The Wide Lens of Social Work Practice Across the Health Care Continuum

November 5-8, 2014
Salt Lake Marriott Downtown at City Creek Hotel

Gold Sponsor
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Exhibitors:
Community Nursing Service • Gentiva Home Health & Hospice • Health South Rehab Hospital
Home Instead Senior Care • Intermountain Homecare • Legend Reverse Mortgage
National Association of Perinatal Social Workers • NASW Assurance Services • Novartis • Plum Healthcare
REVA, Inc. • Right at Home • Rocky Mountain Care • Routledge / Taylor & Francis • Seniors Blue Book
South Davis Community Hospital • The Center for Case Management • The University of Southern California
School Social Work Virtual Academic Center • Vitaphone eHealth Solutions • Walden University
Welcome Salt Lake 2014

Dear Colleagues:

We are thrilled to be welcoming you to the 49th Society for Social Work Leadership in Health Care Educational Conference and Annual Meeting in beautiful Salt Lake City. Our conference “The Wide Lens of Social Work Practice Across the Health Care Continuum” promises to be both informational, stimulating, and challenging you to use your creativity as we all face the changes of the landscape of Health Care with the Affordable Care Act and the push to change service delivery to insure quality care for all.

We are thrilled to offer 7 pre-conference intensives with attention to: Leadership, Military Mental Health, Pediatrics, Disaster Planning, Lean Leadership, Home Health and Hospice, and Ethics. We have 34 wonderful workshops in addition to the Intensives and 25 Reports from the Field. The innovation and creativity is evident in all of the submissions we received. Unfortunately were not able to offer slots to everyone who submitted abstracts, but we believe that we have a great program to meet the needs of social workers where ever you practice in health care. Thank you to all of our presenters and all of our Poster presenters who will be displaying their information visually.

Our Kermit Nash Speaker at our Opening Banquet is Cherie Buckner-Webb. She is Idaho’s first elected African-American state legislator, and its first African-American woman legislator in Idaho. She has a master’s in social work from Northwest Nazarene University. She is also the founder and principal of Sojourner Coaching, is a recipient of a myriad of awards and recognition for her diversity and leadership efforts.

For our Keynote Speaker we are please to have Michael Kilmer, LCSW, Chief Consultant of VA Care Management and Social Work Services. He will be speaking about the VA CM/SWS “VA Social Work Innovation and Transformation During Times of Change and Crisis”. We are thrilled to welcome him to the Society and our Annual Meeting and Educational Conference. The VA is the largest employer of social workers in the country numbering 10,000 social workers employed nationally.

Salt Lake and Utah offer a multitude of things to see and do, from the outdoor activities and great skiing; to the museums; great restaurants; and the world-renowned Mormon Tabernacle choir. It is a short drive to the mountains and ski areas and Park City that is the home to Robert Redford’s annual Sundance Film Festival and the Olympic Park from the 2002 Olympics. Utah is also known for the many National Parks within its borders: Bryce Canyon; Zion National Park; Aches Monument, Canyon lands; and of course the Grand Canyon. Salt Lake has award winning restaurants and clubs offering alcohol, as well as activities for your children or family—the Clark Planetarium, Discovery Getaway, Leonardo Museum, the Pioneer cuisine at the Lion House Pantry Restaurant, LDS Temple Square, a Utah Utes game at the University of Utah, City Creek Shopping Center (right by the hotel), the state capital, Capital Theatre, and “Beer Bar” owned by Ty Burrell (the Dad from Modern Family) located next door to the cocktail bar he co-owns “Bar X”, just to name a few sights in the city.
We have also built in some networking time to meet new peers from around the country or outside the country hoping that you will be able to share ideas and maybe a drink or a meal as you recharge you battery and enjoy the conference. This is a conference for you, we are hoping that you will meet new colleagues and connect with people from other facilities and other parts of the country to help us all serve people seeking health care and remain a dynamic part of the Health Care Teams.

Looking forward to meeting you at the conference!

Linda Brandeis, ACSW, LICSW
President
Society for Social Work Leadership in Health Care

Pamela Thompson, LCSW
Chair
SSWLHC 2014 Planning Committee

Conference Learning Objectives

At the conclusion of 49th Annual Meeting & Conference, participants will have:

• Learned a range of innovative social work practice concepts, techniques, and skills that can be applied in their organizations.

• Developed leadership skills for all levels of practitioners and across the health care continuum in the areas of program development, managing change, conflict management, administration and executive leadership.

• Enhanced their understanding of emerging healthcare trends and their impact on policy and practice.

• Learned and compared “best practices” regarding clinical, managerial skills, and programming.
LEADERSHIP INSTITUTE

Tuesday, November 4, 2014 – 1:00 – 6:00 PM (Part I)
Wednesday, November 5, 2014 – 7:30 AM – 4:30 PM (Part II)

The Society for Social Work Leadership in Health Care is proud to welcome members to The Eighth Leadership Institute (LI) to be held in conjunction with our 2014 annual meeting in Salt Lake City, Utah.

The 2014 Leadership Institute, Salt Lake City, Utah includes a day and a half intensive beginning on Tuesday November 4, 2014 and continuing on Wednesday November 5, 2014. The registration fee is $195.00. LI attendees will return to their organization with a certificate of completion and 11 CEU’s. The Eighth Leadership Institute brings together an excellent faculty of talented social work leaders and educators for an intensive interactive program designed to develop and enhance the leadership knowledge and skills of participants. The target audience includes professionals who lead in their organizations no matter their titles. Social work clinicians, supervisors, managers, directors, teachers or researchers and all who 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.

A graduate of the Leadership Institute: Philadelphia 2013 class described this unique learning as “…it was a great experience overall. The faculty was knowledgeable, engaging, and facilitated a positive group learning experience. In my opinion, as a Social Worker, the greatest benefit was sharing and discussing leadership, including challenges, with other Social Workers. The dynamic was unique and truly offered benefits over similar trainings with diverse attendees. Attendees from a non-social work background often require education on leadership skills that are just natural and/or core competencies for Social Workers. I was grateful for the opportunity to attend.”

NEW MEMBER & FIRST TIME ATTENDEE ORIENTATION

Wednesday, November 5, 2014
4:45 – 5:30 PM

New to the Society? SSWLHC invites all new members and first time attendees to kick off the conference by attending this informal session to meet and network with the SSWLHC leadership and other first time attendees on a more personal level. An overview of the organization and the conference will also be provided.

WELCOME RECEPTION WITH EXHIBITORS AND PREMIER OF POSTERS & SWLHF SILENT AUCTION

Wednesday, November 5, 2014
5:30 – 6:30 PM

Reconnect with old friends or strike up a conversation with a new face in the crowd while enjoying a drink and delectable hors d’oeuvres. The relaxed, informal, atmosphere will also provide an opportunity to visit with our poster presenters, sponsors, and exhibitors. Attendees will be given an “Exhibit Hall Passport” in their registration packets. Stop by to chat with our exhibitors to learn about their latest products and services and get entered into a raffle to win a complimentary registration to the 2015 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. Winners will be announced at the Closing Raffle in the Exhibit Hall on Friday, November 7th at 2:30 PM.

OPENING BANQUET WITH PRESENTATION OF AWARDS AND KERMIT NASH PRESENTATION

Wednesday, November 5, 2014
6:30 – 9:00 PM

After mixing and mingling at the Welcome Reception, join us for our Opening Banquet Dinner. The 49th Annual Meeting & Conference will shift into high gear with the presentation of the Ida M. Cannon Award and the Health Care Social Work Leader of the Year Award followed by a motivational presentation from our Kermit Nash speaker, The Honorable Cherie Buckner-Webb, MSW, Idaho State Senator District 19, Certified Professional Coach, Consultant, and Motivational Speaker. Ms. Buckner-Webb’s presentation “Social Worker’s Dilemma: Ethical Tipping Points” is sure to be thought provoking and inspiring. 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 and you will receive a ticket that will guarantee you a seat. Only ticketed attendees are permitted to attend the dinner so please be sure to RSVP on your registration form.

WELCOME, PRESENTATION OF AWARDS AND KEYNOTE PRESENTATION

Thursday, November 6, 2014
7:45 – 9:15 AM

We will begin the session by honoring the 2014 recipients of the Eleanor Clark Award for Innovative Programs in Patient Care, the Hyman J. Weiner Award, and the new Joan Upshaw Award. This will be followed by our Keynote Speaker, Michael T. Kilmer, LCSW, Chief Consultant, Care Management and Social Work Services in the Office of Patient Care Services, Veterans Health Administration (VHA) with his presentation on “VA Social Work Innovation and Transformation During Times of Change and Crisis”.

NETWORKING BOXED LUNCH

Thursday, November 6, 2014
12:15 – 1:30 PM

Grab a lunch box and take this opportunity to unwind a bit. We are hoping to increase networking or interest group meeting times by having tables with different groups listed so you can meet new colleagues and share concerns, ideas, and potential solutions or lessons learned. It also gives you a chance to meet people and possibly connect to get together for sightseeing or dinner to continue your discussions. We also want to make sure that you get your Exhibit Hall passport out and signed by the exhibitors to be eligible to win a complimentary registration to our next Annual Conference which will be our 50th Annual Meeting and Educational Conference. Cast your vote for the Best Posters. The boxed lunch is included in your registration fee. Please make sure to check off the appropriate box on your registration form so we have the correct number of meals available.

MEMBERSHIP MEETING

Thursday, November 6, 2014
4:30 – 6:00 PM

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. All attendees are encouraged to attend, even those who are not current members of the Society but are interested in learning more about the organization.

SOCIAL WORK HEALTH LEADERSHIP FOUNDATION WINE & CHEESE RECEPTION

Friday, November 7, 2014
6:00 – 7:00 PM

($40 tax deductible donation required to attend)

Before heading out to dinner on Friday night, please plan to join the SWHLF Foundation for a special “happy hour” reception where guests will enjoy hors d’oeuvres and a sampling of wine and microbrews. Every Society member is a direct beneficiary of the activities of the Foundation which provides educational scholarships, financial support to specialized programs like the Leadership Institute, and the awarding of grants to the Society.

Your tax deductible donation of $40 will help us continue this work and expand our commitment to all social work leaders in health care. The Foundation Board looks forward to seeing our old friends, meeting new ones and providing a time for celebration and fellowship.

To purchase tickets for the Foundation Reception please check the box on the registration form.
Salt Lake City Attractions!

Clark Planetarium
Located in the heart of downtown Salt Lake City, Clark Planetarium explores the wonders of space and science through the state-of-the-art ATK 3D IMAX and Hansen Dome Theatres, free exhibits and the Planet Fun Clark Planetarium Store.

Fort Douglas Military Museum
Welcome to one of the most essential forts in the United States. It served to protect the mail routes and settlers of the Wild West against Indian attacks as well as providing a home for troops who fought in Mexico, the Philippines, the horrible trenches of Europe, and the islands of the Pacific. The Fort was also used to house prisoners of war during World War I and II. It even became an Air Base! All aspects of the Fort’s use brought honor and pride to our nation.

Red Butte Garden
Red Butte Garden is Utah’s Botanical Garden and part of the University of Utah. It is the largest botanical garden in the Intermountain West that tests, displays and interprets regional horticulture. Explore over 100 acres including display gardens and natural area hiking trails. “Four Seasons, A Million Reasons” to visit for floral shows, outdoor concerts, camps and classes.

Utah’s Hogle Zoo
Located on 42 acres at the mouth of Emigration Canyon in Salt Lake City’s eastern foothills, the Zoo is one of the top visited attractions in the state. Visit Rocky Shores featuring animals of the Pacific Northwest such as polar bear, seals, sea lions, grizzly bears and more. Marvel at the beautiful rare cats of Asian Highlnds or the magnificent pachyderms of Elephant Encounter. Utah’s Hogle Zoo cares for an amazing variety of animals, both large and small. Many of them are endangered or threatened, and all are examples of the beauty and diversity of the natural world.
The Leonardo at Library Square
The Leonardo fuses science, technology, and culture in a way that explores today’s big ideas, questions, and discoveries. With original interactive exhibits, workshops, classes, and world-class traveling exhibitions, The Leonardo seeks to inspire curiosity in people of all ages and from all backgrounds.

Utah Museum of Fine Arts
The Utah Museum of Fine Arts, the state’s primary cultural resource for global visual arts, showcases a world-class permanent collection of art objects from the classical to contemporary periods and presents some fifteen rotating exhibitions annually. Highlights include European and American masterworks, art of Utah and the American West, and emerging contemporary art from around the world. Programs, most of them free, include artist talks, films, and family art-making activities.

Utah Olympic Park
This 2002 Olympic venue boasts free museums, athlete performances, adventure courses, ziplines, an alpine slide, and the Summer Comet Bobsled ride.

This is the Place Heritage Park
Explore a Pioneer Village, Pan for Gold, Ride Trains and Ponies! Say hello to their friendly animals, see a Blacksmith, a Tinsmith, a "Spinner," and much more! Have some great grub at the Huntsman Hotel (now serving Hires Big H products), soft serve ice cream, Brigham’s Donuts and candy at the old fashioned ZCMI Mercantile. Visit the Native American Village, and their new Splash Pad Irrigation Station.
During this session we will take a broad look at the role of ethics in the Social Work Practice. In doing so, we will investigate ethical conduct through the lens of the four core principles of Medical Ethics.

1) Beneficence
2) Non-maleficence
3) Autonomy/ respect right of self-determination
4) Justice

Questions for consideration: What is the intersection of the four? How do you navigate when there is an ethical conflict in perspectives of the client, the system and you? What factors influence decision making? How issues impact clients that do not have resources to cover services needed.

LEARNING OBJECTIVE:
At the conclusion of this presentation, participants will be able to:

• Address, in depth, the value and importance of social workers’ engagement in social and political action based on the Social Work Code of Ethics 6.04.

6.04 Social and Political Action

(a) Social workers should engage in social and political action that seeks to ensure that all people have equal access to the resources, employment, services, and opportunities they require to meet their basic human needs and to develop fully. Social workers should be aware of the impact of the political arena on practice and should advocate for changes in policy and legislation to improve social conditions in order to meet basic human needs and promote social justice.

(b) Social workers should act to expand choice and opportunity for all people, with special regard for vulnerable, disadvantaged, oppressed, and exploited people and groups.

(c) Social workers should promote conditions that encourage respect for cultural and social diversity within the United States and globally. Social workers should promote policies and practices that demonstrate respect for difference, support the expansion of cultural knowledge and resources, advocate for programs and institutions that demonstrate cultural competence, and promote policies that safeguard the rights of and confirm equity and social justice for all people.

