43RD ANNUAL MEETING AND CONFERENCE

Crossing Borders, Building Bridges
...Expanding Horizons

April 2 - 5, 2008
Hyatt Regency Montréal

Montréal
Quebec

Sponsors
American Medical Response
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New York Academy of Medicine
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Social Work p.r.n.
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American Medical Response
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Haase and Long

www.sswlhc.org
Dear Colleagues,

The 2008 Conference Program Committee is pleased to invite you to Montreal’s Hyatt Regency for the 43rd Annual SSWLHC Meeting and Conference. The theme is most appropriate; “Crossing Borders, Building Bridges...Expanding Horizons”. This is the first time we have chosen an international location for our conference! We have prided ourselves as being the leading social work national and international leadership organization in health care for several years and it is now time to expand our meeting location into Canada.

We are thrilled with the breath and depth of our program agenda. This year we received the most abstracts in the history of our organization. The Planning Committee worked intensely on assuring a great mix of learning opportunities for the novice and the experienced clinical staff and for those in more formal leadership roles across the entire health care continuum in the United States and internationally.

A few of our Intensives this year have a focus on Special Interests and present another new opportunity for attendees. It is actually a year of many firsts: fewer Workshops, and more Reports from the Field which permits more sessions on a broader range of topics. It is also the first opportunity to learn on site about how one Universal Health Care System really works at a time when it is such a critical issue in the United States. This year we will also have attendees from Canada, Europe and Asia...many presenting at the Conference! We will also be joined by vendors from Canada with a different method of service provision. The Conference will be the ideal time for networking across all Borders.

What isn’t a first, for our annual meeting and conference is an opportunity to participate in the Foundation’s third annual fundraising event.

The Keynote Speaker is Dr. Jo Ivey Boufford. Dr. Boufford is President of The New York Academy of Medicine. She is Professor of Public Service, Health Policy and Management at the Robert F. Wagner Graduate School of Public Service and Clinical Professor of Pediatrics at New York University School of Medicine. She served as Dean of the Robert F. Wagner Graduate School of Public Service at New York University from June 1997 to November 2002. Prior to that, she served as Principal Deputy Assistant Secretary for Health in the U.S. Department of Health and Human Services (HHS) from November 1993 to January 1997, and as Acting Assistant Secretary from January 1997 to May 1997. While at HHS, she served as the U.S. representative on the Executive Board of the World Health Organization (WHO) from 1994–1997. Dr. Boufford has recently been named as an Ambassador in ResearchAmerica’s Paul G. Rogers Society for Global Health Research. She is among 24 of the nation’s foremost experts on global health.

And the closing session, the Annual Kermit B. Nash Memorial Lecture, will be provided by Sheila Thorne. Ms. Thorne is the President and CEO of the Multicultural Healthcare Marketing Group, LLC. They are one of the nation’s leading marketing communications companies with a team of seasoned, multilingual, in-culture professionals. Recognized as one of the nation’s leading experts in multicultural healthcare marketing, Sheila Thorne has spent over 20 years designing and implementing health marketing, education, diversity, media, cultural competency training and communications campaigns for racially, ethnically and linguistically diverse populations and the healthcare professionals who treat them. A former senior executive in five of the most preeminent health marketing communications companies in the country, Sheila now heads up her own firm of marketing professionals dedicated to quality healthcare for all, especially the underserved in access and quality and the underrepresented.

Our location is c’est magnifique! Montreal’s skyline and French flair will be a setting for our conference that you will long remember. Make this your first SSWLHC international conference. We can’t wait to greet you and set the pace for the agenda from April 2 to April 5, 2008.

Welcome/Bienvenue

2008 CONFERENCE LEARNING OBJECTIVES

- Participants will learn a variety of leadership concepts, techniques and skills. They will also learn how to bring theory into practice for leadership in their organizations.

- Participants will develop a skill set for leadership across the entire health care continuum in all levels of social work practice, program development, management, administration and executive leadership.

- Participants will also gain knowledge about international health care and the implications for social work practice.

- Participants will interact with leaders and clinical experts from select practice interest areas including case management, behavioral health, primary care, disaster preparedness, ethics, health care systems, and evidence-based practice.

- Participants will have the opportunity for networking with colleagues from all areas of health care social work practice across the health care continuum at the national and international level.
**NEW MEMBER AND FIRST TIME ATTENDEE ORIENTATION**

*Wednesday, April 2, 2008, 5:15 p.m. – 6:15 p.m.*

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 of Directors.

**WELCOME RECEPTION WITH EXHIBITORS AND PREMIER OF POSTERS**

*Wednesday, April 2, 2008, 6:30 p.m. – 7:30 p.m.*

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. 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 10:45 a.m. Friday with the winners announced Saturday at the Kermit B. Nash Closing Session and Lunch.

**BOXED LUNCHEON WITH EXHIBITORS**

*Thursday, April 3, 2008, 12:00 p.m. – 1:15 p.m.*

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.

**MEMBERSHIP MEETING**

*Thursday, April 3, 2008, 2:45 p.m. – 4:15 p.m.*

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 3, 2008, 6:30 p.m. – 9:00 p.m.*

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.

**SOCIAL WORK HEALTH LEADERSHIP FOUNDATION RECEPTION**

*Friday, April 4, 2008, 6:00 p.m. – 7:00 p.m.*

($35 donation required to attend)

The Social Work Health Leadership Foundation (SWHLF) invites conference participants to attend a reception on Friday evening from 6:00 p.m. – 7:00 p.m. to celebrate the progress of the foundation and help continue this work through a donation of $35. The cost of the reception will be underwritten so all proceeds will go to directly benefit society members.

The Foundation provided two $1,000 scholarships for members to attend the 2007 annual meeting in Philadelphia. In addition, $1,000 was donated to underwrite expenses of the Leadership Institute. At a recent meeting of the Foundation Board, it was agreed to again offer two $1,000 scholarships to the 2008 SSWLHC Annual Educational Conference in Montreal. The Foundation will also be providing funds to the Leadership Institute to help underwrite the costs of adding an extra half day to this educational opportunity.

You have the opportunity to make a difference. Your tax deductible donation of $35 will ensure continued funding of activities like these scholarships designed to meet the needs of society members. This is an excellent way to give back to the Society and ensure that members continue to receive the support and leadership they have enjoyed over the years. To purchase tickets for the Foundation reception, please check the box on the registration form.
Montréal features modern facilities and attractions against a backdrop of European history and charm. Between Mount Royal and the mighty St. Lawrence River, the downtown core with restaurants and shopping galore, and Old Montreal’s cobblestone streets and historical architecture, it is a city that really shines year-round. Montreal plays host to more than 40 festivals and major international events every year. In fact, Montreal ranks among the top three most popular North American cities (along with New York City and Washington, DC) for hosting international conventions.

Downtown Montreal is not only where people work, it’s also where they live, play and display their unique joie de vivre. No wonder Montreal is rated one of the world’s most livable cities! With nearly 1,200 stores lining Sainte-Catherine Street between Guy and Saint-Denis Streets, Montreal has the highest concentration of stores in Canada as well as the largest collection of fashion boutiques in the country. After all that shopping wears you out, you will be able to unwind and refuel at one of any of Montreal 6500 restaurants!

Montreal also has one of the largest indoor cities in the world. Just over 20 miles (33 km) of underground pedestrian walkways link seven major hotels (one of these is the Hyatt Regency), 200 restaurants, 1,700 boutiques, 40 movie theatres, and two universities. Montreal is home to four major universities, two of which are French-language universities, Universite de Montreal and Universite du Quebec a Montreal and two are English, McGill University and Concordia University. Montreal has more university students per capita than any other city in North America. Montreal is also the university research capital of Canada with 450 research centers.

There is no doubt that any visitor to this city is sure to experience a plethora of delights in music, theatre, dance, art exhibits, nightlife, cuisine, shopping and more ... all merging in an exciting mix of traditional and avant-garde. With so much to discover, you don’t want to miss Montreal!
THURSDAY, APRIL 3, 2008
8:00 a.m. – 10:15 a.m. Opening Session and Keynote Presentation

Health Systems and Health: Global and National Challenges
Dr. Jo Ivey Boufford, President, New York Academy of Medicine

This presentation will discuss the major global health challenges and how they influence the health status of the US population. The critical role of a balanced health policy, effective health systems and an appropriate health workforce in successfully tackling health challenges at home and abroad will be discussed.

OBJECTIVES
Participants will be able to:
• Become familiar with the major global health challenges and their determinants.
• Gain increased understanding of the importance of a national health policy and health sector investment strategy that addresses the critical determinants of population health if improvements are to be made.
• Increase their appreciation of the critical role played by effective health systems and an appropriate health workforce in achieving health result at the individual and community level.
• Understand the potential contributions of social workers as key components of the overall health workforce.

SATURDAY, APRIL 5, 2008
7:30 a.m. – 9:00 a.m. Kermit B. Nash Plenary Session and Breakfast

Striving for Cultural Proficiency: A Business Imperative for Healthcare Professionals – The Journey from Awareness to Action
Sheila L. Thorne, President & CEO, Multicultural Healthcare Marketing Group

Racially, ethnically and linguistically diverse populations experience higher rates of a variety of health concerns than other populations. Disease, illness and wellness do not exist in a vacuum, but in a sociocultural context. The delivery of quality health care requires that healthcare professionals have a deeper understanding of the sociocultural background of patients, their families and their communities. Diverse values and diverse concerns must be taken into consideration when developing an integrated, proactive approach to patient-centered care. A competitive business advantage will accrue those healthcare professionals, healthcare delivery organizations and teaching institutions that are comfortable with the issues of multiculturalism and diversity and who take strategic action.

This presentation will provide the business rationale for healthcare professionals and healthcare delivery organizations to strive for cultural proficiency. It will also provide a helpful blueprint of “best practices” for effective development and implementation of prevention and disease management initiatives among diverse populations both in the United States and abroad.

