



SSWLHC 44TH ANNUAL MEETING & CONFERENCE

April 22-25, 2009

Hilton New Orleans Riverside



Sponsors & Exhibitors

- Allegheny General Hospital Auxiliary
- Allsup, Inc.
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- Synergy Homecare
- Texas Chapter - SSWLHC
- U.S. Army Medical Command
- Utah Chapter - SSWLHC
- Civilian Medical Corps
- Westbrae

New Orleans Louisiana

Welcome to Cajun Country!

Dear Colleagues,

The 2009 Conference Program Planning Committee is delighted to invite you to the Hilton New Orleans Riverside to participate in the 44th Annual SSWLHC Meeting and Conference from April 22-25, 2009. Given the country's current economic situation and the location of the conference, this year's theme is most appropriate: "Leadership in Action: Balancing Hope, Reality, and Opportunity." Knowing that so many residents in New Orleans have continued to fight to bring back this historic city, and the economic and social justice struggles that have accompanied its recovery, who better than social workers to convene in this city to promote its continued recovery efforts through our economic support and our community service project?

We are thrilled with the breadth and depth of our program agenda. We were pleased with the caliber and broad scope of the abstracts submitted which has allowed us to schedule an outstanding selection of topics during each session to offer something to all attendees. The Planning Committee worked intensely on assuring an array of learning opportunities for the novice and the experienced clinical staff and for those in more formal and informal leadership roles across the entire health care continuum. Consistent with our increasingly international focus a number of our presenters are from outside of the US and help bring a global perspective, diversity in content and in culture. Speaking of culture you will certainly find warm, southern hospitality as well as delicious regional specialties both at the conference and in the city!

We are pleased to announce that we will again be able to offer two of our customary pre-conference Intensive Workshops. The Pediatric Intensive is one of the best attended intensives each year and is a great opportunity for veterans as well as new Pediatric Social Workers to network and make connections as well as learn new and helpful information. The Home Health and Hospice Intensive will be an exciting one this year thanks to the enthusiasm of its planning committee and the guidance from former intensive attendees. Both of these intensives will be full day workshops with appropriate level of CEUs. These programs are not to be missed!

Over the past few years we have been revitalizing the Leadership Institute and continue to refine and improve this critical "hands on" learning experience. The Leadership Institute (LI) is for social workers who may be new to health care social work, who are seeking to learn to be a more experienced leader, or who are wanting to learn how to "find their voice" through expanded leadership opportunities. This will be a full day workshop with an additional requirement to attend designated workshops throughout the conference in order to receive the full LI training certificate. The agenda for the LI is ambitious but it will give the attendee a wealth of knowledge as shared by experienced leaders in the Society who are devoting many hours of their time to teach to the vital task of ensuring that participants have the tools to become successful leaders in their own settings.

In response to a high level of member interest another pre-conference activity was developed - a community service project scheduled for April 22. The Society is partnering with the New Orleans Habitat for Humanity organization in offering social workers an opportunity to volunteer their time to help to improve the city. There is a minimum number of volunteers needed in order to manage the associated costs so if you want to participate be sure to indicate that on your registration form.

We are pleased to introduce a change to the traditional Opening Session at this year's conference. The SSWLHC Conference Committee has utilized feedback from the 2008 meeting survey to restructure how the Kermit Nash plenary session and Awards Ceremony are featured at our annual meeting. This year conference kicks off with a banquet dinner that showcases a dynamic presentation from Kermit Nash speaker Dr. Gloria Wilder. Dr. Wilder will energize and empower the audience with her message about social justice and equality in health care. Following the Kermit Nash presentation, we will honor our 2009 award recipients with an Awards Ceremony highlighting the achievements of our social work colleagues.

An additional exciting element of this year's conference is having nationally recognized ethics expert Frederic Reamer as a keynote speaker on Friday. His keynote presentation will be followed by a workshop for those interested in learning more. Social Workers who have heard him speak consistently rate his programs very positively describing him as "awesome", "inspiring", and "insightful". For those of us around the country whose licensure requires documentation of ethics trainings, this is an exceptional opportunity to get that training from the expert.

The Foundation luncheon on Friday promises to be another conference highlight. The luncheon will give attendees an opportunity to learn more about the Foundation and its contributions, both financial and otherwise, to help the Society continue to be a strong voice for health care social workers.

The 2009 conference offers exceptional educational opportunities in the majestic city of New Orleans. I promise despite the stimulating and ambitious programming we have ensured that you will still have some playtime, too. Attendees will want to enjoy some of the famous night life on Bourbon Street, the world famous Jazz festival or wherever you choose to explore in this regal, historic city.

We look forward to seeing you in New Orleans!



Margaret Meyer

Margaret Meyer, MSW, MBA, LCSW
President



Carol Frazier Maxwell

Carol Frazier Maxwell, LCSW, ACSW
Conference Chair



Yvette M. Rolon

Yvette Rolon, LCSW, ACSW
Conference Co-Chair



2009 Conference Program Committee

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Faculty of Social Work
University of Calgary
Calgary, Alberta



Special Events



Wednesday, April 22, 2009

LEADERSHIP INSTITUTE INTENSIVE

7:30 a.m. – 4:00 p.m.

The Leadership Institute Committee is proud to welcome members to the Second Leadership Institute to be held in conjunction with our annual meeting in New Orleans. The 2009 Leadership Institute includes a full day intensive on Wednesday, April 22 and required sessions to be held during the actual SSWLHC annual meeting.

This new structure was designed to allow more individuals to attend the Leadership Institute at an affordable rate. By combining an intensive session (\$250) with the annual meeting registration, LI attendees will return to their organization with a certificate of completion of the 15 CEU hours required for the Leadership Institute as well as the additional educational opportunities and CEUs received by attending the SSWLHC annual meeting.

The Second Leadership Institute brings together our distinguished 2007 faculty along with additional faculty for an intensive, interactive program designed to develop and/or enhance the leadership knowledge and skills of participants. The class of 2007 described this unique learning experience in very positive terms and highly recommends the program to colleagues.

This program is not just for administrators or those with formal leadership titles. The target audience includes professionals who lead in their organizations whether or not they hold a formal title. Social workers who are clinicians, supervisors, managers, administrators, teachers or researchers that wish to enhance and leverage their leadership skills, will benefit greatly from this program. The learning methods utilized include core leadership content and experiential exercises.

To complete the Leadership Institute, please register for the Leadership Institute Intensive and then sign up for the workshops offered during the annual meeting that have been designated as “required” for the Leadership Institute Certificate.

HABITAT FOR HUMANITY COMMUNITY OUTREACH PROJECT

7:45 a.m. – 3:15 p.m.

Cost: \$50 per person (includes lunch and transportation)

New Orleans Area Habitat for Humanity builds safe, affordable homes in partnership with its sponsors, partner families, and hard working volunteers. We have a wonderful opportunity to volunteer with Habitat for Humanity New Orleans. Conference attendees wishing for further information on this volunteer opportunity should contact Kimberly Harris via email: Kimberly.harris@vanderbilt.edu by March 20, 2009. Please note in the subject line “NO Habitat.” For more information on New Orleans Habitat visit: <http://www.habitat-nola.org>. A minimum number of participants is necessary to make this program possible. Everyone is welcome to lend a helping hand – encourage your spouse, friends, and co-workers to join you! To reserve your spot, please sign up via the registration form on page 31.

CHAPTER PRESIDENT’S MEETING

1:00 p.m. – 4:00 p.m.

Chapter presidents and incoming presidents are encouraged to attend the Chapter President’s Meeting. This is a great time to meet the Society for Social Work Leadership in Health Care Board and other chapter leaders in an informal setting. Topics of discussion generally revolve around chapter successes and concerns. Attendees will receive a detailed agenda closer to the meeting. There is no charge to attend the meeting; however, an RSVP is required. Please select the corresponding box on the registration form to RSVP. Refreshments will be served.

NEW MEMBER & FIRST TIME ATTENDEE ORIENTATION

4:45 p.m. – 5:45 p.m.

You have invested your time and money. Now it is our turn to invest our time in educating you on the benefits of getting involved in SSWLHC. Join us for an informational presentation that allows all new members and first time attendees to meet the SSWLHC leadership and other first time attendees on a more personal level while getting an overview of the organization and conference. All new members and first-time attendees are welcome.

OPENING BANQUET WITH KERMIT NASH PRESENTATION & AWARDS CEREMONY **NEW THIS YEAR**

6:00 p.m. – 9:00 p.m.

This year the 44th Annual Conference kicks off with a banquet dinner that showcases a dynamic presentation from Kermit Nash speaker Dr. Gloria Wilder. Following the Kermit Nash presentation, we will honor our 2009 award recipients with an Awards Ceremony highlighting the achievements of our fellow social work colleagues. A dinner buffet is included at no additional cost if you are registered for the full conference. If you plan to attend this Opening Banquet, please check the corresponding box on your registration form as this will guarantee you a seat. Your pre-registration allows us to appropriately plan ahead and be good stewards of the Society’s funds.

Thursday, April 23, 2009

BOXED LUNCH WITH PREMIER OF EXHIBITORS & POSTERS

12:30 p.m. – 1:45 p.m.

Join the Grand Opening of the exhibit hall to grab a boxed lunch, visit with our vendors, and view the poster presentations. Attendees will be given an “Exhibit Hall Passport” in their registration packets. Stop by the exhibit booths and get entered in a raffle to win a complimentary registration to the 2010 Annual Meeting & Conference. In addition, attendees will get to cast their votes for the best posters. Certificates will be awarded for posters which promote social work excellence in clinical expertise, leadership, and working with specific populations. Posters will be available for viewing at the Boxed Luncheon and during breakfast on Friday and Saturday. Winners will be announced at the Closing Raffle in the Exhibit Hall on Saturday, April 25, 2009 at 11:00 a.m.

MEMBERSHIP MEETING

3:00 p.m. – 5:00 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’s activities and priorities. Seating will be arranged so that attendees can network with members in their geographic region. All members are encouraged to attend.

NETWORKING RECEPTION WITH EXHIBITORS

5:00 p.m. - 6:30 p.m.

Mix and mingle with your peers and exhibitors while enjoying hors d’oeuvres and cocktails. Enjoy the relaxed, informal atmosphere to catch up with old friends and spot some new faces in the crowd. After the reception, gather a group of colleagues to head out for dinner at one of New Orleans great restaurants. New Orleans is famous for its culinary treasures – be sure to make your reservations in advance. Check out local restaurants at:

<http://www.neworleanscvb.com/listings/index.cfm/catID/11/hit/1/sectionID/1>

Attendance to the reception is included in your registration. Guest tickets may be purchased for friends or family for \$25 per person.

Friday, April 24, 2009

SOCIAL WORK HEALTH LEADERSHIP FOUNDATION LUNCHEON

11:45 a.m. – 12:45 p.m.

(\$35 donation required to attend)

Join the Foundation for an entertaining hour of food, fun, and “philanthropy.”

The Social Work Health Leadership Foundation (SWHLF) invites conference participants to attend a luncheon on Friday afternoon to celebrate the progress of the foundation and help continue this work through a donation of \$35. The cost of the lunch 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 2008 annual meeting in Montreal. At a recent meeting of the Foundation Board, it was agreed to again offer two \$1,000 scholarships to the 2009 SSWLHC Annual Conference in New Orleans. The Foundation will also be providing funds to the Leadership Institute to help underwrite the costs of 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 luncheon, please check the box on the registration form.

2009 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 interact with leaders and clinical experts from select practice interest areas including case management, behavioral health, primary care, home health and hospice, 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.

The cultural riches, sensual indulgences and unparalleled service that define the New Orleans experience continue to flourish, as they have for centuries. The most celebrated and historic core of the city – including the Faubourg Marigny, French Quarter, Central Business District, Warehouse and Arts District, Magazine Street, Garden District, Audubon Park and Zoo and St. Charles Avenue – is thriving.

The historic and cultural experience that has attracted millions of visitors for decades is as rich, charming and welcoming as ever. It's no surprise that Orbitz and Travel + Leisure have chosen it as one of their top destinations for 2007 and The Today Show in August 2007 named New Orleans as number two in its America the Beautiful series.