(d) Social workers should act to prevent and eliminate domination of, exploitation of, and discrimination against any person, group, or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.
These are very exciting times in health care! The rapidly changing fiscal environment, sweeping changes in health care policy, and advances in information technology (IT) present both opportunities and challenges for VA Social Work. VA Care Management and Social Work Services is positioned to lead VA’s transformation to a Veteran-Centric organization that places Veterans, their families, and Caregivers first by developing and implementing innovative solutions to these current challenges. This presentation is an exploration of VA Care Management and Social Work Services and our current state; while looking to the future and transformation of VA Social Work.

OBJECTIVES:
At the conclusion of this presentation, participants will be able to:

- Understand the current technological, fiscal, and policy environment of social work within the Department of Veterans of Affairs (VA)
- Review the major programs of Care Management and Social Work Services within the Department of Veterans of Affairs
- Review the comprehensive strategy for transforming VA social work that addresses structural, personal, and professional changes
### Tuesday, November 4, 2014

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:00 AM – 5:00 PM</td>
<td>SSWLHC Board of Directors Meeting</td>
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<tr>
<td>12:00 – 5:00 PM</td>
<td>Registration</td>
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<tr>
<td>1:00 – 6:00 PM</td>
<td>I-1: Leadership Institute – Part I</td>
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### Wednesday, November 5, 2014

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<tr>
<th>Time</th>
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<tr>
<td>7:00 AM – 6:30 PM</td>
<td>Registration</td>
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<tr>
<td>7:30 AM – 4:30 PM</td>
<td>I-1: Leadership Institute – Part II</td>
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<tr>
<td>7:30 AM – 4:30 PM</td>
<td>I-2: Pediatric Health Care Social Work Intensive</td>
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<td>7:30 AM – 4:30 PM</td>
<td>I-3: Mental Health First Aid – Military Members, Veterans, and Their Families Intensive</td>
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<td>8:00 AM – 12:00 PM</td>
<td>I-4: Disaster Resilience Leadership: Trauma-informed Healthcare Practice Intensive</td>
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<td>8:00 AM – 12:00 PM</td>
<td>I-5: What Did You Kaizen? Lean Leadership: Tools for Today’s Leader Intensive</td>
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<td>12:30 – 4:30 PM</td>
<td>I-6: Home Health &amp; Hospice Intensive</td>
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<td>12:30 – 4:30 PM</td>
<td>I-7: Ethics Intensive</td>
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<tr>
<td>1:00 – 5:00 PM</td>
<td>Chapter Presidents’ Meeting (By invitation only)</td>
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<tr>
<td>4:45 – 5:30 PM</td>
<td>New Member &amp; First Time Attendee Orientation</td>
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<tr>
<td>5:30 – 6:30 PM</td>
<td>Welcome Reception with Exhibitors and Premier of Posters</td>
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<tr>
<td>6:30 – 9:00 PM</td>
<td>Opening Banquet Dinner with the presentation of the Ida M. Cannon Award and the Health Care Social Work Leader of the Year Award, and the Kermit B. Nash Speaker: Cherie Buckner-Webb, MSW</td>
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Thursday, November 6, 2014

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<th>Time</th>
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<tr>
<td>7:00 AM – 3:30 PM</td>
<td>Registration</td>
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<tr>
<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast with Exhibitors and Poster Viewing</td>
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<tr>
<td>7:45 – 8:15 AM</td>
<td>Welcome and presentation of the Eleanor Clark Award for Innovative Programs in Patient Care, the Hyman J. Weiner Award, and the new Joan Upshaw Award</td>
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<tr>
<td>8:15 – 9:15 AM</td>
<td>Keynote Speaker: Michael T. Kilmer, LCSW, Chief Consultant (10P4C), VA Care Management and Social Work Services</td>
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<tr>
<td>9:30 – 11:00 AM</td>
<td>Concurrent Workshops – Breakout Session 1</td>
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<td>11:00 – 11:15 AM</td>
<td>Transition Break</td>
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<td>11:15 AM – 12:15 PM</td>
<td>Concurrent Reports from the Field – Breakout Session 2</td>
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<tr>
<td>12:15 – 1:30 PM</td>
<td>Boxed Lunch with Networking (Lunch is included in your registration)</td>
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<tr>
<td>1:30 – 3:00 PM</td>
<td>Concurrent Workshops – Breakout Session 3</td>
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### Concurrent Workshops – Breakout Session 1

<table>
<thead>
<tr>
<th>W-01</th>
<th>Affordable Care Act Update: Implementation Milestones and Workforce Opportunities</th>
<th>Stacy Collins</th>
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<tbody>
<tr>
<td>W-02</td>
<td>Social Work Leadership as Ambassadors of Health Care Reform: Developing and Implementing a Health Home Program within a Large Urban Health System</td>
<td>Kristina Monti, Arielle Rosner</td>
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<tr>
<td>W-03</td>
<td>Psychosocial Acuity - How and Why to Measure Across the Health Care Continuum</td>
<td>Stacey Klett, Janice Finn</td>
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<tr>
<td>W-04</td>
<td>An Approach to Managing Difficult Behaviors in a Hospital Setting</td>
<td>Shelly Bunker, Laura Rowland</td>
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<tr>
<td>W-05</td>
<td>The ABCs of Clinical Social Work in Palliative Care: How, When, Where, and Why</td>
<td>Carmella Wygant</td>
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### Concurrent Reports from the Field – Breakout Session 2

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<tbody>
<tr>
<td>RF-02</td>
<td>Best Practices in Care Coordination: Reducing Low-Acuity ER Visits and Improving Patient Care</td>
<td>Carrie Richards</td>
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<tr>
<td>RF-03</td>
<td>Social Work Leaderships in Health Care Reform</td>
<td>Alice Kitchen, Sarah Starnes, Sheri Hilger</td>
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<tr>
<td>RF-04</td>
<td>Central Ohio HIV testing, Education, Counseling in Outreach Settings: How Client Centered Techniques Engage Persons in Non Clinical Settings</td>
<td>Bianca Guynn, JoLynn Wheatley</td>
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<tr>
<td>RF-05</td>
<td>Synergistic Health Care Practice: Social Work and Public Health in Partnership</td>
<td>Patricia Reeves, Trina Salm Ward</td>
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### Concurrent Workshops – Breakout Session 3

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<thead>
<tr>
<th>W-06</th>
<th>Understanding the Importance of Medical Documentation for Social Security Disability Insurance Benefits</th>
<th>Karen Hercules-Doerr</th>
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<tbody>
<tr>
<td>W-07</td>
<td>Managing Boundaries during Shared Traumas</td>
<td>Jane Parker</td>
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<tr>
<td>W-08</td>
<td>Times of War; Times of Peace: What All Social Work Leaders in Healthcare Need to Know About Servicemembers, Veterans and Families</td>
<td>Victoria Koehler, Lauren Love-Dubeau, Sarah Nowitzke</td>
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<tr>
<td>W-09</td>
<td>Integrating Social Work and Health Education into Specialty Medical Practice- A Proactive Care Model</td>
<td>Liz Garcia-Leavitt</td>
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<tr>
<td>W-10</td>
<td>Field as the Signature Pedagogy: Transition from Process to Competency</td>
<td>Candycce Berger, Donna Cude-Islas</td>
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</tbody>
</table>
3:00 – 3:30 PM  Refreshment Break in Exhibit Hall
3:30 – 4:30 PM  Concurrent Reports from the Field – Breakout Session 4

**RF-06**  Can We Talk?! Nursing Home to Emergency Department Transition: Improving Communication  
Sharon Foerster

**RF-07**  Complex Care Case Management Program  
Jaimie Lee, Marianne Schlosser

**RF-08**  Succession Planning: The Role of the Social Work Lead Position in a Hospital Setting  
Erica Menzer, Hallie Stone

**RF-09**  The Boston Marathon Bombing: Lessons from the Field  
Allison Scobie-Carroll, Pamela Chamorro, Katherine Welsh

**RF-10**  Taking the Electronic Medical Record to a Higher Level  
Connie Nicolosi, Paula Crumbie, Michael Ferry

4:30 – 6:00 PM  Membership Meeting
6:00 PM  Free Evening

**Friday, November 7, 2014**

7:00 AM – 3:00 PM  Registration
7:00 – 8:20 AM  Continental Breakfast with Exhibitors and Poster Viewing
7:00 – 8:00 AM  Past Presidents' Breakfast (by invitation only)
8:00 – 8:30 AM  Preview of the Leadership Institute and the Mentoring Program
8:30 – 10:00 AM  Concurrent Workshops – Breakout Session 5

**W-11**  Achieving Organizational Cultural Competence with CLAS  
Arlene Arias

**W-12**  Primary Care and Behavioral Health: Key Concepts for Implementation and Social Work Workforce Development  
Virna Little

**W-13**  Understanding Post Traumatic Stress Disorder  
Kori Blitstein, Samuel Schwartz-Landrum

**W-14**  Essential Resources for Family Caregivers and Aging Adults  
Megan Hix

**W-15**  Assessing Rehospitalization Risk….And Then What?  
Selena Bolotin

10:00 – 10:30 AM  Refreshment Break in Exhibit Hall
10:30 AM – 12:00 PM  Concurrent Workshops – Breakout Session 6

**W-16**  Repeat of W-01 Affordable Care Act Update: Implementation Milestones and Workforce Opportunities  
Stacy Collins

**W-17**  Health after Hospital: Preventable Admissions Care Team  
Melissa Vollbrecht

**W-18**  There's Tension in the Air…  
Thomas Aronson

**W-19**  High Stake Conversations: Achieving Positive Outcomes with Difficult Communication  
Candyce Berger, Linda Brandels

**W-20**  Management of Mood and Behavior Disorders in Dementia  
Steven Fehlauer

12:00 – 1:20 PM  Lunch on your own
12:15 – 1:15 PM  Joint Meeting of the SSWLHC Board and the SWHLF Board
12:30 – 1:20 PM  VA Care Management and Social Work Services Town Hall
1:30 – 2:30 PM  Concurrent Reports from the Field – Breakout Session 7
| RF-11 | Ask Suicide-Screening Questions to Everyone in Medical Settings, The asQ'em Project: A Response to the Joint Commission's Alert  
Deborah Snyder, Lisa Horowitz, Maryland Pao |
| RF-12 | Project Connect: A Super-Utilizer Outreach Program as an Investment in Population Health  
Karen Fattore, Nicole Vega |
| RF-13 | Strength Based Leadership  
Mea Austin |
| RF-14 | Developing and Strengthening Models for Transition of Youth with Special Healthcare Needs  
Lisl Schweers, Elizabeth Morasso |
| RF-15 | Educating Social Workers for Wide Lens Approaches in Health: Findings from an Analysis of Health Content in MSW Programs  
Jamie Marshall, Betty Ruth, Madi Wachman, Neena Schultz |

2:30 – 3:00 PM  Refreshment Break, Final Poster Viewing and Closing Raffle

3:00 – 4:30 PM  Concurrent Workshops – Breakout Session 8

| W-21 | Compassion Fatigue: Building & Promoting Resilience in Professional Social Work  
Amber Ford, Renee Michelsen |
| W-22 | Is Integrative Social Work in Primary Care Innovative or the Emperor’s New Clothes?  
Kathleen Wade, Stacey Klett |
| W-23 | Social Work and the Non-adherent Patient: Strategies for Change  
Nan Fitzgerald |
| W-24 | Lean In: From MSW to Director to VP - Successfully Managing the Journey to Leadership  
Bonnie Geld |
| W-25 | The Evolving Role of Emergency Department Social Work in the Era of Health Care Reform  
Christine Hamilton, Liza Ronda |

4:45 – 5:45 PM  Concurrent Reports from the Field – Breakout Session 9

| RF-16 | When NICU Children Aren’t Safe at Home: A Current Look at Child Maltreatment and Interventions  
JaNeen Cross |
| RF-17 | From Front Line to Complaint Line - Social Workers as Patient Advocates in Acute Care  
Judy Vokey-Mutch |
| RF-18 | Social Work Interventions Impact Readmissions  
Alexis Early |
| RF-19 | Keeping Social Work “Alive” in a Hospital Case Management Environment  
Eileen Winter |
| RF-20 | Access, Equity and Balance in Psychosocial Oncology Services  
Genevieve Cote, Diane Manii, Josee Charlebois |

6:00 – 7:00 PM  Happy Hour- Social Work Health Leadership Foundation Fundraiser (Ticket Required)
# Conference Schedule

**Saturday, November 8, 2014**

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<tr>
<th>Time</th>
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<tr>
<td>7:00 AM – 12:30 PM</td>
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<tr>
<td>7:00 – 8:00 AM</td>
<td>Leadership Institute Regroup &amp; Breakfast</td>
</tr>
<tr>
<td>8:00 – 9:30 AM</td>
<td>Concurrent Workshops – Breakout Session 10</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Session</th>
<th>Presentation</th>
</tr>
</thead>
</table>
| W-26    | Veteran Homeless Model Development Programs - National Center on Homelessness among Veterans  
|         | Stephanie George                                                             |
| W-27    | Simulation Strategies: Zooming in on Critical Practice Skills                
|         | Donna Cade-Islas, Kathryn J. Schmidt, Candyce S. Berger                     |
| W-28    | Withdrawed                                                                   |
| W-29    | Withdrawed                                                                   |
| W-30    | Creation and Implementation of a Social Work Career Ladder: Four Successful Models  
|         | Carol Maxwell, Sabra Boyd, Jeanette Foster, Tony Yamamoto                   |

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>9:30 – 9:45 AM</td>
<td>Transition Break</td>
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<thead>
<tr>
<th>Session</th>
<th>Presentation</th>
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</table>
| RF-21   | Understanding Dementia: What all Social Workers Should Know                
|         | Liz Garcia-Leavitt                                                          |
| RF-22   | Coming to the Table with Ideas – Creative Ways for Social Work to Make Meaningful Contributions to Manage Hospital Length of Stay (LOS)  
|         | Tom Sedgwick                                                                 |
| RF-23   | A Social Work Model Providing “Best Practice” Treatment to High Utilizing Patients in the Emergency Room and Following Them into the Community.  
|         | Nora G. Bowcut                                                              |
| RF-24   | C.A.R.E. (Collaboration Allows Real Empowerment)                            
|         | Deanne Mullins                                                              |
| RF-25   | Transforming Healthcare from Within: Promoting Access to Care for LGBTQ People  
|         | Kenneth Myers                                                               |

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<th>Time</th>
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<tbody>
<tr>
<td>10:45 – 11:15 AM</td>
<td>Check-Out Break</td>
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</table>

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<tr>
<th>Session</th>
<th>Presentation</th>
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</thead>
</table>
| W-31    | Patient and Family Centered Care is a Social Workers Native Language          
|         | Michael Campbell, Edward Woomer                                             |
| W-32    | A Technology-based Intervention: Leveraging Innovative Web-based Tools to Support Patient-centered Discharge Planning  
|         | Lissy Hu, Bonnie Geld                                                        |
| W-33    | Developing an Interprofessional Integrated Healthcare Delivery Model         
|         | Nicole Dubus, Allison Scobie-Carroll                                         |
| W-34    | Ethics and Risk Management in the New Era of Social Work                    
|         | Terrie A. Fritz                                                             |

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:15 PM</td>
<td>Conference Adjournment</td>
</tr>
</tbody>
</table>
Salt Lake Marriott Downtown at City Creek - Floor Plan

SECOND FLOOR MEETING SPACE

MAIN FLOOR MEETING SPACE

Meeting Room
Lobby Area
Elevators & Stairs
Restroom
Club, Restaurant & Business Center

14
CONTINUING EDUCATION

SSWLHC has been approved for up to 28.5 contact hours of Continuing Education from the National Association of Social Work (approval #88639866), the California Board of Behavioral Sciences (Approval #PCE5806), the Michigan Social Worker Continuing Education Collaborative (Approval #090514-00) and the Commission for Case Manager Certification (Activity Code: C00012081; Approval #140002097).