OBJECTIVES
Participants will be able to:
• Provide an overview of the impact of race, ethnicity and culture on clinical decision-making, healthcare delivery and the patient/provider relationship.
• Outline the magnitude of U.S. demographic shifts including the dynamics of immigrant populations on healthcare delivery.
• Review “best” and promising practices for social workers and other healthcare professionals to effectively engage clients from racially and linguistically diverse populations.
• Provide the business rationale for striving for cultural competency in healthcare delivery.
• Demonstrate the efficacy of cultural proficiency as a strategy to eliminate racial and ethnic health disparities.
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<td>11:00 a.m. – 5:00 p.m.</td>
<td>Registration</td>
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<td>12:00 p.m. – 6:00 p.m.</td>
<td>Chapter Presidents’ Meeting and Lunch</td>
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<td><strong>WEDNESDAY, APRIL 2, 2008</strong></td>
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<td>8:00 a.m. – 11:30 a.m.</td>
<td>Health Care Social Work Consortium <em>(by invitation only)</em></td>
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<td>8:00 a.m. – 5:00 p.m.</td>
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<tr>
<td>I-1:</td>
<td>Pediatric Health Care Social Work Intensive</td>
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<td><em>Karen Hood Johnson, Kimberly Allard, Jack Komejan, Eva Lim, Karen Seaver Hill</em></td>
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<td>I-2:</td>
<td>Home Health Care and Hospice Social Work Intensive</td>
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<td><em>Karen McDonald, Carol Maxwell</em></td>
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<td>HALF-DAY PRECONFERENCE INTENSIVE WORKSHOPS</td>
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<td>Breath of Relief: Transforming Compassion Fatigue into Positive Energy Flow</td>
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<td><em>Karl D. LaRowe</em></td>
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<td>Cultural Competency: Building Bridges to Understanding</td>
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<td><em>Dottie Reese</em></td>
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<td>The Essentials of a Healthy Social/Sexual Life for People with ID/DD and Counseling People with ID/DD about HIV/AIDS Issues and Prevention</td>
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<td><em>Joel Levy, Bobra Fyne</em></td>
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<td>5:15 p.m. – 6:15 p.m.</td>
<td>New Member, First Time Attendee Orientation</td>
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<td>6:30 p.m. – 7:30 p.m.</td>
<td>Welcome Reception with Exhibitors and Premier of Posters</td>
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<td>7:00 a.m. – 7:00 p.m.</td>
<td>Registration</td>
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<td>7:00 a.m. – 8:00 a.m.</td>
<td>Continental Breakfast with Exhibits</td>
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<td>8:00 a.m. – 10:15 a.m.</td>
<td>Opening Session, Keynote Presentation and Awards Ceremony</td>
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<td><em>Dr. Jo Ivey Boufford</em></td>
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<td>10:15 a.m. – 10:30 a.m.</td>
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<td>10:30 a.m. – 12:00 p.m.</td>
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<td>W-1:</td>
<td>Parameters for Social Work Excellence in Health Care Organizations</td>
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<td><em>Susan Saunders</em></td>
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<td>W-2:</td>
<td>Youth Victims of Violence: An Intervention Program</td>
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<td><em>Linda Diaz, James Zabora and Members of the Committee on Evidence-Based Practice</em></td>
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<td>W-5:</td>
<td>Understanding the Undocumented and Uninsured</td>
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<td><em>Mea Austin</em></td>
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<td>12:00 p.m. – 1:15 p.m.</td>
<td>Boxed Lunch with Exhibitors</td>
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<td>1:15 p.m. – 2:15 p.m.</td>
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<td>RF-1:</td>
<td>Promoting Staff Excellence</td>
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<td>Building Community/University Bridges: Capacity Building Partnerships in the Provision of Evidence-Based Services Related to Health and Mental Health of Older Adults</td>
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<td><em>Colleen Reed, Jessica E. Haxton</em></td>
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<td><em>Richard A. Siegel, Tom Tynan</em></td>
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<td>International Health Issues</td>
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<td><em>Monica Qamar Zaman</em></td>
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<td>2:15 p.m. – 2:45 p.m.</td>
<td>Beverage Break in Exhibit Hall</td>
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<td>2:45 p.m. – 4:15 p.m.</td>
<td>Membership Meeting</td>
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<td>RF-6:</td>
<td>Social Workers: Front-Line Risk Managers</td>
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<td><em>Margaret Doma, Laurie Fox</em></td>
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<td>Making Transitions, Crossing Borders: Social Work Advocacy with Transgender Individuals in the Health Care Setting</td>
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<td><em>Carrie Ross, PJ Two Ravens</em></td>
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<td>RF-8:</td>
<td>Mobilizing Thought into Action: Creating Organizational Change in a Hospital Setting with a Positive Space Program</td>
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<td><em>Cherilyn van Berkel, Diana Tiskas, Lori Issenman, Fraser Hall, Valerie Spironello</em></td>
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<td>Top Down or Bottom-Up? Regional Delivery of a Tertiary Pediatric Mental Health Program</td>
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<td>The SF36: How a Standardized Psychosocial Evaluation Outcome Measurement Tool Has Become the &quot;Gold Standard&quot; For Measuring Outcomes Internationally</td>
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<td><em>Robert A. Miller</em></td>
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<td>Membership Reception</td>
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FRIDAY, APRIL 4, 2008
7:00 a.m. – 6:00 p.m. Registration
7:00 a.m. – 8:00 a.m. Exhibits/Continental Breakfast
7:00 a.m. – 8:00 a.m. Past Presidents’ Breakfast
8:00 a.m. – 9:00 a.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 4
RF-11: Behavioral Health Outcomes: Demonstrating the Value of Our Work
Marcia B. Holman
RF-12: The Importance of End-of-Life Care Before and After Death
Kelly Rabah
Kathleen S. Friedman, Barbara Waltman
RF-14: Building Bridges for Teamwork
Susan Mulligan
RF-15: Expanding Perspectives on the Cultural and Historical Contexts of Social Work Practice
Anne L. Botsford
9:00 a.m. – 9:15 a.m. Transition Break
9:15 a.m. – 10:15 a.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 5
RF-16: Building Bridges: The Critical Link Between Supervision and Competency in Motivational Interviewing
Carlean Gilbert
RF-17: Unpacking How Mothers and Fathers Construct their Roles to Care for a Child with a Chronic Health Condition or Disability
Ted McNeill, David Nicholas
RF-18: Tools to Expand Social Work Practice in Primary Care Clinics
Pam Lynch
RF-19: Culturally and Linguistically Appropriate Services – Taking the Lead in Implementing the CLAS Standards
William J. Kirkpatrick
RF-20: Everything Old is New Again: The Development of a Model to Support Professional Practice in a Large Canadian Teaching Hospital
Karen Nelson, Carol Murphy
10:15 a.m. – 10:45 a.m. Coffee Break with the Exhibitors and Raffle for the 2009 Conference Giveaway
10:45 a.m. – 12:15 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 6
W-7: Ethics Based Interventions with Patients and Families Identified as Difficult
Patricia O’Donnell
W-8: Joint Commission and Social Work: Building the Bridge to Accreditation
Susan Stevens
W-9: Crossing Age and Generational Boundaries: Methodological Questions of Intergenerational Research
Amanda Grenier, Winnifred Hunter, Ilyan Ferrer
W-10: Paradigms for Supervision in a Changing Health Care Environment
Candyce S. Berger, Goldie Kadushin, Mark de St. Aubin, Carlean Gilbert
12:15 p.m. – 1:30 p.m. Lunch on your own
(Which time to enjoy some free time in Montreal!)
1:45 p.m. – 2:45 p.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 7
RF-21: Management Solutions: Development of Social Work Career Ladder and Staffing Model in Healthcare to Improve Staff Satisfaction and Retention
Kimberly Harris
RF-22: How to Implement Evidence-Based Practice
David L. Neal
RF-23: Establishing Group Work Programs: Benefits for Clients, Social Workers, and Health/Mental Health Units
Hal Lipton
RF-24: Toward an Interdisciplinary Model of Clinical Supervision in Addictions and Mental Health
Jane Paterson, Marion Bogo
RF-25: Leadership in Case Management: It’s Not Just for Nurses Anymore
Edward Woomer
2:45 p.m. – 3:00 p.m. Transition Break
3:00 p.m. – 4:30 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 8
Sona Euster, Judith Trachtenberg
W-12: Hospital Length of Stay: Social Services as an Important Factor
Constance Lechman, Sydney Duder
W-13: New Manager Workshop
William R. Tietjen, Ruth Marks-Swift
W-14: Research Updates in Women’s Mental Health: What You Don’t Know May Hurt You (and your Patients)
Kathleen M. O’Leary
W-6: Social Work Leadership: From the Idea to the Business Plan
Greg Jensen, Polly Jones
**W-15: A Patient-Provider Collaborative Model: New Opportunities**  
*Dana B. Marlowe, Rachel Robinson*

4:30 p.m. – 4:45 p.m.   Transition Break

4:45 p.m. – 5:45 p.m.   CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 9

**RF-26: Strategy for Community Care Solutions: Looking Across the Border**  
*Jane J. White, Leigh Wade*

**RF-27: Measuring and Tracking Performance Outcomes in Hospital-Based Social Work Practice**  
*Pamela Young, Beth Huber*

**RF-28: Social Work Leadership as Part of a Home Based Medical Team**  
*Helena Ross*

**RF-29: Health Literacy Impact Health Status**  
*Joyce A. Schlag*

**RF-30: What is the Role of Disclosure in Clinical Supervision?: Potential for Subtle Boundary Violations**  
*Deborah Dozier-Hall, Adrienne Farrar*

6:00 p.m. – 7:00 p.m.   Social Work Health Leadership Foundation Fundraiser

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**SATURDAY, APRIL 5, 2008**

7:00 a.m. – 2:00 p.m.   Registration

7:30 a.m. – 9:00 a.m.   Kermit B. Nash Plenary Session and Breakfast: Striving for Cultural Proficiency: A Business Imperative for Healthcare Professionals – The Journey from Awareness to Action  
*Sheila L. Thorne*

9:15 a.m. – 10:15 a.m.   CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 10

**RF-31: Circling the Wagons: Professional Practice Environments, Interprofessional Education and Collaborative Practice as Antidotes to Tribalistic Tendencies**  
*Patrick Clifford*

**RF-32: The Re-emergence of the Free-Standing Social Work Department – Building Bridges and Expanding Horizons in Our Profession**  
*Hope M. Rife*

**RF-33: Stigma, Mental Illness and Health Care: Understanding Barriers, Building Bridges**  
*Nancy Sheiman, Diane Benefiel*

**RF-34: North-South Partnership: Building Bridges Between Cultures**  
*Barbara Borsutzky*

**RF-35: Psychosocial Screening for Distress**  
*Margaret Meyer, Lakshmi Naik*

10:15 a.m. – 10:45 a.m.   Check out and Coffee Break

10:45 a.m. – 11:45 a.m.   CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 11

**RF-36: Alcohol Screening and Brief Intervention (SBI) for Trauma Patients**  
*Colette Deveau, Keri-Ann Brunson*

**RF-37: Reclaiming Our Profession: A Peer-Led Educational Model for Hospital Social Workers**  
*Karen Badger*

**RF-38: Assessing Readiness for Change: A Novel Application of the Transtheoretical Model of Health Behavioral Changes in a Pre Renal Insufficiency Clinic**  
*Stephen Giles*

**RF-39: The Social Worker and the Banker – How I Found Meaningful Metrics for Measuring Medical Social Work Practice Results**  
*Alice Scesny Palmer*

**RF-40: Creating Healthcare Options for Inpatient Care and Emergency Services (CHOICES): A Social Work and Home Care Partnership Across the Transition of Care**  
*Kathleen Wade, Kathleen Gold*

11:45 a.m. – 12:00 p.m.   Transition Break with Refreshments

12:00 a.m. – 1:30 p.m.   CONCURRENT WORKSHOPS – BREAKOUT SESSION 12

**W-16: Beyond Parallel Play: Creating a Highly Evolved, Synergistic Social Work and Nursing Partnership in Care Management**  
*Shawna Grossman Kates, Kathleen A. Bower*

**W-17: Differing Health Care Access for Legal and Undocumented Immigrants: Legal and Ethical Issues for Social Workers**  
*Elaine Congress, Fernando Chang-Muy*

**W-18: Be the Lion or Be the Lunch – Part 2**  
*Pam Thompson*

**W-19: Quicker and Sicker: The Role of Social Work in Ameliorating Moral Distress**  
*Kate Doyle, Althea Gibb-Carsley, Shannon Torhjelm*

**W-20: Biofeedback – A New Frontier in Medical Social Work: Assessment and Treatment Using Biofeedback with Multiple Patient Populations - Theory and Demonstration**  
*Krystal Angevine*

1:30 p.m.   Conference Adjournment
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. 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 10:45 a.m. Friday with the winners announced Saturday at the Closing Session and Lunch. Presenters will be available to talk about their posters during exhibit hours. See page 12 for the Exhibit & Poster schedule.

1. Social Service Health Care in HIV/AIDS Patients on ARVT (Anti Retro-Viral Treatment)  
   Orlando Chiririzne, Chibuto Regional Hospital, Chibuto, Gaza Province, Mozambique

2. Redefining Scope of Practice: Institutional Change and Mentorship, the Neonatal Intensive Care Group Work Experience  
   Kathleen Quinn, MSW, RSW, Team Leader, Social Work, Neonatal Intensive Care Unit, Royal Alexandra Hospital, Edmonton, Alberta, Canada  
   Richard Frehan, MSW, RSW, PhD (student), Instructor, Faculty of Social Work, University of Calgary, Edmonton, Alberta, Canada

   Lorrie Cabitac, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
   Teresa Flores, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

4. Social Work Internal Auditing for Performance Improvement  
   William Cabin, ABD, JD, MSW, MA, Associate Vice President, Quality Improvement & Evaluation, The Fortune Society, New York, New York

5. Mentoring for Social Workers in Health Care  
   Judy Vokey-Mutch, MSW, RSW, Discharge Planning Coordinator, Ottawa Hospital, Ottawa, Ontario, Canada

6. A Career Advancement Model for Medical Social Work  
   Alice M. Scesny Palmer, MSW, LISW, Director, Department of Social Work/Child Life Program, Cleveland Clinic Foundation, Cleveland, Ohio

7. From Frustration to Possibility: Bridging the Gap between Social Work Practice and Measurable Outcomes  
   Susan Hogman, BSW, MSW, RSW, Director Social Work Services, BC Centre for Ability, Vancouver, British Columbia, Canada  
   Raman Kullar, BSW, MSW, RSW, Social Worker, BC Centre for Ability, Vancouver, British Columbia, Canada  
   Barbara Borszuchy, BSW, MSW, Social Worker, BC Centre for Ability, Vancouver, British Columbia, Canada

8. Enhancing Empathy and Sensitivity: Using the Expressive Arts as an Innovative Practice Approach for Understanding Breast Cancer  
   Irene R. Korcz, PhD, LCSW, Senior Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

