & Babies
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Durham, North Carolina

Yvette Rolon, LCSW, ACSW
New York Presbyterian Hospital
New York, New York

Susan V. Thomas, LCSW
Kaiser Permanente
Woodland Hills Medical Center
Woodland Hills, California

Edward Woome, LCSW
Dupont Hospital for Children
Wilmington, Delaware



Special Events

Leadership Institute: Tuesday, April 24th, 9:00 AM – 4:00 PM & Wednesday, April 25th, 8:30 AM – 3:00 PM

Mark your calendars! The inaugural SSWLHC Leadership Institute will be held in Philadelphia on April 24-25, 2007, just prior to the annual conference. In response to member requests, the SSWLHC Board and the Leadership Institute Work Group are planning an intensive, interactive two day educational program designed to develop and/or enhance the leadership knowledge and skills of participants. This program is not just for administrators or those with formal leadership titles! Our target audience includes formal and informal leaders no matter what social work role you play: clinical, program planning, administration, research, education, policy, etc. The program is aimed at those who want to learn more about how to enhance and leverage leadership. It will contain core leadership content and experiential exercises, plus a value-added component of year-long learning through mentoring, networking and webinars.

If this is the type of leadership development program that you, a colleague, friend or staff member is looking for, be sure to stay posted for further details at www.sswlhc.org.

New Member and First Time Attendee Orientation:
Wednesday, April 25th, 5:15 PM – 6:15 PM

Is this your first Annual Meeting? If so, join your colleagues for an overview of the conference and get acquainted with other first time attendees and the Society's Board members.

Welcome Reception with Exhibitors & Premier of Posters:
Wednesday, April 25th, 6:30 PM – 7:30 PM

Meet new colleagues and greet old friends and exhibitors for this informal gathering. This reception will be hosted in the exhibit hall and the adjacent foyer which will be the home of the poster presentations. This reception is the perfect opportunity to grab a bite, visit our exhibitors, chat with the poster presenters and network with colleagues. This year for the first time three awards will be conferred for posters which promote social work excellence in clinical expertise, leadership, and working with specific populations. All attendees will have the opportunity to cast their vote for the winners. Posters will be available for viewing at the Welcome Reception, all day Thursday and through 11:00 AM Friday with the winners announced Saturday at the Closing Session and Brunch.

Boxed Luncheon with Exhibitors:
Thursday, April 26th, 11:45 AM – 1:00 PM

Join the sponsors, exhibitors and your colleagues for a boxed luncheon in the exhibit hall. Take this opportunity to mix and mingle with the exhibitors to learn more about their products and services. Facilitated networking tables will also be arranged in the Grand Ballroom Foyer so that you may meet with colleagues who share your particular interest area. Tables will be designated for: Home Health and Hospice; Pediatric Social Work; Emergency/Trauma; Ambulatory/ Public/Community Health; GLBT; Rural Health Care; Evidence-Based Practice; Rehab; Staff Development; and Disaster Preparedness/Pandemic Flu.

Membership Meeting: Thursday, April 26th, 2:45 PM – 4:15 PM
Formerly the Annual Business Meeting, this meeting was renamed last year to reflect our commitment to understand and meet the needs of the members. This meeting is an interactive forum for feedback and open dialogue between the Board of Directors and the members. At this informative session, you will receive an update on the Society's activities, strategic initiatives, fiscal health, policies and bylaws. You will have an opportunity to share your voice and offer input into the Society activities and priorities. All members are encouraged to attend.

Membership Reception:
Thursday, April 26th, 6:30 PM – 9:30 PM

Get ready to kick up your heels and have some fun! Join your colleagues for an evening of networking, great food, and plenty of music! Attendance is included in registration. Guest tickets may be purchased for friends or family.

Advocacy Presentation & Boxed Luncheon:
Friday, April 27th, 12:30 PM – 1:30 PM

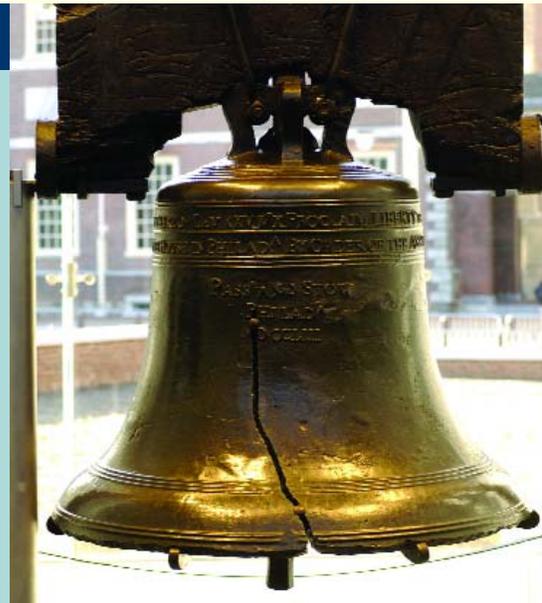
With the support of the American Hospital Association, the format for the PAC luncheon has been revamped this year to encourage participation for all so that the important message of advocacy can reach far and wide to all attendees. New this year, admission to the presentation is included in the cost of conference registration. Donations to AHAPAC are strongly encouraged and will be accepted onsite at the conference. Attendees may purchase a boxed lunch to enjoy during the presentation for \$10. Payment for the lunch is required with conference registration so that the appropriate number of lunches can be ordered for those who have pre-paid. For a complete summary of the Advocacy Presentation, please see the Plenary Sessions on page 5.

VISIT PHILADELPHIA!

Famous as "America's Birthplace" and home to the Liberty Bell and Independence Hall, Philadelphia has more American history than any other city in the United States. The City of Brotherly (*and Sisterly!*) Love offers visitors the sites and sounds of the best museums, cultural venues and historical destinations. Some of the finest restaurants, shopping and entertainment can be found in the heart of Philadelphia.

Hyatt Regency Philadelphia at Penn's Landing is located on the Delaware River waterfront on the eastern edge of downtown. The Penn's Landing area is the spot where William Penn's boat landed back in 1682, and where he first set foot on the land that would soon be named after him. These days, Penn's Landing is the home of the Great Plaza, the Blue Cross River Rink, Independence Seaport Museum and a series of night-clubs and restaurants on piers. Everything is easy access in a city that always feels alive!

For ideas of where to go and what to see while you are in Philadelphia, check out: www.philadelphiausa.travel.



Poster Presentations

The poster sessions are innovative displays of education materials narrated by the presenters who will be available to discuss their subjects with you during exhibit hours. This year for the first time three awards will be conferred for posters which promote social work excellence in clinical expertise, leadership, and working with specific populations. All attendees will have the opportunity to cast their vote for the winners. Posters will be available for viewing at the Welcome Reception, all day Thursday and through 11:00 AM Friday with the winners announced Saturday at the Closing Session and Brunch. Presenters will be available to talk about their posters during exhibit hours. See page 9 for the Exhibit & Poster schedule.

1. Challenges Impacting the Management of Service Delivery in Hospital Social Work Practice

Ola Labisi, ACSW, Clinical Social Worker, City of Hope, Duarte, CA

2. "The Going Home Program," A Prescription to Save Money and Decrease LOS

Lisa K. Tager, JD, MSW, LICSW, Administrative Leader, Social Work Department, Rutland Regional Medical Center, Rutland, VT

3. War of the Worlds: Navigating the Path in Complicated Work Situations (When Everyone Wants the Social Worker)

Irene R. Korcz, PhD, LCSW, Senior Social Work Counselor, The University of Texas M.D. Anderson Cancer Center, Houston, TX

4. Developing the Leaders Among Us: The Experience of Personnel Advisory Groups (PAG) in an Oncology Healthcare Setting

Donna Suckow, LCSW, Supervisor, Department of Social Work, The University of Texas M.D. Anderson Cancer Center, Houston, TX

5. We Have Feelings, Too: Understanding the Psychosocial Adjustment of Children and Adolescents Whose Parents Have Cancer

Marisa Minor, LMSW, Social Work Counselor, M.D. Anderson Cancer Center, Houston, TX

6. Humor in the Hospital: Let the Healing Begin

Diane M. Benefiel, LMSW, Social Work Counselor, The University of Texas M.D. Anderson Cancer Center, Houston, TX

7. Social Work Impact on the Reduction of Perinatal HIV Transmission in Delaware

Elizabeth Lublin Wood, MSW, Social Worker, Alfred I. duPont Hospital for Children, Wilmington, DE

8. Social Workers Leading the Charge: Discharge by Noon

Jennifer Husted, LSW, Social Worker, VA Pittsburgh Healthcare System, Pittsburgh, PA

9. SPANISH Information/Materials as a Rapport-Building Tool

Gisasenda E. Rodriguez, MSW, LCSW, Social Work Counselor, The University of Texas M.D. Anderson Cancer Center, Houston, TX

10. The XYZ's of Caregiving: Generational Differences in the Caregiver Role

Alanna A. Terrell, LCSW, The University of Texas M.D. Anderson Cancer Center, Houston, TX

11. The Support Needs of Parents Making Life Support Decisions for Extremely Premature Infants

Teresa Moro, AM, LSW, Doctoral Student, University of Chicago, Chicago, IL

Karen Kavanaugh, PhD, RN, FAAN, Associate Professor, University of Illinois-Chicago, Chicago, IL

12. Meeting the Challenge of Communication

Karen Christman, LCSW, Manager, Clinical Social Work, Children's Hospital of Pittsburgh, Pittsburgh, PA

13. Social Workers Partner with Primary Care to Remove Barriers to Healthcare Faced by Homeless Veterans; A Review of the Homeless DIGMA Clinic at Hampton VAMC

Martha Chick, MSW, LCSW, Department of Veterans Affairs, Hampton Veterans Administration Medical Center, Hampton, VA

14. A Model for Practice in Primary Care Clinic

Pam Lynch, MSW, LISW, Social Worker, Veterans Affairs Medical Center, Cleveland, OH

15. Evaluating the Carter Institute Caregiver Education Program at the VA

Heather Hawkins, MSW, LCSW, Research Social Worker; Home-Based Primary Care Social Worker; Veterans Affairs Medical Center-Atlanta, Decatur, GA

Laura Britan, MPH, Program Manager, BA, MSW Student, Research Interviewer, Veterans Affairs Medical Center-Atlanta, Decatur, GA

Patricia Parmelee, PhD, Principle Investigator, Veterans Affairs Medical Center-Atlanta, Decatur, GA

16. Hospital Care in New York State: Model Legislation to Improve Access for the Uninsured and Underinsured

Elissa D. Giffords, DSW, LCSW Associate Professor, C.W. Post Campus/Long Island University, Brookville, NY

Rosemarie C. Guercia, MD, MPA, Co-Director, Long Island Health Access Monitoring Project, Huntington, NY

Donna Kass, PT, MPA, Co-Director, Long Island Health Access Monitoring Project, Huntington, NY

17. Popcorn, Peanuts and Support... Won't You Come?

Challenges of a Support Group in an Outpatient Healthcare Setting

Tamara Elzy, LMSW, Social Work Counselor, The University of Texas M.D. Anderson Cancer Center, Houston, TX

Laura Walther, LCSW, Social Work Counselor, The University of Texas M.D. Anderson Cancer Center, Houston, TX

18. Circles of Care Program: Celebrating Social Work Month with Their Partners in Food and Nutrition and Child Life Who Celebrate At the Same Time

Mital Brahmhatt, LMSW, Social Worker, Texas Children's Hospital, Houston, TX

Devon Hulyk, MSW, LCSW, Social Worker, Texas Children's Hospital, Houston, TX

19. Emergency Department Social Worker Reduces

Emergency Department Misuse

Charles S. Hughes, MDiv, MSW, LCSW, Director of Social Services, Liberty Hospital, Liberty, MO

20. Serving International Patients in the Era of Homeland Security

Peggy Pettit, MSW, LCSW, Manager of Care Coordination, Shriners Hospital for Children, Sacramento, CA

21. A Novel Approach to Renal Social Work Assessment: Applying the Patient Centered Transtheoretical Model of Change in a Renal Replacement Therapy Clinic in Toronto, Canada

Jamie Garret MSW., RSW, Social Worker, The Children's Aid Society of Hamilton, Hamilton, Canada

Stephen Giles, MSW, RSW, Social Worker, Toronto Western Hospital, University Health Network, Toronto, Canada

22. Animal Assisted Therapy: The Human/Animal Connection

Jessica R. Hernandez, LCSW, Certified Animal Assisted Therapy Instructor, Children's Behavioral Therapist, Animal Assisted Therapy Connections, LLC, Mullica Hill, NJ

23. Surviving the Changing Landscape of Social Work Leadership

Charlene Turner, MSW, LCSW, Administrative Director of Social Services, Grady Health System, Atlanta, GA

Vickie Y. Benjamin Ogunlade, MSW, LCSW, PhD Candidate and Practitioner-Outreach Coordinator, Whitney M. Young, Jr. School of Social Work at Clark Atlanta University, Atlanta, GA

Plenary Sessions

THURSDAY, APRIL 26, 2007

8:00 AM – 10:15 PM **OPENING SESSION & KEYNOTE PRESENTATION**



Exercising Leadership and the Barriers to Change

Marty Linsky

Co-Founder & Principal, Cambridge Leadership Associates; Faculty, John F. Kennedy School of Government, Harvard University

People do not resist change per se. People resist loss or the threat of loss. That's what makes change difficult. No one wants to relinquish cherished values and behaviors, even if they are now getting in the way. This session addresses what you can do about tough, entrenched situations. Adaptive Leadership™ gives both individuals and organizations a new way of understanding and working through the stalemates and complex issues that prevent them from adapting to changing environments and achieving their highest goals.