- Leadership Institute (1.5 days): 11 hours
- Full Day Intensives (Pediatric Intensive; Mental Health Intensive): 7.5 hours
- Half Day Intensives (Ethics Intensive, Home Health & Hospice Intensive, Disaster Resilience Intensive): 3.5 hours
- Main Conference (Starting with the Kermit Nash Plenary Session on Wednesday night through adjournment on Saturday): 17.5 hours

Attendees can earn ethics education hours by attending sessions with an ethics focus. These sessions include:

- I-7: Ethics Intensive (3.5 hours)
- Kermit Nash Presentation (1 hour)
- W-23: Social Work and the Non-adherent Patient: Strategies for Change (1.5 hours)
- W-34: Ethics and Risk Management in the New Era of Social Work (1.5 hours)

In addition, attendees can earn cultural competency education hours by attending the following sessions:

- I-3: Mental Health First Aid Intensive (7.5 hours)
- RF-04: Central Ohio HIV Testing, Education, Counseling in Outreach Settings (1 hour)
- W-08: Times of War, Times of Peace (1.5 hours)
- W-11: Achieving Organizational Cultural Competence with CLAS (1.5 hours)
- RF-25: Transforming Healthcare from Within (1 hour)

Attendees can earn physical pain hours by attending the following sessions:

- RF-09: The Boston Marathon Bombing: Lessons from the field (1 hour)

Continuing education certificates will be issued via email approximately four weeks after the conference. Only those attendees who return an Attendance Monitoring Form and complete the electronic meeting evaluation are eligible to earn continuing education. Additional instructions will be provided to registered attendees prior to and onsite at the conference.

Contact Kate Ho at SSWLHC Headquarters at kho@fernley.com for approval status or additional information.

EXHIBITS

We invite you to view and experience the latest products and services exclusively suited for the buying needs of social workers. A vendor raffle will be held at the close of the exhibit hall on Friday, November 7. The prize is a free registration to the 2015 50th 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. You must be present to win.

EXHIBIT HALL HOURS

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>Wednesday, November 5, 2014</td>
<td>1:00 – 5:00 PM</td>
<td>Exhibitor Move-In</td>
</tr>
<tr>
<td></td>
<td>5:30 – 6:30 PM</td>
<td>Welcome Reception (Opening of Exhibit Hall)</td>
</tr>
<tr>
<td>Thursday, November 6, 2014</td>
<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast</td>
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<tr>
<td></td>
<td>12:15 – 1:10 PM</td>
<td>Boxed Lunch</td>
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<tr>
<td></td>
<td>2:45 – 3:00 PM</td>
<td>Afternoon Break</td>
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<tr>
<td>Friday, November 7, 2014</td>
<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast</td>
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<tr>
<td></td>
<td>10:00 – 10:30 AM</td>
<td>Morning Break</td>
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<tr>
<td></td>
<td>2:30 – 3:00 PM</td>
<td>Afternoon Break / Closing Raffle</td>
</tr>
<tr>
<td></td>
<td>3:00 – 5:00 PM</td>
<td>Exhibitor Move-Out</td>
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POSTER SCHEDULE

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Wednesday, November 5, 2014</td>
<td>1:00 – 5:00 PM</td>
<td>Setup</td>
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<tr>
<td></td>
<td>5:30 – 6:30 PM</td>
<td>Viewing (Welcome Reception)</td>
</tr>
<tr>
<td>Thursday, November 6, 2014</td>
<td>7:00 – 7:50 AM</td>
<td>Viewing (Breakfast)</td>
</tr>
<tr>
<td></td>
<td>12:15 – 1:10 PM</td>
<td>Viewing (Lunch)</td>
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<tr>
<td>Friday, November 7, 2014</td>
<td>7:00 – 7:50 AM</td>
<td>Viewing (Breakfast)</td>
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<tr>
<td></td>
<td>2:30 – 3:00 PM</td>
<td>Viewing (Announcement of Best Poster Award Winners)</td>
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<td></td>
<td>3:00 – 5:00 PM</td>
<td>Dismantle</td>
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BEST POSTER AWARDS

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. Winners will be announced at the Closing Raffle in the Exhibit Hall on Friday, November 7, 2014 at 2:30 PM.

ACTIVITIES AND PRICING

What is included in the conference fee?

- Welcome Reception
- Opening Banquet Dinner with Kermit Nash Presentation
- Admittance to Exhibit Hall
- Unlimited course selection beginning with the New Member & First Time Attendee Orientation on Wednesday, November 5 continuing through conference adjournment on Saturday, November 8
- Daily Continental Breakfasts & Refreshment Breaks
- Boxed lunch on Thursday, November 6
- Membership Meeting
- CEUs
- Access to password protected website where handouts will be available for downloading prior to the conference

Guest Fees

Admittance to the Welcome Reception is included in your registration fee. A guest pass to the reception is $20. Admittance to the Opening Banquet is also included in your registration. The fee for a guest pass to the Opening Banquet is $70. The guest fee offsets the Society’s food and beverage costs. You may reserve a guest pass by checking the box on the registration form. Guest tickets may also be purchased onsite on a space available basis.

Pre-Conference Intensive Workshops

An additional fee is required to attend the pre-conference intensive workshops. Attendees who cannot stay for the main conference are welcome to attend an intensive only. Handouts will be made available only to those attendees who register for these optional sessions.

- Leadership Institute (1.5 days): $195
- Pediatric Health Care Social Work (Full Day): $155
- Mental Health First Aid (Full Day): $155
- Disaster Resilience Leadership (Half Day): $85
- What Did You Kaizen? Lean Leadership (Half Day): $85
- Home Health and Hospice (Half Day): $85
- Ethics (Half Day): $85

REGISTRATION INFORMATION

- Online registration with a credit card is strongly encouraged. Visa, MasterCard and American Express are accepted.
- Online registration requires a login. Your login is your email address and your password. If you are not a member of SSWLHC, click on “Sign up for an individual account.” You will be assigned a login after you have entered your contact and demographic information. Once you are logged in, click on “Events” and “2014 Annual Meeting & Conference” to proceed to the registration form. You will automatically receive an email confirmation once your registration has been successfully submitted. Register online at https://sswlhc.portal.daxko.com.
- Check payments can be mailed to: SSWLHC Meeting Registration, 100 North 20th Street, Suite 400, Philadelphia, PA 19103. All payments must be made in US Dollars. A $5.00 check processing fee will apply for all check payments or the processing of any hard copy registration form.
- The Tax Identification Number for the Society for Social Work Leadership in Health Care is 23-3100897. The DUNS number is 962585829.
- Faxed registrations are not accepted.
- Registrations by phone are not accepted.
- Early bird registration fees must be submitted online or postmarked by 12:00 Midnight Eastern Time on Wednesday, October 8, 2014.
- All registrations received or postmarked after October 8 will be processed at the regular registration fee with any balance due onsite prior to receiving registration materials.

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.

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 the close of business on Monday, October 27, 2014). Cancellations must be sent in writing via email to Kate Ho at kho@fernley.com. Refunds will be issued less a $50 processing fee. You may send a substitute at any time. If the alternate is not a member, the non-member fee will be required.

IMPORTANT DATES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>October 6, 2014</td>
<td>Hotel Reservation cut-off</td>
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<tr>
<td>October 8, 2014</td>
<td>Deadline for securing early registration discounts</td>
</tr>
<tr>
<td>October 27, 2014</td>
<td>Cancellations must be submitted in writing by this date to receive a refund less a $50 processing fee.</td>
</tr>
</tbody>
</table>
Registration/Information Desk
Please pick up all tickets, badges, and onsite registration materials at the SSWLHC Registration Desk located at the Salt Lake Marriott Downtown at City Creek. Registration hours are as follows:

- Tuesday, November 4: 12:00 – 5:00 PM
- Wednesday, November 5: 7:00 AM – 6:30 PM
- Thursday, November 6: 7:00 AM – 3:30 PM
- Friday, November 7: 7:00 AM – 3:00 PM
- Saturday, November 8: 7:00 AM – 12:30 PM

HOTEL & TRAVEL INFORMATION

Hotel Accommodations
The Salt Lake Marriott at City Creek Hotel is located in downtown’s most vibrant area, City Creek; the Salt Lake Marriott Downtown at City Creek superbly blends business with pleasure in an elegantly engaging setting. For business, our Salt Lake City hotel features flexible meeting spaces. For pleasure, our hotel is adjacent to City Creek, a premier shopping, dining, and entertainment district. Tour historic LDS Temple Square, attend events at Symphony Hall, or take in a Utah Jazz game or concert at Energy Solutions Arena. The hotel is also convenient to the ski slopes at nearby Snowbird and Alta.

Salt Lake Marriott Downtown City Creek
75 South West Temple
Salt Lake City, UT 84101
Hotel Phone: 1-801-531-0800

Check-in: 3:00 PM / Check-out: 12:00 Noon
SSWLHC Group Rate: $169.00 plus tax per night for single or double occupancy

Reservations
This discounted $169.00 SSWLHC group rate will be honored through Monday, October 6, 2014 or until the block of rooms has sold out, whichever comes first. Please be sure to secure your reservations as early as possible to guarantee rate availability and your preferred room type.

Reservations by Phone: 1-800-228-9290
** Be sure to identify yourself as a member of the SSWLHC group to take advantage of the discounted rate.

Online Reservations:
Book your group rate: Society for Social Work Leadership in Healthcare

Confirmation/Cancellation: All reservations must be guaranteed and accompanied by a first night room deposit or guaranteed with a major credit card. If you need to cancel your reservation, you must do so by 4:00 PM on the day prior to arrival. Failure to cancel by this deadline will result in your card being charged for one night’s room and tax.

Room Sharing: Please contact Kate Ho, Meeting Manager, at SSWLHC Headquarters at kho@fernley.com if you are willing to share your room with another meeting attendee. You will be included on the Society’s roommate list.

Air Transportation
The Salt Lake City International Airport (SLC) services the city of Salt Lake and surrounding area. The hotel is located approximately 8 miles from the airport. The average travel time between the airport and hotel is 10-15 minutes.

Ground Transportation
- **Airport Shuttle:** Express Shuttle of Utah provides service to and from the Salt Lake City International Airport and the greater Salt Lake area. Share-ride service is available on a set schedule and private vehicle service is available 24 hours a day by van or suburban. Available rates of $8.00 for a one way trip per person. Reservations are required for airport arrivals and departures. Service is available from 3:30 am until 12:00 midnight. Please click here to make a reservation online or call toll free 1-800-397-0773. Reservation lines are open 24 hours a day, seven days a week. Please make your reservations at least 24 hours in advance.
  - Upon arrival please proceed to the Ground Transportation Desk located in the baggage claim area of both terminals in the Salt Lake City International Airport. Look for a sign that says “Express Shuttle”. A representative will be stationed there to check you in when you arrive.
  - Upon return to the Salt Lake City International Airport: Meet the van at the hotel entrance at the pre-arranged time. Recommended pick-up time is at least 2 to 2.5 hours before departure time for domestic flights.

- **Taxis:**
  - Taxi service booths are located outside of door #7 in Terminal One and door #11 in Terminal Two at the Salt Lake City International Airport. Services for passengers with disabilities are readily available, though it is recommended to make advance reservations. Taxi fare is approximately $25.00 one way.
    - City Cab 801-363-5550
    - Ute Cab 801-359-7788
    - Yellow Cab 801-521-2100

- **Utah Transit Authority (UTA):**
  - At the Salt Lake City International Airport, the train stop is located at the south end of Terminal One. Bus stops are located on the curb outside of the Welcome Center at the south end of Terminal One and outside of Terminal Two adjacent to bag claim number 8. A train leaves the Airport for the city center every 15 minutes on weekdays and every 20 minutes on weekends. Bus service will be limited on weekdays and no bus service is available on weekends and holidays.
  - The closet train stop to the Hotel is City Center Station which is 1 block from the hotel, approximately a 3 minute walk. One way fare for bus and train is $2.50.

- **Driving directions** Please click here for driving directions.

Parking
- The Salt Lake Marriott at City Creek offers on-site parking at $3.00 hourly/$15.00 daily and valet parking at $20.00 daily. Off-site parking is also available (to include oversized vehicles) at $2.00 hourly/$20.00 daily. Parking includes in/out privileges.
Sessions have been identified as fundamental, intermediate or advanced in the focus of their educational content. Please use the following perimeters as a guide when selecting which sessions you plan to attend:

- **Fundamental** – Presentation materials are designed for those who are new social work leaders or are new to the concept/program being presented. Content contains basic concepts/practice tools.

- **Intermediate** – Presentation materials are designed for social workers who have been in the practice or a leadership position for 3-5 years and/or may have experience with the concept/program being presented. Content moves beyond basic concepts and requires experience and critical thinking skills.

- **Advanced** – Presentation materials are designed for social workers with more than 5 years practice and/or leadership experience. Content contains complex and/or innovative concepts which require experience and high level critical thinking skills.