9. The Art of Influence -Utilizing Social Work Skills to Provide Leadership in a Community-Based Agency  
   Angela Kwok, MSW, RSW, Executive Director, BC Center for Ability Association, Vancouver, British Columbia, Canada

10. Changing Perceptions: If We Don’t Do It, Who Will?  
    Tena Gardiner, LCSW, Senior Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
    Lynn Waldmann, LCSW, Senior Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

11. The Building Blocks of Knowledge: A Retooling of a Continuing Education Program  
    Don Clark, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

    Sloane R. Caskey, MSW, LCSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
    Wendy Evans, LCSW, Social Work Supervisor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

    Stephanie Ostrosky, LCSW, Senior Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
    Lisa Arzymanow, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

14. Expanding Horizons: Creating a Support Group to Meet the Unique Needs of Young Adults in Cancer Treatment  
    Amy G. LaMarcia, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
    Christine Durlam, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
    Kelly Kaskie, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

15. Human Subject Protections in Mental Health Research  
    Katherine J. Whorton, MSW, LCSW-C, Clinical Research Advocate, National Institutes of Health, Clinical Center Social Work Department, Bethesda, Maryland

16. All Things to All People: A Social Worker’s Unique Role as a Cultural Ambassador  
    April Greene, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas  
    Kimberly Unger, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas
17. I’ll Be There: The Value of Informal Peer Support in an Oncology Setting
Marie C. Silva, LCSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

18. Crossing the Bridge between the East and the West: Communication Strategies for the Chinese Client and the Western Clinician
Carmella Rose Wygant, OTR, MSW, LCSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

19. Social Workers Initiate “Global Health Awareness” Lecture Series
May Mamiya, LCSW, CCM, Director, Case Management, Vassar Brothers Medical Center, Poughkeepsie, New York

20. Translation of the “Profile of Psychosocial Screening Instrument into Spanish
Karllynn Brinzenhof-Szoe, PhD, MSW, LCSW-C, DSW-C, Associate Professor, Tenured, Catholic University of America, National Catholic School of Social Service, Washington, DC
Margo Aron, LCSW, LCSW-C, Program Supervisor, National Institutes of Health, Clinical Center Social Work Department, Bethesda, Maryland
Christine Callahan, LCSW-C, National Institutes of Health, Clinical Center Social Work Department, Bethesda, Maryland

21. Crossing Borders in Health Care: Enhancing Critical Thinking Skills of Social Workers by Adapting Nursing Preceptor Program
Dorayln Benson, MSW, LISW, Manager, Social Service Department, St. Luke’s Hospital, Cedar Rapids, Iowa
Nancy Hagensick, MSW, LISW, Palliative Care and ICU Social Worker, St. Luke’s Hospital, Cedar Rapids, Iowa

22. Developing a Clinical Advancement Program for Social Work Professionals
Christopher Baldez, LCSW, Interim Assistant Director, Texas Children’s Hospital, Houston, Texas

23. Transitions from Caregiving: Participatory Action Research Involving Participants Who Live With a Mental Illness
Kathleen Thompson, B.A. (Hons), MSW, PhD Candidate, University of Calgary, Calgary, Alberta, Canada

24. The Impact of Hurricanes Katrina and Rita on a Social Work Practice and the Challenges Created by Natural Disasters to those in Leadership
Clemencia Lara, LMSW, Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas
Karen Newman, LCSW, Senior Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas
Margaret Meyer, LCSW, Director Social Work, University of Texas M.D. Anderson Cancer Center, Houston, Texas

25. Pediatric Multiple Sclerosis: Developing Innovative Resources for an Underserved Population
Marianne Doyle, MSW, Pediatric Clinical Social Worker II, UCSF Children’s Hospital, San Francisco, California
Carma Willers, BSW, LSW, Medical Social Worker, Pediatrics, Mayo Medical Center, La Crescent Minnesota
Stephanie Mincer, LMSW, Vice President of Programs, National MS Society Upstate New York Chapter, Rochester, New York

26. Building Bridges From Cancer Diagnosis to Cancer Survivor
Arlene A. Mathew, LMSW, Social Work Counselor-Administrative, University of Texas M.D. Anderson Cancer Center, Houston, Texas

27. The Tempest is Raging – Growing Leaders and Managers Who Guide the Ship Through Diverse International Waters
Susara A. Joubert, LCSW, Senior Social Work Counselor, University of Texas M.D. Anderson Cancer Center, Houston, Texas

Bambi Fisher, LCSW, Social Work Manager, Mount Sinai Medical Center, New York, New York

29. Adventures in Field Instruction: Management of Power Differentials
Fay Lim-Lambie, BA, BSW, MSW, RSW, Social Work Practice & Education Leader, St. Michael’s Hospital, Toronto, Ontario, Canada
Jordan Lewis, MSW, RSW, Clinical Social Worker & Field Instructor, St. Michael’s Hospital, Toronto, Ontario, Canada
Blossom White, BSW, RSW, Clinical Social Worker & Field Instructor, St. Michael’s Hospital, Toronto, Ontario, Canada
Keri-Ann Brunson, MSW, RSW, Clinical Social Worker & Field Instructor, St. Michael’s Hospital, Toronto, Ontario, Canada

30. “Maybe It’s Better to Not Know”: An Exploratory Study of People Living with Late Stage Parkinson’s Disease
Stephen Giles, MSW, RSW, Social Work Researcher/Clinician, Toronto Western Hospital, Toronto, Ontario, Canada
Janis Miyasaki, MD, ME, FRCP, Associate Clinical Director, The Movement Disorders Centre, President, Medical Staff Association, Toronto Western Hospital, University Health Network, University of Toronto, Toronto, Ontario, Canada

31. Exploring the Discourse and Experience of Loss in Late Life
Ilyan Ferrer, BSW, MSW Candidate, McGill University School of Social Work, Montreal, Quebec, Canada
Amanda Grenier, BSW, MSW, PhD, Faculty, McGill University School of Social Work, Montreal, Quebec, Canada
Lisa Trimble, BA, MA, Doctoral Student (Education), McGill University School of Social Work, Montreal, Quebec, Canada
Megan Harvey, BA Candidate in Anthropology, McGill University School of Social Work, Montreal, Quebec, Canada

32. Managing the Psychosocial Aspects of ALS Across the Family Spectrum
Janra Rankin, MSW, LSW, Social Work, WPAHS/Allegheny General Hospital, Pittsburgh, Pennsylvania

33. Family Members of Trauma Patients and Anxiety; Implications for Communication with the Treatment Team, Satisfaction, and Hospital Financial Performance
Peggy Howell Beall, MPM, MSW Intern (California University of Pennsylvania), WPAHS/Allegheny General Hospital, Pittsburgh, Pennsylvania
Please note that all conference materials will be published in English and all presentations will be delivered in the English language.

CONTINUING EDUCATION CONTACT HOURS

CALIFORNIA: The 43rd 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 #2402. In addition, the full-day Pediatric and Home Health Care Intensive Workshops offered on April 2, 2008 have been approved for 7.0 continuing education contact hours and the half-day Intensive workshops also offered on April 2 have been approved for 4.5 continuing education contact hours for LCSW/MFT’s as required by the California Board of Behavioral Science.

NASW: This program is approved by the National Association of Social Workers (provider #886398866) for 16 continuing education contact hours. In addition, the full day Pediatric and Home Health Intensive Workshops offered on April 2, 2008 have been approved for 7.0 continuing education contact hours. Half-day Intensives have been approved for 4.5 continuing education contact hours.

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.

OHIO: Request for CEU approval for the 43rd Annual Meeting & Conference has been submitted to the State of Ohio Counselor, Social Worker and Marriage and Family Therapist Board. Approval is pending.

Commission for Case Manager Certification (CCMC): The 43rd Annual Meeting & Conference has been approved for 16 continuing education activity hours (approval #2627966873). The Pediatric and Home Health Intensive Workshops have been approved for 7 activity hours (approval #6267966872) and half day Intensives have been approved for 4.5 activity hours (approval #6267966871).

Contact Trish Keppler at SSWLHC Headquarters at tkeppler@fernley.com for approval status or additional information.

WHAT IS INCLUDED IN THE CONFERENCE FEE?

- Unlimited course selection beginning with the Welcome Reception on the evening of Wednesday, April 2nd and continuing through adjournment on Saturday, April 5th.
- Entrance to Exhibits and Poster Sessions
- Membership Meeting
- New Member, First Time Attendee Orientation
- Daily Continental Breakfasts
- Welcome Reception
- Boxed Luncheon on Thursday, April 4th
- Membership Reception
- Vendor Prize Raffle
- On-Site Conference CD-Rom with Speaker Handouts

GUEST FEE

Admittance to the Welcome and Membership 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 34 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. All fees are payable in US Dollars only. Send check, money order, or charge authorization to: SSWLHC Meeting Registration, 100 North 20th 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 bird registration fees must be postmarked or faxed on or by March 3, 2008.
- All registrations faxed or postmarked after March 3, 2008 will be processed at the regular registration fee with any balance due onsite prior to receiving registration materials.
- A registration confirmation will be sent to you via email. The confirmation will include your payment receipt.

QUESTIONS REGARDING REGISTRATION

For questions regarding the program or registration, please contact SSWLHC Headquarters 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 start of the conference (by March 24, 2008). Cancellations MUST BE IN WRITING via fax or email and will be accepted for a refund less a $50 cancellation fee. Cancellation notification should be faxed to 215.564.2175 or e-mailed to tkeppler@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
Please pick up all tickets, badges, and onsite registration materials at the SSWLHC Registration Desk located in the Hyatt Regency Montreal.

- Tuesday, April 1: 11:00 a.m. – 5:00 p.m.
- Wednesday, April 2: 7:00 a.m. – 7:00 p.m.
- Thursday, April 3: 7:00 a.m. – 7:00 p.m.
- Friday, April 4: 7:00 a.m. – 6:00 p.m.
- Saturday, April 5: 7:00 a.m. – 2:00 p.m.

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 5th. The prize is a free registration to the 2009 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 AND POSTERS HOURS
Installation: Wednesday, April 2, 2008 3:00 p.m. – 6:00 p.m.
Viewing: Wednesday, April 2, 2008 Welcome Reception; 6:30 p.m. – 7:30 p.m.
Thursday, April 3, 2008 Breakfast; 7:00 a.m. – 8:00 a.m.
Lunch; 12:00 p.m. – 1:15 p.m.
Break; 2:15 p.m. – 2:45 p.m.
Friday, April 4, 2008 Breakfast; 7:00 a.m. – 8:00 a.m.
Break; 10:15 a.m. – 10:45 a.m.
Dismantling: Friday, April 4, 2008; 10:45 a.m. – 12:00 p.m.

HOTEL AND TRAVEL INFORMATION
Hotel Accommodations
Hyatt Regency Montreal
1255 Jeanne-Mance Street
PO Box 130
Montreal, Quebec H5B 1E5
Rate: $159 Canadian Dollars per night plus tax
Reservations by Phone: 514.928.1234 or Toll Free 1.800.361.8234

The 43rd Annual Meeting and Conference of the Society for Social Work Leadership in Health Care will be held at the Hyatt Regency located in the heart of downtown Montreal. Although a block of rooms has been reserved for SSWLHC, it is important to make your reservations as early as possible. The SSWLHC special group of $159 Canadian Dollars plus tax will be available through March 7, 2008 or until the block of rooms is sold out, whichever comes first. Attendees must identify SSWLHC as the group name to receive the discounted conference rate. Reservations can be made by calling the hotel directly at 1-800-361-8234.

In the event that you need to cancel your reservation, please note that the Hyatt Regency Montreal requires all cancellations to be made by 4:00 p.m. local time the day of arrival or you will be charged one night’s room and tax. Please contact Trish Keppler at SSWLHC Headquarters at tkeppler@fernley.com if you are willing to share your room with another meeting attendee. You will be included on the Society’s roommate list.

TRANSPORTATION
Shuttle from Trudeau International Airport: "L’Aerobus" is the shuttle service from the airport to the Montreal Central Bus Station. The shuttle will stop at three hotels before reaching the Bus Station. From there, a shuttle service is available to bring you to the Hyatt Regency Montreal. The cost is $13 CAD one way or $22.75 CAD round trip. The shuttle operates from 4:00 a.m. – 11:30 p.m. Pick up is at the baggage claim area at the airport. Please note that the shuttle can take anywhere from an 60 to 75 minutes to reach the Hyatt Regency depending on the number of hotel stops requested by other shuttle riders.