There are two entertaining music festivals taking place before and after the SSWLHC Annual Meeting & Conference: the French Quarter Festival, and the Jazz and Heritage Festival. Come early or stay late to enjoy all that New Orleans has to offer! (www.neworleanscvb.com)

French Quarter Festival (April 17 - 19, 2009) - Enjoy 250 hours of free entertainment featuring more than 150 musical performances on fifteen stages, plus the "World's Largest Jazz Brunch" across nearly 60 food and beverage booths, throughout the French Quarter over a three-day weekend.

40th Anniversary New Orleans Jazz & Heritage Festival (April 24 - May 3) - The New Orleans Jazz & Heritage Festival is one of the world's greatest celebrations. More than 4,000 talented musicians, cooks and crafts people assemble to share their unique cultures and heritage with locals and visitors alike over the 10-day festival, held at the Fair Grounds and throughout the city.

Where else can you network in the most walkable city while enjoying the rhythms of jazz and indulging in the best cuisine in the world? Now is the time to fall in love with New Orleans all over again.

The BIG Easy





Wednesday, April 22, 2009

6:30 p.m. – 7:45 p.m.



Kermit B. Nash Plenary Session:
Social Justice and Equality in Health Care
Dr. Gloria Wilder

“Health is not the absence of disease” - World Health Organization

There are external social determinants of health that impact both the quality and quantity of an individual’s life. These determinants coincide with the five keys of social justice-access to quality healthcare, access to a quality education, fair economic opportunities, environmental health and legal justice. Absence of any of these five keys leads to weakness in the other four and contributes to or in some cases determines whether the individual experiences increased risk of morbidity and mortality. Entwined in the five keys of social justice is the reality of race, ethnicity, gender, sexual orientation and class bias that are played out in institutions, structural systems and policies that impact health and wellness. We will explore our role in building well communities that support individuals in living a healthy life.

Objectives

Participants will be able to:

- Identify the five keys to social justice;
- Examine the relationship between social determinants of health and individual and/or community health outcomes;
- Discuss relationship between historic and current structural racism and other biases on health outcomes;
- Explore strategies to assisting communities to develop wellness plans using tools like Community Wellness Opportunities Zones.

Friday, April 24, 2009

8:00 a.m. – 9:30 a.m.



Keynote Presentation: The Challenge of Ethical Dilemmas in Healthcare Settings: Implications for Social Workers
(Required for LI Participants)
Frederic Reamer

This presentation will provide an overview of compelling ethics-related challenges in health care settings. Dr. Reamer will present a typology of ethical dilemmas facing social workers in healthcare settings; offer a series of challenging and difficult ethical dilemmas (case examples); and present a conceptual framework that social workers can use to address ethical dilemmas.

Dr. Reamer will highlight practical decision-making strategies designed to protect social workers’ clients and prevent ethics complaints and ethics-related litigation. He will provide an overview of ways to provide comprehensive ethics education to social workers and other staffers.

Objectives

Participants will be able to:

- Understand common ethical dilemmas in healthcare settings;
- Become familiar with ethical decision-making frameworks and protocols designed to protect clients in healthcare settings;
- Identify ethical issues that pose malpractice and liability risks;
- Design strategies to prevent ethics complaints and lawsuits.



Wednesday, April 22, 2009

- 7:00 a.m. – 6:00 p.m. Registration
- 7:30 a.m. – 4:00 p.m. I-1: Pediatric Health Care Social Work Intensive
Karen Seaver Hill, Ann Hunter, Patti O'Donnell, Ted McNeill, Elizabeth Wharff
- 7:30 a.m. – 4:00 p.m. I-2: Leadership Institute
Sona Euster, Pat Meadows, Judith Trachtenberg, Bill Tietjen, Richard Woodrow
- 7:30 a.m. – 4:00 p.m. I-3: Home Health Care and Hospice Social Work Intensive
Andrea Bailey, Jean Diodato, Christine Goldstein, Stephanie Lucas, Francine Sheppard, Tamber Snarr, Mark de St. Aubin
- 7:45 a.m. – 3:15 p.m. Habitat for Humanity Community Outreach Project
- 1:00 p.m. – 4:00 p.m. Chapter President's Meeting (Lunch on your own)
- 4:45 p.m. – 5:45 p.m. New Member & First Time Attendee Orientation
- 6:00 p.m. – 9:00 p.m. **Opening Banquet Dinner with Awards Ceremony and Kermit Nash Presentation: Social Justice and Equality in Health Care**
Dr. Gloria Wilder

Thursday, April 23, 2009

- 7:00 a.m. – 3:00 p.m. Registration
- 7:00 a.m. – 8:00 a.m. Continental Breakfast
- 8:00 a.m. – 9:30 a.m. **CONCURRENT WORKSHOPS – BREAKOUT SESSION 1**
- W-1: LEADERSHIP INSTITUTE TRACK
(Required for LI Participants)
 Part I: Making the Business Case for Social Work
Polly Jones, Greg Jensen
- W-2: Part I: Authority, Power and Leadership: Dynamic Forces in Organizational Influence and Accomplishment- A Learning Experience for all Levels
Susan Saunders
- W-3: Effective Use of Metrics in Social Work Practice in Health Care: Update from the SSWLHC/Cleveland Clinic Summit
Alice Scesny Palmer, Charles L. Robbins

- W-4: Taking Care of our Own: Leadership for a Resilient Workforce
Jane Parker
- W-5: Grasping the Gold Ring: Effective Use of Influence to Achieve Change
Linda Brandeis
- 9:30 a.m. – 9:45 p.m. Transition Break
- 9:45 a.m. – 11:15 a.m. **CONCURRENT WORKSHOPS – BREAKOUT SESSION 2**
- W-6: LEADERSHIP INSTITUTE TRACK
(Required for LI Participants)
 Part II: Making the Business Case for Social Work
Polly Jones, Greg Jensen
- W-7: Performance Improvement in Behavioral Health Practice
Marcia B. Holman
- W-8: Models of Ethical Decision Making: Enhancing Effective Ethical Problem Solving
Patricia O'Donnell
- W-9: New Manager Workshop
Bill Tietjen, Ruth Marks-Swift
- W-10: Part II: Authority, Power and Leadership: Dynamic Forces in Organization Influence and Accomplishment – A Learning Experience for all Levels
Susan Saunders
- 11:15 a.m. – 11:30 a.m. Transition Break
- 11:30 a.m. – 12:30 p.m. **CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 3**
- RF-1: All Dressed up and No Place to Go: Challenging and Complex Discharges
Regina Hasan
- RF-2: Mentorship in Social Work at the Centre for Addiction and Mental Health
Colleen Kelly, Jane Paterson
- RF-3: Managing Ethical Dilemmas at the Bedside: A Collaborative Model
William Kirkpatrick
- RF-4: Building a Pediatric Palliative Care Program
Nancy Heap
- RF-5: Finding Opportunities in Our Own Backyard: A Partnership Between Social Workers and Law Students
Alessandra Iaderosa, Debra Chopp
- 12:30 p.m. – 1:45 p.m. Boxed Lunch with Premier of Exhibitors and Posters



Schedule of Events



44TH ANNUAL MEETING AND CONFERENCE



1:45 p.m. – 2:45 p.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 4

RF-6: Building a Supportive Care Oncology Network in Rural Northern Ontario: Social Workers Leading the Way
Sheila Damore-Petingola

RF-7: What to Do First? A New Tool for Setting Social Work Priorities in Acute Care
Susan Hogman, Theresa Martin

RF-9: When Opportunity Knocks: Enhancing Collaborative Practice Between Social Work and Spiritual Care in an Acute Care Hospital
Karen R. Nelson

RF-10: The Development and Implementation of a Bereavement Program at a Comprehensive Cancer Center
Rachel Schneider, Margery Davis

2:30 p.m. – 3:15 p.m. Beverage Break

3:00 p.m. – 5:00 p.m. Membership Meeting

5:00 p.m. – 6:30 p.m. Networking Reception with Exhibitors

Friday, April 24, 2009

6:45 a.m. – 7:45 p.m. Past Presidents' Breakfast

7:00 a.m. – 3:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Breakfast with Exhibitors and Posters

8:00 a.m. – 9:30 a.m. Keynote Presentation: The Challenge of Ethical Dilemmas in Healthcare Settings: Implications for Social Workers, *Frederic Reamer*

LEADERSHIP INSTITUTE TRACK (Required for LI Participants)

9:30 a.m. – 10:00 a.m. Beverage Break in Exhibit Hall

10:00 a.m. – 11:30 a.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 5

W-12: Difficult Ethical Dilemmas in Health Care: Challenges for Social Workers
Frederic Reamer

W-13: Social Work Initiation, Development and Implementation of a Hospital Based Perinatal Depression Screening and Outreach program
Lisa Buonaccorsi Kelly

W-14: LEADERSHIP INSTITUTE TRACK (Recommended for LI Participants)
Red Light, Green Light
Richard Woodrow

W-15: The Resiliency and Resources (R&R) Approach to Post Deployment Adjustment of OEF/OIF Veterans
Matig Mavissakalin, Holly Lynn Hirsell

11:30 a.m. – 1:00 p.m. Lunch on your own

11:45 a.m. – 12:45 p.m. Leadership Foundation Fundraiser Luncheon

1:00 p.m. – 2:30 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 6

W-16: Using an Online Support Network to Augment Clinical Care Support
David Nicholas

W-17: Evidence-Based Strategies for Prevention & Patient Empowerment for Self Care: New Social Work Roles in the Transforming Healthcare System
June Simmons

W-18: Building Your Winning Team: Everything a Leader Needs to Know
Thomas Aronson

W-19: Presentations and Publications: Guidelines for Success
Carlean Gilbert, Kay W. Davidson, Adrienne Farrar

W-20: LEADERSHIP INSTITUTE TRACK (Required for LI Participants)
The Leader's Role in Celebrating Diversity and Building an Inclusive Work Environment
Pat Meadows

2:30 p.m. – 3:00 p.m. Afternoon Beverage Break in Exhibit Hall

3:00 p.m. – 4:30 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 7

W-21: The Dual Global Crises of Gender Based Violence and HIV Infection: Engaging Men in Pursuit of Gender Equity and the Elimination of Intimate Partner and Sexual Violence
Charles L. Robbins

W-22: Psychotherapy & Advocacy for the Gender Variant Client
Laura Grimes, Logan Grimes

W-23: Incarcerated Veterans: Prison & Jail Reentry Outreach
Bradley J. Schaffer, Gary Dick

W-24: LEADERSHIP INSTITUTE TRACK (Recommended for LI Participants)
Our Leadership Potential: The Critical Element of Social Work Practice
Judith Trachtenberg, Sona Euster



Friday, April 24, 2009 (cont'd)

W-25: How to Demonstrate the Social Work Contribution in Health Care
Jim Zabora and Members of the EBP Task Force
4:30 p.m. – 5:30 p.m. Committe/Networking Time

Saturday, April 25, 2009

7:00 a.m. – 12:30 p.m. Registration
7:00 a.m. – 8:00 a.m. Continental Breakfast with Exhibitors and Posters
8:00 a.m. – 9:00 a.m. **CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 8**

RF-11: Developing Core Competencies to Support Clinical Supervision
Karen R. Nelson
RF-12: Community Based Care Coordination
Susan Guth
RF-13: Seizing Opportunity, Leading Innovations: Comprehensive 24 Hour Social Work Services in a Health Care Setting
Claudia Schenk
RF-14: Using Metrics and Acuities to Grow a Program
Carol Frazier Maxwell

9:00 a.m. – 9:15 a.m. Transition Break
9:15 a.m. – 10:45 a.m. **CONCURRENT WORKSHOPS – BREAKOUT SESSION 9**

W-26: LEADERSHIP INSTITUTE TRACK
(Required for LI Participants)
Managing Conflict: Understanding our Uniqueness and Using our Influence
Bill Tietjen

W-27: Dive in With Me Where the Sharks Swim: Leadership Strategies for Developing Social Workers' Systems and Bureaucratic Skills to Meet Patient Care Needs
Johnathan David White, Deborah Dozier-Hall

W-28: The 7½ Habits of Highly Humorous People
David Jacobson

W-29: Evidenced Based Practice in Health Care Social Work: What is Possible Now?
James Zabora, Linda Diaz, Carlean Gilbert

W-30: Social Work Care Management in a Managed Care Environment
Veronica Medina

10:45 a.m. – 11:15 a.m. Refreshment Break in Exhibit Hall and Closing Raffle

11:15 a.m. – 12:15 p.m. **CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 10**

RF-16: Listening Acuity and Empathy Skills Development: A Training Model for Paraprofessional Patient Navigators, Health Care Concierges and Case Aides
Les Gallo-Silver

RF-17: A Workgroup: Establishing Pediatric Staffing and Practice Standards
Anthony Yamamoto, Mary Norris Brown

RF-18: Ethical Issues in a Memory Disorder Clinic
Judith B. Shipman

RF-19: Self Reflection in Social Work Practice: The Ottawa Hospital Social Work Mentoring Program
Judy Vokey-Mutch

RF-20: Leadership in Action: Training Social Work Interns for Practice
Yvette Rolon

12:15 p.m. Conference Adjournment





General Information



44TH ANNUAL MEETING AND CONFERENCE



CONTINUING EDUCATION CONTACT HOURS

California: SSWLHC's 44th Annual Meeting and Conference has been approved for 15.5 continuing education contact hours for LCSW/MFT's as required by the California Board of Behavioral Science, Provider #2402. In addition, optional pre-conference courses such as the Pediatric Health Care Social Work Intensive, Home Health Care/Hospice Intensive, and the Leadership Institute offered on Wednesday, April 22, 2009 have been approved for 7.5 continuing education contact hours for LCSW/MFT's as required by the California Board of Behavioral Science.