**Tuesday, November 4, 2014**

12:00 – 5:00 PM  Registration

2:00 – 6:00 PM  I-1: Leadership Institute – Part I

**I-1: The Leadership Institute of the Society for Social Work Leaders in Health Care – Part I**

*Course Chair: Mary Norris Brown, Course Co-Chair: Polly Jones*

*Presenters: Andrea Bailey, Bridgette Baker, Judith Trachtenberg*

*Educational Content Level: Intermediate*

The Society for Social Work Leadership in Health Care is proud to welcome members to The Eighth Leadership Institute (LI) to be held in conjunction with our 2014 annual meeting in Salt Lake City, Utah.

The 2014 Leadership Institute, Salt Lake City, Utah includes a day and a half intensive beginning on Tuesday November 4, 2014 and continuing on Wednesday November 5, 2014. LI attendees will return to their organization with a certificate of completion and 11 CEU's. The Eighth Leadership Institute brings together an excellent faculty of talented social work leaders and educators for an intensive interactive program designed to develop and enhance the leadership knowledge and skills of participants. The target audience includes professionals who lead in their organizations no matter their titles. Social work clinicians, supervisors, managers, directors, teachers or researchers and all who 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.

**OBJECTIVES**

At the conclusion of the Intensive, participants 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

**Wednesday, November 5, 2014**

7:30 AM – 4:30 PM  Full Day Intensives

**I-1: The Leadership Institute of the Society for Social Work Leaders in Health Care – Part II**

See Part I for course description

**I-2: Pediatric Health Care Social Work Intensive**

*Course Chair: Mitzi Bennett; Course Co-Chair: Rachel Biblow*

*Presenters: Sabra Boyd, Pamela Chamorro, Jill Karnes, Barbara Muskat, Mary Norris Brown, Allison Scobie- Carroll, Katherine Welsh, Anthony Yamamoto*

*Educational Content Level: Intermediate*

This day-long workshop will focus on the unique social work practice and management in the pediatric health care setting. Presentations include: High Risk Screening in Pediatrics: Take a Risk and Take the Lead—Opportunities for Social Work, Development of Family Care Conference Guidelines and a Competency Training Model, An academic-hospital partnership to revitalize pediatric hospital social work practice and education, The Boston Marathon Bombing: Lessons from the Field, plus a structured networking Based on topics of interest, to include, Establishing Outpatient Pediatric Staffing Standards.

**OBJECTIVES**

At the conclusion of the Intensive, participants will be able to:

- Explore several practical ways that Social Workers can engage and lead their departments and hospitals in high-risk screening efforts
- Describe the process of conducting an effective family care conference, and also describe one model of training social workers on how to facilitate family care conferences
- Become familiar with of a model to examine and revitalize the role of social workers in a pediatric hospital setting
• Be knowledgeable about the development of a trauma-reducing staffing plans and psychological first aid, and examine the importance of command center role definition in managing multi-casualty disasters
• Discuss the scope of Clinical Social Work practice in the outpatient setting and have a draft of proposed outpatient staffing standards

I-3: Mental Health First Aid – Military Members, Veterans, and Their Families Intensive

Cory Martin
Educational Content Level: Fundamental

Mental Health First Aid is a groundbreaking public education program that helps the public identify, understand, and respond to signs of mental illnesses and substance use disorders. With so many returning military service members, it is important to understand how to identify and respond to potential mental health issues in an active duty military, Veteran and family context. This 8-hour intensive course provides an overview of military culture and fundamental intervention training to assist with identifying and responding to mental health concerns and reducing stigma associated with mental illness.

OBJECTIVES
At the conclusion of the Intensive, participants will be able to:
• Recognize the potential warning signs and risk factors for a range of mental health problems including depression, anxiety, trauma, psychosis, substance use, and self-injury
• Implement a 5-step action plan to help an individual in crisis connect to professional care
• Understand how military culture can affect mental health and how this relates to families before, during and after military service

OBJECTIVES
At the conclusion of the Intensive, participants will be able to:
• Identify four types of trauma and resilience–primary, shared, parallel, and vicarious—that impact their leadership effectiveness
• Examine the unique expertise needed to treat survivors of weather-related, man-made, and accidental disasters
• Select strategies to increase their disaster resilience leadership skills in acute or ongoing traumatic conditions


Timothy Morrison
Educational Content Level: Advanced

The principles of Lean Leadership align perfectly for the social work leader, with the fundamental approach of respect for people. This workshop will explore the clear linkages with social work values embedded in lean: seeking to understand (starting with the client), going to Bemba (person-in-environment/assessment) and rapid performance improvement (community organizing). Application of concepts for use at all levels (front line to senior administrator) will be presented aimed to empower leaders to be transformational, regardless of title. Participants will workshop ideas together, soliciting feedback from peers and facilitator.

OBJECTIVES
At the conclusion of the Intensive, participants will be able to:
• Define Lean Leadership concepts and articulate application to their individual practice
• Prepare an action plan using at least 1 Lean Leadership concept for immediate implementation upon return to work
• Understand how to link metrics
training of interdisciplinary team members’ growth in this practice.

**OBJECTIVES**

At the conclusion of the Intensive, participants will be able to:

- Participants will be able to: Recognize eight conceptual frameworks which can be used to understand an individual person’s experience of suffering:
- Identify learning activities suitable for use in the training of interdisciplinary hospice team members which promote the development of skills that assist a care provider in working effectively with the suffering of their patients and family caregivers;
- Utilize three of the above learning activities in a practice demonstration during today’s presentation

**I-7: Ethics Pre-Conference Intensive**

*Course Chair: Stephanie Lucas*

*Presenters: Thomas Aronson, Carlean Gilbert*

Educational Content Level: Intermediate

Participants in the Ethics Intensive will have an opportunity to review fundamental Ethical Principles and the process of Ethical Decision-Making as well as learn about recent research on why clinicians have complaints made to state regulatory boards regarding ethical issues. This includes guidelines for supervision in ethical arenas. Dealing with high profile ethical concerns and the impact to communities from these problems will also be discussed.

**OBJECTIVES**

At the conclusion of the Intensive, participants will be able to:

- Understand bioethics fundamentals, the evolution of these fundamentals, and how they inform our work as healthcare Social Workers
- Understand the principles involved in a clinician’s decision-making process when ethical problems and dilemmas are encountered
- Incorporate this knowledge of bioethics into all areas of Healthcare Social Work practice resulting in higher practice standards and expectations of our practice throughout our organizations

6:30 – 9:00 PM  
Opening Banquet Dinner with the presentation of the Ida M. Cannon Award and the Health Care Social Work Leader of the Year Award and the Kermit B. Nash Speaker: Cherie Buckner-Webb

**Thursday, November 6, 2014**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 AM – 3:30 PM</td>
<td>Registration</td>
</tr>
<tr>
<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast with Exhibitors and Poster Viewing</td>
</tr>
<tr>
<td>7:45 – 8:15 AM</td>
<td>Welcome and presentation of the Eleanor Clark Award for Innovative Programs in Patient Care, the Hyman J. Weiner Award and the new Joan Upshaw Award</td>
</tr>
<tr>
<td>8:15 – 9:15 AM</td>
<td>Keynote Presentation: VA Social Work Innovation and Transformation During Times of Change and Crisis Michael T. Kilmer, LCSW, Chief Consultant, Care Management and Social Work Services in the Office of Patient Care Services</td>
</tr>
<tr>
<td>9:30 – 11:00 AM</td>
<td>Concurrent Workshops – Breakout Session 1</td>
</tr>
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**W-01: Affordable Care Act Update: Implementation Milestones and Workforce Opportunities**

*Stacy Collins*

Session Content Educational Level: Intermediate

2014 was the capstone year for ACA implementation, as highlighted by robust enrollment in the health exchanges, selective expansion of Medicaid, and enactment of strong consumer protections in coverage. Work remains to be done: educating consumers about the value of the law, advocating for nationwide implementation of the Medicaid expansion, and capitalizing on the many ACA workforce opportunities that are congruent with social work training and skills. This workshop will provide an update on key issues in ACA implementation and showcase social work participation in emerging workforce roles and delivery models supported by the ACA.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Articulate the current and future implementation milestones of the ACA
• Define social work’s on-going role in ACA implementation
• Describe three major workforce opportunities afforded by the ACA

W-02: Social Work Leadership as Ambassadors of Health Care Reform: Developing and Implementing a Health Home Program within a Large Urban Health System

Kristina Monti, Arielle Rosner

Session Content Educational Level: Intermediate

In 2011, Mount Sinai St. Luke’s received designation as a Health Home (HH) provider by the NYS Department of Health. The Mount Sinai HH enlisted SW leadership to develop and implement this initiative within the Mount Sinai Health System, consisting of 5 NYC area hospitals. A cohesive internal model and strategic partnerships with community based organizations were essential. All disciplines were educated on the transition from traditional, disease-specific case management to person-centered, holistically focused HH care coordination. The SW profession has been integral in fostering an efficacious program within a large health system.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Participants will gain an understanding of the Health Home program, an initiative that originates from the Affordable Care Act, and provides comprehensive care coordination services to a medically and behaviorally needy population that is often marginalized and underserved. All HH core services will be reviewed and demonstrated through the use of case presentations. Additionally, participants will learn the Mount Sinai Health Home’s organizational structure, planning, strategy, evaluation, staff development, and leadership values, and how the Health Home care coordination model can be developed and operationalized effectively in a large medical institution.

• Participants will gain an understanding of collaboration techniques with other collocated transitions of care and care coordination programs, without duplicating services.

• Participants will learn how to develop strategies for interdisciplinary collaboration that promotes a comprehensive care coordination approach and social work values/service deliverables, as well as how to create individual and institutional buy-in to a program that is new and largely unknown. Additionally, participants will learn how to develop strategic partnerships with community based organizations, working through any clashes in agency culture and priorities. Additionally, the presenters will review the supervisory, financial and legal implications associated with these partnerships.

W-03: Psychosocial Acuity - How and Why to Measure Across the Health Care Continuum

Stacey Klett, Janice Firn

Session Content Educational Level: Intermediate

Social work delivers a wide range of services to patients and families across the continuum of care. A comprehensive psychosocial acuity scale, spanning across ambulatory and inpatient settings and applicable to populations from pediatrics to geriatrics, will be shared and discussed – including adaptability into an electronic medical record and care management models. This is a day-to-day clinical tool that can help tell a business story to advance social work staffing, practice and services.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Attendees will become familiar with the development and purpose of the psychosocial acuity scale.
• Attendees will be able to implement and utilize the scale as a clinical tool for front-line clinical staff.
• Attendees will understand how collect acuity data, through an EMR or alternate option, for use as a business model that can better communicate social work contributions to health system leadership.

W-04: An Approach to Managing Difficult Behaviors in a Hospital Setting

Shelly Bunker, Laura Rowland

Session Content Educational Level: Fundamental

The US Department of Labor recommends healthcare institutions create a prevention program with a zero tolerance policy for workplace violence. Research shows healthcare workplace violence remains high. In the hospital setting this violence can include physical assault, verbal threats, bullying and sexual harassment. This presentation presents one hospital’s approach utilizing the clinical practice of social workers to managing the “difficult behaviors” of patients, families and visitors in an attempt to prevent workplace violence.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Participants will understand the definition of workplace violence and current incidence of workplace violence in the hospital setting.
• Participants will learn an approach to managing the difficult behaviors of patients, family members and visitors.
• Participants will learn process of implementing an appropriate intervention in their own setting.

W-05: The ABCs of Clinical Social Work in Palliative Care: How, When, Where, and Why
Carmella Wygant
Session Content Educational Level: Intermediate

There are 8 domains of Palliative Care. The goal of Palliative care is to prevent and relieve suffering in patients and to support the best possible quality of life for patients and their families, regardless of the stage of the disease or the need for other therapies. The Social Work Model has a natural flow with these 8 domains. The first part of this 90 minute workshop will be devoted to: Introduction to Palliative Care and Hospice and The role of Social Work in Palliative. This portion will provide assessment strategies and interventions. The second part of the workshop will be devoted to meeting the special needs of children whose parents are at end of life, Intimate partner violence at end of life and the impact of early childhood trauma at end of life. Strategies to assist the Social Work Counselor work within the interdisciplinary team will be discussed.

W-05: The ABCs of Clinical Social Work in Palliative Care: How, When, Where, and Why
Carmella Wygant
Session Content Educational Level: Intermediate

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Participants will have an understanding of the 8 Domains of Palliative Care
• Participants will have an understanding of Hospice and the difference in Hospice versus Palliative Care
• Participants will have an understanding of the role of Social Work in the multidiscipline team

11:00 – 11:15 AM    Transition Break
11:15 AM – 12:15 PM    Concurrent Reports from the Field – Breakout Session 2

Timothy Farrell, Cherie Brunker
Session Content Educational Level: Intermediate

Transitions of care place older adults at increased risk of adverse medication events and hospital readmissions. However, few resources exist to train interdisciplinary teams in best practices of care transitions. The Geriatric Transitions Objective Structured Video Examination (GT-OSVE) training model depicts an older adult moving across hospital, outpatient, skilled nursing facility and assisted living facility settings. The GT-OSVE allows health professions trainees, including graduate social work interns, to develop high-quality, interdisciplinary team-based transitions plans and to receive real-time faculty feedback.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand existing gaps in teaching best practices of transitional care across the continuum of care
• Review the three GT-OSVE cases involving post-hospital outpatient visit, skilled nursing facility and assisted living facility settings
• Apply the GT-OSVE cases to interdisciplinary teams of health professions trainees at participants’ home institutions

RF-02: Best Practices in Care Coordination: Reducing Low-Acuity ER Visits and Improving Patient Care
Carrie Richards
Session Content Educational Level: Intermediate

As part of WA’s Seven Best Practices program, healthcare providers are utilizing innovative strategies to expand care coordination efforts of Medicaid patients, with the goal of reducing preventable ER visits and promoting patient health through improved access to primary care. Social workers play a critical role in the program’s successful implementation, by facilitating state-wide collaboration amongst hospital systems and community providers, creating individual patient care guidelines, working with patients to address barriers to care, and providing feedback to state leadership. http://www.wsha.org/ERemergencies.cfm

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Participants will be able to describe and analyze the WA “Seven Best Practices” program, which intends to reduce low-acuity ER visits and promote use of primary care services by Medicaid patients.
• Participants will be able to discuss best practices for coordinated care of frequent ER patients, with emphasis on building connections to primary care and other community services.

• Participants will be able to identify and discuss various barriers to patients accessing primary care services, and social factors contributing to frequent ER visits.

• Participants will be able to discuss and advocate for expanding roles for social workers in healthcare cost-savings programs, with the goal of providing patient-centered care in these contexts.