In this interactive keynote, we will talk about Adaptive Leadership in the context of the leadership issues and challenges currently facing social workers in health care settings: how you can deal with and lead change effectively from wherever you are. Leadership is about down-to-earth skills and practices that anyone can learn and use.

OBJECTIVES

Participants will be able to:

- Provide new understanding of what happens in organizations that must change to survive, plus a shared language and platform of ideas for dealing with change.
- Explain the difference between leadership and authority and the concept that leadership can come from anywhere in the organization.
- Present an easily understood way to identify the underlying issues that prevent individuals and their organizations from achieving their goals—the difference between technical problems and adaptive challenges.
- Convey a sense of what an adaptive organization looks and feels like.
- Introduce way to exercise leadership based on skills and behaviors anyone can learn.

FRIDAY, APRIL 27, 2007

8:00 AM – 9:00 AM **KERMIT B. NASH PRESENTATION**



Health Care Social Work: Is Anybody Listening . . . Does Anybody Care?

Roslyn McCallister Brock, MHSA, MBA
Vice Chairman, NAACP National Board of Directors; Director, System Fund Development, Bon Secours Health System, Inc.

Roslyn will provide a sobering but inspirational discussion on the growing access to care challenge. With economic, demographic, and cultural shifts making full access to health care social work more difficult to attain, this session will explore the varied causes of unequal access to care and discuss solutions that are both local and national, both policy and personal. Advocacy for effective leadership in health care social work will be examined in the context of social justice and

societal well-being, and energize you to approach your work with renewed vigor, creativity, and purpose.

OBJECTIVES

Participants will be able to:

- Understand how growing ethnic and racial diversity will impact delivery of American healthcare.
- Explore best practice models for transparency, accountability and cultural competency in evidence based outcomes.
- Gain insights to advocate for integrated science and technology in clinical practice and policy development.

12:30 PM – 1:30 PM **ADVOCACY PRESENTATION**



Federal Policy & Politics: They're Important to You

Mark Seklecki

Executive Director, Political Affairs, American Hospital Association

Mark will provide an update on current federal legislative activity with a focus on issues of particular interest to the hospital community. By the time of the meeting, the new Democratic Congress will be well into the session and a variety of issues should be taking shape. The session will also focus on critical topics such as potential opportunities to expand health care coverage. Lastly, Mark will highlight the importance of political involvement by the entire membership.

OBJECTIVES

Participants will be able to:

- Provide an up-to-date understanding of issues currently before the United States Congress.
- Gain insight into specific follow-up actions on legislative initiatives.
- Utilize recommended tools and strategies for staying involved in federal advocacy efforts.

SATURDAY, APRIL 28, 2007

11:30 AM – 1:00 PM **CLOSING SESSION & BRUNCH**



The Healthcare System Is a Primary Client

William F. Feeley, MSW

Deputy Under Secretary for Health for Operations and Management, Veterans Health Administration (VHA) of the Department of Veterans Affairs

This session will assist Social Workers to define Healthcare Reform as a primary responsibility in their daily practice. Lessons learned from our direct practice lives can stimulate us to assume leadership challenges to better address service delivery gaps in the larger Healthcare delivery system. Interpersonal effectiveness through forming relationships is what Social Workers do best and we must use these unique gifts to improve our world.

OBJECTIVES

Participants will be able to:

- See how direct social work practice skills are key to reforming the healthcare system.
- Understand how treatment of the healthcare system can lead to better services for the constituents we serve.
- Gain insight into the power of story telling to educate decision makers.
- Understand how sense of humor can impact system transformation.

CONFERENCE AGENDA AT A GLANCE

Tuesday, April 24, 2007

- 9:00 AM – 4:00 PM LEADERSHIP INSTITUTE –
*Held at SSWLHC Headquarters –
100 N. 20th Street, 4th Floor;
Separate registration required.*
- 11:00 AM – 6:00 PM REGISTRATION
- 12:00 PM – 6:00 PM SOCIAL WORK FACULTY SUMMIT
- 12:00 PM – 6:00 PM CHAPTER PRESIDENTS'
MEETING & LUNCH

Wednesday, April 25, 2007

- 7:00 AM – 7:00 PM REGISTRATION
- 8:30 AM – 3:00 PM LEADERSHIP INSTITUTE –
*Held at SSWLHC Headquarters –
100 N. 20th Street, 4th Floor;
Separate registration required.*
- 8:00 AM – 11:30 AM HEALTH CARE SOCIAL WORK
CONSORTIUM
Karlynn BrintzenhofeSzoc

FULL DAY INTENSIVES

- 8:00 AM – 5:00 PM
I-1: Pediatric Health Care Social Work Intensive
*Peters Willson, William Tietjen, David Beele, Amy Sorensen,
Elizabeth Wharff, Katherine Ginnis, Lisa Ernst, Cheryl Ramey-Hunt,
Peg Mongan*
- 7:30 AM – 4:00 PM
I-2: Home Health Care and Hospice Intensive
*Jean Diodato, Kathleen Phillips, Goldie Kadushin,
Arlene Saks-Martin, Patricia Meech Sevast*
- 11:00 AM – 4:00 PM HALF-DAY PRECONFERENCE
INTENSIVE WORKSHOPS
- I-3: Internet Academy 2007: Advanced Tools for Advancing
Health Care Social Work
Susan Mankita, David Keene, Jerry L. Satterwhite
- 12:00 PM – 5:00 PM
I-4: VA Intensive: The Strengths of Homeless Veterans
J. Richard Romaniuk
- I-5: The Right Stuff: Making Resiliency a Part of Your Work Force
Jane Parker
- I-6: Disaster Mental Health: Tools for Team Development and Response
Virna Little, Dorothy Muccio
- I-7: Mental Health Evidence-Based Practice for Social Work Leaders
Charles L. Robbins, Candyce S. Berger
- I-8: Motivational Interviewing: Leading the Way in Health Care Practice
through Innovative Clinical Approaches
M. Carlean Gilbert
- 5:15 PM – 6:15 PM NEW MEMBER, FIRST TIME
ATTENDEE ORIENTATION
- 6:30 PM – 7:30 PM WELCOME RECEPTION
WITH EXHIBITORS AND
PREMIER OF POSTERS

Thursday, April 26, 2007

- 7:00 AM – 7:00 PM REGISTRATION
- 7:00 AM – 8:00 AM CONTINENTAL BREAKFAST
WITH EXHIBITS & POSTERS
- 8:00 AM – 10:15 AM OPENING SESSION,
KEYNOTE PRESENTATION
AND AWARDS CEREMONY
Marty Linsky
- 10:15 AM – 10:30 AM TRANSITION BREAK
- 10:30 AM – 11:45 AM CONCURRENT WORKSHOPS –
BREAKOUT SESSION I
- W-1: Part I - Exercising Leadership and the Barriers to Change
Marty Linsky
- W-2: Social Worker as Case Manager
Kim Schuetze, Mindy Owen
- W-3: The Leadership Edge: Utilization of Emotional Intelligence for
Personal Leadership Advancement
Joy Sutter
- W-4: The Transitional Life Care Team, A Model for Facilitating
End of Life Decision Making for Patients and Families
Nancy J. Frank, James D. Hayes
- W-5: SSWLHC Responds to Members: Analysis of Social Work Salaries
Across the Country
Carol Frazier Maxwell
- 11:45 AM – 1:00 PM BOXED LUNCH WITH EXHIBITORS
AND SPECIAL INTEREST GROUP
NETWORKING (See page 3)
- 1:00 PM – 2:15 PM CONCURRENT WORKSHOPS –
BREAKOUT SESSION 2
- W-6: Part II – Exercising Leadership and the Barriers to Change
Marty Linsky
- W-7: Improving Home Care and Hospice Medical Outcomes Through
Social Work Services
Mark de St. Aubin
- W-8: Promoting Leadership through Supervision and Life-Long Learning
M. Carlean Gilbert, Kay W. Davidson
- W-9: Using Interdisciplinary Collaboration to Launch Social Work Service
and Research in an Ambulatory Clinic: What Not to Do!
Chris Henrickson
- W-10: Rural Health Care: Be the Lion or Be Lunch!
Pam Thompson
- 2:15 PM – 2:45 PM BEVERAGE BREAK IN EXHIBIT HALL
- 2:45 PM – 4:15 PM MEMBERSHIP MEETING
- 4:15 PM – 4:30 PM TRANSITION BREAK
- 4:30 PM – 5:30 PM REPORTS FROM THE FIELD –
BREAKOUT SESSION 3
- RF-1: Building Professional Links with SSWLHC's National Organization
Mary Lou Krieger
- RF-2: Social Workers as Leaders in Providing Biopsychosocial Intervention
to a Disease Specific Population in the Aftermath of a Disaster
Sheila Weiner

RF-3: Disparities in Care: Social Workers as Leaders in Ensuring Culturally Competent Health Care for Transgender, Bisexual, Lesbian and Gay Patients and Families
Carrie Ross, PJ Two Ravens

RF-4: Recognizing Staff Excellence: Developing a Staff Awards Program
Yvette Rolon

RF-5: Succession Planning: Positioning Your Staff and Department for Future Workforce and Leadership Changes Within Your Organization
Ann Haas

6:30 PM – 9:30 PM MEMBERSHIP RECEPTION

Friday, April 27, 2007

7:00 AM – 6:00 PM REGISTRATION

7:00 AM – 8:00 AM CONTINENTAL BREAKFAST WITH EXHIBITS & POSTERS

7:00 AM – 8:00 AM PAST PRESIDENTS' BREAKFAST

8:00 AM – 9:00 AM KERMIT B. NASH PRESENTATION – HEALTH CARE SOCIAL WORK: IS ANYBODY LISTENING ... DOES ANYONE CARE?
Roslyn McCallister Brock

9:00 AM – 9:15 AM TRANSITION BREAK

9:15 AM – 10:30 AM CONCURRENT WORKSHOPS – BREAKOUT SESSION 4

W-11: Person, Power and Influence: Fundamentals of Effective Leadership in Complex Organizations
Susan Saunders

W-12: JCAHO Readiness
M. Kay Holbrook

W-13: Internet Academy 2007: Advanced Tools for Advancing Health Care Social Work
Susan Mankita, David Keene, Jerry L. Satterwhite

W-14: Fictitious Disorder by Proxy and Pediatric Condition Falsification (previously called Munchausen Syndrome by Proxy): The Challenges and Pitfalls of Starting Team for these Difficult Child Abuse Cases — Diagnosing, Providing Documentation, Court Appearances and Staff Disagreements
Sally Siggins

10:30 AM – 11:00 AM COFFEE BREAK WITH THE EXHIBITORS AND RAFFLE FOR 2008 CONFERENCE GIVEAWAY

11:00 AM EXHIBITORS AND POSTERS BREAK DOWN

11:00 AM – 11:15 AM TRANSITION BREAK

11:15 AM – 12:15 PM REPORTS FROM THE FIELD – BREAKOUT SESSION 5

RF-6: Collaborative Rounding: Length of Stay and Patient Satisfaction Impact
Maureen Sawyer

RF-7: Integrating Behavioral Health Services in Primary Care Clinics
David L. Neal

RF-8: The Transition from Clinical Social Worker to Team Leader
Tracy Griffith, Heather Sheaffer

RF-9: Ensuring the Future: Training Social Work Students for Practice in Health Care
Yvette Rolon

RF-10: The Role of a Social Worker in a Memory Disorder Clinic
Judith Shipman

12:15 PM – 12:30 PM TRANSITION BREAK

12:30 PM – 1:30 PM ADVOCACY PRESENTATION WITH BOXED LUNCH – FEDERAL POLICY AND POLITICS: THEY'RE IMPORTANT TO YOU
Mark Seklecki
(The pre-purchase of boxed lunch is required at the cost of \$10.)