The Commission for Case Manager Certification (CCMC): The 44th Annual Meeting & Conference has been approved for up to 23 continuing education units. Sponsor Code 00062679. Approval # 00062679-A200.

NASW: This program has been approved by the National Association of Social Workers for continuing education. A total of 7.5 continuing education contact hours have been approved for the optional pre-conference courses including the Pediatric Health Care Social Work Intensive, Home Health/Hospice Intensive, and the Leadership Institute. A total of 15.5 continuing education hours for the main conference has also been approved. Attendees who attend an optional pre-conference course and the main conference are eligible for up to a total of 23 continuing education hours.

In order to apply for NASW continuing education credit, participants must complete an attendance monitoring form at the conclusion of the conference attesting to the number of contact hours earned. The attendance monitoring forms must be returned to the onsite SSWLHC registration desk at the Hilton New Orleans Riverside. Certificates of completion will be mailed to attendees who complete the monitoring form within 4 weeks following the conference. 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 44th Annual Meeting & Conference has been approved by the State of Ohio Counselor, Social Worker and Marriage and Family Therapist Board.

ACTIVITIES AND PRICING

What is included in the conference fee?

- Opening Banquet Dinner with Kermit Nash Presentation & Awards Ceremony
- Unlimited course selection beginning with the New Member & First Time Attendee Orientation on Wednesday, April 22 and continuing through conference adjournment on Saturday, April 25.
- Entrance to Exhibits and Poster Session
- Membership Meeting

- Daily Continental Breakfasts
- Networking Reception
- Boxed Luncheon on Thursday, April 23
- CEUs
- Vendor Prize Raffle
- Access to password protected website where handouts will be available for download prior to and following the conference.



NEW THIS YEAR:

We're going green. Handouts will be uploaded to a password protected page of the Society's website. Conference attendees will be responsible for downloading and printing handouts for the sessions they plan to attend. The Society will not be duplicating handouts.

Guest Fee

Admittance to the Opening Banquet is included in your registration. The fee for a guest pass to the Opening Banquet is \$60. This fee offsets the cost of the buffet dinner. Admittance to the Thursday night Networking Reception is also included in your registration fee. A guest pass to the reception is \$25. You may reserve a guest pass by checking the box on the registration form (page 31).

Pre-Conference Intensive Workshops

An additional \$135 fee is required to attend the Pediatric Social Work and Home Health & Hospice Intensive Workshops. The cost of the Leadership Institute is \$250. Handouts will be made available only to the attendees who register for these optional sessions.

Registration 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 20, 2009.
- All registrations faxed or postmarked after March 20, 2009 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. Written confirmations cannot be guaranteed for registrations received after April 17, 2009.



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 conference (by April 13, 2009). Cancellations **MUST BE IN WRITING** via fax or email and will be accepted for a refund less a \$50 processing 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.

Important Dates

March 13, 2009	Hotel Reservation cut-off.
March 20, 2009	Deadline for securing early registration discounts.
April 13, 2009	Cancellations must be submitted in writing by this date to receive a refund less a \$50 processing fee.
April 17, 2009	Registrations received by this date will receive an email confirmation.

Registration/Information Desk

Please pick up all tickets, badges, and onsite registration materials at the SSWLHC Registration Desk located in the Hilton New Orleans Riverside.

- Wednesday, April 22: 7:00 a.m. – 6:00 p.m.
- Thursday, April 23: 7:00 a.m. – 3:00 p.m.
- Friday, April 24: 7:00 a.m. – 3:00 p.m.
- Saturday, April 25: 7:00 a.m. – 12:30 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 Saturday, April 25. The prize is a free registration to the 2010 Annual Meeting & 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.

Exhibit Hall Hours

- Thursday, April 23, 2009: 12:30 p.m. – 1:45 p.m. (Lunch);
5:00 p.m. – 6:30 p.m. (Reception)
- Friday, April 24, 2009: 7:00 a.m. – 8:00 a.m. (Breakfast);
9:30 a.m. – 10:00 a.m. (Break);
2:30 p.m. – 3:00 p.m. (Break)
- Saturday, April 25, 2009: 7:00 a.m. – 8:00 a.m. (Breakfast);
10:45 a.m. – 11:15 a.m.
(Closing Raffle)

Hotel & Travel Information

Hotel Accommodations

Hilton New Orleans Riverside
Two Poydras Street
New Orleans, Louisiana 70140
Phone: (504) 561-0500 or 1-800-HILTONS
Website: www.riversidemeetings.com

Online reservations:

<http://www.hilton.com/en/hi/groups/personalized/MSYNHHH-H-SSW-20090417/index.jhtml>

Check-in: 3:00 p.m. /Check-out: 12:00 Noon

SSWLHC Group Rate: \$189 per night plus tax for single or double occupancy

Presiding over the mighty Mississippi, the Hilton is a short walk from nearly everything you came to New Orleans to see. Fall in love with the French Quarter, share the excitement of the Warehouse/Arts District, or try your luck at Harrah's Casino across the street. Connected to the hotel you'll find the Riverwalk Marketplace, featuring more than 140 shops and restaurants. You can also visit the Louisiana Children's Museum, IMAX Theater, The National World War II Museum, Superdome and the Riverfront Streetcar – all just a short stroll away. And don't forget about the nightlife on Bourbon Street. It's all here, waiting for you, and the Hilton puts you front and center.

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 \$189 plus tax per night will be available through March 13, 2009 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 Hilton directly at (504) 561-0500 or by reserving online at: <http://www.hilton.com/en/hi/groups/personalized/MSYNHHH-H-SSW-20090417/index.jhtml>

Confirmation/Cancellation: A one night's deposit held with a major credit card is required to confirm your reservation. In the event that you need to cancel your reservation, please note that the Hilton requires all cancellations to be made 72 hours (3 days) in advance of your arrival date. Failure to cancel by this deadline will result in the forfeiture of the deposit.

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: The cost of the airport shuttle one way is \$15 per person. Round-trip transfer to/from the Hilton is \$30 per person. For more information or reservations, go to: <http://www.airportshuttleneworleans.com/>

Taxi: The Hilton is located 15 miles from the Louis Armstrong International Airport. A taxi to the Hilton will cost approximately \$30 one way.



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Wednesday, April 22, 2009

6:30 a.m. – 6:00 p.m. Registration

7:30 a.m. – 4:30 p.m. FULL DAY INTENSIVES

I-1: Pediatric Health Care Social Work Intensive

Intensive Co-Facilitators: Terri Hickam, Carol Fontenot
Presenters: Karen Seaver Hill, Ann Hunter, Patti O'Donnell, Ted McNeill, Elizabeth Wharff, Wilma Wheeler

Educational Level: Intermediate

This workshop will focus on social work practice and management in the pediatric setting. Presentations feature: Child Poverty: Opportunity for Social Work Leadership to Promote Social Justice and Health Equity; Developing the Market for Future Employees: Comprehensive MSW Pediatric Field Education; Suicide Risk Screening in Emergency Services; and Assent and Dissent in Medical Decision-Making for Children.

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:

- Learn about the pattern of hospital utilization of children living in high poverty neighborhoods compared to those from other neighborhoods;
- Understand value of collaboration between social work department managers and clinical field instructors in developing and implementing field placement curriculum;
- Contextualize suicide risk screening as part of a complete and effective Mental Status Examination and overall emergency psychosocial evaluation;
- Discuss the benefits and challenges for children, parents and staff in honoring the child's wishes in the decision making process.

7:30 a.m. – 4:00 p.m.

I-2: Leadership Institute

Sona Euster, Pat Meadows, Judith Trachtenberg, Bill Tietjen, Richard Woodrow

Educational Level: Intermediate

Regardless of position or title, all healthcare social workers need to demonstrate leadership in their organizations. This intensive will provide the core content for the 2009 Leadership Institute and will include: leadership challenges and definitions; leadership competencies, styles and skills; and creating a vision and purpose. Participants will be required to take three additional workshops offered during the annual meeting to complete the curriculum and obtain a certificate of completion for the Leadership Institute.

Objectives

Attendees will be able to:

- Appreciate, demonstrate and communicate the unique role of social work leaders and leadership in health care;
- Explore their assumptions about leadership and understand their personal leadership styles and competencies, including strengths and weaknesses;
- Develop core leadership competencies and leverage them to achieve specific goals within their institutions.

7:30 a.m. – 4:30 p.m.

I-3: Home Health Care and Hospice Social Work Intensive

Intensive Co-Facilitators: Andrea Bailey, Jean Diodato, Christine Goldstein, Stephanie Lucas, Francine Sheppard, Tamber Snarr, Mark de St. Aubin

Educational Level: Intermediate

This full day intensive will focus on quality, regulatory, and clinical issues in Home Health Care and Hospice social work practice. Presentations will focus on current trends and challenges as well as best practices. During a working lunch, a facilitator will lead participants in a discussion to share their best practices. An interactive skill-building session utilizing different teaching modalities will help participants develop or enhance skills critical to the successful delivery of psychosocial care in the home environment.

Don't miss this unique opportunity to expand your knowledge, enhance your skills, and be updated on current trends and practices! Join us and add to your Home Health Care and Hospice network!

Objectives

Participants will be able to:

- Identify three best practices in Home Health Care and Hospice practice;
- Understand and identify the impact of changes in Medicare on the role of the social worker in Home Health Care;
- Identify three strategies to develop the social work role in a Home Care and Hospice programs;
- Identify the three critical issues encountered by social workers providing social work services in the home environment and the skill/ strategies to resolve them;
- Identify the core leadership competencies essential in Home Health and Hospice practice.

- 7:00 a.m. – 3:15 p.m. Habitat for Humanity Community Outreach Project
- 1:00 p.m. – 4:00 p.m. Chapter President's Meeting (Lunch on your own)
- 4:45 p.m. – 5:45 p.m. New Member & First Time Attendee Orientation
- 6:00 p.m. – 9:00 p.m. Opening Banquet Dinner with Awards Ceremony and Kermit Nash
Presentation: Social Justice and Equality in Health Care
Dr. Gloria Wilder

Thursday, April 23, 2009

- 7:00 a.m. – 7:00 p.m. Registration
- 7:00 a.m. – 8:00 a.m. Continental Breakfast
- 8:00 a.m. – 9:30 a.m. **CONCURRENT WORKSHOPS – BREAKOUT SESSION 1**

W-1: LEADERSHIP INSTITUTE TRACK (*Required for LI Participants*) **Making the Business Case for Social Work**
Polly Jones, Greg Jensen

Educational Level: Advanced

Social work must be able to demonstrate the value they add to patient care and be able to do so in a language that administrators, especially CFOs understand. This two part session (two 90 minute workshops) will provide participants in most health care settings with the knowledge and 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. Business plan examples will be provided.