RF-03: Social Work Leadership in Health Care Reform
Alice Kitchen, Sarah Starnes, Sheri Hilger
Session Content Educational Level: Fundamental
Health care has changed dramatically since the ACA was signed into law in 2010. Educating the public in MO & KS was the challenge we embraced. We created a team that trained over 3000 individuals about the patient care aspects of the law. The process included learning on relationships built over years of SW practice that provided the platform to get the word out. Organizing tools were used and a web of experts were linked to our volunteer team, Challenges continue with enrollment & connecting the uninsured with Navigators. Legislative advocacy is ongoing as neither state chose to expand Medicaid. Lessons learned, tips, and tools will be shared.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Participants will learn methods and models that work in educating various populations about the Affordable Care Act and how it affects them.
• Participants will learn organizing tips that work to secure volunteer educators and train them to multiply to number of people and groups reached.
• Participants will hear about the challenges faced when members in the audience had opposing beliefs and disagreed with the law.
• Participants will learn how the education process morphed into enrollment & connecting the uninsured with Navigators.

RF-04: Central Ohio HIV testing, Education, Counseling in Outreach Settings: How Client Centered Techniques engage Persons in Non Clinical Settings
Bianca Guynn, JoLynn Wheatley
Session Content Educational Level: Fundamental
Nationwide Children’s Hospital FACES Program collaborated with local agencies serving vulnerable populations. HIV has a dramatic impact on the African-American/Black communities across Ohio. NCH FACES administered oral HIV tests and provided counseling and education to consumers. The NCH FACES team provided educational campaigns for high risks groups including those with AOD addictions as well as youth. Data indicated an increase in identification and testing of vulnerable population in non-clinical settings. Data also indicated an increase in the number of new cases identified and linked to clinical care.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Identify best practices in addressing HIV prevention as it relates to social norms and attitudes amongst disadvantaged/minority groups.
• Increase knowledge of HIV education, counseling and testing in community outreach settings.
• Understand the process for engaging and testing hard to reach populations for HIV.

RF-05: Synergistic Health Care Practice: Social Work and Public Health in Partnership
Patricia Reeves, Trina Salm Ward
Session Content Educational Level: Fundamental
What knowledge, skills, and values can students, dually educated in Social Work and Public Health, uniquely contribute to health care practice? The Directors of the MSW-MPH program at The University of Georgia (the only MSW-MPH program in the state) will describe how one of the unique affordances of UGA’s MSW-MPH program—an integrated curriculum—positions students to address persistent, health-related problems. In this presentation, specific examples from the field practicum experiences of MSW-MPH students will be shared to demonstrate the synergistic, “hand-in-glove” fit of Social Work and Public health in health care settings.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Describe the complementary sets of knowledge, skills, and values of students dually educated and trained in Social Work and Public health.
• Identify specific examples of the unique contributions dually prepared students can make in health care settings.
• Analyze and assess the “value added” in a variety of health care settings of employing dually prepared students.

12:15 – 1:30 PM
Boxed Lunch with Exhibitors and Poster Viewing
(Grab a lunch box and join a themed table to meet new colleagues and share concerns, ideas, and potential solutions or lessons learned. You can also use the time to connect and make plans for sightseeing or dinner to continue your discussions. The boxed lunch is included in your registration fee. Please make sure to check off the appropriate box on your registration form so we have the correct number of meals available.)
1:30 – 3:00 PM Concurrent Workshops – Breakout Session 3

W-06: Understanding The Importance of Medical Documentation for Social Security Disability Insurance Benefits
Karen Hercules-Doerr

Session Content Educational Level: Intermediate

The SSA has increased scrutiny in reviewing medical records before determining Social Security Disability Insurance (SSDI) benefits. This session will be of special interest to social workers who assist disabled adult patients with discharge planning and identification of financial resources when an individual is unable to return to work. We will review the application, appeal process, timelines and reasons for increased denials. Resources will be provided to assist healthcare practitioners be proactive in documentation compliance.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

• Learner will contrast criteria for receiving Social Security Disability Insurance (SSDI) with criteria for Supplemental Security Income (SSI).
• Learner will describe SSDI timeline & outcomes, both with and without representation at key levels in the process.
• Learner will associate denial reasons with key components in the disability determination process that do not get completed properly.
• Learner will utilize medical listing resources to assist providers in creating consistent documentation to support claim for disability. Case studies will be reviewed with participation from attendees on what could have been done differently to support claim.

W-07: Managing Boundaries During Shared Traumas
Jane Parker

Session Content Educational Level: Intermediate

When major disasters or even chronic severe crises happen, no one in the circle of responders is untouched. The professional health care social worker is often placed in the dual role of helper and survivor at once. During such times of extreme stress, managing professional boundaries with patients and families can become challenging. This workshop will examine the concepts of shared trauma, secondary stress, resilience and coping strategies that may assure the professional integrity and safety of worker-client relationships. Participants are encouraged to bring specific examples from their own disaster and work experiences.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

• Define traumas, boundaries, and resilience in ways that apply to participants’ work during times of a serious shared threat
• Select personal and management strategies for increased boundary and resilience management during times of disaster
• Outline a brief and immediate plan for self-care to enhance stamina for boundary management

W-08: Times of War, Times of Peace: What All Social Work Leaders in Healthcare Need to Know About Servicemembers, Veterans and Families
Victoria Koehler, Lauren Love-Dubeau, Sarah Nowitzke

Session Content Educational Level: Intermediate

After more than a decade at war, the Veterans Health Administration (VHA) and community providers are seeing the psychosocial and health effects of deployment on Servicemembers, Veterans and Families. This session will describe military culture, common war related diagnoses and VHA services available to meet care needs of this population. An emphasis on the VHA Care Management Model will be reviewed to include highlighting proactive reintegration services available due to collaborative efforts amongst VHA, Department of Defense (DoD) and community partnerships.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

• Participants will obtain an understanding of military culture along with common challenges and diagnoses of returning combat Veterans and Families.
• Participants will have an understanding of the expansion of VHA Healthcare services to include Care Management and related programs.
• Participants will become knowledgeable about the VHA model of Care Management and the roles clinical Case Managers serve with interdisciplinary teams at the VA and in the community.

W-09: Integrating Social Work and Health Education into Specialty Medical Practice- A Proactive Care Model
Liz Garcia-Leavitt

Session Content Educational Level: Intermediate

Social work has an important role in the care of chronic conditions in older adults. Developing a financially sustainable model for psychosocial interventions within large medical systems has historically been fraught with challenges. This session will discuss the development and integration of a social work practice within an outpatient neurological specialty clinic. An innovative Proactive Dementia Care model will be presented highlighting the role of Social Work in its development and implementation. Practical tools and advice will be provided for others.
looking to expand the role of Social Work as part of a multidisciplinary team.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Participants will learn the detailed steps of how Social Work and other members are integrated into an innovative multidisciplinary team.
- Participants will learn tools to address sustainability and billing challenges.
- Participants will learn how research and clinical practice can be integrated and mutually supported by using a multidisciplinary model.

Participants will discuss the benefits of working in a multidisciplinary team when treating medical conditions and determine the keys in creating a successful working model.

**W-10: Field as the Signature Pedagogy: Transition from Process to Competency**

_Candyce S. Berger, Donna Cude-Islas_

**Session Content Educational Level: Intermediate**

With the implementation of the CSWE’s competency-based requirements for accreditation, field education was noted as the “signature pedagogy” for competency attainment and assessment. This transition has caused health care organizations to revisit their educational strategies and evaluation processes based on a competency perspective. This workshop will explore strategies for competency based learning and evaluation in healthcare settings.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Examine the implications of field as the “signature pedagogy” for social work competencies in health care settings
- Delineate behaviorally specific evidence of competencies that are grounded in health care practice
- Identify creative educational strategies for ensuring competency development in health care settings
- Explore strategies for evaluating competencies using behaviorally-specific criteria

**RF-06: Can We Talk?! Nursing Home to Emergency Department Transition: Improving Communication**

_Sharon Foerster_

**Session Content Educational Level: Intermediate**

Health Affairs (Dec. 2013) recently cited that “nursing home patients are a particularly challenging population because essential information is often lacking” when they are sent to the emergency department. This report from the field on a pilot turned to new process addresses this gap in best quality care of a resident/patient. Participants will learn of a cross-continuum care group pilot amongst nursing facilities, a hospital ED and an EMS company. The pilot focused on standardizing written and verbal communication to ensure best care for the resident transitioning from the nursing home to the emergency department and back.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Learn how one health care system facilitated a pilot initiative to improve the communication process for a resident’s transition from nursing home to the ED and return
- Understand key components of the evidence-based INTERACT quality program to reduce acute care transfers which inspired the pilot tools
- Apply key components and lessons learned which made this pilot successful to your area of practice for replication

**RF-07: Complex Care Case Management Program**

_Jaimie Lee, Marianne Schlosser_

**Session Content Educational Level: Intermediate**

Present our Complex Care Case Management (CCCM) Program which ensures timely access to and coordination of medical and psychosocial services for patients with multiple medical and/or mental health challenges. High risk/high utilizer patients are often identified in the Emergency Department, as a hospital inpatient, or in an outpatient clinic. Patients are referred for CCCM directly from hospital staff to address failed linkages and over utilization of the hospital system. Interventions to date have successfully reduced Emergency Department utilization; decreased inpatient hospitalizations; and improved patient outcomes.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Describe current state of health care protocols for complex patients
- Identify collaborative strategies within and outside hospital systems to improve the quality of patient care and reduce barriers to follow-up
• Identify collaborative strategies within and outside hospital systems to improve the quality of patient care and reduce barriers to follow-up care
• Identify process of innovation to transform delivery of care

RF-08: Succession Planning: The Role of the Social Work Lead Position in a Hospital Setting
Erica Menzer, Hallie Stone

Session Content Educational Level: Intermediate

Working in a sizeable Social Work department within an even larger hospital setting brings unique challenges on how to meet staff’s needs, clinically and professionally. The Social Work Department at Children’s Hospital Los Angeles utilizes an approach that builds a sense of belonging, alleviates clinical burden from the management level and promotes staff development opportunities. Creating a departmental structure that utilizes Team Leads makes the management of a social department more realistic, effective, and supportive, while promoting mentorship and internal peer support.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Participants will understand the innate support benefits of the Social Work Lead structure modality.
• Participants will have a working knowledge regarding how to create and support mid-management succession plans within their existing Social Work structure.
• Participants will have the opportunity to discuss and evaluate their current social work structure and ways to create leadership/mentorship roles.

RF-09: The Boston Marathon Bombing: Lessons from the Field
Allison Scobie-Carroll, Pamela Chamorro, Katherine Welsh

Session Content Educational Level: Intermediate

On April 15, 2013, the city of Boston experienced a locally unprecedented act of community violence. In just a moment’s time, the typically celebratory Boston Marathon finish line was transformed into a war scene. Explosions, confusion, smoke, screaming and the scattering of terrified citizens were viewed on televisions across the country. Area hospitals and law enforcement acted quickly to bring those suffering critical injuries to local hospitals. This presentation will describe what happened at Boston Children’s Hospital that week, highlighting lessons learned related to social work emergency and disaster preparedness.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Participants will learn strategies for activating emergency staffing in disasters.
• Attendees will examine the importance of command center role definition in managing multi-casualty disasters.
• Participants will learn about the development of a trauma-reducing staffing plans and psychological first aid.
• Participants will draft plans for the development of a tool kit appropriate for their respective practice settings.

RF-10: Taking the Electronic Medical Record to a Higher Level
Connie Nicolosi, Paula Crombie, Michael Ferry

Session Content Educational Level: Advanced

Taking the Electronic Medical Record to a Higher Level Authors: Paula Crombie, LCSW, and Connie Nicolosi, LCSW This presentation is targeted for Epic users. Epic is an electronic medical record that is used in many teaching hospitals and clinic settings across the country. Effective use of Epic can validate our clinical work, support our regulatory requirements and showcase examples of how we provide clinical social work services and at the same time reduce readmission rates and reduce hospital costs. This session will provide examples of reports that can be obtained in Epic and ways that we can exemplify documentation compliance.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Review the critical components to our updated Epic Social Work psychosocial assessment in the Navigator which is a multi-system product that provides continuity in all practice settings
• Discuss our automated auditing system to report on documentation compliance in multiple social work fields
• Discuss the use of creating Epic reports in meeting The Joint Commission requirements in screening for child abuse and at the same time hold staff accountable hospital wide.
• Discuss the use of Epic in providing quality services to a vulnerable homeless
• Begin the discussion of creating productivity modules in looking at unduplicated patient numbers, number of patient encounters, problem list, level of acuity, time spent, intervention and plan

4:30 – 6:00 PM   Membership Meeting
6:00 PM  Free Evening
Friday, November 7, 2014

7:00 AM – 3:00 PM  Registration
7:00 – 8:20 AM  Continental Breakfast with Exhibitors and Poster Viewing
7:15 – 8:15 AM  Past Presidents’ Breakfast (by invitation only)
8:00 – 8:30 AM  Preview of the Leadership Institute and the Mentoring Program
8:00 – 10:00 AM  Concurrent Workshops – Breakout Session 5

W-11: Achieving Organizational Cultural Competence with CLAS
Arlene Arias

Session Content Educational Level: Intermediate
Organizational cultural competency has long been one of several solutions to address health and mental health disparities among minority groups in the United States. The Office of Minority Health published national CLAS standards (Culturally and Linguistically Appropriate Services) in an effort to provide health care organizations with guidelines for cultural and linguistically competent service provisions as well as address ethnic and racial health disparities. The three categories of CLAS standards will be reviewed and recommendations for incorporating CLAS standards into health care service delivery will also be presented.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Participants will be able to identify the three main categories of CLAS standards.
• Participants will be given recommendations for using CLAS standards as a guide for incorporating culturally competent practice in health organizations.
• Participants will identify the connection between legislation, accreditation, and CLAS standards.
• Participants will learn about three examples of organizational efforts to implement CLAS standards and construct a general plan for their own organization.