1:45 PM – 3:00 PM CONCURRENT WORKSHOPS – BREAKOUT SESSION 6

W-15: The Case Management Dashboard: Effective Outcomes Reporting
Frank Bellamy, Jean Osbrach

W-16: Social Work Leadership: Adding Value through Service Diversification
Greg Jensen, Rosie Wilhelm

W-17: Guardianship/Conservatorship: The Social Work Legal Interface
Mary Lou Krieger, James Cirilano

W-18: Counseling in the Health Care Setting: A Social Work Strengths-Based Approach
Les Gallo-Silver

W-19: Bringing Evidence-Based Innovations to the Practice Environment
W. June Simmons

3:00 PM – 3:30 PM COFFEE BREAK

3:30 PM – 4:45 PM CONCURRENT WORKSHOPS – BREAKOUT SESSION 7

W-20: Business Plans for Social Work Departments
Kristin Day

W-21: Clinical Social Workers as Leaders: The Future is Now
Judith Tractenberg, Sona Euster

W-22: Social Work Leadership in Disaster Response: Lessons Learned from Recent Events
William J. Kirkpatrick, Facilitator; Panelists: Milton Ayala, Delois Dikworth-Berry, Hal Lipton, Louise West

W-23: Social Work Contributions to Establishing and Maintaining Effective Palliative Care Initiatives
Louisa Daratsos, Karlynn BrintzenhofeSzoc

W-24: Brain-Injury Rehabilitation: Treating the Agitated Patient through Environmental Controls
Jeanne O'Connor

4:45 PM – 5:00 PM TRANSITION BREAK

5:00 PM – 6:00 PM REPORTS FROM THE FIELD – BREAKOUT SESSION 8

RF-11: Improving Discharge Planning – Some Proven Methods
Milton Ayala, Mary Lou Krieger

RF-12: Healthcare Social Work – What's Leadership Got to Do With It?
Susara A. Joubert, Margaret W. Meyer

RF-13: Report from the Field: Integration: Medical and Psychiatric Interventions with Patients and Families with "Co-Occurring" Diseases
Laura Nitzberg, Kathy Wade, Susan Matorin

CONFERENCE AGENDA AT A GLANCE

RF-14: Challenges in Transitioning Pediatric Patients to Adult Care: How One Hospital Utilized Technology and Clinical Expertise to Meet the Needs

Valerie Bowman, Christopher Baldez

RF-15: The OIF/OEF Virtual Clinic: Multidisciplinary Collaboration to Insure Comprehensive Health Care for Returning OIF/OEF Combat Veterans

Patricia Tuli, Caroline Deegan

6:00 PM EVENING ON YOUR OWN

Saturday, April 28, 2007

7:00 AM – 1:00 PM REGISTRATION

7:00 AM – 8:00 AM CONTINENTAL BREAKFAST

8:00 AM – 9:15 AM CONCURRENT WORKSHOPS – BREAKOUT SESSION 9

W-25: New Manager Workshop

William R. Tietjen, Ruth Marks-Swift

W-26: EMERGENCY! Social Work Needed NOW!: Evolution of a New Model of Emergency Social Work Practice, with Cross-Trained and Revenue Producing Staff

Julie Johnston, Kellie Johnson, Sharon Michel

W-27: Depression Identification and Treatment in Healthcare Settings

Virna Little, Josie Collier

W-28: Weathering the Storm of Trauma: The Role of Supervision

Karen Badger

W-29: Part I - Evidence-Based Practice in Health Care Social Work: What is Possible Now?

James R. Zabora and Members of the Committee on Evidence-Based Practice

9:15 AM – 10:00 AM CHECK OUT AND COFFEE BREAK

10:00 AM – 11:15 AM CONCURRENT WORKSHOPS – BREAKOUT SESSION 10

W-30: Social Work Supervision Models and Methods in Healthcare Settings

Candyce S. Berger, Goldie Kadushin, M. Carlean Gilbert, Mark de St. Aubin

W-31: Ethics Based Interventions with Patients and Families Identified as "Difficult"

Patricia O'Donnell

W-32: Plain Talk: Demystifying Outcomes in Behavioral Health

Marcia Holman

W-33: Domestic Violence: How Do You Keep Eyes from Rolling When You say DV?

Susan Kheder

W-34: Part II - Evidence-Based Practice in Health Care Social Work: What is Possible Now?

James R. Zabora and Members of the Committee on Evidence-Based Practice

11:30 AM – 1:00 PM CLOSING SESSION, BRUNCH AND POSTER AWARDS THE HEALTHCARE SYSTEM IS A PRIMARY CLIENT
William Feeley

1:00 PM CONFERENCE ADJOURNMENT

2:00 PM – 5:00 PM SSWLHC BOARD OF DIRECTORS MEETING

Continuing Education Contact Hours

The 42nd Annual Meeting and Conference of the SSWLHC has been approved for 16 continuing education contact hours for LCSW/MFT's as required by the California Board of Behavioral Science, Provider # PCE 2402. In addition, the full-day Pediatric and Home Health Intensive Workshops offered on April 25th have both been approved for 7.5 continuing education contact hours and the half-day Intensive Workshops also offered on April 25th have been approved for 4.5 continuing education contact hours for LCSW/MFT's as required by the California Board of Behavioral Science.

This conference is another in a series of professional development experiences under the sponsorship of the National Association of Social Workers, Florida Chapter. All of NASW's continuing education programs are planned in accordance with meeting the criteria set forth and are approved for licensure renewal as outlined in Florida Statutes Chapter 491 and by the Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling. This workshop is being approved to offer contact hour(s) for clinical social workers, marriage and family therapists and mental health counselors: Provider #BAP-321 Exp. 3/09.

For a list of the state social work licensure boards that endorse the NASW CE approval program, go to <http://www.naswdc.org/ce/response.asp>. CEU approval is also pending in Pennsylvania and Ohio.

In order to apply for NASW continuing education credit, attendees must sign-in and sign-out of every session that they attend and submit an evaluation form for each session. At the conclusion of the conference, a participant attendance monitoring form attesting to the hours of contact hours earned must be returned to the onsite SSWLHC registration desk. NASW Florida will mail continuing education certificates following the conference based on the completion of the monitoring form.

What is Included in the Conference Fee?

- Unlimited course selection beginning with the Welcome reception on the evening of Wednesday, April 25th and continuing through adjournment on Saturday, April 28th
- Entrance to Exhibits and Poster Sessions
- Membership Meeting
- New Member, First Time Attendee Orientation
- Daily Continental Breakfasts
- Welcome Reception
- Boxed Luncheon on Thursday, April 26th
- Membership Reception
- Vendor Prize Raffle
- On-Site Conference CD-Rom with Speaker Handouts

Guest Fee

Admittance to the Networking and Members Receptions is included in your registration fee, but you are welcome to bring a spouse or friend. The fee for a guest pass to either reception is \$25. You may reserve a guest pass by checking the box on the registration form (page 23) or you can purchase a guest ticket at the SSWLHC registration desk on-site.

Pre-Conference Intensive Workshops

An additional \$125 fee is required to attend an Intensive Workshop with the exception of the Veterans Affairs Intensive which is free of charge.

Confirmation Information

- Include payments with your registration form. Send check, money order, or charge authorization to: SSWLHC, Registration, 100 N. 20th Street Street, 4th Floor, Philadelphia, PA 19103-1443.
- Faxed registrations must have payment secured with Visa, MasterCard, or American Express credit card and should be faxed to (215) 564-2175.
- **Early discount fees must be postmarked or faxed on or by Friday, March 30, 2007.**
- A registration confirmation will be sent to you via e-mail. The confirmation will include your payment receipt.
- **All registrations postmarked after March 30 will be processed at the regular registration fee with any balance due on-site prior to receiving registration materials.**

Questions Regarding Registration

For questions regarding the program or registration, please contact the SSWLHC office by toll-free phone at (866) 237-9542 or e-mail at info@sswlhc.org. No registrations will be accepted by phone as the cardholder's signature is required for credit card payments.

Substitution/Cancellation Policy

We all have unforeseen emergencies that may occur. In order to accommodate these possibilities, we will accept notification of cancellations up to 7 business days prior to the conference (by April 16, 2007). Cancellations **MUST BE IN WRITING** and will be accepted for a refund less a \$50 cancellation fee. Cancellation notifications should be faxed to (215) 564-2175 or e-mailed to ts Herrick@fernley.com. You may send a substitute at any time. If the alternate is not a member, the non-member fee will be required.

Registration Desk

You will pick up all tickets, badges, and on-site registration materials at the SSWLHC Registration Desk located in the Grand Ballroom Foyer on level 2 of the Hyatt Regency at Penn's Landing. The Registration Desk will be open the following hours.

Tuesday, April 24th	11:00 AM – 6:00 PM
Wednesday, April 25th	7:00 AM – 7:00 PM
Thursday, April 26th	7:00 AM – 7:00 PM
Friday, April 27th	7:00 AM – 6:00 PM
Saturday, April 28th	7:00 AM – 1:00 PM

Exhibits

We invite you to view and experience the latest products and services exclusively suited for the buying needs of social workers. A vendor raffle will be held at the close of the exhibit hall on Friday, April 27th. The prize is a free registration to the 2008 Annual Conference. In order to participate, registrants will be given an Exhibit Hall Passport. The form must be signed by participating exhibitors as you visit their booths. Only registrants who have visited all exhibitors will be eligible to win. Registrants must be present to win.

Exhibits & Posters Hours

Wednesday, April 25th:

6:30 PM - 7:30 PM — Welcome Reception

Thursday, April 26th:

7:00 AM - 8:00 AM — Continental Breakfast

11:45 AM - 1:00 PM — Boxed Lunch

2:15 PM - 2:45 PM — Beverage Break

Friday, April 27th:

7:00 AM - 8:00 AM — Continental Breakfast

10:30 AM - 11:00 AM — Beverage Break and Raffles

11:00 AM - 1:00 PM — Dismantle

SSWLHC reserves the right to cancel or reschedule a session due to insufficient number of registrants or other unforeseen circumstances.

Hotel Accommodations

Hyatt Regency Philadelphia at Penn's Landing
201 South Columbus Blvd.
Philadelphia, PA 19106

Reservations by Phone: 215.928.1234 or toll free 800.233.1234

Reservations Online:

<http://pennslanding.hyatt.com/hyatt/hotels/index.jsp>

Enter Group/Corporate #SSWL

SSWLHC is pleased to announce the special \$169 single/double plus tax per night group rate!

To secure the special SSWLHC group discount of \$169 plus tax per single/double per night reservations must be made by **Friday, March 30, 2007**. After this date, reservations will be accepted on a space and rate available basis. Reservations should be made by calling the hotel direct toll free 1.800.233.1234 or local 215.928.1234. Attendees must identify SSWLHC (Society for Social Work Leadership in Health Care) as the group name to receive the discounted rate. Reservations can also be online at <http://pennslanding.hyatt.com/hyatt/hotels/index.jsp>. Enter Group/Corporate #SSWL when making online reservations to get the SSWLHC group discount.

In the event that you need to cancel your reservation, please note that the Hyatt Regency Penn's Landing requires all cancellations to be made at least 72 hours prior to arrival or you will be charged one night's room and tax.

Please contact Trish Sherrick at SSWLHC Headquarters at ts Herrick@fernley.com if you would be willing to share your room with another meeting attendee. You will be included on the Society's roommate list.

Transportation

Taxi: From the Philadelphia International Airport, a taxi to the Hyatt Regency at Penn's Landing is \$25 one way. It is approximately a 20 minute drive from the Philadelphia airport to the hotel.

Shuttle from the Airport: Lady Liberty - \$8 per person. Proceed to a phone in baggage claim area and dial 27 for pickup in the Ground Transportation area. The van makes multiple stops and runs every 20 minutes from 5:30 AM to midnight.

Amtrak Train Station (30th Street Station): The Hyatt is located 4 miles from Philadelphia's 30th Street Station and is approximately a \$10 taxi ride to the hotel from the train station.

Driving Directions: Detailed driving directions can be downloaded from the "Maps and Directions" link on the Hyatt Regency's website: <http://pennslanding.hyatt.com/hyatt/hotels/index.jsp>

Americans with Disabilities Act

SSWLHC wishes to take those steps that are required to ensure that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act (e.g., assistive listening devices or Braille materials), please contact SSWLHC, 100 North 20th Street, 4th Floor, Philadelphia, PA 19103 or 866.237.9542.

Course Descriptions

Tuesday, April 24, 2007

8:00 AM – 6:00 PM	LEADERSHIP INSTITUTE
11:00 AM – 6:00 PM	REGISTRATION
12:00 PM – 6:00 PM	SOCIAL WORK FACULTY SUMMIT (by invitation only)
12:00 PM – 6:00 PM	CHAPTER PRESIDENTS' MEETING & LUNCH

Wednesday, April 25, 2007

7:00 AM – 7:00 PM	REGISTRATION
8:00 AM – 5:00 PM	LEADERSHIP INSTITUTE

FULL DAY INTENSIVES

8:00 AM – 5:00 PM

I-1: Pediatric Health Care Social Work Intensive

Peters Willson, William Tietjen, David Beele, Amy Sorensen, Elizabeth Wharff, Katherine Ginnis, Lisa Ernst, Cheryl Ramey-Hunt, Peg Mognan

This workshop will focus on social work practice and management in the pediatric setting. Presentations feature *Social Work Resource Management, Family-Based Crisis Intervention with Suicidal Adolescents in the Emergency Room, and Social Work Staffing in the Pediatric Hospital Setting*. The workshop will also welcome back keynote speaker Peters Willson, Vice President for Public Policy at the National Association of Children's Hospitals and Related Institutions (NACHRI) who will provide a national legislative update on children's health issues.