Taxi: From the Trudeau International Airport, a taxi to the Hyatt Regency Montreal is flat fee of $38 CAD one way. The hotel is approximately a 20-40 minute drive from the airport depending on the traffic and time of day.
TUESDAY, APRIL 1, 2008
11:00 a.m. – 5:00 p.m.  Registration
12:00 p.m. – 6:00 p.m.  Chapter Presidents’ Meeting and Lunch

WEDNESDAY, APRIL 2, 2008
7:00 a.m. – 7:00 p.m.  Registration
8:00 a.m. – 11:30 a.m.  Health Care Social Work Consortium
(by invitation only)
8:00 a.m. – 5:00 p.m.  FULL DAY INTENSIVES

I-1  Pediatric Health Care Social Work Intensive
Intensive co-facilitators: Brenda Vernon Shepherd and Terri Hickam
Presenters: Karen Hood Johnson; Kimberly Allard; Jack Komejan; Eva Lim; Karen Seaver Hill
This workshop will focus on social work practice and management in the pediatric setting. Presentations feature: Neurobiology of the Developing Brain: Implications for the Practice of Pediatric Social Work; Social Work Participation in Standardized Patient Exercise Project; Videography for Pediatric Social Workers – An Innovative Approach.
The workshop will also welcome keynote speaker Karen Seaver Hill, Director, Child Advocacy, at the National Association of Children’s Hospitals and Related Institutions (NACHRI) who will provide a national legislative update on children’s health issues focusing particularly on child abuse issues.

OBJECTIVES
Participants will be able to:
• Apply benefits of social work contribution to content and process of medical education.
• Describe specific ways in which pediatric social workers may use neurobiological research findings to alter their interventions with children in various health care settings.
• Understand and apply the skills behind the use of videography in social work in the pediatric setting.
• Learn from NACHRI what is happening on the national scene regarding child abuse prevention, programs and activities.

I-2  Home Health Care and Hospice Social Work Intensive
Karen McDonald, Valerie Upton
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. In addition to timely and interesting topics throughout the day, lunch will provide an opportunity for interactive networking. 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:
• Learn about current issues of interest to this area of specialty.
• Obtain practical, day to day information to take back to your own setting.
• Make contacts with other social workers who perform similar functions and duties which can add in best practice knowledge, benchmarking or other collaborative efforts throughout the year.

12:00 p.m. – 5:00 p.m.  HALF-DAY PRECONFERENCE INTENSIVE WORKSHOPS

I-4: Breath of Relief: Transforming Compassion Fatigue into Positive Energy Flow
Karl D. LaRoue
This highly interactive intensive will help participants identify the symptoms of compassion fatigue and burnout and offer specific methods that they can immediately utilize to transform the “energy residue” of vicarious trauma into positive energy flow. This workshop is a must for social workers who work with physically, emotionally or mentally traumatized clients.

OBJECTIVES
Participants will be able to:
• Explain the causes, treatment and prevention of compassion fatigue, burnout, secondary traumatic stress, caregiver stress, countertransference, and vicarious traumatization.
• Identify the true causes of stress in personal and professional life.
• Understand how stress and burnout accumulate in the body as “energy residue.”
• Learn specific techniques to discharge energy residue and recharge body and mind with energy and vitality.
• Re-discover your “true intention," and unlock the power and creativity of your natural self.
• Develop psycho-physiological coherence as the secret of compassion resiliency.
• Implement specific personal and organizational strategies for energy management.
I-5: Cultural Competency: Building Bridges to Understanding
Dottie Reese

The changing demographics of the United States provide opportunities and challenges for health care providers and their institutions to create and deliver culturally competent systems of care and services. Culturally competent service delivery can improve health outcomes, quality of care, and patient satisfaction, decrease liability and eliminate racial and ethnic health disparities.

OBJECTIVES
Participants will be able to:
- Develop and articulate an organizational rationale for cultural and linguistic competence in health care institutions
- Discuss assumptions, bias, perceptions and stereotypes and their impact on health delivery and outcomes.
- Analyze the concept of culture and primary and secondary dimensions of diversity and the lens through which individuals interpret their environment.
- Discuss the impact of cultural filters on cross cultural communication and communicating across differences.

I-6: The Essentials of Healthy Social & Sexual Life for People with ID/DD and Counseling People with ID/DD about HIV/AIDS Issues and Prevention
Joel Levy, Bobra Fyne

This interactive intensive workshop will help social workers develop counseling and other supportive service skills in order to assist people with mild to moderate ID/DD develop a healthy social/sexual life. The presenters will also discuss issues pertaining to the development of a social/sexual skills building program. In addition, the workshop will also focus on developing counseling and other supportive service skills of social workers in order to help people with ID/DD deal with HIV/AIDS issues and prevention. Techniques and tools that can help social workers deal with these issues and needs will also be provided.

OBJECTIVES
Participants will be able to:
- Identify and describe the key components of a healthy social/sexual life for people with ID/DD.
- Use several different techniques to counsel people with ID/DD about how to have a richer social life.
- Discuss some of the common difficulties that arise during the implementation of a social/sexual skills building program.
- Identify and describe the key issues related to HIV/AIDS prevention counseling for people with ID/DD.

• Employ several different techniques to counsel people with ID/DD about HIV/AIDS prevention and safer sex behaviors.
• Discuss some of the common difficulties that arise during the implementation of an HIV/AIDS counseling program.

5:15 p.m. – 6:15 p.m. New Member, First Time Attendee Orientation
6:30 p.m. – 7:30 p.m. Welcome Reception with Exhibitors and Premier of Posters

THURSDAY, APRIL 3, 2008
7:00 a.m. – 7:00 p.m. Registration
7:00 a.m. – 8:00 a.m. Continental Breakfast with Exhibits
8:00 a.m. – 10:15 a.m. Opening Session, Keynote Presentation and Awards Ceremony
Dr. Jo Ivey Boufford
See page 5 for course description and learning objectives.

10:15 a.m. – 10:30 a.m. Transition Break
10:30 a.m. – 12:00 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 1

W-1: Parameters for Social Work Excellence in Health Care Organizations
Susan Saunders

This is a workshop for social workers seeking to achieve and maintain ‘best practice’ status in health care social work. Content will include: primacy of mission and values; vital contributions to patient care excellence and business success; management of multiple allegiances; professional outcome measurement and marketing; recruitment, training and mentoring for professional excellence, satisfaction and fulfillment; and creation of a culture that inspires social workers, supports them in all aspects of their practice, and fosters their continued commitment to a shared professional endeavor.

OBJECTIVES
Participants will be able to:
- Explore, revitalize and recommit to core social work values, beliefs and professional mission.
- Create and maintain a ‘gold standard’ professional practice that contributes significantly to business success and clinical excellence.
- Create and maintain a sustaining professional culture in politically complex, often stressful and ever changing health care organizations.
• Deepen understanding of the energizing and inspirational impact of visionary leadership on the social work ‘body politic’ in a given organizational setting.

W-2: Youth Victims of Violence: An Intervention Program
Jeff Rideout

This session is for anyone caring for children that witness or are victims of violence. It will describe a hospital-based multidisciplinary and multiagency intervention program developed in response to a growing number of adolescent victims of violence seen at Golisano Children’s Hospital, a Level 1 Trauma Center in Rochester, NY.

OBJECTIVES
Participants will be able to:
• Discuss factors that contribute to victimization and re-victimization of adolescent victims of violence.
• Analyze processes to systematically assess and intervene with victims of violence.
• Describe development of vital community and interagency linkages for successful program development and implementation.
• Discuss the significance of key interdisciplinary collaboration in program development.

W-3: Collaborating Across Professional Borders: A Social Worker Learns by Teaching Physicians
Richard Woodrow

Our wildly changing environment brings new opportunities to enrich traditional collaboration with physicians. Doing so requires leadership. This workshop explores how social workers can leverage their formal and informal roles to influence delivery of care, medical training, and physician behavior. The presenter draws on his experiences in organizational development, particularly three initiatives he innovated: leadership development for physician leaders, faculty development for teachers of medical students in small groups, and transition leadership for new physician executives.

The workshop will (1) describe and analyze how we assessed need for these programs; positioned ideas for success; engaged physicians; designed, implemented, evaluated programs; leveraged influence; (2) illuminate what we learned about physicians and social workers as partners; (3) engage participants to draw practice implications for their own roles and settings. Participants will test their assumptions about physicians and social workers, identify challenges to collaboration, and develop strategies to partner with physicians and influence change. We will also consider implications for collaborating across other professional boundaries.

OBJECTIVES
Participants will be able to:
• Identify and analyze how changing organizations create new opportunities to collaborate with physicians and other professionals in innovative ways, whatever one’s role in the organization.
• Recognize and test out your assumptions about physicians and social workers as professions and professional cultures.
• Generate practice principles and skills to foster and improve collaboration with physicians, move past stereotypes and rigid inter-professional behaviors, and leverage influence through creative partnership.
• Transfer knowledge and skills from organizational development to social work interactions with the physician as “client” and partner.

W-4: Providing Evidence-Based Interventions in Health Care Social Work
Linda Diaz, James Zabora and Members of the Committee on Evidence-Based Practice

This workshop examines how EBP can be integrated with social work practice in diverse health care settings. Specific topics include theories that support EBP with defined interventions and outcomes. Finally, a national expert will teach specific cognitive-behavioral interventions that can be delivered at the bedside or in ambulatory clinics.

OBJECTIVES
Participants will be able to:
• Understand and apply specific theories that support EBP.
• Examine a framework of psychosocial interventions that can be delivered in diverse settings.
• Learn specific cognitive-behavioral interventions that can be delivered by social workers in a range of health settings.
W-5: Understanding the Undocumented and Uninsured

Mea Austin

An overview of our current immigration policies will shed light on why so many people are circumventing the immigration process, which ultimately increases the number of undocumented patients in our communities. Understanding how to access potential state and federal benefits for the undocumented patient, including CMS Section 1011 “MMA” funds, is vital for social workers in today’s hospital environment. Financial assistance not only benefits the patient, it is critical to the hospital. Discharge planning is complicated when a patient is undocumented and uninsured. It is crucial for Hospital Social Workers to have a basic understanding of the cultural environment that has created our undocumented crisis and the funding sources available to assist the patient and the hospital.

OBJECTIVES

Participants will be able to:

• Analyze why there are so many undocumented aliens present in our nation’s emergency rooms.
• Understand the state and federal benefits available to assist both the patient and the hospital in treating undocumented aliens.
• Understand how to best approach discharge planning and the ethical issues surrounding the care of undocumented, uninsured, patients.

12:00 p.m. - 1:15 p.m. LUNCH WITH EXHIBITORS
1:15 p.m. – 2:15 p.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 2

RF-1: Promoting Staff Excellence

Yvette Rolon

This session will present a practice model developed to involve multiple levels of staff in developing a comprehensive staff education and training program. Participants will learn how to develop individual annual educational plans to ensure the competence of individual staff members. The session will show how to encourage staff to assume increased responsibility for professional development. Strategies for implementation in departments of varying sizes will be discussed.

OBJECTIVES

Participants will be able to:

• Learn how to develop a comprehensive staff education and training program.
• Discuss effective staff education models and formats.
• Describe the development and implementation of self-directed staff learning plans.

RF-2: Building Community/University Bridges: Capacity Building Partnerships in the Provision of Evidence Based Services Related to Health and Mental Health of Older Adults

Colleen Reed, Jessica E. Haxton

This presentation is for practice leaders and researchers interested in embedding empirically-based interventions in social and health services. Core content illuminates creative mechanisms for developing community–university partnerships and a capacity-building framework for implementing evidence-based interventions. Discussion of implications addresses partnership infrastructure and the development and evaluation of service innovations.

OBJECTIVES

Participants will be able to:

• Learn creative ways of partnering with private foundations (funding sources).
• Learn how to engage community service providers and research institutions in partnership through a capacity building framework.
• Learn how to achieve a better understanding of current use of evidence-based practice in local social service agencies.

RF-3: Psychological Needs and Care in Nursing Homes in Korea

Jeong Hee Kang

This study builds an advanced knowledge about psychosocial care in Korean nursing homes. The study explores residents’ psychosocial needs and evaluates psychosocial services from elderly Korean female residents’ perspectives. Three content areas are: perception about nursing homes and self-image; autonomy and relationship issues; practice – relevance to spirituality and female identity.