W-12: Primary Care and Behavioral Health: Key Concepts for Implementation and Social Work Workforce Development
Virna Little

Session Content Educational Level: Intermediate
This workshop will provide an overview of integration models, key integration implementation strategies and workforce competencies. The workshop will provide Social Work managers with a foundation of understanding of primary care and behavioral health integration and ways to implement integration within their own organizations. Discussion around Social Work administration best practices in integrated settings including financial viability and building infrastructure around integrated care. Overall review of clinical and administrative oversight of Social Workers in integrated settings.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Attendees will gain a foundation of knowledge around integrated care and models of integration
• Attendees will be provided with best practices for clinical and administrative oversight of integrated models
• Attendees will be provided with tools for assisting in the implementation of integrated care in their settings

W-13: Understanding Post Traumatic Stress Disorder
Kori Blitstein, Samuel Schwartz-Landrum

Session Content Educational Level: Intermediate
The Veterans’ Mental Health and Other Care Improvement Act of 2008 mandated that evidence based practices (EBP) be disseminated nationally to mental health professionals in the Department of Veterans Affairs (VA) health care agency for treatment of Post Traumatic Stress Disorder (PTSD). This workshop will introduce participants to two EBPs: Prolonged Exposure Therapy, and Cognitive Processing Therapy, review recent changes to the diagnosis of PTSD, and showcase innovative PTSD services offered at the Seattle VA.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Participants will be able to identify the Veterans Administration response to increased awareness of EBP standards of practice in the field.
• Participants will be able to demonstrate knowledge of Prolonged Exposure Therapy
• Participants will be able demonstrate knowledge of Cognitive Processing Therapy
• Participants will be able to identify changes in the diagnosis of PTSD
W-14: Essential Resources for Family Caregivers and Aging Adults

Megan Hix

Session Content Educational Level: Intermediate

Title: Essential Resources for Family Caregivers and Aging Adults

Description With 65.7 million caregivers accounting for 29% of the U.S., information and education on aging issues are invaluable. The need for resources is at an all-time high and continues to climb! Professionals in aging face the challenge of delivering reliable resources, tools, and guidance for seniors and their loved ones all at a low cost. Learn about research driven reliable resources that will help you help the families you serve.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

- Collect facts and statistics around the issues seniors and their families face in aging
- Learn strategies that will address disconnect between seniors and their loved ones
- Understand the value of incorporating family caregiver education into your everyday practice
- Discover where to find and access reliable resources that will position you as a priceless resource to individuals struggling with aging issues

W-15: Assessing Rehospitalization Risk...And Then What?

Selena Bolotin

Session Content Educational Level: Intermediate

While there is no gold standard for evidence based rehospitalization risk screening, most tools include similar elements including psycho-social criteria. This session will review useful assessment tools and examine how to standardize robust care and discharge planning processes based on levels of risk. We will also explore how patient engagement can be assessed at admission and enhanced via health literacy techniques to improve post discharge outcomes.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

- Participants will be able to name the variable most positively associated with higher readmission risk
- Participants will be able to discuss the social work role in assessing rehospitalization risk and how to utilize risk scores for discharge planning and care transition support.
- Participants will be able to list three methods to assess and enhance patient engagement to improve post discharge outcomes.

W-16: Affordable Care Act Update: Implementation Milestones and Workforce Opportunities

Stacy Collins

Session Content Educational Level: Intermediate

2014 was the capstone year for ACA implementation, as highlighted by robust enrollment in the health exchanges, selective expansion of Medicaid, and enactment of strong consumer protections in coverage. Work remains to be done: educating consumers about the value of the law, advocating for nationwide implementation of the Medicaid expansion, and capitalizing on the many ACA workforce opportunities that are congruent with social work training and skills. This workshop will provide an update on key issues in ACA implementation and showcase social work participation in emerging workforce roles and delivery models supported by the ACA.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

- Articulate the current and future implementation milestones of the ACA
- Define social work’s on-going role in ACA implementation
- Describe three major workforce opportunities afforded by the ACA

W-17: Health after Hospital: Preventable Admissions Care Team

Melissa Vollbrecht

Session Content Educational Level: Fundamental

The Preventable Admissions Care Team (PACT) was developed to reduce avoidable 30-day readmissions. Following inpatient assessment and engagement, patients are empowered through collaboration with PACT social workers over 5 weeks post-discharge to address a wide range of psychosocial issues. In a journey to gain control over their health, patients partner with PACT social workers to overcome roadblocks in the navigation of healthcare and community settings beyond the hospital. While the overarching mission is to prevent hospitalizations, PACT ultimately aims to improve access to care, reduce risk, and enhance health stabilization.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

- Participants will explore the wide array of healthcare settings in which social workers can empower patients through navigation education, advocacy, and support.
- Participants will be able to discuss anticipated risks faced by patients transitioning from the hospital setting to the community and analyze risk reduction strategies.
- Participants will be able to analyze the importance of patients’ readiness
for change in the context of adherence to mental, physical, and social health recommendations.

• Participants will become familiar with psychosocial barriers that challenge patients' success in following medical recommendations and making lifestyle changes.

W-18: There’s Tension in the Air…
Thomas Aronson
Session Content Educational Level: Intermediate

Sometimes interactions with employees can be frustrating and take up much of a supervisor's time. It is easy to mistakenly determine that there is a “problem” employee. This hands-on workshop is based on experiences in the field. Strength based tools will assist with use of self as well as assessing & working with employees. We will review & illustrate the basics, then apply them to real life examples that participants bring to the workshop. This workshop is not tailored to managing issues related to collective bargaining.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Participants will be able to develop and implement a plan to respond effectively to challenging employees
• Participants will be able to identify the underlying issues of under-achieving employees
• Participants will understand how use of self is a key component for leadership
• Participants will be able to tailor a response to employees with attitude problems.

W-19: High Stake Conversations: Achieving Positive Outcomes with Difficult Communications
Candyce Berger, Linda Brandeis
Session Content Educational Level: Intermediate

One of the most challenging issues faced by practitioners is to engage in emotionally charged conversations in the workplace. Using didactic, experiential and audiovisual tools, participants will learn to anticipate when high stake conversations are necessary and prepare an effective, strategic communication approaches. Participants will learn to speak persuasively in a variety of situations confrontational situations. The goal is to improve working relationships and to redirect conversations from conflict to goal achievement.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Identify when high stakes conversations are anticipated or emerging in a conversation
• Recognize approaches to achieve shared meaning, joint purpose and mutual respect to promote open and effective communication
• Explore strategies that allow one to speak persuasively in a variety of potentially confrontational situations without closing down communication

W-20: Management of Mood and Behavior Disorders in Dementia
Steven Fehlauer
Session Content Educational Level: Intermediate

As Medical Director, Dr. Fehlauer provides oversight and guidance for all resident care services at Silverado Aspen Park. He is involved in education and training of associates in an effort to provide the best possible care for residents. Dr. Fehlauer contributes a passion for research and innovation in the field of medicine to his work and will be discussing findings based on his experiences with the management of mood and behavior disorders in dementia.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand Dementia Syndromes and how they lead to mood and behavior disturbances
• Describe collection of information about the mood or behavior disturbance that can assist the physician in planning treatment
• Recognize the interventions that physicians can use to resolve mood and behavior disturbances in dementia
• Appreciate the role of the social environment of the demented individual and its impact on provoking or reducing mood and behavioral disturbances in dementia

RF-11: Ask Suicide-Screening Questions to Everyone in Medical Settings, The asQ'em Project: A Response to the Joint Commission’s Alert
Deborah Snyder, Lisa Horowitz, Maryland Pao
Session Content Educational Level: Intermediate

Hospital-based suicides have consistently been identified as one of the Joint Commission’s top 5 most frequently reported sentinel events. Notably, 25% have occurred on non-behavioral health units. The JC issued an alert in 2010 highlighting the need for appropriate suicide screening for patients in medical settings. However, there are no validated instruments used with adult medical inpatients. The purpose of this presentation is to report on a quality improvement project that piloted a suicide screening program in an inpatient hospital setting as well as to report on a subsequent research study at the NIH Clinical Research Center.
Course Descriptions

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OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Participants will be able to understand the implications of suicide epidemiology in the general medical setting.
• Participants will be able to review recent Joint Commission Sentinel Event Alert recommendations specific to preventing suicide in the general medical setting.
• Participants will be able to discuss approaches to detection of suicidality through screening medical / surgical patients on an inpatient unit.
• Participants will be able to understand methods and results of a quality improvement project as well as a follow-up research suicide screening study (asQ'em: Ask Suicide Screening Questions to Everyone in Medical Settings) including implementation procedures and collaborations with social work, nursing, medical staff and psychiatry.

RF-12: Project Connect: A Super-Utilizer Outreach Program as an Investment in Population Health
Karen Fattore, Nicole Vega
Session Content Educational Level: Intermediate

Health Care systems/health insurance companies are deploying healthcare professionals into the community to perform home biopsychosocial assessments in greater numbers. As an extension of the Care Management Department a “feet to the street” community based SW was added with a specialized role of coordinating mobile social work/case management services for high risk medically/psychosocially complex pts. Starting with high utilizers of ED services, a SW led focused approach with ED/primary care physicians/clinics/community agencies demonstrated SW integration was of value in improving outcomes with vulnerable populations.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand what a super-utilizer program is and distinguishable feature’s of the program’s structure
• Learn the start up methodology, operational challenges and interventions used in developing the program
• Participants will learn program impact and alignment with organizational strategy around managing readmissions and population health initiatives

RF-13: Strength Based Leadership
Mea Austin
Session Content Educational Level: Fundamental

Understanding your strengths can change your life and your outcomes. Based on research by the Gallup organization and leading edge scientific insights, this workshop will familiarize participants with the concept of “strengths based leadership.” The most effective leaders are always investing in their strengths and surround themselves with the right people. When we stop trying to “fix” our employees and focus on their strengths we can take our organization to a whole new level.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand why it so import to know and invest in your strengths
• Learn the 34 Strength Themes and identify the which themes you have or lack in your organization
• Identify the four strength “domains” and learn to use them to create successful teams
• Understand why people follow certain kinds of leaders and how our strengths drive this

RF-14: Developing and Strengthening Models for Transition of Youth with Special Healthcare Needs
Lisl Schweers, Elizabeth Morasso
Session Content Educational Level: Intermediate

As youth with special healthcare needs transition from pediatric to adult systems of care, it becomes vital to implement programs that meet their unique biopsychosocial needs. This presentation will review elements from two successful transition programs at Children’s Hospital Los Angeles, the first providing services to young adults with chronic health conditions and the second to young adult cancer survivors. Transition tools, resources, evaluative measures, current research, and collaborative practices will be discussed in depth.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• The participants will be able to describe the essential components of an effective transition program for youth with chronic health conditions.
• The participants will be able to describe three medical and/or psychosocial late effects common in childhood cancer survivors that may impact transition.
• The participants will be able to identify methods for data collection and transition program evaluation.
• The participants will be able to identify the role of three multidisciplinary roles in successful transition programs.
RF-15: Educating Social Workers for Wide Lens Approaches in Health: Findings from an Analysis of Health Content in MSW Programs

Jamie Marshall, Betty Ruth, Madi Wachman, Neena Schultz

Session Content Educational Level: Intermediate

Social work has the potential to play important leadership roles in advancing the Affordable Care Act (ACA), including prevention and public health. To assess professional preparation for engaging in prevention, a content analysis of 223 MSW programs’ health curricula was conducted. Courses and specializations were examined for wide-lens (public health/prevention) or narrow-lens (clinical/medical) content. The majority of schools offered exclusively narrow-lens content. For social work to take a lead in improving the nation’s health during this ACA era, MSW programs must enhance their focus on wide-lens content.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Describe and discuss how the Affordable Care Act and health reform create new opportunities for social work leadership in health settings
• Through review of research findings, evaluate and compare how schools of social work are preparing new social workers to incorporate wide-lens approaches, such as prevention and public health social work, into contemporary settings
• Identify and formulate strategies for how employers, field settings and MSW programs can work collaboratively to implement wide-lens approaches to transform social work’s role in the new health care landscape

W-22 Is Integrative Social Work in Primary Care Innovative or the Emperor’s New Clothes?

Kathleen Wade, Anita Clos

Session Content Educational Level: Intermediate

Ambulatory social work continues to evolve as more patients are cared for in outpatient settings. Social workers currently assess and treat depression, anxiety, and substance abuse. Many of these patients have co-occurring medical and chronic illness which often complicate the clinical picture. Health care is touting a new model in the integration of behavioral health into primary care settings. Social workers competent in treating mental and physical health feel on the defensive in terms of explaining their work and understanding what is different. This presentation addresses these models and strategies for the future of social work.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Explain the new models of integrative primary care in ACO settings
• Address competencies for social work to meet these changing needs
• Provide strategies for social work leaders to advocate for staff in these settings


Nan Fitzgerald

Session Content Educational Level: Fundamental

This presentation will define non-adherence, discuss categories of non-adherence as well as review statistics. The problems involved that create non-adherent behaviors and the factors that contribute to non-
adherence such as patient related, psychological, cognitive, therapeutic, social and economic factors. It will also address strategies to help patients be more successful such as: shared-decision making, interactive approaches, stages of readiness, locus of control and self-efficacy. Ethical issues related to adherence will also be addressed.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Participants will be able to discuss types/categories of non-adherence
- Participants will better be able to understand the problems and factors that contribute to non-adherence
- Participants will learn several strategies designed to help empower patients to be successful
- Participants will better understand the ethical issues related to patient adherence

**W-24: Lean In: From MSW to Director to VP - Successfully Managing the Journey to Leadership**

*Bonnie Geld*

Session Content Educational Level: Advanced

This presentation will take the audience through the journey of advancement to leadership positions in Healthcare. Utilizing our skills and understanding of systems and process, leadership positions can be attained by positioning oneself effectively in the organization. Through skillful analysis and interpretation of data, effectively managing outcomes, and understanding inter relationships within the organization, Social Workers can attain leadership and value to Senior leaders. Learn the influencers that always get you invited to the table, give you a voice in the organization, and promote your department and your career.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Describe the operational process and evolving social work role in a Geriatric Emergency Department
- Be knowledgeable about changes in health care and its effect on Emergency Department discharges and collaboration of care
- Understand the challenges and innovations that have improved transitions of care from the Emergency Department to the community

**W-25: The Evolving Role of Emergency Department Social Work in the Era of Health Care Reform**

*Christine Hamilton, Liza Ronda*

Session Content Educational Level: Fundamental

In the era of Health Care Reform, the Emergency Department provides pivotal opportunities for Social Workers to lead the way. Through a unique multidisciplinary partnership made possible by a 2012 Health Care Innovation Award known as GEDI WISE, social workers in the Mount Sinai Emergency Department have been successful in contributing to improvements in health outcomes for older adults by reducing hospital admissions. We will demonstrate how the use of enhanced social work interventions and a multidisciplinary approach to transitional care have led to an ED paradigm shift which has promoted more ED to home discharges for older adults.