OBJECTIVES

Participants will be able to:

- Describe the historical practice of social work in health care as background for the 21st century movements in patient and family centered care and quality and safety.
- Understand the profession's stewardship responsibilities and its correlation to resource management.
- Explore the processes and outcomes used at an academic medical center to "make its practice visible" in order to project social work resource requirements.
- Save the hospital money by avoiding costly "boarding" of patients while awaiting psychiatric admission.
- Empower caretakers by improving family communication and problem solving.
- Improve the rate of adherence to follow-up care recommendations.
- Identify staffing model data criteria and explore and use this criteria and weighted measures to determine effective staffing ratios for your organization.

7:30 AM – 4:00 PM

I-2: Home Health Care and Hospice Intensive

Jean Diodato, Goldie Kadushin, Kathleen Phillips, Arlene Saks-Martin, Patricia Meech Sevast

This full-day home health and hospice intensive will be devoted to covering topics of current concern for Social Workers in Home Health and Hospice. The morning will include a timely update for participants on Medicare regulations and a session on Ethics for Social Workers in Home Health. Lunch will provide an opportunity for interactive

networking. The afternoon sessions will tackle Geriatric Care Management and Social Work in the home setting. Time for interaction with the presenters during the day is anticipated. This annual intensive is a superb yearly opportunity to establish relationships with other Home Health and Hospice Social Workers from around the country.

OBJECTIVES

Participants will be able to:

- Get familiarized with the current Medicare regulations regarding Social Work practice in Home Health Care.
- Identify key concepts which impact the Social Worker's ethical practice in Home Health and Hospice.
- Understand the role of the Geriatric Care Manager and the impact of such care management on the overall health and functioning of the patient and family.

Half-Day Intensive Workshops

11:00 AM – 4:00 PM (I-3 only)

I-3: Internet Academy 2007: Advanced Tools for Advancing Health Care Social Work

Susan Mankita, David Keene, Jerry L. Satterwhite

This session will provide social workers with an up-to-the-minute overview of the state of social work online and how it may shape our roles in the future. Tips and tricks for safety and searching/utilizing the worldwide web will be woven into a serious look at the state of online discharge planning, online therapy and online communities for social workers (i.e. SSWLHC's webpage).

OBJECTIVES

Participants will be able to:

- Explore current state of Social Work online i.e.: online discharge planning, clinical work and other health and mental health care applications.
- Broaden skills to effectively search the Internet and connect with colleagues while protecting your computer from hackers, spyware, viruses, unwanted pop-ups, spam and other malicious programs.
- Contrast and evaluate online treatment to traditional face to face work with newest theories of computer mediated communication.
- Evaluate ethical, regulatory, legal concerns, competencies and safety issues related to online social work in 2007 and beyond.

12:00 PM – 5:00 PM (I-4, I-5, I-6, I-7, I-8)

I-4: VA Intensive Workshop The Strengths of Homeless Veterans (No registration fee required)

J. Richard Romaniuk

The community-based Grant and Per Diem Program of the Veterans Health Administration allows homeless veterans to find assistance outside the VHA system. Program participants in community agency partners exhibit distinct characteristics: a tendency toward camaraderie and a need for structure. VHA develops services to capitalize on these characteristic strengths. This session is intended for social workers and case managers working with homeless veterans.

OBJECTIVES

Participants will be able to:

- Define distinct characteristics of homeless veterans.
- Recognize the treatment needs of homeless veterans.
- Discuss support programs for homeless veterans.
- Design a treatment plan for case presentation.

I-5: The Right Stuff: Making Resiliency a Part of your Work Force

Jane Parker

The intensive workshop on resiliency is a practical yet scholarly experience for the practitioner and organizational leader. Participants will engage in both a quantitative and qualitative self evaluation of their own levels of secondary stress, compassion fatigue, and overall professional satisfaction. Guided instruction, discussion, and real examples of post traumatic growth fuel the participant’s final Resiliency Plan for improved self care and organizational mechanisms to address issues of secondary traumatic stress.

OBJECTIVES

Participants will be able to:

- Analyze specific personal and organizational threats to resiliency and job satisfaction.
- Select from at least 12 mechanisms for personal and organizational change to boost resiliency, particularly in responding to acute crises.
- Write and implement a specific, measurable Resiliency Plan to implement over three months to one year following the workshop.

I-6: Disaster Mental Health: Tools for Team Development & Response

Virna Little, Dorothy Muccio

The training is an interactive program designed to provide participants with specific competencies and tools to develop a response team in their setting with individuals who have basic skills for disaster response and psychological first aid. There are seven modules in the training which are:

- Facing Disaster—are you prepared: Disaster Preparedness, Response and Planning in Healthcare Settings
- Characteristics and Attributes of Natural and Human Caused Disasters
- Reactions to Disasters—the human response
- Acts of Terrorism, Weapons of Mass Destruction and Public Health Emergencies—issues and considerations
- Disaster Mental Health Care and Response
- Early Interventions and Disaster Mental Health Activities
- Self care and Disengagement from a Disaster Assignment

Each participant will get a full binder. There will be multiple role plays and each participant will leave with comprehensive information on the topic for their setting.

OBJECTIVES

Participants will be able to:

- Identify key phases of disaster preparedness, response and recovery and the roles assumed by mental health professionals along this continuum
- Differentiate the range of psychological, psychosocial, psychospiritual reactions that individuals experience in the aftermath of disasters
- Discuss key interventions and activities utilized by mental health professionals in responding to the psychological, psychosocial reactions of disaster survivors and responders.
- Analyze key mechanisms of self care and transitioning from a disaster response

I -7: Mental Health Evidence-Based Practice for Social Work Leaders

Charles L. Robbins, Candyce S. Berger

Evidence Based Practice in mental health is increasingly the gold standard across the nation. This intensive will define and examine evidence-based practice, within a recovery-oriented paradigm to use for individuals with a diagnosis of serious mental illness. Interventions examined will include Assertive Community Treatment, Motivational Interviewing, Wellness and Recovery, Medication Management, Concomitant Mental Health and Substance Abuse Problems, Supported Employment, Family Intervention, Peer Support and Self-help Models, Social Skills Training and Change Technology. Participants will examine the role research literature and concept of the fidelity score.

OBJECTIVES

Participants will be able to:

- Understand the concepts of Evidence Based Practice and their application to the seriously mentally ill.
- Demonstrate a working knowledge of the recovery paradigm as it relates to working with individuals with a diagnosis of serious mental illnesses.
- Translate research, identified in the literature as demonstrating effective treatment outcomes, into practice principles for intervening for individuals with a diagnosis of serious mental illness include the role and measurement of fidelity.
- Describe the role of social work values and ethics in evidence-based practice with individuals with a diagnosis of serious mental illness.

I-8: Motivational Interviewing: Leading the Way in Health Care Practice through Innovative Clinical Approaches

M. Carlean Gilbert

Managers and practitioners can use Motivational Interviewing (MI) to address medical noncompliance, promote healthy behaviors, reduce harm, and prevent chronic disease. Participants will learn to assess clients’ readiness for change, choose appropriate levels of intervention, elicit change talk, and negotiate resistances. Presenter will combine lecture, audiovisuals, case illustrations, and hands-on participation.

OBJECTIVES

Participants will be able to:

- Identify the transtheoretical foundations of Motivational Interviewing (MI).
- Advance skills in reflective listening.
- Apply the essential principles of MI to case conceptualization and selection of intervention.
- Negotiate clients’ resistance to change.

5:15 PM – 6:15 PM

NEW MEMBER, FIRST TIME ATTENDEE ORIENTATION

6:30 PM – 7:30 PM

WELCOME RECEPTION WITH EXHIBITORS AND PREMIER OF POSTERS

Thursday, April 26, 2007

7:00 AM – 7:00 PM	REGISTRATION
7:00 AM – 8:00 AM	CONTINENTAL BREAKFAST AND EXHIBITS
8:00 AM – 10:15 AM	OPENING SESSION, KEYNOTE PRESENTATION AND AWARDS CEREMONY (See page 5 for Keynote Course Description.)
10:15 AM – 10:30 AM	TRANSITION BREAK
10:30 AM – 11:45 AM	CONCURRENT WORKSHOPS – BREAKOUT SESSION I

W-1: Exercising Leadership and the Barriers to Change
Marty Linsky

You can begin right away to build on the ideas and practices presented in the keynote presentation. This workshop will relate the framework of Adaptive Leadership directly to your own issues, helping you to clarify your challenges and giving you the opportunity to begin practicing such skills as getting on the balcony, orchestrating conflict, and having courageous conversations.

OBJECTIVES

Participants will be able to:

- Provide an opportunity for participants to apply the framework of Adaptive Leadership to their own leadership challenges
- Learn and begin to practice some of the language and tools they can apply in their own situations
- Give participants an understanding of how they can build personal and organizational leadership capacity

W-2: Social Worker as Case Manager

Kim Schuetze, Mindy Owen

Using the data from the Role and Function Study completed by The Commission for Case Manager Certification, the specific roles related to Case Management will be identified and compared to the roles related to the practice of Social Work in a Health Care venue.

OBJECTIVES

Participants will be able to:

- Identify the functions of case management, regardless of professional training.
- Analyze the commonalities in the functions between the practices of Social Work and Case Management.
- Discuss future implications for Social Work Case Management in the Health Care venues.

W-3: The Leadership Edge: Utilization of Emotional Intelligence for Personal Leadership Advancement

Joy Sutter

Our challenge is to move our careers and the organizations we work in to the next level. How do we find our leadership edge? Research demonstrates it's the emotional intelligence abilities that matter for superior performance. Core competencies of emotional intelligence need to be mastered to drive ourselves and others to the best performance.

OBJECTIVES

Participants will be able to:

- Identify the core competencies of emotional intelligence.
- Discuss why smart people sometimes fail in the workplace.
- Analyze the effects of strong emotions on leadership performance.
- Discuss strategies to successful leading with emotional intelligence.

W-4: The Transitional Life Care Term, A Model for Facilitating End of Life Decision Making for Patients and Families

Nancy J. Frank, James D. Hayes

This session will present an overview of the Transitional Life Care Team (TLC) which is a comprehensive tool that was developed for conducting discussions of the bio-psycho-social-spiritual elements inherent in end of life decision making. The goals, structure and function of the TLC team will be presented as well as an analysis of outcome measures. The team consists of a licensed clinical social worker and a physician who work closely with the patient, family, and all relevant health care providers to identify issues and navigate barriers to appropriate and humane end of life care. This model can be adopted in a variety of settings including hospitals, out patient settings, and long term care. This model has proven to be a very effective collaboration between the medical and social work model of patient end of life care.

OBJECTIVES

Participants will be able to:

- Identify barriers to quality end of life care.
- Present an adoptable model of a collaborative approach to assist patients/families with end of life decision making.
- Provide outcome measures that support the positive fiscal impact of providing appropriate end of life care.

W-5: SSWLHC Responds to Members: Analysis of Social Work Salaries Across the Country

Carol Frazier Maxwell

In a response to member request, SSWLHC conducted a national survey of hospital based social workers which was completed in 2006. Results will be shared with participants with breakdowns by region, by function, and by level of certification. Staffing patterns and related compensation were also obtained in the survey and will be analyzed. Recommendations for future salary surveys will be discussed.

OBJECTIVES

Participants will be able to:

- Receive information related to compensation packages experienced by hospital based social workers from across the country.
- Learn about different staffing patterns and how compensation is impacted by staffing demands.
- Learn suggested ways to use the salary information to enhance compensation packages in their own setting.
- Provide feedback and recommendations about other settings that employee social workers who may benefit from a similar survey of compensation packages.

11:45 AM – 1:00 PM BOXED LUNCH WITH EXHIBITORS AND NETWORKING

Mix and mingle with exhibitors and sponsors, view the posters, and grab a boxed lunch to enjoy while networking with colleagues who share your struggles and celebrate your successes. Facilitated networking tables will be designated for the following interest areas: Home Health and Hospice; Pediatric Social Work; Emergency/Trauma; Ambulatory/Public/Community Health; Gay, Lesbian, Bisexual, Transgender Patients and Families (GLBT); Rural Health Care; Evidence-Based Practice; Rehab; Staff Development; and Disaster Preparedness/Pandemic Flu.

1:00 PM – 2:15 PM CONCURRENT WORKSHOPS – BREAKOUT SESSION 2

W-6: Part II- Exercising Leadership and the Barriers to Change
Marty Linsky
See W-1 for course description and learning objectives.

W-7: Improving Home Care and Hospice Medical Outcomes Through Social Work Services
Mark de St. Aubin

Home care and Hospice Social Work practitioners are challenged with demonstrating to agency administration the impact of our interventions upon cost and medical outcomes. This presentation shares a review of the recent literature on this topic, outlines a framework within which practitioners can connect their practice to outcomes, and presents useful tools for the social work practitioner and administrator.