Objectives

Participants will be able to:

- Conceptualize value added services in their department/agency;
- Identify the process for taking the new idea or concept to developing program components;
- Develop a business plan using organizational analysis and social work positioning within the organization.
- Provide practical tools/templates for completing a business case for new or expanded social work services.

W-2: Part I: Authority, Power and Leadership: Dynamic Forces in Organization Influence and Accomplishment – A Learning Experience for all Levels
Susan Saunders

Educational Level: All levels

An experience for those wishing to enhance individual capacity to influence thought, behavior and action in organizational settings. Organizational authority, interpersonal power, strategic leadership and followership are defined and contrasted. The relationship of each to organizational influence and accomplishment is examined. Individual requirements and essential competencies for high impact leadership are described and explored. Themes of worthy 'ends' and individual safety and fulfillment are highlighted throughout the experience.

Objectives

Participants will be able to:

- Deepen understanding of the unique nature of authority, power and leadership;
- Enhance ability to use authority, power and leadership to influence thought and action in host organizations;
- Reinforce commitment to the fostering and practice of purposeful, ethical influence in organizations dedicated to human enhancement.

W-3: Effective Use of Metrics in Social Work Practice in Health Care: Update from the SSWLHC/Cleveland Clinic Summit

Alice Scesny Palmer, Charles L. Robbins

Educational Level: Intermediate and Advanced

In October 2008, SSWLHC and the Cleveland Clinic hosted a Summit to explore current work from across the country related to the development of useful and adaptable tools to measure social acuity and social work productivity. Fourteen people gathered for an intense two days. Amazing work was reviewed and, from this, we created a conceptual framework; basic required elements; and a tentative plan for validating a social acuity tool.

Objectives

Participants will be able to:

- Review the work of the Summit, the conceptual framework and the draft tool;
- Provide input on how we can adapt the tool to various settings;
- Provide input on the next steps, including testing and validating.



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W-4: Taking Care of Our Own: Leadership for a Resilient Workforce

Jane Parker

Educational Level: Intermediate

This workshop examines resilience on a personal and organizational level. Special emphasis is placed upon the leader's advocacy for programs, policies, and practices that promote resilience in the workforce. Participants will complete an action plan for increasing resilience in physiological, psychological, spiritual, social, and career dimensions. In Part II, leaders will write an organizational resilience building plan, considering best practices in employee retention and satisfaction in crisis-oriented settings.

Objectives

Participants will be able to:

- Discuss the five dimensions of resilience for individual application;
- Identify specific methods to infuse resilience building into supervision;
- Select methods of building a culture of resilience in a crisis-oriented workforce.

W-5: Grasping the Gold Ring: Effective Use of Influence to Achieve Change

Linda Brandeis

Educational Level: Intermediate

Change cannot occur without the execution of power. In this rapidly changing health care environment, managers must develop skills in the effective use of power to achieve change goals. The effective use of influence within complex organizations is a necessary tool to effective leadership and advocacy for social work priorities. This workshop will review sources of power and influence for change strategies and how to develop and maintain resiliency within a highly charged political environment.

Objectives

Participants will be able to:

- Delineate sources of power and influence, both individual and organizational;
- Examine effective political strategy to achieve win-win outcomes;
- Explore leadership resiliency and how to develop or improve these skills.

9:45 a.m. – 11:45 a.m.

CONCURRENT WORKSHOPS – BREAKOUT SESSION 2

W-6: LEADERSHIP INSTITUTE TRACK (Required for LI Participants) Part II: Making the Business Case for Social Work

Polly Jones, Greg Jensen

See description for W-1.

W-7: Performance Improvement in Behavioral Health Practice

Marcia B. Holman

Educational Level: Intermediate

Behavioral health providers are challenged to demonstrate the value of their work. Critical factors include cost effectiveness, consumer-driven planning, client satisfaction and quantifiable outcomes. This workshop, intended for practitioners and administrators, will explore the key concepts and processes involved in implementing an on-going performance improvement model of care in behavioral health practice.

Objectives

Participants will be able to:

- Identify the issues and processes involved in tracking behavioral health outcomes;
- Prioritize areas of needed improvement;
- Develop a performance improvement activity focused on an identified priority need;
- Conceptualize a model of on-going performance improvement, using continuous monitoring and feedback.

W-8: Models of Ethical Decision Making: Enhancing Effective Ethical Problem Solving

Patricia O'Donnell

Educational Level: Intermediate

Ethical dilemmas occur in a variety of clinical settings with multiple contextual factors. Ethical decision making models grounded in the ethical perspectives of absolutism, outcomes, and care can be tailored to address the variances imbedded in the dilemma. This workshop will review these models and offer the opportunity to apply them to common ethical dilemmas in health based social work practice.

Objectives

Participants will be able to:

- Differentiate among various ethical perspectives as basis for ethical problem solving models;
- Describe the contextual factors of common ethical problems in healthcare settings;
- Determine the most useful model for ethical problem solving considering the dilemma's setting and contextual factors.

W-9: New Manager Workshop

Bill Tietjen, Ruth Marks-Swift

Educational Level: Intermediate

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.

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-10: Part II: Authority, Power and Leadership: Dynamic Forces in Organization Influence and Accomplishment – A Learning Experience for all Levels

Susan Saunders

(see part 1 at W-2)

11:15 a.m. – 11:30 a.m. Transition Break

11:30 a.m. – 12:30 p.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 3

RF-1: All Dressed Up and No Place to Go - Challenging and Complex Discharges

Regina Hasan

Educational Level: Fundamental

This session will discuss the challenges of moving patients that have complex medical conditions, no payment sources and/or undocumented to the next level of care. The workshop will discuss the effects on the hospital's bottom line as well as offer suggestions/ideas for partnering with community agencies.

Objectives

Participants will be able to:

- Describe health care challenges affecting the complexity of post acute care discharges;
- Discuss the impact on LOS, readmissions, throughput and avoidable days;
- Describe interventions that may assist in achieving collaboration between patient, family and staff to assist with moving to the next level of care;
- Identify potential partnerships with community agencies and resources for complex discharges.

RF-2: Mentorship in Social Work at the Centre for Addiction and Mental Health

Colleen Kelly, Jane Paterson

Educational Level: Fundamental

The Centre for Addiction and Mental Health (CAMH) is articulating a model of Mentorship for its diverse social work clinical staff. Mentoring facilitates the sharing of knowledge and experience between mentors and mentees. The mentorship program provides social workers new to CAMH with regular access to an experienced social worker to help the mentee become familiar with social work practice at the Centre. For mentors, it is a way to practice personal leadership skills, to gain satisfaction from sharing their experience and to help develop future leaders.

Objectives

Participants will be able to:

- Discuss the research results from the evaluation of the mentorship program;
- Learn about the impact the program had on the mentors/mentees;
- Discuss how they could transfer this information to their own settings.



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RF-3: Managing Ethical Dilemmas at the Bedside: A Collaborative Model

William Kirkpatrick

Educational Level: Intermediate

This session will identify common ethical issues that arise in direct patient care, offer a simple framework for identifying and analyzing the situation and what ethical principles are involved, and provide a step-by-step process for a collaborative approach to resolving the dilemma or issue. Particular attention will be on the role of the social worker in this process, and case vignettes will be used for discussion.

Objectives

Participants will be able to:

- Identify key principles and values of bioethics;
- Become familiar with a framework for ethics analysis and action;
- Understand the role of case management and social work in fostering collaboration in resolving ethical dilemmas.

RF-4: Building a Pediatric Palliative Care Program

Nancy Heap

Educational Level: Intermediate

Prior to 2005, Children's Memorial Hospital, the only freestanding pediatric facility in Chicago, Illinois, did not have a palliative care program. The need existed as evidenced by the number of inpatient deaths each year, the increasing acuity of admits to the intensive care units, and the increase of children seen with life-limiting conditions. This presentation will focus on the building of a palliative care program in a pediatric facility.

Objectives

Participants will be able to:

- Identify an institution's need for a palliative care program;
- Build a consensus within the hospital;
- identify funding and budgeting issues to ensure sustainability;
- Analyze and choose key focus areas of the program;
- Discuss the role of a social worker as the leader and driver of a hospital-wide program.

RF-5: Finding Opportunities in Our Own Backyard: A Partnership Between Social Workers and Law Students

Alessandra Iaderosa, Debra Chopp

Educational Level: Intermediate

With ever shrinking resources, social work leaders are forced to be more creative in finding ways to meet the needs of staff as well as the populations we serve. U of M Children's Hospital has partnered with the U of M Law School in an innovative program which trains providers in advocacy strategies. Social workers and attorneys have created a model to identify barriers and use our respective skills to overcome them. This free service to the clients gives them access to legal advocacy designed to enhance children's health and well being.

Objectives

Participants will be able to:

- Discuss the social and legal challenges faced by low income families that are barriers to optimal health care;
- Analyze factors that contributed to the design of the partnership at University of Michigan and, by extension, the factors that could impact success of replicating this model in other settings;
- Analyze and discuss the lessons learned from the existing model;
- Evaluate the benefits of a medical/legal collaboration in their own practice areas both from a social work as well as legal perspective.

12:30 p.m. – 1:45 p.m. Boxed Lunch with Exhibitors and Posters

1:45 p.m. -2:45 p.m. **CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 4**

RF-6: Building a Supportive Care Oncology Network in Rural Northern Ontario: Social Workers Leading the Way

Sheila Damore-Petingola

Educational Level: Intermediate

The Supportive Care Oncology Network-NE Region ensures Supportive Care services for oncology patients and families residing in Northeastern Ontario. Utilizing the leadership skills of an experienced oncology Social Worker, this innovative network addresses current realities of recruitment/retention in psychosocial oncology and fiscal challenges in health service delivery. This model has been sought by organizations pursuing a similar path for the expansion of services. Opportunity exists for clinical collaboration, consultation, program development, professional education, research and administrative advocacy.

Objectives

Participants will be able to:

- Review the objectives of the SCON-NE Region strategic plan and understand the outcomes of the plan to date;
- Be introduced to the evidence that supported this process;
- Explore the utilization of technology in developing network as part of psychosocial communities of practice;
- Reflect on the concept of network as a means of building hope and capacity for professionals practicing in isolation.

RF-7: What to do First? - A New Tool for Setting Social Work Priorities in Acute Care

Susan Hogman, Theresa Martin

Educational Level: Intermediate

Seasoned and new social workers alike are challenged to describe how they set priorities on initial referral. When asked how they do this they are often unclear and vague about their methods although they do have a strategy. For all social workers there are many conflicting elements that can interfere in the professional decisions including team expectations, organizational challenges, and more. This presentation will discuss: the process one acute care hospital took to articulate clear priorities for social work on initial referral; the tool that was designed for use with social work departments; challenges and success in implementation; and the impact of this tool on practice.

Objectives

Participants will be able to:

- Discuss the successes, pitfalls and challenges that were a part of the process;
- See how this tool has increased our ability to identify and articulate social work practice in acute care hospitals;
- Enhance re-align alliances within the interdisciplinary teams;
- Promote the importance of early social work intervention within health care;
- Leave with a copy of the tool and ways to adjust language for highest impact with the organization.

RF-9: When Opportunity Knocks - Enhancing Collaborative Practice Between Social Work and Spiritual Care in an Acute Care Hospital

Karen R. Nelson

Educational Level: Intermediate

Prior to 2005 the Social Work and Spiritual Care Depts at the Ottawa Hospital were separate and independent. As a result of some unusual circumstances, the Chief of Social Work became responsible for both departments. This presentation will highlight how the two professions have developed a collaborative and seamless approach to patient care. Some of the challenges/ hurdles to working together effectively will be examined and some of the unique opportunities presented as a result of the shared leadership model will be discussed.

Objectives

Participants will be able to:

- Hear how tasks and roles are distributed between social workers and spiritual care staff in order to minimize role overlap and maximize psychosocial/spiritual support for patients;
- Learn of the challenges in trying to integrate two departments whose roles and functions may be poorly understood by other healthcare professionals;
- Understand how a potential loss of leadership for one department was became an opportunity to strengthen practice and professional credibility within the organization.