**OBJECTIVES**

At the conclusion of this presentation, participants will be able to:

- Describe the operational process and evolving social work role in a Geriatric Emergency Department
- Be knowledgeable about changes in health care and its effect on Emergency Department discharges and collaboration of care
- Understand the challenges and innovations that have improved transitions of care from the Emergency Department to the community

**RF-16: When NICU Children Aren’t Safe at Home: A Current Look at Child Maltreatment and Interventions**

*JaNeen Cross*

Session Content Educational Level: Intermediate

The facilitator will discuss current child maltreatment findings (theoretical perspectives, definitions, abuse factors, reporting trends, health risks, detection challenges, and costs). The workshop will discuss national child maltreatment statistics and outline the trend toward attachment based policies. The facilitator will review the challenges faced when implementing child maltreatment interventions. The facilitator will discuss child maltreatment research implications for NICU children. Social work interventions that stress attachment based interventions will be explored.
OBJECTIVES

At the conclusion of this presentation, participants will be able to:

- Review literature findings on child maltreatment
- Understand factors, risks and costs associated with child maltreatment
- Review child maltreatment implications for NICU children
- Discuss evidence based social work interventions to prevent child maltreatment

RF-17: From Front Line to Complaint Line - Social Workers as Patient Advocates in Acute Care

Judy Vokey-Mutch

Session Content Educational Level: Fundamental

This report will discuss how social work values and clinical practice are fundamental to the role of Patient Advocacy (PA) Specialist at The Ottawa Hospital (TOH), a large teaching hospital in Ontario, Canada. Patient Advocacy at TOH is responsible for risk management and receives and investigates concerns that patients and their families have about care. Social workers are advocates by training and I will present how the myriad of skills in the social work toolbox contribute to expertise in this unique role on the health care continuum. Not all PA Specialists are social workers but after this presentation you will think that they should be.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

- Participants will be able to compare and contrast the role of patient advocate and social worker in acute care.
- Participants will be able to discuss why social workers are uniquely skilled for the role of Patient Advocate.
- Participants will be able to surmise that social work skills provide a foundation for many other kinds of positions on the health care continuum.

RF-18: Social Work Interventions Impact Readmissions

Alexis Early

Session Content Educational Level: Intermediate

A social worker was hired as part of the transitional care team to address the social factors that impact readmissions for patients 65 and older with primary diagnosis of heart failure and/or pneumonia discharged to home. From June 2012 to October 2013, 793 patients have enrolled in the transitional program. Of the 86 patients readmitted within that time frame, 46 (53%) have received social worker interventions. The top three needs of those who received one social worker intervention include: 32% discharge instructions, 23% provider appointment and another 23% community resources.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

- Identify Social Work interventions that impact readmissions
- Discuss important role Social Work play in preventing problematic transitions
- Intervene on social work factors that impact readmissions

RF-19: Keeping Social Work "Alive" in a Hospital Case Management Environment

Eileen Winter

Session Content Educational Level: Fundamental

It has been more than 10 years since the Social Work Department was merged into a newly created Department of Case Management. During the transition, I used clinical skills, political savvy, and team building to keep Social Work services, programs, and identity, “alive” in the new environment. This Report from the Field will share techniques I employed, and lessons I learned as I navigated my new reality. Through this presentation, I will offer guidance for future practice and elicit discussion and insight from others who traveled this road before me.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

- Participants will learn one strategy for maintaining a vibrant social work presence in a changing environment
- The presenter will discuss how to enhance Identity for social workers who are a minority within a case management culture
- Participants will be able to articulate one challenge facing a merged department

RF-20: Access, Equity and Balance in Psychosocial Oncology Services

Genevieve Cote, Diane Manii, Josee Charlebois

Session Content Educational Level: Intermediate

The Psychosocial Oncology (PSO) Program of The Ottawa Hospital Cancer Centre developed an innovative strategy to ensure that the highest needs patients are given priority access. Interprofessional priority indicators and wait time categories were developed based on existing literature, stakeholder input as well as consultation with other professionals including IT. It is our understanding that this strategy is unique to the cancer system; it has contributed significantly to the work of the Cancer Care Ontario expert panel on PSO wait times.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Show and review the concepts to be considered when developing a priority and wait time strategy in psychosocial oncology
• Participants will be able to discuss the advantages and challenges in implementing a priority/wait time strategy in oncology social work
• Participants will be shown the reports of one year’s worth wait times shown post strategy implementation

4:30 – 5:30 PM    Committee Time
4:30 – 5:30 PM    Joint Meeting of the SSWLHC & Foundation Board of Directors
6:00 – 7:00 PM    Happy Hour- Social Work Health Leadership Foundation Fundraiser (Ticket Required)

Saturday, November 8, 2014

7:00 AM – 12:30 PM    Registration / CEU Form Drop-Off
7:00 – 8:00 AM    Continental Breakfast
7:00 – 8:00 AM    Leadership Institute Regroup & Breakfast
8:00 – 9:30 AM    Concurrent Workshops – Breakout Session 10

W-26: Veteran Homeless Model Development Programs-
National Center on Homelessness Among Veterans

Stephanie George

Session Content Educational Level: Intermediate

The National Center on Homelessness among Veterans and VHA Homeless Program Office have implemented and supported model development programs which have assisted in the reduction of homelessness among Veterans nation-wide, such as; Community Resource and Referral Centers (CRRC), Safe Havens, Homeless Patient Aligned Care Teams (H-PACT) and the Veteran Homeless Prevention Demonstration Program (VHPD). Through these programs Veterans have received case management, supportive wrap around services, assess to a “one stop” center, early intervention and prevention and a medical home model catering to the needs of homeless Veterans.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Participants will be able to increase case management practice skills (generic, discipline specific and model specific)
• Participants will be able to explore state-of-the-art treatment models, programs and best practices
• Participants will be able to apply best pactices and program adaptation for special populations, ‘not yet reached’ and hard to reach homeless Veterans

W-27: Simulation Strategies: Zooming in on Critical Practice Skills

Donna Cude-Islas, Kathryn J. Schmidt, Candyce S. Berger

Session Content Educational Level: Advanced

Standardized simulation strategies allow interns and staff opportunities to demonstrate their ability to provide care without endangering vulnerable clients. We explain how to use case simulations to improve staffs’ assessment skills and ethical decision-making that goes beyond role-plays. We use videos to show how to give feedback to novice practitioners. We provide case simulations for varied kinds of cases for social workers and interdisciplinary teams with guidelines and evaluation tools for using the simulations in health care settings.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Discuss the benefits of using simulation activities to orient new interns or employees to their healthcare setting
• Review the benefits of using simulations to address ethical dilemmas in care
• Examine the use of model simulation cases in the ongoing assessment of competencies with interns or professional staff

W-28: Withdrawn

W-29: Withdrawn
W-30: Creation and Implementation of a Social Work Career Ladder: 4 Successful Models

Carol Maxwell, Sabra Boyd, Jeanette Foster, Tony Yamamoto

Session Content Educational Level: Intermediate

Career Ladders and career achievement programs have been determined to be successful recruitment and retention tools for social work programs of any size and setting. This workshop will include a panel discussion by 4 seasoned social work leaders who will describe the career ladder developed at their institution, successes and challenges related to the development, implementation, and continuation of the program, and recommendations for those in the early stages of development or looking to change their existing program.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Provide participants with information about 4 different professional advancement programs from different parts of the country.
• Participants will receive specific information on successes and challenges to implementing a career ladder or career advancement program.
• Provide participants with tools and information that will help them to develop professional advancement programs in their own setting.
• Provide participants with the opportunity to “ask the experts” about the development and implementation of professional advancement programs.

9:30 – 9:45 AM Transition Break

9:45 – 10:45 AM Concurrent Reports from the Field – Breakout Session 11

RF-21: Understanding Dementia: What all Social Workers Should Know

Liz Garcia-Leavitt

Session Content Educational Level: Intermediate

Dementia is often treated as the medical equivalent of an “elephant in the room”, present and impacting all other medical conditions in older adults but not acknowledged or treated. Social workers are in an important position to recognize cognitive decline and its impact on day to day functioning and future planning. Come learn more about Dementia illnesses, signs, symptoms and appropriate interventions for individuals and families dealing with cognitive decline.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Help participants recognize signs of Cognitive Decline in Patients
• Discuss practical strategies for working with individuals with Dementia
• Discuss steps Social Worker can take to help patients proactively avoid care crisis related to Cognitive Decline

RF-22: Coming to the Table with Ideas – Creative Ways for Social Work to Make Meaningful Contributions to Manage Hospital Length of Stay (LOS)

Tom Sedgwick

Session Content Educational Level: Intermediate

Review of social work/care management initiatives developed to assist in managing LOS at an urban academic medical center. Focus on: redesign of social worker-care manager approach to patient care, a new staff support position (Care Manager Assistant), medically-directed/care manger-facilitated long stay (>20 days) rounds, a “rapid improvement event” to reduce LOS of patients being discharged to nursing homes, and palliative care social work supervisor/preceptor position and contracting for inpatient hospice level of care to facilitate timely referral to hospice. All initiatives have contributed to significant reduction in LOS.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Attendees will learn how a hospital social work/care management department can contribute to achieving overall organization’s LOS goals
• Attendees will leave with an understanding of how to design and justify key positions (CMA and Palliative Care Supervisor) to align quality and LOS goals
• Attendees will be prepared to transfer best practices to their respective hospitals
RF-23: A Social Work Model Providing “Best Practice” Treatment to High Utilizing Patients in the Emergency Room and Following them into the Community

Nora G. Bowcut

Session Content Educational Level: Intermediate

This presentation summarizes the success of working with high utilizing patients through the Emergency Room and following them in the community. In one region of Intermountain Healthcare, Social Workers are engaging patients to form a partnership with providers to treat their health problems. Often high utilizing patients suffer a co-morbidity of an undiagnosed mental illness.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

• Describe the benefits of a partnership with the high utilizing patient and his/her providers
• Identify techniques to join with the high utilizing patient to seek appropriate treatment and resolve medical/mental health issues
• Recognize the key role Social Work plays in reducing high utilizing patient visits to Emergency Room and saving valuable resources

RF-24: C.A.R.E. (Collaboration Allows Real Empowerment)

Deanna Mullins

Session Content Educational Level: Intermediate

The C.A.R.E. Program was developed to help expectant mothers take control of their health and the health of their growing baby. The program explores the barriers women face, which can prevent them from engaging in sustained prenatal care. Barriers can include depression, housing, transportation and adequate nutrition. The program empowers women by providing support, education, and informative material that can be used to optimize their health during pregnancy and help them to become the parents they want to be. The Edinburgh Postpartum Depression Scores (EPDS) decreased 56% during pregnancies and 73% postpartum year 1 of C.A.R.E. Program.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

• The development of the CARE Program
• The implementation of the CARE Program
• The vital role of Social Work Interns
• The impact of the CARE Program

RF-25: Transforming Healthcare from Within: Promoting Access to Care for LGBTQ People

Kenneth Myers

Session Content Educational Level: Intermediate

This presentation provides an overview of the ways in which Social Work leaders within the LGBTQ Health Task Force at the Institute for Family Health are facilitating organizational changes that create positive health care experiences for Lesbian, Gay, Bisexual, Transgender, and Queer patients. Participants will learn about how LGBTQ-identified patients experience marginalization and discrimination within the health care system and practical strategies for improving care for LGBTQ-identified patients within their own health care organizations.

OBJECTIVES

At the conclusion of this presentation, participants will be able to:

• Participants will gain an understanding of the ways that LGBTQ-identified patients experience marginalization and discrimination within the health care system.
• Participants will learn a six-step action plan for facilitating organizational change that will lead to more affirming experiences for LGBTQ-identified patients within health care settings.
• Participants will gain insight into how they can begin to promote LGBTQ affirming health care within their own organizations through examination of the IFH LGBTQ Task Force Work Plan.

10:45 AM – 11:15 AM  Check-Out Break

11:15 AM – 12:45 PM   Concurrent Reports from the Field – Breakout Session 12

W-31: Patient and Family Centered Care is a Social Workers Native Language

Michael Campbell, Edward Woomer

Session Content Educational Level: Intermediate

Social Work, as a profession, is uniquely positioned to leverage its skills of interpersonal engagement, meeting the families “where they are” and the facilitation of the empowerment of families to bring their voice to decision making table. This session highlights the innovative results and knowledge discovered through one organization’s journey to create a Patient and Family Centered Care (PFCC) and mirrors the essential tenants of Social Work practice highlighting how Social Workers have a unique opportunity to leverage these skills to the betterment of the profession and most importantly to the patients and families we serve.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• The attendee will be able to demonstrate an understanding of PFCC practice in a pediatric setting.
• The attendee will be able to identify at least 3 ways to adopt PFCC practices in your setting.
• The attendee will be able to explain the linkage between PFCC and the practice of Social Work.


Bonnie Geld, Lissy Hu

Session Content Educational Level: Advanced

In the face of readmission penalties, bundles, and ACOs, hospitals are developing “preferred” relationships with post-acute providers. Yet CMS requires that patient choice be honored in the selection of a post-acute facility. As a discharge planner, you are now caught in a delicate position: how do you balance your organization’s objectives while upholding patient choice? Web-based tools can help you introduce quality into the selection process and guide patients to high performing providers while preserving patient choice.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Discuss 2013 CMS revisions to discharge planning regulations, including documentation, informed consent, and modified disclosure requirements
• Discuss how hospital administrators and directors of care management can better understand their post-acute network through analysis of quality and outcomes measures
• Demonstrate how discharge planners can save time by searching for care using a comprehensive database of post-acute providers, which includes eligibility criteria such as insurances accepted and quality scores
• Discuss how discharge planners can decrease avoidable days and increase patient satisfaction by engaging patients in care transitions

W-33: Developing an Interprofessional Integrated Healthcare Delivery Model

Nicole Dubus, Allison Scobie-Carroll

Session Content Educational Level: Intermediate

Inter-professional integrated healthcare practice models are developing and changing the role of social workers. As a profession, social workers need to be on the front lines of this development or we will be left to respond to models other medical professionals develop. Massachusetts has been a pioneer in universal coverage and developing integrated models. The strengths and challenges of some of these models will be explored in context with the concerns and experiences of the attendees.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand the integrated behavioral health/care coordination landscape across settings: what we know from the literature and practice
• Examine the strengths and challenges of current models
• Create a strategy with attendees for ways to prepare for and respond to this changing practice landscape in ways that will improve patient outcomes and protect the future and integrity of the social work profession

W-34: Ethics and Risk Management in the New Era of Social Work

Terrie A. Fritz

Session Content Educational Level: Intermediate

This session, developed especially for social workers, is sponsored by NASW Assurance Services, Inc. (ASI) of Frederick, MD, and describes the most significant malpractice risks in social work today and numerous methods of mitigating and reducing one’s risk of being sued for malpractice.