OBJECTIVES

Participants will be able to:

- Chart the evolution of home care and hospice reimbursement and identify why current and on-the-horizon systems of reimbursement (CMS 'Pay for Performance') require social work's increasing ability to demonstrate its effectiveness on cost and medical outcomes.
- Identify home care social work's unique contributions toward achievement of the outcomes most critical to an agency's mission and financial survival – safe and timely discharge from home care and their patients' health and functional outcomes (as measured by CMS "Home Health Quality Measures").
- Apply significant findings from the recent National Hospice Social Work Study which demonstrate social work's impact on cost and patient outcomes to their own practice.

W-8: Promoting Leadership through Supervision and Life-Long Learning
M. Carlean Gilbert, Kay W. Davidson

Social work leaders and supervisors will examine the shift from traditional to alternative models of supervision in health care. Participants will learn to prepare supervisees for autonomous performance and to enhance their own leadership through reflective practice and life-long learning. Presenters will provide guidelines and techniques that promote these concepts.

OBJECTIVES

Participants will be able to:

- Analyze factors involved in the shift away from traditional models of supervision.
- Define the concepts of reflective practice and life-long learning.

- Discuss and apply concepts of reflective practice and life-long learning to current practice examples.
- Review guidelines and techniques for innovative approaches to learning and leadership.

W-9: Using Interdisciplinary Collaboration to Launch Social Work Service and Research in an Ambulatory Clinic: What Not to Do!

Chris Henrikson

An interdisciplinary collaboration led by social work designed and piloted a service protocol, using modified existing assessment tools to: Determine whether clinic care was comprehensive; increase interdisciplinary attention to psychosocial care needs; document need for social work staffing in the clinic; and initiate formal psychosocial research of the patient population.

OBJECTIVES

Participants will be able to:

- Identify a model to engage multiple disciplines in utilizing and advocating for psychosocial care for their patients.
- Discuss strategies that demonstrate the utility of social work in an clinical care program.
- Identify assessment tools that can be employed to evaluate patient needs in an ambulatory clinic setting.
- Identify the pitfalls in of leadership of the process and formal research development.

W-10: Rural Health Care: Be the Lion or Be Lunch!

Pam Thompson

This session is for any social worker struggling with identity and value issues in their setting. The session will cover the pros and cons of role delineation between social work and nursing. How to show value in outcomes that are measurable. How to be invited to the table for program development. How to demonstrate a strong leadership presence. The program will also cover the perils of rural health care and how to get creative with being alone, small and wearing too many hats to be clearly distinguishable.

OBJECTIVES

Participants will be able to:

- Develop a leadership presence in their agency.
- Take value added outcomes to their administrators.
- Define a role and indispensable niche in their organization.
- Develop innovative plans to the perils that face them in a rural setting.

2:15 PM – 2:45 PM BEVERAGE BREAK IN EXHIBIT HALL

2:45 PM – 4:15 PM MEMBERSHIP MEETING –
(See Special Events section on page 3.)

4:15 PM – 4:30 PM TRANSITION BREAK

4:30 PM – 5:30 PM REPORT FROM THE FIELD –
BREAKOUT SESSION 3

RF-1: Building Professional Links with SSWLHC's National Organization
Mary Lou Krieger

If the Membership Meeting piqued your interest in learning more about SSWLHC as an organization and you would like to

better take advantage of the resources offered by the Society to spearhead your professional growth, then be sure to stick around for this session and see what the national Society can do for you!

The national SSWLHC has moved into the 21st century with a new focus on today and a vision for tomorrow. With that in mind, national SSWLHC is looking for a reciprocal relationship with each of its members and chapters. Starting with the premise that all social workers are leaders, the Society is looking to the leadership of the organization to moving into roles of mentors for the up and coming leaders of tomorrow. In order to accomplish this mission, national needs members to stay active in your chapter and at the national level and/or become involved in your chapter and with the national organization. This requested commitment from you will also give you the benefit of all the organization's expertise and will assist all of us in assuring this organization as the premier health care organization for social workers.

OBJECTIVES

Participants will be able to:

- Focus on SSWLHC involvement at the Chapter and national level and the benefit to each group and each member.
- Analyze the role of social work in health care and how increased involvement in the organization at the national level can have a major impact on the future of national health care delivery.
- Cultivate a place in the organization that allows you to develop your skills in many areas and at the same time share your expertise/mentorship with others.
- Understand the SSWLHC structure to work within to become more involved and committed to the organization.

RF-2: Social Workers as Leaders in Providing Biopsychosocial Intervention to a Disease Specific Population in the Aftermath of a Disaster

Sheila Weiner

As the 2005 hurricanes ripped through the southern states, people were left stranded without power, shelter, and necessary medical equipment and care. The social worker's role was essential in taking immediate action during the initial crisis phase, stabilization phase, and long-range phase to support the affected patient population and their special needs, and the health care provider population. This session, intended for all professional audiences, describes the immediate actions and long-term strategic plan established and delivered to over 200 patients and professionals in three major cities in Louisiana, emphasizing the emotional challenges involved in coping and rebuilding lives including; depression, anxiety and PTSD.

OBJECTIVES:

Participants will be able to:

- Understand the essential role of the social worker in the aftermath of a disaster.
- Identify the special needs of individuals with chronic illness in a disaster.
- Define the psychological challenges facing health care professionals during and subsequent to a disaster.
- Learn examples of interventions and develop a plan to help support professionals and patients in the event of a disaster.

RF-3: Disparities in Care: Social Workers as Leaders in Ensuring Culturally Competent Health Care for Transgender, Bisexual, Lesbian and Gay Patients and Families

Carrie Ross, PJ Two Ravens

Increasing attention is being given to underutilization of health care by and discrimination in services provided to transgender, bisexual, lesbian, and gay, and bisexual (TBLG) individuals. Medical social workers are uniquely situated to provide the education, empowerment, and advocacy necessary to help combat health care disparities for TBLG patients/families. This presentation will explore the particular health care challenges of these groups, best practice models for culturally appropriate care, and strategies for social work leadership among our interdisciplinary teams in the move toward more appropriate practice.

OBJECTIVES

Participants will be able to:

- Review population specific health care concerns and barriers to access for transgender, lesbian, bisexual, and gay individuals/communities.
- Discuss strategies for creating welcoming clinical environments and more competent practice for TBLG patients and families; review best practice models and programs currently in existence.
- Discuss the social work role as advocate with the interdisciplinary health care team for bringing these issues to the fore and effecting positive change.
- Explore opportunities for social work leadership in developing education/training programs for our organizations concurrently with developing higher knowledge and skill levels ourselves regarding the needs and challenges of this patient population.

RF-4: Recognizing Staff Excellence: Developing a Staff Award Program

Yvette Rolon

The current health care environment places enormous pressures on social workers which may contribute to decreased staff satisfaction, low morale, and poor retention. To promote staff satisfaction, and encourage staff excellence a social work department developed an awards program to recognize staff's accomplishments. This session will discuss the planning, development, implementation and evaluation of a staff awards program. The presenter will discuss strategies for implementation in departments of varying sizes. Participants will be able to replicate the components, which best match, the needs of their staff.

OBJECTIVES

Participants will be able to:

- Present a successful model of a staff awards program.
- Discuss strategies to develop and implement an awards program.
- Offer generalizable concepts that may be replicated in various settings.

RF-5: Succession Planning: Positioning Your Staff and Department for Future Workshops and Leadership Changes Within Your Organization

Ann Haas

Given the recent NASW workforce report which outlines current and projected workplace shortages for our profession as well as the ongoing changes in attracting future generations into health care careers, it is imperative to identify strategies to

mentor current and future social work leaders and identify career planning techniques to help staff identify current strengths and interests in leadership development. An initiative within our organization has established a “future generation’s committee” to address these workforce issues. In addition to this initiative, our department has engaged in our own strategic planning to position our department for continuity of services, to identify training opportunities for staff to engage in leadership activities, and to provide a collaborative process with administration to establish the future needs of our department. This session is intended for current and future social work leaders in health care to discuss these workforce issues and to identify human resource strategies within hospital social work departments to address these needs.

Participants will be able to:

- Identify succession planning techniques to address future leadership needs within their departments.
- Identify and develop career planning strategies with their staff.
- Identify collaborative activities within their organizations to address future leadership needs.

6:30 PM – 9:30 PM MEMBERSHIP RECEPTION

Friday, April 27, 2007

7:00 AM – 6:00 PM REGISTRATION

7:00 AM – 8:00 AM EXHIBITS/CONTINENTAL BREAKFAST

7:00 AM – 8:00 AM PAST PRESIDENTS BREAKFAST

8:00 AM – 9:00 AM KERMIT B. NASH PRESENTATION
Roslyn McCallister Brock
(See page 5 for Course Description.)

9:00 AM – 9:15 AM TRANSITION BREAK

9:15 AM – 10:30 AM CONCURRENT WORKSHOPS – BREAKOUT SESSION 4

W-11: Person, Power and Influence: Fundamentals of Effective Leadership in Complex Organizations
Susan Saunders

This workshop is designed for social work professionals who wish to enhance their ability to bring about innovation and change within complex organizations. Participants explore: the nature of organizational culture; the phenomenon known as ‘organizational politics’; and the nature of interpersonal power and its organic relationship to leadership and influence. A framework for strategic use of power is provided.

OBJECTIVES

Participants will be able to:

- Understand the fundamentally political nature of complex organizations.
- Develop a deeper understanding of the nature of power, the assets necessary to become a power user and the control exerted by power targets.
- Explore the dynamic ways in which personal power shapes action and reaction at every level of the organization.

- Examine the relationship between an individual’s perceived power co-efficient and his or her ability to exert influence (lead) in diverse organizational events.

W-12: JCAHO Readiness

M. Kay Holbrook

During this interactive breakout session the participant will receive an overview of key changes in the new JCAHO unannounced survey process along with creative ideas on making a smooth transition to continued readiness. In addition a specific review of those key standards that directly impact the licensed social worker will be highlighted.

OBJECTIVES

Participants will be able to:

- Identify the changes in the new unannounced JCAHO survey process.
- Learn about creative methods to prepare themselves and staff for JCAHO surveys.
- Understand key JCAHO standards that impact social workers in their daily work.

W-13: Internet Academy 2007: Advanced Tools for Advancing Health Care Social Work

Susan Mankita, David Keene, Jerry Satterwhite

This workshop is an abbreviated version of the Wednesday, April 25th Half-Day Intensive. Please see I-3 on page 10 for the course description.

W-14: Fictitious Disorder by Proxy and Pediatric Condition

Falsification (previously called Munchausen Syndrome by Proxy): The Challenges and Pitfalls of Starting Team for these Difficult Child Abuse Cases — Diagnosing, Providing Documentation, Court Appearances and Staff Disagreements

Sally Siggins

After dealing with several cases, we have learned a great deal about the do’s and don’ts of starting a team and dealing with this very difficult form of child abuse. The Cleveland Clinic has had cases from at least 10 different states, which only complicates the reporting and management of these children. This session will give specific case examples, explain internal obstacles and recommend specific strategies that will help other organizations, especially in regard to court involvement. This workshop is suited for anyone who works in a health care setting that provides tertiary care for children.

OBJECTIVES

Participants will be able to:

- Understand the difficulties in making this diagnosis, especially when there is disagreement with your own medical staff.
- Learn mistakes that can impact the outcome of the cases and how to avoid them.
- Learn about other programs (i.e. Michigan) and how they made this a statewide process.
- Discuss other experiences in hospitals across the country.

10:30 AM – 11:00 AM COFFEE BREAK WITH THE EXHIBITORS AND RAFFLE FOR 2008 CONFERENCE GIVEAWAY

11:00 AM – 2:00 PM EXHIBIT HALL AND POSTER BREAKDOWN

11:00 AM – 11:15 PM TRANSITION BREAK

11:15 AM – 12:15 PM REPORTS FROM THE FIELD – BREAKOUT SESSION 5

RF-6: Collaborative Rounding: Length of Stay and Patient Satisfaction Impact

Maureen Sawyer

A variety of Collaborative Rounding processes have been implemented within this Magnet Hospital, demonstrating improvements in care coordination, patient satisfaction and length of stay. This presentation will provide details on three distinct methods of rounding and evaluate each one's Impact on the aforementioned outcomes. Finally, strategies for maintaining the defined improvements will be detailed.

OBJECTIVES

Participants will be able to:

- Relate the importance of collaborative rounding and examine the relationship to JCAHO Provision of Care and Leadership standards.
- Compare and contrast three rounding methods on outcomes of care.
- Describe strategies to maintain the improvements achieved through rounding.

RF-7: Integrating Behavioral Health Services in Primary Care Clinics

David L. Neal

A model for integrating behavioral health services in primary care clinics using personnel from the local community mental health agency will be discussed. The goals of the program are: 1- To re-integrate persons with serious and persistent mental illness (SPMI) who are on the road to recovery back into primary care clinics; 2- To provide interventions to persons with SPMI who will not seek treatment at a CMH clinic; 3- To provide interventions to persons with less serious problems who do not qualify for CMH services. The role of the case manager (social worker), psychiatrist, primary care physician and nurse will be discussed along with the funding for the program. This new model has received national recognition and a manual: *Raising the Bar: Moving Toward the Integration of Health Care* has been published. This has been a cost-effective program that primarily serves Medicaid and other low income individuals. The presentation would be of interest to persons in primary care and programs serving persons with SPMI.