RF-10: The Development and Implementation of a Bereavement Program at a Comprehensive Cancer Center

Rachel M. Schneider

Educational Level: Intermediate

When a cancer patient dies what supports should we offer the surviving families who have suffered a considerable loss? This presentation will detail the core issues involved in developing and implementing a multi-faceted bereavement program at a large, comprehensive cancer center. The following will be illustrated: creation of support groups, facilitator training, lecture series development, design of educational materials and program evaluation, marketing and the formation of a multi-disciplinary advisory board. Creative strategies and responses to institutional challenges will be discussed.

Objectives

Participants will be able to:

- Learn and be able to discuss the significant components involved in developing a bereavement program at a medical center;
- Be versed in using oneself (whether a line worker, program developer or department director) in a leadership capacity to implement a hospital-wide bereavement program;
- Learn creative strategies to develop a multi-faceted program which includes educational lecture series, support groups and collaborations with internal and external resources;
- Develop an increased understanding of the potential obstacles involved in developing a bereavement support program and learn creative problem-solving tactics.



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- 2:45 p.m. – 3:00 p.m. Transition Break
- 3:00 p.m. – 5:00 p.m. Membership Meeting
- 5:00 p.m. – 6:30 p.m. Networking Reception with Exhibitors

Friday, April 24, 2009

- 7:00 a.m. – 7:00 p.m. Registration
- 7:00 a.m. – 8:00 a.m. Breakfast with Exhibitors and Posters
- 8:00 a.m. – 9:30 a.m. Keynote Presentation: The Challenge of Ethical Dilemmas in Healthcare Settings: Implications for Social Workers (Required for LI Participants)
Frederic Reamer
- 9:30 a.m. – 10:00 a.m. Beverage Break in Exhibit Hall

10:00 a.m. – 11:30 a.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 5

W-12: Difficult Ethical Dilemmas in Health Care: Challenges for Social Workers *Frederic Reamer*

This workshop will provide participants with an overview and in-depth examination of compelling ethical challenges for social workers in health care settings. Building on introductory ethics concepts, this workshop will explore difficult ethics cases and practical strategies designed to protect patients/clients, social workers, supervisors, and administrators. The workshop will include a series of challenging ethics cases involving conflicting professional duties and discuss practical steps that social workers can take to manage ethical issues skillfully. The workshop will include discussion of ethical decision-making protocols; relevant ethical standards, statutes, regulations, and case law; and the role of supervision and consultation. The workshop will focus especially on complex documentation issues. Staff development implications will be explored. The presenter will make extensive use of case material.

Objectives

Participants will be able to:

- Explore challenging ethical issues and dilemmas in health care settings;
- Learn about practical ethical decision-making frameworks and protocols;
- Identify ethical issues that pose malpractice and liability risks;
- Design strategies to protect patients/clients and practitioners.

W-13: Social Work Initiation, Development and Implementation of a Hospital Based Perinatal Depression Screening and Outreach Program *Lisa Buonaccorsi Kelly*

Educational Level: Intermediate

Perinatal mood disorders are identified in the nursing and medical literature as the number one maternal complication. Yet, obstetric providers are ill equipped to manage depression screening, assessment and referrals. This presentation will describe a depression screening and follow up program developed by the hospital perinatal social worker through a multidisciplinary effort. The presentation will describe: the program screening and educational tools, assessment and follow-up services and collaboration necessary in the healthcare setting.

Objectives

Participants will be able to:

- Learn how a depression screening program was developed at this community teaching hospital;
- Receive an overview and analysis of the process and outcome measures of this hospital based program;
- Better understand necessary steps and barriers to developing a screening and outreach program in a healthcare setting.





W-14: LEADERSHIP INSTITUTE TRACK (*Recommended for LI Participants*): Red Light, Green Light
Richard Woodrow

Educational Level: Intermediate

This interactive workshop adapts rules of the game "Red Light, Green Light" as a metaphor for the use of self in leading and managing change in health care. First we'll explore situations when change is imposed by others, as social workers confront their limited power and authority. How do we respond when someone calls "red light" to a proposal we bring forward, or when we get "green light" before we are ready to proceed? Next we'll explore social workers in formal leadership roles; how do we exercise authority and power when we are "it"?

Objectives

Participants will be able to:

- Distinguish between leadership and authority, influence and power as they play out in organizational change;
- Identify ways to manage change more effectively when it is imposed by others;
- Generate tactics to lead others through change and lead change through others.

W-15: The Resiliency and Resources (R&R) Approach to Post-Deployment Adjustment of OEF/OIF Veterans
Holly Lynn Hirsler, Matig Mavissakalin

Educational Level: Intermediate

The Center for Stress Recovery at the Cleveland VA has developed a 10 week outpatient treatment program focusing on normalizing war zone experiences and assisting with the transition from military to civilian life. There is an emphasis on wellness and building on the inherent strengths of our service members. Our aim is to improve resilience. Unique issues facing our returning veterans and their families will be discussed. Program components will be shared. Outcome data of OEF/OIF veterans in our program will be reviewed.

Objectives

Participants will be able to:

- Summarize the major components of the Cleveland VA's Resiliency and Resources (R&R) treatment program for OEF/OIF veterans dealing with post-deployment adjustment;
- List special issues which guide early intervention and treatment of OEF/OIF veterans;
- Identify implications of measuring resilience in clinical settings.

11:30 a.m. – 1:00 p.m. Lunch on your own

11:45 a.m. – 12:45 p.m. Leadership Foundation Fundraiser Luncheon

1:00 p.m. – 2:30 p.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 6

W-16: Using an Online Support Network to Augment Clinical Care Support
David Nicholas

Educational Level: Intermediate

Internet technology has the potential to offer a convenient and accessible forum for accessing social support and information in managing health care conditions and for augmenting clinical resources. This presentation will report on a program of research evaluating online support networks for adolescents with chronic kidney disease and their parents, respectively. Specifically, the effectiveness of these online networks, participant experiences of the network, and benefits/limitations of online technology for peer interaction will be discussed.

Objectives

Participants will be able to:

- Apply identified best practices for using online support networks to their own clinical work;
- Have a sense of the benefits and challenges of online information and support;
- Obtain some beginning steps for integrating and evaluating online support in their clinical setting.

W-17: Evidence-Based Strategies for Prevention & Patient Empowerment for Self Care: New Social Work Roles in the Transforming Healthcare System
June Simmons

Educational Level: All

Transforming healthcare requires new roles for patients as well as providers. A strong national movement to embed evidence-based programs to empower lifestyle change to better self-manage chronic conditions is rolling out. Social workers can play powerful new roles to help lead development and scaling of these essential new approaches with new local partners. Can be led from hospital or community based organizations.

Objectives

Participants will be able to:

- Understand and know how to join the national movement to patient driven care;
- Master the framework for early intervention and enhanced self-care to improve outcomes of chronic disease management and falls prevention;
- Readily locate local partners, tools and resources to launch and lead new programs in their local communities.



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W-18: Building your Winning Team: Everything a Leader Needs to Know

Thomas Aronson

Educational Level: Intermediate

This is a hands-on workshop is based on experiences in the field. Where are you stuck? Tools will be presented to assist with six critical elements: environmental scanning, planning and implementing change, retention, recruitment, selecting the right employee and working with “problem” employees. We will review the all the basics, then apply them to real life examples that participants bring to the workshop.

Objectives

Participants will be able to:

- Develop and implement a team development plan for change in their focus area;
- Identify types of "problem" employees and respond effectively;
- Implement a retention program including staff development options.

W-19: Presentations and Publications: Guidelines for Success

Carlean Gilbert, Kay W. Davidson, Adrienne Farrar

Educational Level: Fundamental

This workshop will help participants to appreciate the benefits of disseminating knowledge and practice wisdom through presentations and publications. It will offer suggestions for selecting topics for specific audiences, guide participants in presentation techniques and use of audiovisual materials. Selection of material for developing manuscripts will be discussed and various formats for papers will be reviewed. The presenters will offer techniques for clear writing, avoidance of fatal flaws, use of criticism and editing, managing rejection.

Objectives

Participants will be able to:

- Identify material suitable for presentations and/or publication;
- Use audiovisual materials directed to target audiences;
- Select topics for manuscript development;
- Avoid some fatal flaws in manuscript preparation.

W-20: LEADERSHIP INSTITUTE TRACK (Required for LI Participants) The Leader’s Role in Celebrating Diversity and Building an Inclusive Work Environment

Pat Meadows

Educational Level: Advanced

Since leadership includes influencing and empowering others, this workshop will provide tips for creating and maintaining an inclusive work environment. Beyond insuring a diverse work team, it is imperative that the leader “live” the tenets of inclusion and respect in all interactions. This workshop will be highly interactive for learning the cultural speed bumps in health care and the key elements of an inclusive organization.

Objectives

Participants will be able to:

- Identify the differences between diversity and inclusion;
- Explore the cultural speed bumps encountered in the health care arena;
- Link the key elements of an inclusive organization to the leader’s cultural competence.

2:30 p.m. – 3:00 p.m. Afternoon Refreshment Break in Exhibit Hall

3:00 p.m. – 4:30 p.m. **CONCURRENT WORKSHOPS – BREAKOUT SESSION 7**



W-21: The Dual Global Crises of Gender Based Violence and HIV Infection: Engaging Men in Pursuit of Gender Equity and the Elimination of Intimate Partner and Sexual Violence

Charles L. Robbins

Violence against women in all of its manifestations remains a significant global problem today. Directly connected to this violence is the feminization and spread of HIV and AIDS. This workshop will explore these two issues and their interconnectedness. There will be an examination of what international organizations such as the United Nations and the World Health Organization are doing to address this situation. The roles of NGOs and Civil Society will also be explored. The importance of engaging men as allies in the struggle toward the elimination of gender based violence will be explored. Successful best practice models from around the world will be presented and discussed. Finally the role(s) of professional social work leaders in global public health will be highlighted.

Objectives

Participants will be able to:

- Identify the various forms that gender based violence and intimate partner violence are manifest;
- Make the connection between gender based violence and the global feminization of the HIV/AIDS pandemic;
- Understand the initiatives of the leading multinational organizations as well the activities of the NGO and Civil Society communities;
- Understand the need to engage men in the struggle to eliminate all global gender based violence;
- Recognize the role(s) of professional social workers in the area of global public health in confronting these challenges.

W-22: Psychotherapy & Advocacy for The Gender Variant Client

Laura Grimes, Logan Grimes

Educational Level: Intermediate

Gender variant individuals are seeking services more frequently, yet health care providers continue to have little education or experience around gender identity issues. This session will focus on fundamental definitions and concepts around gender to help you begin understanding what gender variant clients experience. Because there is such a deficit of knowledgeable providers, we will also look at how advocacy plays a crucial part in the primary and behavioral health care of these clients.

Objectives

Participants will be able to:

- Learn core definitions and concepts around gender identity;
- Understand the barriers to care for gender variant individuals;
- Gain an understanding of how advocacy plays a crucial part of helping serve gender variant clients in the primary and behavioral healthcare fields;

- Assess their training needs to become better advocates for the gender variant communities.

W-23: Incarcerated Veterans: Prison & Jail Reentry Outreach

Bradley J. Schaffer, Gary Dick

Educational Level: Intermediate

Incarcerated Veteran Outreach Program (IVOP) has provided outreach services to veterans since 2003 to nearly 350 veterans in the Greater Cincinnati area. Veterans represent a special subgroup of the general inmate prison (7%) and jail populations (10%) in Ohio. This is linked to military experience, injuries, character of discharge, penal treatment needs, pre-release planning and service coordination. These veterans usually have housing, employment, family, substance abuse, PTSD, domestic violence, medical, psychiatric and homeless problems.

Objectives

Participants will be able to:

- Inform the professional and general public of incarcerated veterans and reentry;
- Educate practitioners and community service organizations, criminal justice, corrections, healthcare, and supportive service providers about strategies that result in the most desirable outcomes;
- Encourage greater cooperation, coordination and collaboration between the major stakeholders (for-profit, not-for-profit and governmental) that will create an environment conducive for the optimal success of a community based veteran reentry initiative.
- Problem solve a number of the most important yet intractable concerns and obstacles (e.g. homelessness, sex offenders, housing, employment, discharge upgrades, etc.) surrounding the full re-integration of veterans utilizing the experience, skills and talents of a diverse mix of governmental officials, academic researchers, private clinicians, community activists, faith-based leaders and grassroots groups.