OBJECTIVES

Participants will be able to:

• Describe the characteristics of residents who live in and die in nursing homes in Korea.
• Analyze psychosocial needs of elderly female residents in nursing homes in Korea.
• Demonstrate how residents’ psychosocial needs have been addressed in nursing homes in Korea.
• Discuss both culturally competent and gender-sensitive social work interventions in nursing homes in Korea.
RF-4: Advocating in Healthcare: If Not Us, Who?
Richard A. Siegel, Tom Tynan

This is a major national election year that will have significant implications both for leadership in the United States’ Congress and the White House. Our session will focus on how we as social work leaders can and should effectively advocate on the local and national level for issues that increase access to health care and services for all. Participants will be given a brief overview of the current political climate, learn how to target interventions, and work to build coalitions/partnerships. It will provide the participants with a vehicle to help shape the direction and activities of their organizations and Society for Social Work Leadership in Healthcare’s Advocacy Committee. It will provide an opportunity to explore how each of us can make a difference.

OBJECTIVES
Participants will be able to:
• Integrate the knowledge gained in the keynote session by Dr. Boufford into a healthcare advocacy agenda.
• Find out how to obtain information on advocacy issues and actions.
• Learn about the major health care proposals currently outlined by the candidates for key federal offices.
• Understand the Advocacy Committee SSWLHC member survey results and how they can be part of moving our member advocacy issues forward.

RF-5: International Health Issues
Monica Qamar Zaman

All over the world people are facing economic, social and psychological problems which are the main cause of all mental and physical health problems. In this session, discrimination among male and female children in developing countries will be discussed as well as violence problems in the work place and work conditions that affect your health.

OBJECTIVES
Participants will be able to:
• Bring awareness to people on how multiple forms of violence by family, strangers, state agents, domestic abuse, custodial abuse and mental and physical torture affect both male and females’ mental and physical health.
• Learn about reproductive health issues among women.
• Identify how discrimination among male and female children affects their psychological and physical health.

RF-6: Social Workers: Front-Line Risk Managers
Margaret Doma, Laurie Fox

This session will allow social workers to recognize their role in the identification, assessment, management and evaluation of risk for their clients, colleagues/teams, profession & their organization/health system.

OBJECTIVES
Participants will be able to:
• Learn how their skills enable them to identify, assess, manage & evaluate risk.
• Embrace a collaborative model of practice with colleagues in areas of managing risk.
• Have a better understanding of risk management in health care.
• Recognize the importance of their role in the over-all management of risk.

RF-7: Making Transitions, Crossing Borders: Social Work Advocacy with Transgender Individuals in the Health Care Setting
Carrie Ross, PJ Two Ravens

Transgender individuals and their allies have keen understanding of crossing borders and building bridges—their very lives necessitate such moves. This presentation will focus on the unique identity concerns and transitions of transgender individuals and the ways in which health care social workers are situated to guide them through their crossings. Participants will examine theoretical and practical models for providing care and discuss these in light of social work values and ethics. We will discuss actionable suggestions for making our health care settings more welcoming to transgender individuals and their loved ones. The presentation is meant as a deeper sequel to our broader-view TBLG overview from the 2007 conference, but attendance there is certainly not a prerequisite for participation here.

OBJECTIVES
Participants will be able to:
• Review population specific health care concerns and social/institutional barriers to access for transgender individuals.
• Discuss social work roles in guiding individuals through the multiple obstacles and opportunities they face as they transition between various gender identities.
• Identify and discuss models of treatment for transgender health care including hormone and surgery-based gender reassignment. These models will include the Harry Benjamin standards of care (widely used) contrasted with Informed Consent or “primary care plus” models used in some primary care settings.

• Analyze and compare these models in light of social work values and ethics; discuss opportunities for social work impact on programmatic and advocacy levels within our respective institutions.

RF-8: Mobilizing Thought into Action: Creating Organizational Change in a Hospital Setting with a Positive Space Program
Cherilyn van Berkel, Diana Tikasz, Lori Issenman, Fraser Hall, Valerie Spironello

This session presents the process used by Hamilton Health Sciences’ LGBTQ Task Force (led by front-line social workers) to move the idea of making the hospital safe for LGBTQ patients/ staff, to an organization-wide Positive Space campaign. Positive Space is defined by the task force as being welcoming and equitable to persons of all sexual and gender diversities. The framework used for educating leadership and front-line staff will also be presented.

OBJECTIVES
Participants will be able to:
• Learn how incidents of discrimination sparked the development of a task force that was used to mobilize an idea held by a few into an action plan for organizational change.
• Learn the process involved in establishing a Positive Space within the health care setting, including issues to consider in terms of strategic positioning as well as the necessary elements for success.
• Come away from this session with a definition of Positive Space as well as an understanding of what this might look like in the hospital setting.
• Become familiar with a Positive Space Educational Plan rooted in an anti-oppression framework.

RF-9: Top Down or Bottom-Up? Regional Delivery of A Tertiary Pediatric Mental Health Program
Laura Sergeant, Anna Marie Pietrantonio

This session will describe the development of a regional children’s mental health program. Program development has been informed by the literature, evidence-based practice, a regional needs assessment survey and ongoing evaluation. The service goal is to develop capacity across five diverse communities within the region through the provision of training and collaborative clinical services. The session will be of interest to individuals engaged in program development, collaborative practice and the field of pediatric mental health.

OBJECTIVES
Participants will be able to:
• Describe the steps taken to develop a regional multi-disciplinary mental health program.
• View the development of a menu of service option as outlined through the use of literature, evidence-based practice, a needs assessment and evaluation.
• Understand the utility and limitations of implementing a needs assessment to inform service provision.
• Identify collaborative clinical service and education through the use of case examples from the field.

RF-10: The SF36: How a Standardized Psychosocial Evaluation Outcome Measurement Tool Has Become the “Gold Standard” For Measuring Outcomes Internationally
Robert A. Miller

The SF36 is an internationally used outcome tool for clients and programs. It is essentially a standardized psychosocial evaluation that has been used in thousands of studies. We will demonstrate how to use this tool and provide a review of articles of interest to social workers.

OBJECTIVES
Participants will be able to:
• Learn how to use the SF36.
• Learn how to interpret results from individual surveys and aggregate data.
• Review international studies in Human Services that have used the SF36 to measure outcomes.
• Learn how to implement an outcome study using the SF36 in your practice / program using software that will be provided to all participants.
RF-11: Behavioral Health Outcomes: Demonstrating the Value of Our Work
Marcia B. Holman

Behavioral health providers continue to be pressed by regulators, funders and key constituencies to demonstrate the value of their work. This workshop, intended for practitioners and administrators, will explore the key concepts and processes involved in developing and evaluating outcomes in behavioral health practice.

OBJECTIVES
Participants will be able to:
• Identify the issues and processes 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.
• Implement one objective and measurable outcome initiatives.

RF-12: The Importance of End-of-Life Care Before and After Death
Kelly Rabah

End of life care is one of the most important services we can offer our patients and families in a hospital setting. Yet, it is rarely done well, if at all. The argument for having an “ODA” or, “Office of Decedent Affairs” 24/7 program, staffed by masters prepared social workers, is overwhelming.

1. Customer satisfaction scores increase; 2. Patient relations complaints and risk management involvement decrease; 3. Tissue and organ donation rates increase; 4. Direct care costs decrease; 5. Morally and ethically the right thing to do – establish positive framework for grief and bereavement immediately; 6. Hospital referrals increase.

OBJECTIVES
Participants will be able to:
• Discuss the cost - benefit analysis of end-of-life care.
• Establish a clear relationship between end-of-life care and customer satisfaction.

Kathleen S. Friedman, Barbara Waltman

In this session we will present a model for communication access for a language diverse patient population in a psychiatric hospital. We will define our LEP patient data collection; establishing a Language Bank Interpreter Service - competency assessments, training requirements, verification of fluency for all interpreters and bilingual clinicians; staff in-service education; policy, procedure, regulatory compliance monitoring.

OBJECTIVES
Participants will be able to:
• Establish procedures for assessing interpreter competency, providing appropriate training and verifying fluency.
• Review the tools for assessing interpreter competency, training, and fluency verification.
• Learn how to access and effectively use interpreter services.

RF-14: Building Bridges for Teamwork
Suzan Mulligan

Over the past year, BryanLGH Medical Center formed a new Care Management Department. This included the consolidation of several areas and roles into care coordination and discharge planning with the purpose to improve care, satisfaction, length of stay, and outcomes. Once roles had transitioned and new teams had been formed, it became evident that the teams needed structured time together with focused content to team build and learn how to best work together to meet the goals and purpose of Care Management. This was done over the course of several months, through ten different one hour team building sessions, including varied content related to teamwork. The core content includes: Trust, Roles, Expectations, Communication, Work Style, Accountability, Observation, and Mentoring.

OBJECTIVES
Participants will be able to:
• Recognize and discuss the need for a structured team building curriculum.
• Model a curriculum unique to their environment and individualized needs.
• Identify and evaluate the benefits of offering a structured team building curriculum.
RF-15: Expanding Perspectives on the Cultural and Historical Contexts of Social Work Practice
Anne L. Botsford
Countries’ cultures and histories provide different contexts for social work practice in end of life care and with aging parents of adults with disabilities. This session contrasts practice in Taiwan and the US and in two historical periods to underscore the significance of historical/cultural contexts for practice, research and policy.

OBJECTIVES
Participants will be able to:
• Discuss the importance of social workers appreciating the influence of historical events in shaping social work practice in such areas as end of life care.
• Contrast the goals, priorities and resources of social workers with practice experience in one country with that of another country.
• Provide examples for discussing how practice within the context of another country’s history and culture requires expanding one’s assumptions and perspectives on specific social issues, such as caring for adults with intellectual disabilities.
• Analyze the process of “cross-cultural transmission,” in which social work practice, research and policy development in one country may promote the effectiveness of practice in another country.

9:00 a.m. – 9:15 a.m. TRANSITION BREAK
9:15 a.m. – 10:15 a.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 5

RF-16: Building Bridges: The Critical Link between Supervision and Competency in Motivational Interviewing
Carlean Gilbert
Research findings indicate that the success of Motivational Interviewing (MI) is associated with ongoing supervision. Assuming participants have fundamental knowledge of MI, the presenter will introduce supervisory strategies that maintain the integrity of the approach. Methods for coaching, providing feedback and integrating MI with other clinical approaches will be emphasized.

OBJECTIVES
Participants will be able to:
• Evaluate the impact MI approaches on clinical outcomes.
• Use clinical data in providing feedback and coaching to supervisees.

RF-17: Unpacking How Mothers and Fathers Construct Their Roles to Care for a Child with a Chronic Health Condition or Disability
Ted McNeil, David Nicholas
This workshop, intended primarily for clinicians, summarizes a program of research aimed at providing an in-depth understanding of mothers’ and fathers’ experiences of caring for a child with a chronic health condition or disability. An exploration of their experiences as individuals will be presented followed by an examination of how mothers and father co-construct their parenting relationship together. A model will be analyzed and implications for clinical practice will be discussed.

OBJECTIVES
Participants will be able to:
• Understand the experiences of mothers and fathers who care for a child with a chronic health condition or disability.
• Understand the ways that mothers and fathers co-construct their relationship together.
• Analyze a model that integrates the knowledge from this research.
• Discuss the implications for clinical practice and family centered care.

RF-18: Tools to Expand Social Work Practice in Primary Care Clinics
Pam Lynch
The Model for Social Work Practice in a Primary Care Clinic is a conceptual model that describes patients at varying levels of having their personal needs met and lists interventions that a social worker can utilize to assist patients in fulfilling their basic needs. The implications of not having one’s needs met on health will be discussed. To allow this Model to be utilized across Primary Care clinics with accuracy (reliability) an assessment was developed, along with a coding protocol. The assessment tools and research to test the inter-rater reliability will be shared. This Model was developed for a Veterans Affairs Medical Center, a capitated model for health care. The applicability of this Model to other health care systems both within the United States and other countries will be discussed, as well as implications for further research.
OBJECTIVES

Participants will be able to:

- Conceptualize the vast role of Social Work in a primary care clinic.
- Use assessment tools.
- Discuss the applicability of the Model to various health systems internationally.
- Discuss implications for further research.