OBJECTIVES

Participants will be able to:

- Learn about the clinical role social workers can play in this type of program.
- Understand how this program can reach clients who are not receiving the most effective level of services to meet their needs.
- Learn about a program that promotes recovery for persons with SPMI.
- Learn about how this program can be a cost-effective way to integrate behavioral health services in Primary Care Clinic.

RF-8: The Transition from Clinical Social Worker to Team Leader
Tracy Griffith, Heather Sheaffer

The session will describe the transition of Clinical Social Workers to Social Work Team Leaders. The presentation will focus on the "on the job" orientation and the department expectations of the Team leaders. The Team Leaders will highlight the challenges of adjusting to the new role/expectations.

OBJECTIVES

Participants will be able to:

- Understand the new role of the Social Work Team Leader.
- Follow the transition from staff level to management.
- Discuss with the Team Leader the benefits of moving from staff to management.

RF-9: Ensuring the Future: Training Social Work Students for Practice in Health Care

Yvette Rolon

Developing independent, self directed practitioners has become increasingly more important as the practice challenges in health care become ever, more complex. As educators we play a critical role in ensuring that new practitioners entering the workforce are well prepared to meet the multiple challenges they will face in health care practice. This workshop will describe the components of a comprehensive educational program to train graduate social work students to be self directed practitioners. The workshop will discuss the overall student program and focus on the use of secondary assignments, site visits, and work skills sessions to provide the students with a broad multifaceted educational experience.

OBJECTIVES

Participants will be able to:

- Identify key issues to plan develop and implement a comprehensive training student training program.
- Identify strategies for promoting partnership and buy in with schools of social work.
- Replicate the components which best match the needs of their agency/setting.

RF-10: The Role of a Social Worker in a Memory Disorder Clinic

Judith Shipman

The state of Florida supports 15 designated Memory Disorder Clinics. Social workers play an important role in many of these clinics, which focus on interdisciplinary diagnosis of dementia disorders. This presentation will highlight the importance of comprehensive diagnosis and the important role of the social worker in this diagnosis, management and family support.

OBJECTIVES

Participants will be able to:

- Evaluate the advantages of an interdisciplinary diagnosis of dementia disorders.
- Identify at least four roles played by social workers in memory disorder clinics.
- Discuss at least four psychosocial issues common to families when a family member has a dementia diagnosis.
- Identify and apply five interventions used to assist patients and families as part of their participation in a memory disorder clinic evaluation.

12:30 PM – 1:30 PM **ADVOCACY PRESENTATION
& BOXED LUNCH**
Mark Seklecki
(See page 5 for Course Description.)

1:45 PM – 3:00 PM **CONCURRENT WORKSHOPS –
BREAKOUT SESSION 6**

**W-15: The Case Management Dashboard: Effective Outcomes
Reporting**

Frank Bellamy, Jean Osbrach

Hospitals and hospital systems are increasingly reliant on outcomes data to achieve organizational goals and to drive performance improvement.

Effective presentation of outcomes data both upwards and downwards in the organization is an essential skill for leaders in case management.

This presentation focuses on practical solutions in the collection, analysis, and presentation of outcomes data relevant to case management and delivery of its services.

OBJECTIVES

Participants will be able to:

- List and classify data elements that depict clinical, financial, and administrative outcomes.
- Understand the key role that case management plays in overall organizational success and effectively assist others to understand.
- Discuss various formats for presentation of outcomes data and findings to multiple levels within the organization.

**W-16: Social Work Leadership: Adding Value through Service
Diversification**

Greg Jensen, Rosie Wilhelm

Social work is continually challenged to identify how their service adds value to the organization's mission, revenue streams and physician/staff efficiencies. During this workshop, the presenters will review the components required to assess your organization's needs, and highlight services, including outcomes, designed to meet the organization's needs while diversifying the social work department.

OBJECTIVES

Participants will be able to:

- Analyze how to strategically evaluate your organization's needs.
- Identify opportunities to meet the organization's needs while diversifying the social work department.
- Discuss leadership traits necessary to build and sustain a diversified social work department.
- Explore outcome measures necessary to support and expand the developed services.

W-17: Guardianship/Conservatorship: The Social Work Legal Interface
Mary Lou Krieger, James Cirilano

This session is directed towards hospital social workers who are involved in discharge planning and social workers who work with an elderly population. The specific focus is on patients who suffer from dementia and have lost the ability to make informed decisions concerning their health and well being.

The session will analyze the interaction between social work-

ers and the legal system. Three tools will be presented that were developed to assist social workers in determining when guardianship should be sought and what the important factors are.

The session is of topical importance because of the rapidly rising percentage of aged Americans and the relative lack of social safety nets for those individuals who currently suffer from dementia or who can be predicted will suffer from dementia.

OBJECTIVES

Participants will be able to:

- Assess the framework of a legal guardianship;
- Utilize a language for communicating the social work issues in a legal context.
- Define a method for streamlining the discharge of the incapacitated or incompetent patient from the hospital to a safe living environment.

**W-18: Counseling in the Health Care Setting: A Social Work Strengths-
Based Approach**

Les Gallo-Silver

This presentation discusses the development and implementation of a strengths-based assessment and treatment planning paradigm as a social work counterpoint to disease/pathology focused medical models. The approach is conceptualized into seven core psychosocial abilities that include the ability to: present oneself to others; make oneself understood by others; demonstrate and accommodate intense emotions; cope with ordinary and extraordinary stressors; maintain and preserve base-line functioning; maintain a positive self-image; and connect and remain connected to others. Strengths are enhanced through the use of a variety of short term psychotherapy models that help organize social work practice as a restorative series of interventions. Using the assessment paradigm and developing a counseling treatment plan are discussed using case examples. Strategies to assist supervisors and clinicians in implementing a strengths based approach within acute and chronic health care environments will be explored.

OBJECTIVES

Participants will be able to:

- Assess medically challenged people by identifying strengths rather than weaknesses.
- Teach a strength based approach to supervisees.
- Develop a social work counseling treatment plan with practical and reachable goals.
- Formulate ways to integrate a strength based approach into current practice and practice settings.

W-19: Bringing Evidence-Based Innovations to the Practice Environment
W. June Simmons

Practice is benefiting from advances in research that can measure the impact of specific interventions. As these emerge they demand application in practice settings. What is evidence-based? How do we assess readiness to introduce innovation in our practice settings? What facilitates successfully introducing change? How much innovation is possible time, in busy and complex settings? How do we lead best?

OBJECTIVES

Participants will be able to:

- Understand what evidence-based is and how we assess its value for a given practice environment.
- Assess readiness of a setting and a team for change to assure successful introduction of new advances in practice.
- Lead a constructive change process to improve practice and inspire staff with positive change for clients.

3:00 PM – 3:30 PM COFFEE BREAK

3:30 PM – 4:45 PM CONCURRENT WORKSHOPS –
BREAKOUT SESSION 7

W-20: Business Plans for Social Work Departments

Kristin Day

Decision-makers and resource-allocators need to know how and why precious resources should be spent on social work services within their health care system. Successful managers understand the needs of the organization and attempt to fill those needs in cost-effective ways while providing quality patient care. This presentation will address the importance of having a Social Work business plan, the critical elements of a plan and the business plan as a strategic plan. Of key importance is the need to address organizational goals and action plans for achieving these goals. The strongest cases include outcome data related to quality care and cost effectiveness. Engaging social work staff in this process is critical to success, as is marketing the plan at all levels of the organization.

OBJECTIVES

Participants will be able to:

- Understand the importance of having a Social Work business plan.
- Identify the critical elements of a plan.
- Use the business plan in conjunction with a strategic plan.

W-21: Clinical Social Workers as Leaders: The Future is Now

Judith Tractenberg, Sona Euster

Leadership is critical at all levels of health care social work practice. Why then is it so difficult to identify, teach, and ultimately practice? This workshop will explore impediments experienced by clinical social workers and their managers in attaining this leadership level of practice. It will also discuss avenues for change and ways to enable clinical staff to reach practice excellence.

OBJECTIVES

Participants will be able to:

- Define and discuss the need for leadership in the 21st century.
- Analyze and understand variations in social workers as they pertain to interest in, and ability to, embrace leadership roles.
- Discuss willingness and ambivalence of current leaders to share governance and mentor staff.
- Develop strategies that enable staff to take on leadership roles.

W-22: Social Work Leadership in Disaster Response: Lessons Learned from Recent Events

William J. Kirkpatrick (Facilitator), Panelists: Milton Ayala, Delois Dilworth-Berry, Amy Harbinson, Hal Lipton, Louise West

In panel format, the social work response to recent disaster events will highlight lessons learned, the role of social work

within the hospital setting and the community, as well as concrete suggestions for preparation for future events. Events include: Hurricane Katrina; The Station Nightclub Fire; The Northridge Earthquake; etc.

OBJECTIVES

Participants will be able to:

- Discuss the impact of specific disaster events on the health care system and the community.
- Define the role of social work in responding to disasters.
- Analyze specific changes that individuals and departments made to disaster preparedness procedures.
- Determine what we still need to do in order to be truly prepared for the next event.

W-23: Social Work Contributions to Establishing and Maintaining Effective Palliative Care Initiatives

Louisa Daratsos, Karlynn BrintzenhofeSzoc

This workshop illustrates how one Veterans Healthcare Administration (VHA) local network interpreted the national VHA mandate to establish palliative care consult teams and the leadership roles social workers have maintained on those teams within the individual healthcare sites ranging from intensive care units to extended care units. The workshop will also offer means by which social work can demonstrate its effectiveness in palliative care through the appropriate use of data collection and data analysis.

OBJECTIVES

Participants will be able to:

- Understand the role of social workers in the development of palliative care teams.
- Increase their knowledge of how social workers maintain their role within interdisciplinary teams across healthcare sites.
- Have an increased understanding of how to collect and analyze data as a means of demonstrating the effectiveness of palliative care.

W-24: Brain-Injury Rehabilitation: Treating the Agitated Patient through Environmental Controls

Jeanne O' Connor

Brain Injury Rehabilitation begins just as the patient is beginning to "wake up", oftentimes marked with excessive agitation. As care coordinator, the rehabilitation social worker is a key team member in identifying the appropriate environment, updating treatment plans, and educating family members. This presentation will focus on a successful method for manipulating the environment to enhance the outcomes of inter-disciplinary brain injury recovery. Handouts will all be materials that can be used in participants' settings.

OBJECTIVES

Participants will be able to:

- Recognize the stages of brain injury recovery.
- Rate level of agitation.
- Identify causes of neuro-fatigue.
- Define the three levels of environmental controls.
- Obtain training tools for families/caregivers.

4:45 PM – 5:00 PM TRANSITION BREAK

5:00 PM – 6:00 PM **REPORT FROM THE FIELD –
BREAKOUT SESSION 8**

RF-11: Improving Discharge Planning – Some Proven Methods
Milton Ayala, Mary Lou Krieger

This presentation on length of stay is intended for social work leaders and discharge planners. Presentation will outline initiatives and data to reduce LOS/DRG in medicine, psychiatry, and surgery at the San Antonio VA Hospital. Best practices on VA discharge planning will be shared with the audience as well as findings from a consultative group involving barriers to patient flow. This workshop will also focus on program planning and implementation of hospital and patient satisfaction with length of stay for today's environment. Audience will further come to understand the cost of delays in discharges.

OBJECTIVES

Participants will be able to:

- Understand correlation between LOS and social work interventions.
- Become familiar with InterQual as it applies to admissions and days of care.
- Discuss best practices in the field for reducing LOS.
- Establish a workgroup to act as the link for the Multidisciplinary Team to review and discuss the dilemmas faces daily around LOS, professional, health care, patient/family and financial issues.

RF-12: Healthcare Social Work – What's Leadership Got to Do With It?
Susara A. Joubert, Margaret W. Meyer

In our 'Society' leadership speaks to the individual rather than a position. Too often leadership is described in terms of being a facet of management. While it is true that managers need to be leaders, not all leaders are managers. This presentation will show that each one of us has the capacity to become leaders.

OBJECTIVES

Participants will be able to:

Define leadership.

- Identify the characteristics and skills of a leader.
- Translate these skills into action, mobilizing today's leaders to effect tomorrow's actions.
- Empower participants to communicate these lessons to their colleagues.
- Foster our mission - *The Society for Social Work Leadership in Health Care shall, through the excellence of our people, be leaders in our diverse fields of health care.*

RF-13: Report from the Field: Integration: Medical and Psychiatric Interventions with Patients and Families with "Co-Occurring" Diseases
Laura Nitzberg, Kathy Wade, Susan Matorin

We will present models for creating programs that address the critical needs of patients and families in health systems that are challenged by the co-existence of medical illness and psychiatric illness. Depression is too often neglected and overlooked in the medically ill population. Consultation liaison psychiatrists are short-staffed and frequently there are not enough medical social workers available to address the psychosocial issues of these depressed, medically ill patients.