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W-24: Leadership Institute Track (Recommended for LI Participants) Our Leadership Potential: The Critical Element of Social Work Practice

Judith Trachtenberg, Sona Euster

Educational Level: Intermediate

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

W-25: How to Demonstrate the Social Work Contribution in Health Care

Jim Zabora and Members of the EBP Task Force

Educational Level: Intermediate

This concurrent workshop will first provide an overview of the critical literature related to attempts to justify social work staffing in health care. Second, potential models will be presented that seek to link specific social work outcomes with formulas for social work staffing patterns. Finally, critical data elements will be presented that support the confirmation of social work effectiveness and need for additional social work positions.

Objectives

Participants will be able to:

- Understand and critique past attempts to measure social work outputs in order to justify the maintenance or increase in social work positions;
- Provide an overview of critical principles of evidence-based practice that supports the development of staffing formulas;
- Examine potential models that link principles of evidence-based practice and measurable outcomes to actually construct formulas for social work staffing in health care settings.

Saturday, April 25, 2009

7:00 a.m. – 12:30 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast with Exhibitors and Posters

8:00 a.m. – 9:00 a.m. CONCURRENT REPORTS FROM THE FIELD – BREAKOUT SESSION 8

RF-11: Developing Core Competencies to Support Clinical Supervision

Karen R. Nelson

Educational Level: Advanced

In the current Canadian healthcare climate, few hospitals have SW departments or clinical supervisors. Many new hires receive little training or direction from qualified social workers. To address this serious education gap, clinical supervision was re-instituted at the Ottawa Hospital in 2006 for all junior staff. The presentation will review the list of Core Competencies identified for practice in healthcare and the Indicators used to measure developmental progress. Feedback on the supervision process from participants will be included.

Objectives

Participants will be able to:

- Learn about the Core Competencies identified and the Indicators used to measure progress towards attainment of the Competencies;
- Hear about the process used to re-establish the process of clinical supervision in a large hospital setting;
- Get feedback about the supervisory process as provided through participants' evaluations of their supervision experience.

RF-12: Community Based Care Coordination

Susan Guth

Educational Level: Fundamental

This report from the field will focus on providing family centered, community based care coordination services to children and adults who have special health care needs and disabilities. Access to community based services including waivers will be presented. The session will also discuss how hospital based social workers can bridge the gap between hospital discharge and ensuring appropriate community based follow up.

Objectives

Participants will be able to:

- Learn how to involve the client/patient and family in developing strategies for locating and coordinating services;
- Recognize family centered interventions that can be used in the community setting;
- Discuss possible follow up strategies that hospital based social workers can implement to ensure appropriate community care.

RF-13: Seizing Opportunity, Leading Innovations: Comprehensive 24 hour Social Work Services in a Health Care Setting
Claudia Schenk

9:00 a.m. – 9:15 a.m. Transition Break

Educational Level: Fundamental

This session demonstrates that staffing the emergency department with social workers 24 hours a day, seven days a week, recognizes the changing dynamics of service delivery within health care systems. Learn how to assess your population's needs and develop an action plan that includes: a comprehensive training program; addresses staffing challenges; cross trains staff to provide services across the health care continuum; and, incorporates mechanisms for assessment, re-evaluation and ongoing improvement of the training module.

Objectives

Participants will be able to:

- Analyze the reality of the need for 24-hour Social Work services in a hospital setting and seize the opportunity to improve service delivery;
- Review our training program and discuss how our training model prepares social workers to provide services to the hospital at large. Participants will be able to review the scope of service provided including the detailed protocols that are implemented in the emergency room and to the hospital inpatient population;
- Understand how to take a leadership role in developing 24 hour coverage in the emergency department and the importance of cross training social workers to provide services 24/7 to a health care system.

RF-14: Using Metrics and Acutities to Grow a Program
Carol Frazier Maxwell

Educational Level: Fundamental

Data collection was developed to measure specific job responsibilities, measure caseloads, psychosocial acutities, and areas for expansion. Staff input data into a computer program grid that measures time, location, services, disposition, acuity, problem, outcome, and indirect patient care. Attendees will learn about Access and ProClarity cube reporting systems and its use in program planning. Whether you are a one person department or a department of 100, measuring outcomes and productivity can be critical to long term survival in the workplace

Objectives

Participant will be able to:

- Obtain practical information about how to create a data collection system;
- Learn how to develop relevant reports for clinical and administrative use;
- Receive information about using data to support or change existing staffing patterns;
- Understand how to use this data for individual use in self-evaluation.

9:15 a.m. – 10:45 a.m. CONCURRENT WORKSHOPS – BREAKOUT SESSION 9

W-26: LEADERSHIP INSTITUTE TRACK (Required for LI Participants) Managing Conflict: Understanding our Uniqueness and Using our Influence
Bill Tietjen

Educational Level: Advanced

Leadership is the art of interpersonal influence. This highly interactive workshop will link our core social work knowledge, skills and values with the task of leading and shaping individual and team performance. It will affirm what social workers already know and continuously do to influence others and achieve success in the workplace. Further it will suggest an urgency to understanding this influence and using with it intentionality as part of our continuing professional development and that of others.

Objectives

Participants will be able to:

- Explore the “management of conflict” through the management of our influence (leadership);
- Identify and understand conflict handling modes ;
- Describe and apply a framework for “difficult conversations.”





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W-27: Dive In With Me Where the Sharks Swim: Leadership Strategies for Developing Social Workers' Systems and Bureaucratic Skills to Meet Patient Care Needs

Jonathan David White, Deborah Dozier-Hall

Educational Level: Intermediate

Many social workers enter the field of medical social work without understanding the importance of utilizing a synthesis of political, bureaucratic, customer service, and clinical skills to meet patient care needs. A particular challenge for social work leadership development is the cultivation in supervisees of a systems approach to clinical social work in host settings. This presentation explores leadership strategies for developing a workforce with political skills appropriate to for-profit, nonprofit, public, and research medical settings.

Objectives

Participants will be able to:

- Identify three challenges in preparing social workers for systems theory- and bureaucratic theory-based efficacy in large health care agency environments;
- Describe four methodologies for developing systems navigation skills in medical-sector social workers, tailored to the diverse political and economic environments of different types of health care institutions such as for-profit, nonprofit, public, and research settings.
- Explain appropriate and helpful roles for both administrative and clinical supervisors in supervisees' learning systems navigation skills;
- Discuss with supervisees the indispensable role of use of self in effective, social work professionally-based navigation of institutional systems.

W-28: The 7½ Habits of Highly Humorous People

David M. Jacobson

Educational Level: Fundamental

People with a great sense of humor are more resilient, flexible and creative than the average person. By improving your sense of humor you will be able to improve your coping skills, handle more stress, improve your relationships and how you communicate as well as improve your health.

Objectives

Participants will be able to:

- Use humor to cope with stress;
- Exercise humor techniques to improve your sense of humor;
- Use humor to decrease prejudice and judgments.

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

James Zabora, Linda Diaz, Carlean Gilbert

Educational Level: Intermediate

This workshop will provide guidance as to how the recent Institute of Medicine's Report (2007) on the care of cancer patients and their families can be applied to other chronic illnesses and how EBP can be integrated into social work practice in diverse health care settings. Specific topics include theories and models that support EBP, a framework for psychosocial screening and assessment, defined clinical interventions with case examples, appropriate outcome measures, and practice evaluation designs.

Objectives

Participants will be able to:

- Understand the principles of the Institute of Medicine's Report and how this applies to social work practice in health care;
- Understand and be able to apply specific theories and models that support EBP;
- Learn a comprehensive framework for psychosocial screening and assessment that is based on health care literature;
- Obtain a framework for EBP that includes clinical interventions and potential outcomes that can be applied in their settings.

W-30: Social Work Care Management in a Managed Care Environment

Veronica Medina

Educational Level: Intermediate

Social Workers provide leadership and advocacy in the coordination of health care. Increasingly Social Workers have partnered with nurses and other health care professionals in the development of improved care management for various disease states and complex health conditions. Managed Care Organizations employ Social Workers, nurses and other health professionals to provide care management to diverse populations.

Objectives

Participants will be able to:

- Review the development of care management in the Social Work and Nursing professions;
- List key skills Social Workers bring in targeting psychosocial / behavioral health needs of consumers in care management;
- Discuss best practices for collaboration between Social Workers and Nurses in managed care;
- Identify qualities that promote Social Work leadership and advocacy in managed care environments.

10:45 a.m. – 11:15 a.m. Refreshment Break in Exhibit Hall and Closing Raffle



**11:15 a.m. – 12:15 p.m. CONCURRENT REPORTS
FROM THE FIELD–
BREAKOUT SESSION 10**

**RF-16: Listening Acuity and Empathy Skills Development:
A Training Model for Paraprofessional Patient
Navigators, Health Care Concierges and Case Aides**
Les Gallo-Silver

Educational Level: Intermediate

Health social workers are the natural leadership and training professionals for an eclectic group of non-professional instrumental psychosocial staff. This presentation discusses and demonstrates the use of Life Review exercises as a way of teaching listening skills, developing empathy, and establishing objectivity by providing a structure for eliciting and using information. Life Review can help paraprofessionals gain insight into a person's coping/adaptation skills and act as a point of reference for basic problem solving interventions.

Objectives

Participants will be able to:

- Learn how to use narrative therapy techniques as a framework for training paraprofessional staff;
- Develop training materials for paraprofessional staff;
- Teach the use of empathy and acute listening acuity skills in problem solving;
- Train paraprofessionals in avoiding officious or boundary blurring interviewing techniques.

**RF-17: A Workgroup: Establishing Pediatric Staffing and
Practice Standards**

Anthony Yamamoto, Mary Norris Brown

Today healthcare is continuing to undergo dramatic changes and challenges. Pediatric leaders are being asked to provide documentation and rationale for staffing, expertise and justify the financial expenses for social work services. The majority of other professionals already have developed position papers which address these critical issues such as the nursing patient classification system which matches the nursing staffing to the acuity, intensity of the patient's medical care and the level of care.

The workshop will examine standards in other states and practices nationally regarding social work staffing in a pediatric setting. For example, in California's specialized medical care program for chronic medically ill children, social work staffing ratios are established based upon the psychosocial needs of the family and the patient. The program acknowledges that there is a significant relationship between the family system and the care of a medically complex child with a serious and sometime life limiting condition. It recognizes the need for a professional social worker in working with the family to adjust and cope with the seriously ill child and support the overall health well being of the child. This staffing ration has been in existence for over 30 years in California.

This presentation will be interactive and collaborative work session. The goal is to establish a workgroup that will develop a position paper that can be used to promote staffing ratios in hospitals across the country and to use in advocating for other states to adopt social work staffing ratios and uniform staffing standards.

Objectives

Participants will be able to:

- Discuss factors that need to be examined regarding developing practice standards;
- Learn about practice standards and staffing ratios in other areas of the country;
- Compare and contrast other standards and staffing ratios in other professional fields;
- Identify goal of practice standards and methodology to be utilized in collecting data;
- Establish work group and timeline.

RF-18: Ethical Issues in a Memory Disorder Clinic

Judith B. Shipman

Educational Level: Intermediate

Memory Disorder Clinics designated by the state of Florida are charged to complete diagnosis and treatment recommendations for persons with Alzheimer's Disease and related dementias. Ethical issues arise in this process. Ethical principles, such as patient autonomy and beneficence may be in conflict; the best resolution may not be apparent. This presentation will examine some areas of conflict and provoke discussion about possible resolution. Social workers should be critical players in this area.

Objectives

Participants will be able to:

- Recognize ethical conflicts that may arise in the process of a Memory Disorder Clinic evaluation;
- Participants will be able to analyze and discuss such conflicts and achieve acceptable resolution;
- Participants will recognize the unique training and skills that social workers bring to bear on ethical conflicts involving clients with memory disorders.



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RF-19: Self-Reflection in Social Work Practice: The Ottawa Hospital Social Work Mentoring Program

Judy Vokey-Mutch

Educational Level: Fundamental

In 2006 a mentoring program for social workers at The Ottawa Hospital was conceived and implemented by social work leaders to encourage professional skill building and promote insight into practice. An initial evaluation of the program was done in 2007 and the results indicate that the mentoring program is meeting its goals for social workers at the hospital. This presentation will provide an overview of the program, a review of the evaluation, and the tools to set up a mentoring program in other health care settings.