RF-19: Culturally and Linguistically Appropriate Services – Taking the Lead in Implementing the CLAS Standards

William J. Kirkpatrick

The final national CLAS standards were published in the Federal Register on December 22, 2000, and there is a crosswalk to the JCAHO Standards. This workshop will demonstrate how social work leaders can take the lead in assisting their respective institutions, meet and exceed the standards.

OBJECTIVES

Participants will be able to:

- Learn about the CLAS standards and the JCAHO crosswalk.
- Review examples of how an institution conducted an assessment of compliance with the CLAS standards and the resulting work plan.
- Discuss methods of how social work leaders and their staff can take the lead in achieving compliance with the standards.
- Discuss outcomes that can be demonstrated by providing culturally and linguistically appropriate services.

RF-20: Everything Old is New Again: The Development of a Model to Support Professional Practice in a Large Canadian Teaching Hospital

Karen Nelson, Carol Murphy

Program management structures in hospitals significantly reduced the access which social workers have for profession specific training and skill development. The presentation will describe a model developed to provide clinical supervision, mentoring and staff development sessions in order to train/support new and experienced social workers in a healthcare setting.

OBJECTIVES

Participants will be able to:

- Receive an overview of the professional practice model and the process for its development will be offered outlining the supervision, mentoring and staff development programs.
- Familiarize themselves with the Core Competencies developed as a focus for supervision and skill development.
- Hear about the evaluation of the supervision and mentoring programs based participant feedback.
- Gain knowledge concerning the challenges of developing a professional practice model in a program managed environment.

10:15 a.m. – 10:45 a.m. Coffee Break with the Exhibitors and Raffle for the 2009 Conference Giveaway

10:45 a.m. Exhibitors and Posters Tear Down

10:45 a.m. – 12:15 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 6

W-6: Social Work Leadership: From the Idea to the Business Plan

Greg Jensen, Polly Jones

In today’s healthcare environment, social work must be able to demonstrate the value they add to delivering quality, safe patient care and to be able to do so in a language that administrators, especially CFOs understand. In many cases, this means taking the skills already learned, such as assessment and planning for patients/clients, and translating them into a business plan format. This 90 minute session will provide participants in most health care settings with the practical tools necessary to take an idea from conceptualization to implementation using a template which will provide both the service rationale and the financial foundation to increase the chances of approval. The faculty will provide both the foundational learning’s and actual business plan examples to ensure participants leave with both the knowledge and the tools necessary to go back to their organizations and develop a business plan.

OBJECTIVES

Participants will be able to:

- Analyze how to define value added services in your department/agency.
- Identify the process to take a new idea or concept to the proposal stage.
- Discuss business plan development using practical tools/templates for completing.
- Provide an example of a business plan for a new social work service.
W-7: 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.
• Refocus the health care team’s commitment to the importance of the dignity and worth of the person in all aspects of caring.

W-8: Joint Commission and Social Work: Building the Bridge to Accreditation

Susan Stevens

Building the bridge to accreditation includes developing and sustaining your department’s compliance with Joint Commission and other accrediting agency standards. Social Workers participate in multidisciplinary teams that screen, assess, and treat patients, educate patients and families, and coordinate the patient’s progress through the continuum of care. Sustaining readiness for an unannounced survey can be an overwhelming task. This workshop is designed to help sift through the language of standards and identify those that are significant to Social Work leaders and staff. Review of the survey process will address the role Social Workers play during the 3-4 day on-site survey visit. Basic steps are discussed to alleviate survey fear and anxiety.

OBJECTIVES

Participants will be able to:

• Learn applicable Joint Commission standards for Social Work.
• Understand the Joint Commission Survey Process.
• Discuss basic steps in sustaining survey readiness.

W-9: Crossing Age and Generational Boundaries: Methodological Questions of Intergenerational Research

Amanda Grenier, Winnifred Hunter, Ilyan Ferrer

Academics and professionals that aim to understand and plan for aging societies are most often younger than study participants and the benefactors of social programs themselves. However, the appropriateness of such intergenerational practice is beginning to be questioned. It has been suggested that only older people should conduct research, consult and plan programs for older people. To understand the benefits and pitfalls of such an approach, research encounters between younger and older people will be used as an example from which to explore the question: what happens when individuals attempt to reach across age and generational boundaries? Situating age and generation as organizing principles, insights will be gleaned from the anthropological insider-outsider debate, linguistic work on age-based differences, and emotional associations and identification across the age and generational boundaries. Arguing that the ways in which older and younger people relate to each other may hold the potential for connection and/or conflict between the generations, results suggest that age and generation be considered one of the many social locations that may impact the research process and outcomes. Researchers and policy makers of all ages must begin to reflect on their involvement with age and generational boundaries.

OBJECTIVES

Participants will be able to:

• Identify issues and concepts related to crossing age and generational boundaries in research and practice.
• Understand how intergenerational dynamics may impact the clinical and research process.
• Explore and reflect on case examples and their own practice experience.

W-10: Paradigms for Supervision in a Changing Health Care Environment

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

The impact of cost-containment and the privatization of health care on social work have been documented in the literature. A major area of concern is the impact on social work supervision. This concurrent workshop will address the changing paradigms of social work supervision and explore creative supervisory strategies.

OBJECTIVES

Participants will be able to:

• Identify the various models of supervision that are currently being used in health care settings.
• Critique these models in terms of their usefulness, efficiency and effectiveness.
• Discuss creative strategies/programs within social work departments to address the supervisory needs of staff.

12:30 p.m. – 1:30 p.m. Lunch on your own
1:45 p.m. – 2:45 p.m. CONCURRENT REPORTS FROM THE FIELD– BREAKOUT SESSION 7

RF-21: Management Solutions: Development of Social Work Career Ladder and Staffing Model in Healthcare to Improve Staff Satisfaction and Retention
Kimberly Harris
This presentation explores the management and retention of professional social work staff through the development of a Career Ladder and Staffing Model in the acute care hospital setting.

The day to day role of medical social workers can leave them feeling “used up”, “empty” and “frustrated”, to repeat the words of my staff. With seemingly no place to go but out, staff often leave the field of Medical Social Work in search of other more fulfilling roles/occupations.

We will explore the use of a Social Work Career Ladder to enhance the professional work life satisfaction for Medical Social Work staff. In addition, we will explore the development and implementation of a Staffing Model to balance caseloads and reduce staff burnout due to chronically high caseloads and interruption of work/life balance.

OBJECTIVES
Participants will be able to:
• Recognize staff burnout: symptoms, causes, and consequences.
• Recognize leadership qualities in staff and encouraging personal and professional growth.
• Manage expectations- Reality Therapy for Administration.
• Create a solution oriented Department.

RF-22: How to Implement Evidence Base Practices
David L. Neal
The presentation will report on the experience and lessons learned of implementing multiple EBPs in an agency. An organized study surveyed administrators, clinicians, patients, and others about the important factors which went into the successful implementation and sustainability of the Evidence Based Practices. Administrative, clinical, cultural, and change management factors will be discussed. A Manual has been produced and is in the process of being published.

RF-23: Establishing Group Work Programs: Benefits for Clients, Social Workers, and Health/Mental Health Units
Hal Lipton
OBJECTIVES
Participants will be able to:
• Recognize the value of the group for certain clients.
• Recognize how conducting groups raises the value of the social worker.
• Gain more recognition/esteem for Health/Mental Health Units.
• Become familiar with the skills of preparation, beginning, leading and ending groups.
• Discern similarities and differences in working with individuals and groups.

RF-24: Toward an Interdisciplinary Model of Clinical Supervision in Addictions and Mental Health
Jane Paterson, Marion Bogo
Led by social work and nursing advanced practice clinicians, a model of clinical supervision for multidiscipline staff in mental health and addictions was developed. Concepts and practices were culled from practice wisdom, professional literature, and empirical studies to meet the needs of contemporary health care environments and will be presented.
OBJECTIVES

Participants will be able to:

• Familiarize themselves with an approach to clinical supervision for a range of mental health professionals, including nurses and social workers. The approach includes concepts, principles, and supervision practices.

• Learn about the state-of-the-art research on clinical supervision in social work, nursing, and allied mental health professions including similarities and differences between professions.

• Learn how social work supervisors and social work academics can work together to provide leadership to other disciplines to develop interdisciplinary models of clinical supervision in health settings and to address tensions between the traditions and approaches of various professions.

RF-25: Leadership in Case Management: It’s Not Just For Nurses Anymore
Edward Woomer

The workshop will describe the successful transition from Social Work Director to Director of multiple departments including case management and Utilization Management Services. Practical experience will be shared with the audience around the development of a knowledge base and tools that have led to the successful integration of social work and case management functions under the direction of a Social Work leader.

OBJECTIVES

Participants will be able to:

• Present a successful strategy and rationale for a social work director to be the leader in an integrated case management service model.

• Describe the functions of nurse case management and utilization management tasks, vocabulary and successful tools to measure performance.

• Briefly examine a successful denial management program for case management under social work leadership.

• Discuss the leadership skills necessary to transition from a Social Work Director to a director of multiple departments highlighting the case management aspects of the model.

2:45 p.m. – 3:00 p.m. Transition Break
3:00 p.m. – 4:30 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 8

Judith Trachtenberg, 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 stemming from education and work situations experienced by clinical social workers and their managers in attaining a leadership driven practice. It will also discuss barriers, 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 health care practice 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 to mentor staff.

• Develop strategies that enable staff to assume leadership roles.

W-12: Hospital Length of Stay: Social Services as an Important Factor
Constance Lechman, Sydney Duder

Today’s focus in health care is on cost reduction and greater efficiency. The results of a database that captured length of stay, medical diagnosis using diagnostic related groups (DRG), PIE classification, discharge destination and patient demographics are described in this presentation. The cases, from three hospital sites and services in medicine and surgery, demonstrated that psychosocial problem severity is a significant predictor of length of stay, and that social services therefore have a valuable role in hospital care.

OBJECTIVES

Participants will be able to:

• Identify predictors of length of stay.

• Learn the importance of social work in health care.

• Understand the use of data in positioning social work in hospitals.
**W-13: New Manager Workshop**
*William Tietjen, Ruth Marks-Swift*

This interactive 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.
- Identify strategies for career networking and development.

**W-14: Research Updates in Women’s Mental Health: What You Don’t Know May Hurt You (and Your Patients)**
*Kathleen M. O’Leary*

This workshop will provide an overview of recent research in areas of women’s mental health, such as perinatal depression, anxiety disorders, including post-traumatic stress disorder, and eating disorders, that often occur in individuals who present in general medical practices and ob-gyn offices. Gender differences in frequency of specific disorders will be described. Online resources will be presented that will help social workers stay up-to-date in pertinent mental health research.

**OBJECTIVES**
Participants will be able to:
- List the major mental health disorders that occur more frequently in men and in women.
- Describe the risk of mood disorders occurring during and following pregnancy.
- Discuss the differences in how men and women are exposed to and respond to trauma.
- Know where to obtain accurate information about current relevant mental health research.

**W-15: A Patient-Provider Collaborative Model: New Opportunities**
*Dana B. Marlowe, Rachel Robinson*

Our session will be intended for many levels of social work practice (front-line workers, management, etc.). It will address the on-going critical issue of the quality of access and utilization services available for members of particular communities and resides around two critical obstacles: 1) cultural competency between patient and health care provider and; 2) the absence of the shared meaning of community between the patient, their families, and the institution of health care. The presentation will utilize a case example as a reference point to illustrate a conceptual model. This model has implications for addressing multiple social determinants of maternal and perinatal health issues. We will also concurrently address the mental health issues that go along with biological or health related issues.

**OBJECTIVES**
Participants will be able to:
- Facilitate the examination of previously unexamined perceptions of cultural competency as it relates to maternal and pediatric health care.
- Further explore the significance of the relationship between community and quality of access and utilization of health care services.
- Help recognize resources in their own organization that help them to address and bridge the abyss between patients’ experiences in their community and their experiences in health care institutions.

4:30 p.m. – 4:45 p.m. Transition Break
4:45 p.m. – 5:45 p.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 9

**RF-26: Strategy for Community Care Solutions: Looking Across the Border**
*Jane J. White, Leigh Wade*

Southwest Florida’s Area Agency on Aging thought “outside the box” by inviting an executive from Canada’s Ontario Community Care Access Centers to join their team to create a seamless customer centric community long-term care system. Organizational systems, processes, and change management examined in this cross-border collaboration identifies strategies for team building across the care spectrum.
OBJECTIVES
Participants will be able to:
• Discuss opportunities for international collaboration as leadership initiatives.
• Identify organizational behaviors and cultures affecting change.
• Understand Internal and External Power and Politics in Organizational Change.