Their families are burdened and stressed and often they, too, are depressed. There is a compelling need for experienced social workers who know how to diagnose and intervene with the psychiatric needs of medical patients. These patients need treatment not only for their depression but their families need help and referrals for their aftercare. These patients are often problematic for the treatment units as their psychiatric conditions can be burdensome in terms of management of behavioral problems as well as discharge planning. Case examples as well as new ideas for programs will be included in our presentation.

OBJECTIVES

Participants will be able to:

- Expose themselves to new models for structuring programs that offer psychosocial treatments for medically ill patients with co-occurring psychiatric problems.
- Hear case reports about family interventions with patients who have depression and medical problems.
- Discuss systems challenges in the development of psychosocial services for the medically ill with psychiatric problems.

RF-14: Challenges in Transitioning Pediatric Patients to Adult Care: How One Hospital Utilized Technology and Clinical Expertise to Meet the Needs

Valerie Bowman, Christopher Baldez

A successful transition from pediatric to adult medical care is vital for the patient with special health care needs. There are challenges that are unique to transitioning this population of patients. We will discuss these issues and present the process Texas Children's Hospital has gone through to develop a transition program and plan that meets the needs of the patient, the family, the medical team and the institution.

OBJECTIVES

Participants will be able to:

- Share knowledge about the need for and barriers associated with transitioning pediatric patients to adult care.
- Identify the necessary steps to take in developing a comprehensive transition program.
- Understand the process taken by a large pediatric hospital to develop a multidisciplinary, multispecialty transition program.
- Understand the importance and critical need for social work leadership in this area.

RF-15: The OIF/OEF Virtual Clinic: Multidisciplinary Collaboration to Insure Comprehensive Health Care for Returning OIF/OEF Combat Veterans

Patricia Tuli, Caroline Deegan

This workshop is intended for: VA and Military Social Workers involved in case management and care of OIF/OEF active duty soldiers or veterans; Social Workers interested in developing an integrated open communication process within existing system processes and policies; Social Workers involved in Seamless Transition of catastrophically injured veterans, MTF - Poly-trauma Center - VAMC.

The core content of this report will address what a virtual clinic is, how to organize it using existing staff and resources and introduce a whole new role for a Social Worker.

OBJECTIVES

Participants will be able to:

- Understand the role of Social Worker in the organization including implementation and coordination of Virtual Clinic. (The glue)
- Develop new perspectives and approaches to accommodate the new combat veterans, whose needs and lifestyles are not congruent to existing VAMC protocol. (Learning to think outside the box)
- Recognize the benefits of defining and refining a process, as the awareness of needs emerges. (Ready – Shoot - Aim)
- Understand the value of team building in the design and problem solving aspects in the development of a viable plan.

6:00 PM

EVENING ON YOUR OWN

Saturday, April 28, 2007

7:00 AM – 1:00 PM REGISTRATION

7:00 AM – 8:00 AM CONTINENTAL BREAKFAST

8:00 AM – 9:15 AM CONCURRENT WORKSHOPS –
BREAKOUT SESSION 9

W-25: New Manager Workshop

William R. Tietjen, Ruth Marks-Swift

This workshop is designed for the new(er) social work manager in health care to explore familiar professional knowledge and skills that are essential for effective leadership in today's dynamic health care environment. The content will focus on how core social work knowledge, skills and values are used to successfully manage the complex interrelationships in the workplace among staff, teams, other department and the organization in order to maintain a positive work environment and to positively impact the client service delivery system.

OBJECTIVES

Participants will be able to:

- Define the relationship between core social work knowledge, skills and values and the practice of effective leadership and management for the newer social work manager.
- Explore these skills in the management tasks of human resource development, decision-making and change management.
- Analyze these skills in the technical activities associated with planning, budgeting and JCAHO reviews.
- Identify strategies for career networking and development.

W-26: EMERGENCY! Social Work Needed NOW!: Evolution of a New Model of Emergency Social Work Practice, with Cross-Trained and Revenue Producing Staff

Julie Johnston, Kellie Johnson, Sharon Michel

Even before the June 14, 2006 release of the Institute of Medicine report on Emergency Departments (ED) in crisis, it was clear that leaders in Social Work needed to rethink how to serve the mission of emergency care. Previous models of Emergency Department Social Work (ED SW) have focused on providing limited on-site or on-call services to ED, sometimes with the least experienced staff. A new model of practice purports to reverse the emphasis on limited time and narrowly focused experience. Over fifteen years in development, the model employed at Duke University Hospital has at its heart a new philosophy. ED SW: we need lots of them, all the time, very experienced and completely cross-

trained between Pediatrics/Adults/Geriatrics and Trauma/Medical/Psychiatric care. This presentation explores the evolution of a new SW practice model, to address the current realities of emergency care. Included are strategies for managers to train and retain skilled staff who will also produce revenue for the institution from psychiatric assessments during the course of the emergency care, one area little explored by previous models. It also presents strategies to win institutional support for a revenue-producing, patient and family centered ED SW team that breaks new ground in clinical social work practice.

OBJECTIVES

Participants will be able to:

- Discuss institutional and clinical setting utilization of emergency social work prior to implementation of specialized team.
- Describe and discuss one model of cross-training peds/adult/trauma/medical/psychiatric social work staff and their impact on care.
- Examine and discuss relevant ethical and medical-legal issues inherent in emergency settings.
- Identify strategies for creating institutional support to build a multi-functional, cross-trained ED SW team.

W-27: Depression Identification and Treatment in Healthcare Settings

Virna Little, Josie Collier

This workshop will have information on the current best practices to identify depression using the PHQ9 tool. There will be detailed information on operational workflows for systems with and without electronic medical records. Information on the development of a program to identify individuals with depression in a healthcare setting, prevalence of depression and impact of depression on healthcare systems. Treatment workflows and charts, medication treatments to distribute to medical providers and tools for mental health professionals on short term treatment options for people identified with depression. The presenters have extensive knowledge developing identification and screening programs in multiple settings around the country. Participants will be given extensive handouts and tool kits to begin this work in their setting as well as support following the workshop in their home settings by phone or e mail as needed.

OBJECTIVES

Participants will be able to:

- Understand the prevalence of depression in healthcare, cost, impact and dramatic affect on health outcomes.
- Develop diagnostic criteria for depression, forms and presentation of depression.
- Identify specific ways to implement a screening program coordinate all disciplines, ability to conduct staff workshops and trainings prior to implementation, tools for medical records.
- Quantify effects of identification and screening project, opportunity to participate in research projects and ability to develop ways to measure impact of program.

W-28: Weathering the Storm of Trauma: The Role of Supervision

Karen Badger

This workshop assists managers in using supervision to effectively buffer the impact of traumatic events on staff in dynamic healthcare environments. Supervision strategies developed from research findings, theory and anecdotal scenarios that are designed to mitigate the stress of events such as patient and staff trauma, departmental downsizing and reorganization are discussed.

OBJECTIVES

Participants will be able to:

- Describe the potential of impact co-worker, patient and organizational trauma on staff productivity and well-being.
- Identify supervisory interpersonal and process skills that enhance staff support and minimize their stress.
- Develop organizational strategies to mitigate trauma-related stressors for staff that are applicable within the fast-paced, time-sensitive healthcare setting.

W-29: Part I — Evidence-Based Practice in Health Care Social Work: What is Possible Now?

James R. Zabora and Members of the Committee on Evidence-Based Practice

This two-part concurrent workshop will provide guidance as to how EBP can be integrated into social work practice in diverse health care settings. Specific topics include theories and models that support EBP, a framework for assessment, defined interventions with clinical examples, appropriate outcome measures, and evaluation designs.

OBJECTIVES

Participants will be able to:

- Understand and apply specific theories and models that support EBP;
- Learn a comprehensive framework for clinical assessments that is based on the health care literature;
- Have a framework for EBP that includes interventions and potential outcomes that can be applied in their settings.

10:00 AM – 11:15 AM CONCURRENT WORKSHOPS- BREAKOUT SESSION 10

W-30: Social Work Supervision Models and Methods in Healthcare Settings

Candyce Berger, Goldie Kadushin, M. Carlean Gilbert, Mark de St. Aubin

There is currently little empirical data how the changes in the health care environment are impacting supervision models or functions in the healthcare settings. We will report the findings of telephone focus groups used to examine changing models and functions of supervision using a national sample of practitioners from hospitals, home health, hospice and other healthcare settings.

OBJECTIVES

Participants will be able to:

- Examine what social workers perceive as issues or challenges to clinical supervision.
- Discuss perceived issues associated with autonomous/self-directed practice of social workers.
- Explore what profession(s) are providing nonsocial work supervision and what problems, if any, do social workers perceive with non-social work.

W-31: Ethics Based Interventions with Patients and Families Identified as “Difficult”

Patricia O’Donnell

A common challenge from the health care team to social work is to “make them behave”. Social work expertise and leadership can develop and implement an ethics based approach to the value laden issues associated with managing patients and families identified as difficult with a focus on supporting effective and compassionate care.

OBJECTIVES

Participants will be able to:

- Identify the factors that contribute to the labeling of patients and families as difficult.
- Develop and implement a range of interventions encompassing all parties to manage difficult behavior.
- Increase the visibility and appreciation of the social work contribution in the health care setting toward improving patient care and satisfaction.

W-32: Plain Talk: Demystifying Outcomes in Behavioral Health

Marcia Holman

Despite the continued controversy surrounding what constitutes effective treatment, behavioral health providers continue to be pressed to gather outcome data to demonstrate value. This workshop, intended for practitioners and their administrators, will explore the key concepts involved in developing and evaluating outcomes in behavioral health practice.

OBJECTIVES

Participants will be able to:

- Identify the underlying issues and controversies involved in tracking behavioral health outcomes
- Develop a plan to measure and quantify ongoing behaviors using a typical treatment plan
- Use effective criteria to select standardized outcome measures for the specific practice and setting
- Demonstrate a commitment to ongoing quality improvement

W-33 Domestic Violence: How do you Keep Eyes from Rolling When You Say DV?

Susan Kheder

You have the Domestic Violence policy in place, you know the issue is important, but how do you sustain momentum, elevate the service provided, and take this issue and program to the next level? This presentation will focus on strategies that keep awareness and attention to violence elevated within your healthcare system and within your community. Whether it is JCAHO, payers, or legislation; opportunities abound that can give your program the legitimacy and visibility it may need.

OBJECTIVES

Participants will be able to:

- Identify three strategies to keep the response to DV alive in your organization.
- Identify the components necessary in establishing and conducting a DV fatality review team.
- Utilize your website to inform and connect on DV.

W-34: Part II — Evidence-Based Practice in Health Care Social Work: What is Possible?

James R. Zabora and Members of the Committee on Evidence-Based Practice

Please see W-29 for the course description.

11:30 AM – 1:00 PM

CLOSING SESSION & BRUNCH
William F. Feeley
(See page 5 for Course Description.)

1:00 PM

CONFERENCE ADJOURNMENT

2:00 PM – 5:00 PM

BOARD MEETING

Faculty

Milton Ayala, MSW, MA, *Chief, Social Work, South Texas Veterans Healthcare System, San Antonio, TX*

Karen Badger, PhD, MSW, *Director of Undergraduate Studies and Assistant Professor, College of Social Work, University of Kentucky, Lexington, KY*

Christopher Baldez, MSW, *Senior Social Worker, Texas Children's Hospital, Houston, TX*

David Beele, LSW, *Social Worker, The Children's Hospital of Philadelphia, Philadelphia, PA*

Frank B. Bellamy, RN, MSN, CCRN, ACM, *Clinical Specialist, Patient and Family Resources, Shands at the University of Florida, Gainesville, FL*

Candycy Berger, PhD, MSW, *Associate Professor, School of Social Welfare, Stony Brook University, Stony Brook, NY*

Valerie Bowman, MSW, *Senior Social Worker, Texas Children's Hospital, Houston, TX*

Karlynn BrintzenhofeSzoc, PhD, MSW, LCSW-C, OSW-C, *Associate Professor, Tenured, The Catholic University of America, National Catholic School of Social Service, Washington, DC*

James Cirilano, Esq., *Managing Partner, Cirilano and Associates, McKees Rocks, PA*

Josie Collier, SW, *Regional Director, The Institute for Urban Family Health, New York, NY*

Louisa Daratsos, LCSW, ACSW, *Psychosocial Coordinator, Oncology Department, Veterans Affairs New York Harbor Healthcare System, Brooklyn, NY*

Kay W. Davidson, DSW, MS, *Dean and Professor, University of Connecticut School of Social Work, West Hartford, CT*

Kristin Day, LCSW, *Deputy Director of Social Work, VA Central Office, Alexandria, VA*

Mark de St. Aubin, LCSW, *Associate Professor/Lecturer, College of Social Work, University of Utah, Salt Lake City, UT*

Caroline Deegan, MD, VA *Staff Physician, Primary Care/Internal Medicine, Carl T. Hayden VA Medical Center, Phoenix, AZ*

Jean Diodato, MSS, LSW, *Medical Social Work Supervisor, Abington Memorial Hospital Homecare, Abington, PA*