Objectives

Participants will be able to:

- Understand the benefits of a mentoring program for social workers as best practice and leadership development;
- Learn how to implement and evaluate a mentoring program in their own healthcare environments;
- Hear about the challenges and barriers to setting up and maintaining an effective mentoring program from firsthand experience.

RF-20: Leadership In Action: Training Social Work Interns for Practice

Yvette Rolon

Educational Level: Intermediate

Developing independent, self directed practitioners has become increasingly more important as the practice challenges in health care become ever, more complex. This presentation will describe the components of a comprehensive educational program to train graduate social work students to be self directed practitioners. The session will discuss the overall student program and focus on the use of secondary assignments, site visits, and work skills sessions to provide the students with a broad multifaceted educational experience.

Objectives

Participants will be able to:

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

12:15 p.m. Adjournment



1. Moving to Long Term Care from Hospitals: Helping Patients and Families Make the Transition

Judy Vokey-Mutch

The current residents of long term care are among the first generations of older persons not being cared for at home by family. For most, this is a major life change involving many losses and the adjustment to institutional living. Helping patients and families prepare and adjust to this transition can begin with social workers in the hospital. Preparation, education, support, communication, understanding, and inclusion are key to helping patients and families cope. At The Ottawa Hospital, social workers have developed practical ways to help with this process.

Objectives

Participants will be able to:

- Develop an understanding of patients' and families' experiences of moving to a long term care home;
- Learn practical ways in which their hospitals can help ease the transition to long term care for patients and families;
- Develop programs to adapt to the needs of their patients and families in the transition to care.

2. Intimate Partner Violence and Healthcare: Unmasking the Truth

Ginasenda E. Rodriguez, Wendy Evans

Intimate Partner Violence (IPV) is a prevalent and serious social issue that cuts through racial, gender, and socio-economic lines. This poster presentation will demonstrate how in a specialty healthcare setting, women who are experiencing IPV often go unrecognized. Barriers to assessing for IPV in a specialty health care setting will be discussed. Also, the vulnerability of cancer patients for increased violence due to their medical condition, as well as the financial implications of IPV on healthcare will be explored.

Objectives

The participants will be able to:

- Understand the financial impact of Intimate Partner Violence in Healthcare;
- Identify several barriers found in the structure of a specialty health care setting, as well as the perceptions of professionals and patients;
- Discuss how cancer patients are more vulnerable to Intimate Partner Violence because of their diagnosis and treatments;
- Discuss strategies to better recognize and address Intimate Partner Violence in health care settings.

3. Are You Game?

Debbie Brady

Social Workers seek to develop innovative ways to help colleagues, supervisees and patients learn material. As individuals have different learning styles, traditional teaching methods do not always meet the needs of the learner. This poster was developed after using games as another teaching tool. The popular TV show Jeopardy was adapted to reinforce a variety of social work and general hospital personnel information. A scavenger hunt is to be used to help new staff learn about their environment.

Objectives

Participants will be able to:

- See how the use of games can team build and relieve stress;
- View alternative methods to teach and reinforce materials;
- Explore the use of games to develop knowledge within teams and/or with patients and families.



4. Across the Generations: Managing the Needs and Expectations of Employees

Donna Suckow, Alanna Terrell

For the first time in history, there are as many as four generations represented in the workplace. Not only has this provided organizations with a wealth of knowledge and skill, it has left many managers wondering how to lead such a diverse group. Age competency is as important to leadership development as clinical practice knowledge. This presentation identifies generational characteristics and suggests management techniques to help leaders balance hope, reality and opportunity.

Objectives

Participants will be able to:

- Identify characteristics of the different generational groups;
- Understand how age competency skills contribute to successful leadership;
- Identify potential management techniques for use with employees of different generational groups.

5. Social Work in the Intensive Care Unit

Katherine Shea, Joanne Kraus, Anne Hahn

Social workers are an integral part of the treatment team in the adult intensive care unit. They work with families in crisis when patient outcomes are often unclear. This unique service requires specialized skills of assessment and intervention, yet despite this there is very little literature regarding best practice. This poster aims to outline a model for social work practice within the adult intensive care unit that serves to provide early social work involvement, fosters teamwork, aids in discharge planning and utilizes principles of palliative care.

Objectives

Participants will be able to:

- Learn the role of the social worker using the TICU model for improving communication in the intensive care unit;
- Identify benefits of early social work intervention in a critical care unit;
- Review several intervention frameworks including palliative care, which aid in care of the ICU patient and their family;
- Identify specific components of assessment which are unique to the critical care patient.

6. Breaking the Mold: From Chorus Line to Center Stage

Barbara Borsutzky, Raman Shahi-Kullar, Susan Hogman

Given the tenuous position of social work in today's health care environment, we must actively work to shift the perception of our contribution from that of a 'nice helper' to one of a dynamic, indispensable leader within teams and organizations. In order for this shift to occur, social workers must recognize and make transparent their unique contributions within healthcare. This presentation will demonstrate the process of developing social work; show how outcomes became a means to redefine our role and reawaken passion for our work; provide strategies for fostering leadership amongst line social workers; and provide a framework for articulating practice.

Objectives

Participants will be able to:

- Identify the benefits of increased transparency in practice including: enhanced profile, and solidarity within department; increased value amongst administrators, teams, and clients; and reawakening of passion in practice.
- Transform mundane, mandatory and unpopular components of daily practice (e.g. documentation) into energizing tools to inspire interventions.

7. The Patient at the End of Life: Opportunities for Clinical Interventions that Strengthen Hope

Katy Hewson, Charla Peterson, Steve Riemer

This poster will emphasize the importance of the social worker's leadership role when working with patients at the end of life. It will discuss the medical model versus the supportive care model for patients who are terminally ill. Clinical interventions will be presented to transition patients from hope for a cure to hope for longevity and for leaving a legacy for their families.

Objectives

Participant will be able to:

- Explore how hope is an essential component for the well-being of terminally ill patients;
- Discuss the role of the social worker and implications for practice when working with patients who are receiving either active treatment or supportive care at the end of life;
- Learn clinical interventions focusing on how to enhance, transition, and strengthen hope while helping the patient and family make decisions about the future.

8. Beyond Discharge Planning: Marketing Clinical Social Work in the Medical Setting

Lisa Castro

Clinical social work interventions can not only improve patient care but can also increase the efficiency of operations in a medical clinic. The changing role of the social worker within hospitals has created the image of social worker as “discharge planner”. Recreating ourselves within this setting is a challenge for leadership. This poster will examine the importance of marketing clinical social work services. It will also describe different ways to market these skills and team build in the medical setting.

Objectives

Participants will be able to:

- Define marketing social work in the medical setting;
- Demonstrate the importance of marketing clinic social work skills to promote enhanced patient care and improve clinic efficiency;
- Provide practical ways to market social work within the medical setting using clinical tools to provide education and team build.

9. Evidence-Based Practice 101: A Primer for Health Care Social Workers

James R. Zabora & Members of the EBP Committee

This poster will provide an overview of the critical concepts and components related to EBP in health care social work. Specific topics include theories and models that underlie EBP, levels of evidence, methods to access pertinent literature, defined interventions with clinical examples, and appropriate outcome measures.

Objectives

Participants will be able to:

- Understand and be able to apply specific theories and models that underlie EBP;
- Learn a framework to provide the ability to explore the application of EBP and access to salient literature for use in health care settings;
- Develop a framework for EBP that includes specific interventions and services as well as potential outcomes that can be applied in diverse settings.





Faculty



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Thomas Aronson, LCSW, MBA
St. Luke's Regional Medical Center
Boise, ID
Session: W-18

Candyce S. Berger, MSW, PhD
University of Texas, El Paso
El Paso, TX
Session: W-5

Barbara Borsutzky, MSW, RSW
BC Centre for Ability
Vancouver, British Columbia
Session: Poster

Debbie Brady, LCSW
Arkansas Children's Hospital
Little Rock, AR
Session: Poster

Linda Brandeis, ACSW, LICSW
Harborview Medical Center
Seattle, WA
Session: W-5

Lisa Buonaccorsi Kelly, MSSW, MPH
Sinai Hospital of Baltimore
Baltimore, MD
Session: W-13

Lisa Castro, LMSW
MD Anderson Cancer Center
Houston, TX
Session: Poster

Sheila Damore-Petingola, MSW, RSW
Regional Cancer Program of the Hôpital régional
de Sudb
Sudbury, Ontario
Session: RF-6

Kay W. Davidson, DSW
University of Connecticut, School of Social Work
West Hartford, CT
Session: W-19

Margery H. Davis, MSW, LCSW
Memorial Sloan-Kettering Cancer Center
New York, NY
Session: RF-10

Gary Dick, PhD
University of Cincinnati, School of Social Work
Cincinnati, OH
Session: W-23

Deborah Dozier-Hall, DCSW, LICSW
National Institutes of Health
Bethesda, MD
Session: W-27

Sona Euster, LCSW
Consultant
New York, NY
Session: I-2, W-14

Wendy Evans, MSW, LCSW
MD Anderson Cancer Center
Houston, TX
Session: Poster

Adrienne Farrar, PhD, LICSW, LCSW-C
National Institute of Health
Bethesda, MD
Session: W-19

Bambi Fisher, LCSW
Mount Sinai Medical Center
New York, NY
Session: RF-8

Carol Frazier Maxwell, LCSW, ACSW
Arkansas Children's Hospital
Little Rock, AR
Session: RF-14

Les Gallo-Silver, LCSW-R
La Guardia Community College
Long Island City, NY
Session: RF-16

Carlean Gilbert, DSW, LCSW, CGP
School of Social Work, Loyola University
Chicago, IL
Session: W-19

Christine Goldstein, LCSW-R
Good Samaritan Certified Home Health Agency
Bayshore, NY
Session: I-3

Laura L. Grimes, LCSW
River Rock Psychotherapy & Consulting, Inc.
Chicago, IL
Session: W-22

Logan M. Grimes, BA
River Rock Psychotherapy & Consulting, Inc.
Chicago, IL
Session: W-22

Susan Guth, LGSW, C-ASWCM, CCM, CLCP
The Coordinating Center
Millersville, MD
Session: RF-12

Anne Hahn, PhD
Johns Hopkins Bayview Medical Center
Baltimore, MD
Session: Poster

Regina Hasan, LMSW
WellStar Health System
Marietta, GA
Session: RF-1

Nancy Heap, LCSW
Children's Memorial Hospital
Chicago, IL
Session: RF-4

Katy Hewson, MSW, LCSW
University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

Holly Lynn Hirsell, MSSA, LISW-S, LICDC
Department of Veterans Affairs
Brecksville, OH
Session: W-15

Susan Hogman, MSW, RSW
BC Centre for Ability
Vancouver, British Columbia
Session: RF-7, Poster

Marcia B. Holman, LCSW
Postgraduate Center for Mental Health
New York, NY
Session: W-7

Lillian Hulett, MBA
University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

Ann Hunter, MSW, LCSW
Children's Healthcare of Atlanta
Atlanta, GA
Session: I-1

Alessandra Iaderosa, LMSW
University of Michigan Health System
Ann Arbor, MI
Session: RF-5

David M. Jacobson, MSW, LCSW
University Medical Center
Tucson, AZ
Session: W-28

Greg Jensen, ACSW, LISW
University of Iowa Hospitals & Clinics
Iowa City, IA
Session: W-1, W-6

Polly A. Jones, LCSW
Ascension Health
Burlington, IN
Session: W-1, W-6

Colleen Kelly, MSW, RSW
Centre for Addiction and Mental Health
Toronto, Ontario
Session: RF-2

Joanne Kraus, LCSW
Johns Hopkins Bayview Medical Center
Baltimore, MD
Session: Poster

Ruth Marks-Swift, MSW, LSW
Delaware County Memorial Hospital
Drexel Hill, PA
Session: W-9

Theresa Martin, MSW, RSW
Langley Memorial Hospital
Langley, British Columbia
Session: RF-7