RF-27: Measuring and Tracking Performance Outcomes in Hospital-Based Social Work Practice
Pamela Young, Beth Huber
This session will introduce a performance-based outcome measurement system based on the Results Accountability framework developed by Mark Friedman. Instructors will describe the framework used, mechanisms for measurement and tracking, and actual application to the practice setting. Session will be interactive using audience examples to demonstrate how to develop performance measures.

OBJECTIVES
Participants will be able to:
• Identify specific practice areas for application in their own settings.
• Identify four domains for performance measurement.
• Discuss techniques of data capture and monitoring systems.

RF-28: Social Work Leadership as Part of a Home Based Medical Team
Helena Ross
The Visiting Doctors Program of Mount Sinai Hospital in New York City is the largest academically medical based house call program in the nation. Social work is valued and included both on the administrative team, and as home visitors who work with the interdisciplinary team to help maintain elderly and younger homebound individuals in the community.

OBJECTIVES
Participants will be able to:
• Describe this unique model of care.
• Describe a positive “non-institutional” model for social workers working with the frail elderly.
• Describe the leadership social workers can provide in an interdisciplinary team of this type.
• Describe how one would recreate this kind of model in other academic settings.

RF-29: Health Literacy Impacts Health Status
Joyce A. Schlag
This presentation will address how health literacy affects a patient’s ability to understand and follow recommendations for care and prevention. It will address strategies and best practices in patient communication in order to reduce the difficulties. Cultural and ethical considerations will be discussed. Examples provided throughout the presentation.

OBJECTIVES
Participants will be able to:
• Define health literacy and key concepts.
• Identify strategies used by persons to hide low health literacy.
• Identify five strategies to use with patients who have low health literacy.
• Identify three strategies to enhance patient navigation of the health care system.

RF-30: What is the Role of Disclosure in Clinical Supervision?: Potential for Subtle Boundary Violations
Deborah Dozier-Hall, Adrienne Farrar
Frequently, supervisors and staff struggle to understand the power and the limits of the supervisory relationship. The challenge is to keep the supervisory relationship within the appropriate frame while providing the technical and interpersonal components of supervision. Boundary related issues are a common theme in clinical supervision. Most supervisors recognize the more blatant violations, but it is far more complicated to identify and respond to the complex boundary related behaviors such as disclosure due to the possible effects that events in the personal life of the clinician can have on client services and the supervisory working alliance. This workshop will provide a forum for participants to review concepts, to discuss case studies, to explore disclosure and its role in supervision or whether it should be addressed as a boundary violation.

OBJECTIVES
Participants will be able to:
• Identify types of disclosure which frequently occur in clinical supervision.
• Recognize signs of impending challenges for maintaining appropriate supervisory relationships when disclosure occurs in supervision.
• Identify guidelines for responding to personal disclosure in clinical supervision.

5:45 p.m. Evening on your own
RF-31: Circling the Wagons: Professional Practice Environments, Interprofessional Education and Collaborative Practice as Antidotes to Tribalistic Tendencies.

Patrick Clifford

This session is designed to explore the inherent challenges in building inter and intra-professional bridges in social work practice, in the context of our innate tendencies toward tribalistic behaviour. Designed for social work leaders, this session will address the educational preparation of emerging social workers, the degree to which they are socialized into the profession, differences in academic preparation and professional standing and will explore territorial behaviours within the profession. Moving from this discussion this session will address broader issues of professional tribalism, between various health professions working within a regional health centre. It will examine those factors that enable collaborative practice and those factors that limit such practice. Finally, learning derived from the Professional Practice literature, the rise of Interprofessional Education approaches, and the use of Collaborative Practice initiatives will be addressed as strategies to remedy tribalistic behaviour within the social work profession and within health care in general.

OBJECTIVES

Participants will be able to:

• Discuss basic concepts of identity formation, socialized behaviour and the natural role of tribalism.
• Identify social work specific beliefs and behaviours that lead to non-collaborative and tribalistic behaviours.
• Discuss drivers of professional identities and territorial behaviours within the larger health care setting.
• Develop a fuller understanding of specific Interprofessional Education strategies, Collaborative Practice approaches and the role of the Professional Practice Model in addressing tribalistic behaviour in the health setting.

RF-32: “The Re-emergence of the Free-Standing Social Work Department – Building Bridges and Expanding Horizons in Our Profession”

Hope M. Rife

After ten years in a case management role, the social workers in a 1000-bed system returned to traditional medical social work roles and a free-standing social work department. The presenter will describe this process, including: staff’s reactions to the changes; the model for social work service delivery as part of the multi-disciplinary discharge planning team; and strategies utilized by the department to market its newly-defined roles and outcomes.

OBJECTIVES

Participants will be able to:

• Review and discuss an innovative medical model utilizing a traditional “medical social work” role in collaboration with nurse case managers and unit-based staff nurses.
• Identify four strategies for marketing the delivery of social work services in the acute care setting.
• Formulate an understanding of a “social work rapid response” model.

RF-33: Stigma, Mental Illness and Health Care: Understanding Barriers, Building Bridges

Nancy Scheiman, Diane Benefial

People with persistent mental illness face multiple barriers when accessing health care. This presentation, for clinical social workers, will explore the issues the mentally ill person brings to the health care system. The policies and management strategies that influence the efficacy of care received by this vulnerable population will be addressed.

OBJECTIVES

Participants will be able to:

• Identify several barriers that people with persistent mental illness face when accessing health care.
• Have a good understanding of stigma as a barrier to health care.
• Describe tools and strategies to assist patients with mental illness to receive the health care they need.
• Understand the challenges the structure of some institutions may present for persons with mental illness.
RF-34: North-South Partnership: Building Bridges Between Cultures
Barbara Borsutzky
This presentation is for social workers interested in international development work with a focus on HIV/AIDS. The presenter will share her eight-month volunteer experience of helping to establish orphan support within a rural South African setting, and how she utilized social work’s analytical skills to understand the complexity of the community and build on existing resilience.

OBJECTIVES
Participants will be able to:
• Identify learning opportunities available from rural South Africans about community and community building.
• Recognize how social work was able to contribute in this rural setting.
• Recognize how partnering of north-south communities has the potential to leave both groups inspired.
• Recognize how an international experience can be influential in transforming practice.

RF-35: Psychosocial Screening for Distress
Margaret Meyer, Lakshmi Naik
This presentation will describe a successful pilot exploring the use of the NCCN Distress Screening Tool to identify patients in need of psychosocial assessment, triage and intervention. Conducted as part of a Clinical Safety and Effectiveness Course five new social work positions have been added to implement the tool in three multidisciplinary care centers.

OBJECTIVES
Participants will be able to:
• Identify specific indicators contributing to patient distress.
• Learn the application of the NCCN Distress Thermometer for potential application in their own setting.
• Learn how to measure patient care needs to enhance justification of additional social work positions.

10:15 a.m. – 10:45 a.m. Check out and Coffee Break
10:45 a.m. – 11:45 a.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 11

RF-36: Alcohol Screening and Brief Intervention (SBI) for Trauma Patients
Charlotte Deveau, Keri-Ann Brunson
Introduction to Alcohol Screening and Brief Intervention (ASBI) will be provided through an examination of the evidenced based research and an overview of the utilization of this intervention within the trauma unit at St. Michael’s Hospital. The session is intended for all clinical leaders and practitioners interested in influencing and reducing harm to individual’s whose substance use is directly impacting their physical health.

OBJECTIVES
Participants will be able to:
• Educate clinical leaders and social work practitioners on the ASBI model.
• Initiate the discussion of the potential implementation of this program within other areas where alcohol and drug use is a direct contributor to the patient’s medical health status.
• Address the skill training needs of practitioners providing the intervention.
• Demonstrate evidence and impact on recidivism rates. Explore prevention components of the intervention.

RF-37: Reclaiming Our Profession: A Peer-Led Educational Model for Hospital Social Workers
Karen Badger
A university and hospital collaboration designed to empower hospital social workers by affirming professional identity and reconnecting them with social work fundamentals within the medical context utilized peer leadership and presentation. The planning process, format, content, and evaluations of the symposium, which bolstered staff morale and department unity, are discussed.

OBJECTIVES
Participants will be able to:
• Discuss the challenges faced by hospital social workers when practicing a psychosocial model within an acute medical setting.
• Describe the roles of empowerment theory and the strength perspective in enhancing staff morale, professionalism, and work quality.
• Describe the benefits peer-led educational efforts provide to staff and the organization to further social work skill and knowledge building.
• Describe and discuss the organizational planning process, dynamics of development, and presentation format that supports staff ownership, investment, and receptivity to continuing education and professional development.
RF-38: Assessing Readiness for Change: A Novel Application of the Transtheoretical Model of Health Behavior Changes in a Pre Renal Insufficiency Clinic

Stephen Giles

End stage renal disease (ESRD) and renal replacement therapy have immense psychosocial implications. Understanding individual patient’s motivation to consider treatments that will sustain them is a vital component to the patient management and triage system at the Renal Management Clinic at Toronto General Hospital.

The current study used a retrospective cross-sectional analysis of renal management clinic social work initial assessments. The assessment’s utilized Prochaska & DiClemente’s (1983) stages of change model with regards to their willingness to consider renal replacement therapy (pre-contemplative, contemplative, preparation, action). Statistical analysis revealed that patients who were pre contemplative regarding renal replacement therapy were significantly older (mean=74.42 years) than those who were in the action stage (mean = 50.4 years). Additionally, those in the pre-contemplative stage of change were significantly likely to not be active with activities of daily living (ADL). Results indicate that practitioners may face challenges with elderly patients regarding renal replacement therapy decision-making. Those patients may require extra support and psychosocial resources.

OBJECTIVES

Participants will be able to:

• Define the framework for contemporary need for "metrics" and how metrics differ from clinical research and outcomes measurement.
• Use metrics to monitor, defend and expand your program.
• Involve staff in producing results.

RF-39: The Social Worker and the Banker - How I Found Meaningful Metrics for Measuring Medical Social Work Practice Results

Alice Scesny-Palmer

Challenged by a new management environment to demonstrate the impact of social work services, and a hospitalist who was driven to “prove” the cost of social problems in DRG’s, my quest for meaningful measures continued at an urgent pace. The journey required defining and clarifying the role of clinical research, outcome measures, productivity measures and “metrics”. With a multidisciplinary team, we explored, studied and struggled to find answers. This is a work in progress and this workshop will report our most current work.

OBJECTIVES

Participants will be able to:

• Define the framework for contemporary need for "metrics" and how metrics differ from clinical research and outcomes measurement.
• Use metrics to monitor, defend and expand your program.
• Involve staff in producing results.

RF-40: Creating Health Care Options for Inpatient Care and Emergency Services (CHOICES): A Social Work and Home Care Partnership Across the Transition of Care

Kathy Wade, Kathleen Gold

CHOICES is a strategic partnership between Social Work and Home Care Services funded by hospital administration to reduce unnecessary hospital admissions, readmissions, and Emergency Room visits. Social workers collaborate with nurse practitioners bridging transitions across the health care continuum. The institutional value added includes safe, effective discharges, while increasing patient capacity and throughput.

OBJECTIVES

Participants will be able to:

• Learn how a return on investment was funded to create an innovative program and partnership that provides enhanced services to patients across the health care spectrum.
• Learn how to increase social work visibility through strategic partnering with key stakeholders, while providing quality care to high risk patients.
• Understand how to capitalize on making social work value added to the organization by focusing on the major challenges facing that organization.

11:45 a.m. – 12:00 p.m. Transition Break with Refreshments
12:00 p.m. – 1:30 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 12

W-16: Beyond Parallel Play: Creating a Highly Evolved, Synergistic Social Work and Nursing Partnership in Care Management

Shawna Grossman-Kates, Kathleen A. Bower

Synergistic social worker and nurse contributions are essential to effective patient care management. Creating synergy relies on clarifying and integrating the unique skills, knowledge, priorities, and contributions of each discipline. This session presents strategies to create a highly evolved social work and nurse partnership in patient care management and introduces unique social work centric patient problems and related outcomes.
OBJECTIVES

Participants will be able to:

• Describe the distinct and synergistic contributions of social workers and nurses to case management.
• Identify social work-centric patient/family problems and measurable outcomes and their role in emphasizing the unique contributions of this profession.
• Outline specific and practical strategies to create a highly evolved, synergistic social worker-nurse partnership within case management.