Delois Dilworth-Berry, MSW, ACSW, LCSW, LMHC, *Administrator Social Services, Marion County Health Department, Indianapolis, IN*

Lisa Ernst, MSW, LCSW, *Social Work Clinical, Riley Hospital for Children/Clarian, Indianapolis, IN*

Sona Euster, MSSA, LCSW, ACSW, *Director of Social Work, New York Presbyterian Hospital, New York, NY*

William Feeley, MSW, *Deputy Under Secretary for Health for Operations and Management, Veterans Health Administration, Washington, DC*

Nancy J. Frank, LCSWR, *Manager, Medical Social Work, United Health Services Hospitals, Johnson City, NY*

Carol Frazier Maxwell, LCSW, ACSW, *Director of Social Work, Family Services and Interpreter Services, Arkansas Children's Hospital, Little Rock, AR*

Les Gallo-Silver, ACSW, LCSW-R, *Director of Clinical Programs, CancerCare, Inc., New York, NY*

M. Carlean Gilbert, DSW, MSW, LCSW, *Associate Professor, School of Social Work, Loyola University Chicago, Chicago, IL*

Katherine Ginnis, MSW, LICSW, *Coordinator of Emergency Psychiatry Service, Children's Hospital of Boston, Boston, MA*

Tracy Griffith, LCSW, *Social Worker Team Leader, Hospital of the University of Pennsylvania, Philadelphia, PA*

Ann Haas, ACSW, LISW, *Director, Clinical Social Work Department, Akron General Medical Center, Akron, OH*

James D. Hayes, MD, *Medical Director, United Health Services Hospitals, Johnson City, NY*

Chris Henrickson, LMSW, BCD, OSW-C, *Clinical Social Worker, Department of Social Work, University of Michigan Health System, Ann Arbor, MI*

M. Kay Holbrook, MSN, *Associate Administrator, Nemours, Alfred I. duPont Hospital for Children, Wilmington, DE*

Marcia Holman, LCSW, ACSW, *Postgraduate Center for Mental Health, New York, NY*

Greg Jensen, ACSW, LISW, *Director, Department of Social Service, University of Iowa Hospitals and Clinics, Iowa City, IA*

Kellie Johnson, MSW, LCSW, *Clinical Social Worker, Duke University Hospital/Duke Health System, Durham, NC*

Julie Johnston, MSW, LCSW, BCD, *Team Leader, Emergency Department Social Work, Duke University Hospital/Duke Health System, Durham, NC*

Susara A. Joubert, LMSW, *Social Work Counselor, MD Anderson Cancer Center, Houston, TX*

Goldie Kadushin, PhD, *Professor, School of Social Work, University of Wisconsin - Milwaukee, Helen Bader School of Social Welfare, Milwaukee, WI*

David Keene, MSW, *Director of Social Work, St. Joseph Regional Medical Center, Lewiston, ID*

Susan Kheder, LMSW, *Service Line Leader, Women and Children's Services, Saint Joseph Mercy Health System, Ann Arbor, MI*

William J. Kirkpatrick, MSW, *Director, Clinical Social Work, Rhode Island Hospital, Providence, RI*

Mary Lou Krieger, ACSW, LCSW, *Director, Patient/Family Support Services, WPAHS/Allegheny General Hospital, Pittsburgh, PA*

Marty Linsky, *Co-Founder & Principal, Cambridge Leadership Associates and Faculty, John F. Kennedy School of Government, Harvard University, Cambridge, MA*

Hal Lipton, MSW, *Social Work Consultant, Glenn Dale, MD*

Virna Little PsyD, LCSW-r, SAP, *Vice President Psychosocial Services/Community Affairs, The Institute for Urban Family Health, Mahopac, NY*

Susan Mankita, MSW, LCSW, *Social Work Consultant, Miami, FL*

Ruth Marks-Swift, MSW, LSW, *Director of Social Work, Delaware County Memorial Hospital, Drexel Hill, PA*

Susan Matorin, MS, ACSW, *Faculty Member, Department of Psychiatry, Weill College of Medicine at Cornell Medical College; Treatment Coordinator of Affective Disorder Team, Payne Whitney Clinic, New York Presbyterian Hospital, New York, NY*

Roslyn McCallister Brock, MHSA, MBA, *Vice Chairman, NAACP National Board of Directors; Director, System Fund Development, Bon Secours Health System, Mariottsville, MD*

Patricia Meech Sevast, RN, BSN, *Nurse Consultant, Center for Medicare and Medicaid Services, Baltimore, MD*

Margaret W. Meyer, LCSW, *Director, Social Work Department, MD Anderson Cancer Center, Houston, TX*

Sharon Michel, MSW, LCSW, *Clinical Social Worker, Duke University Hospital/Duke Health System, Durham, NC*

Peg Mongan, MSW, LCSW, LMFT, *Director of Social Work Services for Clarian Health Partners, Methodist Hospital/University Hospital-Clarian, Indianapolis, IN*

Dorothy Muccio, LCSW-r, *Clinical Coordinator, The Institute for Urban Family Health, New York, NY*

David L. Neal, ACSW, LMSWm *Professor Emeritus, University of Michigan Health System, Ann Arbor, MI*

Laura Nitzberg, LMSW, *Lead Social Work Manager in Psychiatry; Adjunct Faculty, University of Michigan School of Social Work, University of Michigan Health System, Ann Arbor, MI*

Jeanne O'Connor, MSSW, ACSW, LCSW, *Rehabilitation Social Worker, Saint Alphonsus Regional Medical Center, Boise, ID*

Patricia O'Donnell, MSW, PhD, LICSW, *Director, Center for Ethics, Inova Health System, Springfield, VA*

Jean Osbrach, LCSW, *Clinical Specialist, Patient and Family Resources, Shands at the University of Florida, Gainesville, FL*

Mindy Owen, RN, CCM, *Past Chair, Commission for Case Management Certification, Schaumburg, IL*

Jane Parker, MPH, LCSW, DCSW, *Associate Dean, Tulane School of Social Work, Tulane University, New Orleans, LA*

Kathleen Phillips, MSW, LCSW, *Social Service Coordinator, Community Medical Center Home Health/Van Dyke Hospice, Toms River, NJ*

Cheryl Ramey-Hunt MSW, LCSW, *Social Work Clinical Manager, Methodist Hospital/University Hospital-Clarian, Indianapolis, IN*

Charles L. Robbins, DSW, LCSW, *Associate Dean/Associate Professor, School of Social Welfare - Stony Brook University, Stony Brook, NY*

Yvette Rolon, LCSW, ACSW, *Program Administrator, New York Presbyterian Hospital, New York, NY*

J. Richard Romaniuk, PhD, LISW, LICDC, *Supervisory Social Worker, Grant and Per Diem Program Liaison, Comprehensive Homeless Center, Louis Stokes Cleveland VA Medical Center, Brecksville, OH*

Carrie Ross, MDiv, LMSW, *Clinical Social Worker, University of Michigan Health System, Ann Arbor, MI*

Arlene Saks-Martin, LCSW-C, CCM, *President, Armel, Inc., Randallstown, MD*

Jerry Satterwhite, ACSW, LCSW, *Chief of Social Work Service, Birmingham VA Medical Center, Indian Springs, AL*

Susan Saunders, MSSW, ACSW, LCSW, *Director of Care Management, University of Rochester Medical Center, Strong Memorial Hospital; Director of Strong Health Social Work; Associate Professor of Community and Preventative Medicine, School of Medicine and Dentistry; Associate Professor of Nursing, University of Rochester School of Medicine, Rochester, NY*

Maureen Sawyer, LSW, *Director, Case Management, Lehigh Valley Hospital-Muhlenberg, Allentown, PA*

Kim Schuetze, ACSW, CCM, MSSW, CSW, *Chair, Commission for Case Management Certification, Schaumburg, IL*

Mark Seklecki, *Executive Director, Political Affairs, American Hospital Association, Washington, DC*

Heather Sheaffer, LCSW, *Social Work Team Leader, Hospital of the University of Pennsylvania, Philadelphia, PA*

Judith Shipman, LCSW, *Clinical Coordinator, Tallahassee Memorial Healthcare Neuroscience Center, Memory Disorder Clinic, Tallahassee, FL*

Sally Siggins, MSW, LISW, *Assistant Director of Social Work/Child Life Program, Cleveland Clinic/Cleveland Clinic Children's Hospital, Cleveland, OH*

W. June Simmons, MSW, LCSW, *CEO, Partners in Care Foundation, San Fernando, CA*

Amy Sorensen, MSW, LSW, *Social Worker, The Children's Hospital of Philadelphia, Philadelphia, PA*

Joy Sutter, ACSW, LCSW, MBA, NHA, *Vice President of Operations, Dock Woods Community, Lansdale, PA*

Pamela Thompson, MSW, *Director of Social Work, Kootenai Medical Center, Coeur D'Alene, ID*

William R. Tietjen, MSW, ACSW, LSW, *Director of Social Work and Family Services, The Children's Hospital of Philadelphia, Philadelphia, PA*

Judith Trachtenberg, MSW, LCSW, *Consultant, New York, NY*

Patricia Tuli, LCSW, MC, *OTF/OEF Case Manager, Clinical Social Worker, Carl T. Hayden VA Medical Center, Phoenix, AZ*

PJ Two Ravens, LMSW, *Clinical Social Worker, University of Michigan Health System, Ann Arbor, MI*

Kathleen Wade, PhD, ACSW, *Director of Social Work and Pastoral Care; Director of Child and Family Life Programs; Assistant Dean of School of Social Work, University of Michigan Health System, Ann Arbor, MI*

Sheila Weiner, MSW, LMSW, LCSW, *Patient Services Director, National Kidney Foundation, New York, NY*

Louise West, LCSW, *St. John's Health Center, Santa Monica, CA*

Elizabeth Wharff, PhD, MSW, LICSW, *Chief of Social Work in Psychiatry, Director of Emergency Psychiatry Service, Co-Director of Outpatient Services in Psychiatry, Director of Social Work Training, Children's Hospital of Boston, Boston, MA*

Rosie Wilhelm, ACSW, LISW, *Associate Director, Department of Social Services, University of Iowa Hospitals and Clinics, Iowa City, IA*

Peters D. Willson, *Vice President, Public Policy, National Association of Children's Hospitals and Related Institutions, Alexandria, VA*

James R. Zabora, ScD, MSW, *Dean, National Catholic School of Social Service, The Catholic University of America, Washington, DC*



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Yes, I want to be a Presider

A Presider introduces the session speaker(s) and distributes handouts for that session if they are not already included in the conference notebook. This person also alerts conference staff of any last minute problems with audio visual equipment. Every attempt is made to assign a presider to a session he or she has already selected to attend.

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Session Selection: To get a general sense of the demand for each session, we ask that you please indicate your concurrent session selections below. You are free to change your selection at any time without notifying the SSWLHC office.

Wednesday, April 25th

5:15 PM – 6:15 PM New Member, First Time Attendee Orientation

Thursday, April 26th

10:30 AM – 11:45 AM W-1 W-2 W-3 W-4 W-5

1:00 PM – 2:15 PM W-6 W-7 W-8 W-9 W-10

2:45 PM – 4:15 PM Membership Meeting

4:30 PM – 5:30 PM RF-1 RF-2 RF-3 RF-4 RF-5

Friday, April 27th

9:15 AM – 10:30 AM W-11 W-12 W-13 W-14

11:15 AM – 12:15 PM RF-6 RF-7 RF-8 RF-9 RF-10

12:30 PM – 1:30 PM Advocacy Presentation
(no cost unless purchasing optional boxed lunch)

1:45 PM – 3:00 PM W-15 W-16 W-17 W-18 W-19

3:30 PM – 4:45 PM W-20 W-21 W-22 W-23 W-24

5:00 PM – 6:00 PM RF-11 RF-12 RF-13 RF-14 RF-15

Saturday, April 28th

8:00 AM – 9:15 AM W-25 W-26 W-27 W-28 W-29

10:00 AM – 11:15 AM W-30 W-31 W-32 W-33 W-34

11:30 AM – 1:00 PM Closing Session & Lunch

\$10 Boxed Lunch

Friday, April 27th Advocacy Presentation \$ _____

\$125 PreConference Intensive Workshop
(check only one) \$ _____

- I-1: Pediatric Intensive
- I-2: Home Health/Hospice Intensive
- I-3: Internet Academy 2007
- I-4: VA Intensive: The Strengths of Homeless Veterans – NO FEE REQUIRED
- I-5: The Right Stuff: Making Resiliency a Part of Your Work Force
- I-6: Disaster Mental Health: Tools for Team Development and Response
- I-7: Mental Health Evidence-Based Practice
- I-8: Motivational Interviewing

Guest

Welcome Reception @ \$25 each \$ _____

President's Reception @ \$25 each \$ _____

Membership Renewal

Full Member, Management @ \$125 each \$ _____

Full Member, Direct Patient Care,
Transitional, Emeritus, Faculty and
Student @ \$70 each \$ _____

Associate Member @ \$150 each \$ _____

Total Amount Due: \$ _____