Debra Mattison, MSW, LMSW, BCD, OSW-C
University of Michigan Health System
Ann Arbor, MI
Session: W-10

Matig Mavissakalian, MD
Department of Veterans Affairs
Brecksville, OH
Session: W-15

Ted McNeill, PhD
The Hospital for Sick Children
Toronto, Ontario
Session: I-1



Pat Meadows, MSSW

The National Conference for Community and Justice
Dayton, OH
Session: I-2, W-20

Veronica Medina, MSW, ACSW, LSW, CCM

Keystone Mercy Health Plan
Philadelphia, PA
Session: W-30

Karen R. Nelson, MSW, RSW

The Ottawa Hospital
Ottawa, Ontario
Session: RF-9, RF-11

David B. Nicholas, PhD, RSW

University of Calgary, Department of Social Work
Edmonton, Alberta
Session: W-2

Mary Norris Brown, MPH, LCSW

Arnold Palmer Medical Center
Orlando, FL
Session: RF-17

Patricia O'Donnell, PhD, LICSW

Inova Health System, Center for Ethics
Springfield, VA
Session: I-1, W-8

Jane Parker, MPH, LCSW

Tulane School of Social Work
New Orleans, LA
Session: W-4

Jane Paterson, MSW, RSW

Centre for Addiction and Mental Health
Toronto, Ontario
Session: RF-2

Charla Peterson, MSW, LMSW

University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

Frederic Reamer, PhD

Rhode Island College
Providence, RI
Session: Keynote, W-12

Steve Riester, MSW, LMSW

University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

Charles L. Robbins, DSW, LCSW-R

Stony Brook University School of Social Welfare
Stony Brook, NY
Session: W-3

Ginasenda Rodriguez, MSW, LCSW

MD Anderson Cancer Center
Houston, TX
Session: Poster

Yvette Rolon, LCSW

New York Presbyterian Hospital Weill Cornell Medical Center
New York, NY
Session: RF-20

Susan Saunders, MSSWS, LCSW

University of Rochester Medical Center
Rochester, NY
Session: W-16, W-21

Alice Scesny Palmer, MSW, LISW-S

Cleveland Clinic Foundation
Cleveland, OH
Session: W-3

Bradley J. Schaffer, LMSW, BCD

VA Medical Center
Cincinnati, OH
Session: W-23

Claudia F. Schenk, LMSW

University of Michigan Health System
Ann Arbor, MI
Session: RF-13

Rachel Schneider, MSW, LCSW

Memorial Sloan-Kettering Cancer Center
New York, NY
Session: RF-10

Karen Seaver Hill

National Association for Children's Hospitals and Related Institutions
Alexandria, VA
Session: I-1

Raman Shahi-Kullar, BSW, MSW, RSW

BC Centre for Ability
Vancouver, British Columbia
Session: Poster

Katherine Shea, LCSW

Johns Hopkins Bayview Medical Center
Baltimore, MD
Session: Poster

Judith B. Shipman, LCSW

Tallahassee Memorial Hospital Memory Disorder Clinic
Tallahassee, FL
Session: RF-18

June Simmons, MSW, LCSW

Partners in Care Foundation
San Fernando, CA
Session: W-17

Deirdre Spelman, MSW, LCSW

Marywood University
Scranton, PA
Session: W-11

Donna Suckow, LCSW

University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

Alanna Terrell, LCSW

The University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

William R. Tietjen, MSW, LCSW

William R Tietjen, Consulting
Springfield, PA
Session: I-2, W-9, W-26

Judith Trachtenberg, LCSW

Consultant
New York, NY
Session: I-2, W-14

Judy Vokey-Mutch, MSW

The Ottawa Hospital
Ottawa, Ontario
Session: RF-19, Poster

Elizabeth Wharff, PhD, MSW

Children's Hospital Boston
Boston, MA
Session: I-1

Wilma Wheeler, MSW, LCSW

Children's Healthcare of Atlanta
Atlanta, GA
Session: I-1

Jonathan David White, LCSW-C

National Institutes of Health
Bethesda, MD
Session: W-27

Gloria Wilder, MD, MPH

Core Health, LLC
Washington, DC
Session: Kermit B. Nash Presentation

Susan Wisneski, MBA

University of Texas M.D. Anderson Cancer Center
Houston, TX
Session: Poster

Richard Woodrow, DSW

New York University Langone Medical Center
New York, NY
Session: I-2, W-24

Anthony Yamamoto, LCSW

Children's Hospital Central California
Madera, CA
Session: RF-17

James Zabora, ScD

Catholic University of America
Washington, DC
Session: W-25, W-29, Poster



2009 Annual Meeting & Conference Registration Form

Please print legibly or type. Please register only one person per form. This form may be duplicated or you may obtain additional forms from the website at www.sswlh.org or from SSWLHC Headquarters by calling toll free 866.237.9542. Register online at www.sswlh.org.

Registration Fee Schedule - All Fees Payable in U.S. Dollars

CATEGORY	POSTMARKED OR FAXED BY MARCH 20, 2009	POSTMARKED OR FAXED AFTER MARCH 20, 2009
Member	<input type="checkbox"/> \$485	<input type="checkbox"/> \$600
Non-Member*	<input type="checkbox"/> \$595	<input type="checkbox"/> \$710
Transitional/Unemployed	<input type="checkbox"/> \$290	<input type="checkbox"/> \$340
Retired Emeritus Member	<input type="checkbox"/> \$290	<input type="checkbox"/> \$340
One Day Only	<input type="checkbox"/> \$230	<input type="checkbox"/> \$230
Student Rate (Full-time students only)	<input type="checkbox"/> \$290	<input type="checkbox"/> \$340

***Join and Register!** Become a SSWLHC member and register for the 2009 Meeting & Conference at the member price! Return a completed membership application and dues payment with your conference registration form to take immediate advantage of the member savings! A Membership application is included on page 32 or one can also be downloaded at: <http://www.sswlh.org/html/membership.html>

Vegetarian Meals Requested

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

PHONE

FAX

EMAIL

GUEST NAME BADGE (WEDNESDAY OPENING BANQUET)

GUEST NAME BADGE (THURSDAY NETWORKING RECEPTION)

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

Method of Payment

All registrations must be accompanied by a check, credit card, or copy of a purchase order. Sorry, registrations will not be processed without a method of payment.

Check or Money Order

(All checks must be made payable to SSWLHC and in U.S. Dollars)

Tax ID # 23-3100897

AMERICAN EXPRESS VISA MASTERCARD

ACCOUNT NUMBER

EXPIRATION

NAME OF CARDHOLDER

SIGNATURE

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.

Wednesday, April 22, 2009

- 1:00 p.m. – 4:00 p.m. Chapter President's Meeting (Open to Chapter Presidents and Presidents-Elect only)
- 4:45 p.m. – 5:45 p.m. New Member & First Time Attendee Orientation
- 6:00 p.m. – 9:00 p.m. Opening Banquet Dinner

Thursday, April 23, 2009

- 8:00 a.m. – 9:30 a.m. W-1 W-2 W-3 W-4 W-5
- 9:45 a.m. – 11:15 a.m. W-6 W-7 W-8 W-9 W-10
- 11:30 a.m. – 12:30 p.m. RF-1 RF-2 RF-3 RF-4 RF-5
- 12:30 p.m. – 1:45 p.m. Boxed Lunch (Checking this box helps us to control costs and reduce waste.)
- 1:45 p.m. – 2:45 p.m. RF-6 RF-7 RF-8 RF-9 RF-10
- 3:00 p.m. – 5:00 p.m. Membership Meeting

Friday, April 24, 2009

- 10:00 a.m. – 11:30 a.m. W-11 W-12 W-13 W-14 W-15
- 1:00 p.m. – 2:30 p.m. W-16 W-17 W-18 W-19 W-20
- 3:00 p.m. – 4:30 p.m. W-21 W-22 W-23 W-24 W-25

Saturday, April 25, 2009

- 8:00 a.m. – 9:00 a.m. RF-11 RF-12 RF-13 RF-14
- 9:15 a.m. – 10:45 a.m. W-26 W-27 W-28 W-29 W-30
- 11:15 a.m. – 12:15 p.m. RF-16 RF-17 RF-18 RF-19 RF-20

\$50 Habitat for Humanity Community Outreach Project (Wednesday, April 22) \$ _____

SPOUSE/GUEST NAME

Optional Pre-Conference Intensive (Wednesday, April 22)

(Additional fees apply. Check only one.) \$ _____

- I-1: Pediatric Health Care Social Work Intensive (\$135)
- I-2: Leadership Institute (\$250)
- I-3: Home Health & Hospice Social Work Intensive (\$135)

\$35 Foundation Luncheon (Friday, April 24) \$ _____

(tax deductible donation)

Guest

- Wednesday Habitat for Humanity at \$50 each \$ _____
- Wednesday Opening Banquet at \$60 each \$ _____
- Thursday Networking Reception at \$25 each \$ _____

Membership Renewal

- Full Member, Management at \$140 each \$ _____
- Full Member, Direct Patient Care, Transitional, Emeritus, Faculty and Student at \$85 each \$ _____
- Associate Member at \$165 each \$ _____
- Student at \$55 each \$ _____

Total Amount Due \$ _____



Membership Application

NAME _____ DEGREE/CREDENTIALS (E.G., MSW) _____

COMPANY _____

WORKPLACE ADDRESS _____

CITY _____ STATE _____ ZIP _____

HOME ADDRESS _____

CITY _____ STATE _____ ZIP _____

PREFERRED MAIL ADDRESS: WORK HOME

WORK PHONE () _____ FAX () _____ HOME PHONE () _____

EMAIL _____ YEARS IN SOCIAL WORK _____

Membership Information

MANAGEMENT \$140 - Social worker with full or part-time management responsibility who holds a social work degree from a school of social work accredited by the Council on Social Work Education.

DIRECT PATIENT CARE \$85 - Social worker in direct patient care only, without director, manager or chief in their title, who holds a social work degree from a school of social work accredited by the Council on Social Work Education.

TRANSITIONAL \$85 - A Management or associate member who by resignation or termination of employment is no longer employed in a health care setting.

EMERITUS \$85 - A retired member who before retirement met the eligibility requirements for membership.

FACULTY \$85 - A dean or faculty member of a university or college.

ASSOCIATE \$165 - An individual or business who does not hold a social work degree but has substantial responsibility or interest in the leadership of social work functions in a health care setting.

STUDENT \$55 - A student currently enrolled in a CSWE program at a university or college.

DONATION - SWLHF: To expand educational programming and advocate for the profession.

\$25 \$50 \$100 Other

TOTAL _____

Payment Type

CHECK (PAYABLE TO SSWLHC)
Tax ID # 23-3100897

AMERICAN EXPRESS VISA MASTERCARD
ACCOUNT No. _____

NAME OF CARDHOLDER _____

SIGNATURE _____ EXP. DATE / _____

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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.sswlhlc.org

SOCIAL WORK EDUCATION

- Associate
- Bachelor's
- Master's
- Doctorate

OTHER FIELD

(Please specify) _____

- Diploma/Certificate
- Associate
- Bachelor's
- Master's
- Doctorate

EMPLOYMENT

(Check only 1 in each column)

- Full-Time
- Part-Time
- Unemployed
- Self-employed
- Retired

PATIENT POPULATION

- None
- Adult
- Geriatric
- Pediatric

PRIMARY AREA OF PRACTICE

(Check only 1 response)

- Academia
- Clinical/Patient Care
- Education
- Administration
- Research
- Other (please specify) _____

SECONDARY AREA OF PRACTICE

(Check only 1 response)

- Academia
- Clinical/Patient Care
- Education
- Administration
- Research
- Other (please specify) _____

PRIMARY WORK SETTING

(Check only 1 response)

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

SECONDARY WORK SETTING

(Check only 1 response)

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

Please remove me from the rented mail list

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

- Male Female
- Do not care to respond

AGE (YEARS):

- 20-24 45-49
- 25-29 50-54
- 30-34 55-59
- 35-39 60-64
- 40-44 Over 65
- Do not care to respond

ETHNIC GROUP

- African American
- Asian
- Hispanic
- Native American
- Caucasian
- Other
- Do not care to respond

SALARY RANGE: (ANNUAL)

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



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.