W-17: Differing Health Care Access for Legal and Undocumented Immigrants: Legal and Ethical Issues for Social Workers

Elaine Congress, Fernando Chang-Muy

This presentation is intended for social workers in health care who work with immigrants and refugees, both legal and undocumented. Content areas addressed will be the legal definitions of newcomers, who is excluded, reasons for deportation (including health issues), how this affects access to health care, ethical issues around disparate access, and advocacy strategies for work with immigrant clients.

OBJECTIVES

Participants will be able to:

• Learn the legal definitions of immigrants, refugees, and undocumented people.
• Study health care policy for newcomers as related to their immigrant status and implications of health care disparities.
• Examine ethical standards in relationship to health care access.
• Identify advocacy methods for social work practice with immigrants.

W-18: Be the Lion, or be Lunch - Part 2

Pam Thompson

This program will be a continuation from last year’s program. It will cover many examples of how to quantify what social work can accomplish in monetary and well as other valued outcomes for your administration. It will also go into more detail of how to best separate the roles of nursing and social work and how to benefit the best of both. Finally, a framework will be given to help analyze why a program did not work. In addition, time will be allocated to work through some of the perils that particular social workers are facing in their facilities.

OBJECTIVES

Participants will be able to:

• Quantify what social services can do in measurable terms.
• Learn how to sell what you do best and the benefit to nursing and your hospital.
• Examine a framework for analyzing why a program didn’t work.
• Learn from more of the perils that currently exist and ideas to address them.

W-19: Quicker and Sicker: the Role of Social Work in Ameliorating Moral Distress

Kate Doyle, Althea Gibb-Carsley, Shannon Thorjelm

Interdisciplinary health care teams provide care and discharge planning for increasingly complex patient situations, more quickly and with fewer resources than in the past. Health Care Professionals struggle increasingly with the sense of elevated risk at which this health care climate places patients and families, particularly at discharge. A result is an ongoing and significant degree of moral distress amongst these practitioners. Social Workers are positioned well to provide leadership to health care organizations towards understanding the costs related to the persistence of moral distress and the development of strategies to ameliorate that distress and to build resiliency into health care teams.

This session is intended for Acute and Community Social Work Leaders and Clinicians. The concept of moral distress will be explored as well as strategies to build team resiliency. A pilot project addressing moral distress in Fraser Health will be presented.

OBJECTIVES

Participants will be able to:

• Define moral distress and articulate an understanding of the impact on their own practice and on health care teams (including: recruitment/retention issues; sick time; reduced effectiveness; erosion of compassion; and a sense of helplessness).
• Examine their own challenges of maintaining ethical social work practice while meeting operational directives.
• Take away strategies to build resiliency and reduce the moral distress in their own teams (including: creating forums for dialogue; creating supports and resources; revising organizational policies and procedures; and encouraging relevant professional development).
W-20: Biofeedback – A New Frontier in Medical Social Work: Assessment and Treatment Using Biofeedback with Multiple Patient Populations-- Theory and Demonstration

Krystal Angevine

This session includes a live demonstration of biofeedback and a discussion on how it is used effectively by social workers in medical settings as an educational and training tool for reducing the impact of the stress response on the body for a wide variety of medical conditions.

OBJECTIVES

Participants will be able to:

- Learn how Social Work in one community hospital has integrated Stress Reduction and Prevention services utilizing biofeedback including the use of biofeedback with multiple patient populations.
- Understand the basic physiology of the Autonomic Nervous System and how biofeedback can be used for patient training in creating greater ANS balance.
- Receive a review of the literature regarding the efficacy of biofeedback for specific conditions.
- View a demonstration of biofeedback.

1:30 p.m. Conference Adjournment
Carol Frazier Maxwell, LCSW, ACSW
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2008 Annual Meeting & Conference Registration Form

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Yes, I would like to be a Presider.

A Presider introduces the session speaker(s) and distributes handouts and evaluations for that session. This person also alerts conference staff of any last minute problems with audio visual equipment. Every attempt is made to match a Presider with a session s/he has already selected to attend.

First Time Attendee

(please check here if this is your first SSWLHC Annual Conference.)

First Name / Last Name

Title

Institutional Affiliation

Address

Address

City State Zip

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Session Selection: To get a general sense of demand for each presentation, we ask that you please indicate which sessions you plan to attend below. Your selection helps to facilitate the planning for handout duplication and seating arrangements. You are free to change your selection at any time without notifying the SSWLHC Headquarters office.

Wednesday, April 2nd

5:15 p.m. – 6:15 p.m. ❑ New Member/ First Time Attendee Orientation

Thursday, April 3rd

10:30 a.m. – 12:00 p.m. ❑ W-1 ❑ W-2 ❑ W-3 ❑ W-4 ❑ W-5

1:15 p.m. – 2:15 p.m. ❑ RF-1 ❑ RF-2 ❑ RF-3 ❑ RF-4 ❑ RF-5

2:45 p.m. – 4:15 p.m. ❑ Membership Meeting

4:30 p.m. – 5:30 p.m. ❑ RF-6 ❑ RF-7 ❑ RF-8 ❑ RF-9 ❑ RF-10

Friday, April 4th

8:00 a.m. – 9:00 a.m. ❑ RF-11 ❑ RF-12 ❑ RF-13 ❑ RF-14 ❑ RF-15

9:15 a.m. – 10:15 a.m. ❑ RF-16 ❑ RF-17 ❑ RF-18 ❑ RF-19 ❑ RF-20

10:45 a.m. – 12:15 p.m. ❑ W-6 ❑ W-7 ❑ W-8 ❑ W-9 ❑ W-10

1:45 p.m. – 2:45 p.m. ❑ RF-21 ❑ RF-22 ❑ RF-23 ❑ RF-24 ❑ RF-25

3:00 p.m. – 4:30 p.m. ❑ W-11 ❑ W-12 ❑ W-13 ❑ W-14 ❑ W-15

4:45 p.m. – 5:45 p.m. ❑ RF-26 ❑ RF-27 ❑ RF-28 ❑ RF-29 ❑ RF-30

Saturday, April 5th

7:30 a.m. – 9:00 a.m. ❑ Kermit Nash Plenary Session & Breakfast

9:15 a.m. – 10:15 a.m. ❑ RF-31 ❑ RF-32 ❑ RF-33 ❑ RF-34 ❑ RF-35

10:45 a.m. – 11:45 a.m. ❑ RF-36 ❑ RF-37 ❑ RF-38 ❑ RF-39 ❑ RF-40

12:00 p.m. – 1:30 p.m. ❑ W-16 ❑ W-17 ❑ W-18 ❑ W-19 ❑ W-20

$35 Foundation Reception

Friday, April 4th

$__________

$125 Pre-Conference Intensive Workshop

(check only one)

- I-1: Pediatric Health Care Social Work Intensive
- I-2: Home Health & Hospice Social Work Intensive
- I-4: Breath of Relief: Transforming Compassion Fatigue into Positive Energy Flow
- I-5: Cultural Competency: Building Bridges to Understanding
- I-6: The Essentials of a Healthy Social and Sexual Life for People with ID/DD

Guest

- Wednesday Welcome Reception at $25 each $__________
- Thursday Membership Reception at $25 each $__________

Membership Renewal

- Full Member, Management at $135 each $__________
- Full Member, Direct Patient Care, Transitional, Emeritus, Faculty and Student at $80 each $__________
- Associate Member at $160 each $__________
- Student at $50 each $__________

Total Amount Due $__________

Contact Information

Phone: (866) 237-9542 Fax: (215) 564-2175 Email: info@sswlhc.org

Fax your credit card payment or mail this form with correct tuition fee to: SSWLHC, 100 North 20th Street, 4th Floor, Philadelphia, PA 19103-1443
Membership Application

Name: __________________________
Degree/Credentials (e.g., MSW): __________________________

Company: __________________________

Workplace address:
City: __________________________
State: __________________________
Zip: __________________________

Home address:
City: __________________________
State: __________________________
Zip: __________________________

Preferred mail address:
O Work: __________________________
O Home: __________________________

Work phone ( ): __________________________
Fax ( ): __________________________
Home phone ( ): __________________________

Email: __________________________

Years in Social Work: __________________________

Social Work Education:
O Associate
O Bachelor’s
O Master’s
O Doctorate

Other Field (please specify): __________________________
O Diploma/Certificate
O Associate
O Bachelor’s
O Master’s
O Doctorate

Employment:
O Full-Time
O Part-Time
O Unemployed
O Self-employed
O Retired

Patient Population:
O None
O Adult
O Geriatric
O Pediatric

Primary Area of Practice:
O Academic
O Clinical/Patient Care
O Education
O Administration
O Research
O Other (please specify)

Secondary Area of Practice:
O Academia
O Clinical/Patient Care
O Education
O Administration
O Research
O Other (please specify)

Primary Work Setting:
O Aging Services (non-medical)
O Renal
O Rehab
O Long Term Care
O Inpatient Behavioral Health
O Outpatient Behavioral Health
O VA
O Hospital (academic)
O Hospital (non-academic)
O Outpatient/Ambulatory Care
O Private Practice
O Physician Office
O Hospice
O Home Care
O School of Social Work
O Insurance/HMO
O Nursing Home
O Community Service Agency
O Self-employed
O Business/Industrial
O Other (please specify)

Secondary Work Setting:
O Aging Services (non-medical)
O Renal
O Rehab
O Long Term Care
O Inpatient Behavioral Health
O Outpatient Behavioral Health
O VA
O Hospital (academic)
O Hospital (non-academic)
O Outpatient/Ambulatory Care
O Private Practice
O Physician Office
O Hospice
O Home Care
O School of Social Work
O Insurance/HMO
O Nursing Home
O Community Service Agency
O Self-employed
O Business/Industrial
O Other (please specify)

Payment Type:
O Check (Payable to SSWLHC)
O American Express
O Visa
O MasterCard

Name of Cardholder: __________________________
Account No.: __________________________
Signature: __________________________
Exp. Date: __________________________

Please mail payment with application to:
SSWLHC
100 North 20th Street, 4th Floor
Philadelphia, PA 19103-1443
Phone: (866)237-9542
Fax: (215)564-2175
E-mail: info@sswlhc.org

www.sswlhc.org

SSWLHC is requesting biographical information from our membership to respond to the growing need for overall data. Responses to these questions are optional and will be kept confidential, only to be used for studying aggregate data:

Gender:
O Male
O Female
O Do not care to respond

Ethnic Group:
O African American
O Asian
O Hispanic
O Native American
O Caucasian
O Other
O Do not care to respond

Age (Years):
O 20-24
O 25-29
O 30-34
O 35-39
O 40-44
O 45-49
O 50-54
O 55-59
O 60-64
O 65+
O Do not care to respond

Salary Range: (Annual)
O Below $20,000
O $20,000-$24,999
O $25,000-$29,999
O $30,000-$34,999
O $35,000-$39,999
O $40,000-$44,999
O $45,000-$49,999
O $50,000-$54,999
O $55,000-$59,999
O $60,000-$64,999
O $65,000-$69,999
O $70,000+
O Do not care to respond

Please remove me from the rented mail list.
SSWLHC Membership Benefits Information

Benefits of Membership That Enhance Your Professionalism

BACKGROUND
The Society for Social Work Leadership in Health Care (SSWLHC) is a professional social work organization representing social work leaders working in the health care arena. Our members work in hospitals, home care, hospices, school clinics, primary care settings, managed care organizations, private agencies, employee assistance programs and a wide range of other settings. Many of our members are faculty and attached to the major teaching institutions providing social work education in the United States.

MISSION STATEMENT
The SSWLHC shall, through the strength of our members, support emerging leaders in all roles, provide leadership knowledge and skills and be the force for advocacy through its collective leadership in all health care arenas.

VISION STATEMENT
The vision of the Society of Social Work Leadership in Health Care is to be the premiere national and international professional organization and voice for social work leadership and leader development in healthcare.

MEMBERSHIP PRIVILEGES
- Free publications including the journal Social Work in Health Care, Social Work Leader, and AHA’s resource catalogue
- Continuing education opportunities, including the annual meeting and conference and distance learning opportunities through our Webinar series
- National networking opportunities
- Access to AHA’s Resource Center
- Exclusive members-only discounts on educational programs, books and products
- 24-hour access to Society information, resources and career opportunities through SSWLHC’s updated web site.

To join SSWLHC just complete the membership application and fax it to (215)564-2175.