The presentation is intended for social workers in all settings and positions, not just the clinical, therapeutic mental health setting. The session will cover key concepts in risk management, such as confidentiality and its exceptions, duty to warn, and informed consent. The seminar will reveal the major reasons why social workers are sued and what you can do about those risks. We will define what constitutes a malpractice case and emphasize important recordkeeping issues, guidelines for supervision, special tips for clinical and private practitioners, and brief you about your malpractice insurance, its special features and implications for your practice.

A free attendee toolkit will be distributed at the workshop which contains information about ASI, the workshop presenters, resources for managing your malpractice risk, insurance FAQs, and insurance applications.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand key concepts that will reduce your risk of being sued for malpractice and the triggers that constitute malpractice.

• Learn numerous methods and strategies for better protecting yourself from a malpractice suit and for quickly exonerating yourself if you are sued.

• Understand the special aspects of professional liability insurance and the implications for continuous coverage of your practice, past and future.
P-01: Decision Fatigue: Yes, No, Maybe?
Roddy Young
Poster Content Educational Level: Intermediate

Social workers, health care professionals, patients and caregivers make many significant decisions throughout the day. This may result in decision fatigue. People become mentally depleted making numerous decisions as their day progresses. Decision quality deteriorates often leading to inconsistent and erroneous decisions. Stress increases when making the necessary trade-offs required during the decision making process which leads to decision paralysis. The causes, effects, and steps for reducing decision fatigue will be outlined in this poster.

OBJECTIVES
After review of this poster, participants will be able to:
• Develop an understanding of decision fatigue
• Describe the causes and effects of decision fatigue
• Employ this knowledge when working with patients and colleagues to ensure quality care
• Utilize this information when prioritizing consequential personal or professional decisions

P-02: Through the Lens of Hope for the Future: Fertility-Sparing Surgery for Women Diagnosed with Early-Stage Cervical Cancer
Irene R. Korcz
Poster Content Educational Level: Intermediate

The diagnosis of cervical cancer is devastating, and it is the second most commonly reported malignancy in women (Hacker & Friedlander, 2010). For women who do not yet have children or for those desiring more children, the diagnosis can have a life changing impact. A positive and safe surgical option for preserving fertility is the radical trachelectomy (Ramirez et al, 2010). Oncologic outcomes after radical trachelectomy are similar to those of radical hysterectomy. Quality of life after radical trachelectomy is also being investigated (Carter et al, 2010). This poster will present case studies and research on radical trachelectomy.

OBJECTIVES
After review of this poster, participants will be able to:
• Understand the surgical procedure of radical trachelectomy for preserving fertility for women diagnosed with early-stage cervical cancer
• Review the informed consent procedures and the anticipated outcomes of the procedure as discussed with the patients prior to trachelectomy surgery
• Understand the surgical complications, fertility/conception and pregnancy outcomes and disease recurrence rates following trachelectomy surgery
• Discuss the potential roles for social workers working with early-stage cervical cancer patients during the preoperative consultation and the in the postoperative setting for quality of life counseling

P-03: Improving Medical Learners’ Knowledge of Systems-Based Practice Through A Community Resource Curriculum
Dinah Godwin
Poster Content Educational Level: Intermediate

Surveys of pediatricians have shown that most do not have basic information about social services and want to increase their knowledge of community resources, which is an essential component of managing pediatric concerns. Medical learners who participated in a social work-driven community resource curriculum during their developmental-behavioral pediatrics rotation demonstrated measurable improvements in their objective and subjective community resource knowledge. It is anticipated that these learners will be better prepared to make appropriate referrals to community resources for children with developmental problems.

OBJECTIVES
After review of this poster, participants will be able to:
• Attendees will be able to identify benefits to medical learners of direct education by professional social workers.
• Attendees will be able to review data that supports the use of a community resource curriculum to positively impact medical learners' objective knowledge base and self-assessed comfort with funding and community resource systems.
• Attendees will be able to discuss the potential future impact on patient care and patient outcomes of providing social work-based education to medical learners.

P-04: A Closed Six Week Cognitive Behavioral Therapy Group for Cancer Patients Suffering for Depression and Anxiety
Emily Weaver, Kristin Goodwin
Poster Content Educational Level: Fundamental

Individuals that have received a cancer diagnosis are at a higher risk of suffering from mental health issues than those without a co-occurring medical disease. Those with co-occurring cancer diagnoses and mental health issues will be seeking mental health treatment in non-traditional settings. At the University of Texas MD Anderson Cancer Center, a closed six week cognitive behavioral therapy group named Tools for Coping with Depression and Anxiety has been implemented in order to deliver mental
health services to cancer patients suffering from depression and anxiety.

**OBJECTIVES**
After review of this poster, participants will be able to:

- Gain an understanding of the need for implementation of a closed CBT group in an oncology setting
- Identify a possible closed group format to implement in a non-traditional setting
- Identify how to utilize cognitive behavioral therapy techniques to utilize with the cancer population.

**P-05: Evaluating the Transition from Pediatric to Adult Care Among Adolescents with Chronic Granulomatous Disease at the National Institute of Allergy and Infectious Disease (NIAID) at the National Institutes of Health (NIH)**

*Rachel Margolis, Patricia Driscoll*

Poster Content Educational Level: Advanced

The National Institute of Allergy and Infectious Diseases at the National Institutes of Health has several hundred adolescents enrolled in clinical trials. Despite this large adolescent patient population, NIAID does not have a formal program to transition adolescents to adult care. We designed a retrospective exploratory descriptive study to identify and describe experiences that young adults with chronic granulomatous disease found to enable or hinder their transition and to explore these patients’ ideas for enhancing the transition process in order to develop appropriate social work and interdisciplinary interventions.

**OBJECTIVES**
After review of this poster, participants will be able to:

- Understand the psychosocial impact of shifting from pediatric to adult care for a young adult with a chronic illness
- Identify the difference between transfer of care, a discrete event, and transition, a dynamic process that should begin in early adolescence and extend through the transfer of care
- Consider the social work role in the transition process as a member of an interdisciplinary team of healthcare providers
- Recognize the significance of evaluating the needs of this specific population to be able to develop the most appropriate and meaningful social work and interdisciplinary interventions

**P-06: Preventable Admissions Care Team: A Unique Approach to Reducing 30 Day Readmissions**

*Yael Ramer, Simone Safyer*

Poster Content Educational Level: Fundamental

PACT is a social work-led transitional care program at Mount Sinai Hospital. Patients at risk for readmission are met at bedside by a social worker and engaged in a 75-minute assessment to identify the areas of psychosocial strain that underlie the risk. The social worker partners with the patient post-discharge to address the psychosocial drivers identified. Core to the model are the connection of the patient to primary care, efforts to enhance communication between patients and providers, and the inclusion of the family caregiver in the intervention where applicable. PACT has been effective at reducing admissions and ED visits by 40 percent.

**OBJECTIVES**
After review of this poster, participants will be able to:

- Participants will be able to recognize the changing landscape of healthcare and identify the critical role of social work in the nationwide push for transitional care improvement.
- Participants will be able to review predictors of readmission risk and translate information extracted from the comprehensive psychosocial assessment to identify barriers to seeking medical care.
- Participants will be able to discuss the central tenets of a post-discharge care model and the innovative approach the Preventable Admissions Care Team (PACT) has developed to better manage the unique population the hospital serves.


*Jane Mahoney, Karen Nelson, Genevieve Cote, Gerry Shea, Michele Holwell, Tamzin Cathers*

Poster Content Educational Level: Intermediate

Social workers bring the psychosocial aspects of each patient’s life to the interdisciplinary care teams. The Social Work Department at The Ottawa Hospital recognized that improvements in the quality of assessment and the transmission of that information to health care teams could be gained by utilizing developing technologies. A standardized psychosocial assessment template was developed and serves as the place on the chart where the social determinants of health are assessed, interpreted and woven into the medical plan.
OBJECTIVES
After review of this poster, participants will be able to:

- Gain an understanding of the essential components required for a comprehensive psychosocial assessment in a health care setting
- Demonstrate the value for team members of a standardized assessment
- Encourage the development of standardized processes to improve patient care

P-08: Future Trends in Health and Health Care: Implications for Social Work Practice in an Aging Society

William Spitzer, Kay Davidson

Poster Content Educational Level: Intermediate

Major economic, political, demographic, social and business factors are prompting evolutionary changes in health care. The “graying of America” promises new challenges and opportunities for social work. At the same time, the Patient Protection and Affordable Care Act and its emphasis on integrated, trans-disciplinary, person-centered care represent fundamental shifts in service delivery. This poster identifies factors influencing service delivery, the need and opportunities for social work with an aging population and recommendations for practice education.

OBJECTIVES
After review of this poster, participants will be able to:

- Recognize economic, demographic, social & business factors shaping contemporary health care
- Understand the impacts of the PPACA of 2010 on health care delivery and social work practice
- Recognize the changing knowledge, skills and educational preparation necessary for practice.

P-09: Past and Present, Early Hospital Social Work Practice: The Life and Times of Janet Thornton

Tom Sedgwick

Poster Content Educational Level: Fundamental

Janet Thornton (1881–1963) was the director of social services at Columbia-Presbyterian Medical Center in New York City from 1924 to 1947. Drawing on previously unexamined archival letters and documents, this poster will present a professional and personal perspective on Thornton’s life and the significance of her contributions to hospital social work practice. Restoring her to the historical record on hospital social work brings into focus the foundations of present-day social work practice in health care settings and adds new insights into the role of women in the burgeoning profession.

OBJECTIVES
After review of this poster, participants will be able to:

- Participants will learn about the foundation of social work practice and the significance of women in establishing the profession
- Participants will understand the evolution of social work from charity work to settlement houses to casework and finally to modern-day care management
- Participants will have a clearer perspective on the important role of history informing current practice

P-10: Through a Rainbow Lens: Improving Healthcare Access and Quality for Sexual Minority Populations

Kathryn J. Schmidt, Brenda Risch

Poster Content Educational Level: Fundamental

Sexual minority populations (lesbian, gay, bisexual, and transgender people) suffer healthcare disparities because providers lack knowledge about their specific healthcare needs. New federal regulations encourage providers to gather more information about patients’ sexual behavior, sexual identity and gender identity to reduce risks from untreated conditions. This poster shows a project to increase the cultural competency for social workers through education on best practice models for data collection and providing services to LGBT clients.

OBJECTIVES
After review of this poster, participants will be able to:

- List three or more reasons to collect information on sexual identity, sexual behavior, and gender identity from clients
- Discuss evidence-based strategies to modify intake forms and processes to be more welcoming of sexual minority clients
- Advocate for improved knowledge about sexual minority healthcare needs beyond HIV/AIDS

P-11: Keeping the Peace: Facilitating Communication and Mediation Between Pediatric Oncology Multidisciplinary Team Members, Family Members, and Patients.

Czarina P. Kulick, Moniue Kelly, Joseph Mikolic

Poster Content Educational Level: Intermediate

Family conflict is increasing in the pediatric cancer setting. This is mainly due to the an increase in blended families, and role changes throughout the course of an illness. Lack of family cohesiveness can lead to an increase in anxiety among patients, negative self-worth, and overall poorer outcomes. Being able to follow patients through the different
stages of their journey: from diagnosis and hopefully into the long term pediatric survivors clinic, provides a unique prospective into the family dynamic. This poster will highlight the benefits of the journey and tools we use to maintain balance and minimize conflict during this time.

OBJECTIVES
After review of this poster, participants will be able to:

• Social Workers will increase their knowledge regarding innovative strategies to broaden their scope of helping with patient navigation and distress screening as it relates to family conflict and cohesiveness
• Discover how parents and caregivers have the opportunities to restore a sense of balance, and normalcy through psychoeducation, resources, and tools
• Enhance best practices and provide the opportunity to offer feedback on innovative ideas related to having a more engaging presence with families

P-12: Community Partnerships in Pediatric Health and Child Welfare: A Model from Finland
Juha Hamalainen, Riitta Vornanen
Poster Content Educational Level: Intermediate

The care of children is best accomplished as health care providers work closely with community providers across each episode of care, and throughout the life of a young child. Child welfare workers as well as pediatric medical providers cannot work independently from one another if they are to achieve well coordinated care and the well-being of the child. A Finnish model of acute and community-based coordinated care will be presented which will share innovative practices for social workers in both the health and the child welfare settings. Application to the US system of care will be considered, and ideas for future development will be shared.

OBJECTIVES
After review of this poster, participants will be able to:

• Explore the program elements and collaborative care goals within the Finnish system of child welfare and pediatric health
• Identify both the advantages and the challenges which can confront pediatric practitioners who build partnerships within the community
• Apply these program elements and goals to their own practice in both pediatric acute and community-based settings

P-13: The CenteringPregnancy Model of Care Teen and Pregnant Program Nationwide Children’s Hospital
Stacey Cusick, Meredith Fine
Poster Content Educational Level: Intermediate

The Teen and Pregnant Program at Nationwide Children’s Hospital provides multidisciplinary prenatal care for pregnant teens including CenteringPregnancy. CenteringPregnancy is an evidence based practice of delivering health care to patients in a group setting which focuses on three key components: health assessment, education and support. CenteringPregnancy care has been proven to reduce preterm births, increase social support and knowledge of key behaviors. Social work is an essential component within our model of care as social workers empower low income pregnant teens to have healthy pregnancies and positive parenting choices.

OBJECTIVES
After review of this poster, participants will be able to:

• Participants should expect to learn, understand and discuss the evidence based model of CenteringPregnancy.
• Participants should expect to learn how the social work role within TaP and the CenteringPregnancy model is essential to maternal health care for teens.
• Presenters will illustrate to participants how CenteringPregnancy is aimed at reducing pre-term births through the Ohio Better Birth Outcomes Collaborative.

P-14: Utilizing PSYCKES to Address and Reduce Modifiable Health Risks in Behavioral Health Populations
Laura Leone, Benjamin Rosenberg, Victoria Ward, Sarah Davison-Duffy, Cynthia Palma
Poster Content Educational Level: Intermediate

The Institute for Family Health Article 31 behavioral health Centers developed a CQI project focused on improving patient health outcomes and modifiable health risks by accessing and then addressing information in the Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES). Health improvements related to medical visits; ER/Hospital visits, Dehydration, Asthma and Diabetes were all targeted. As a result of the interventions implemented, making use of a transdisciplinary setting and the benefits of an electronic health record, there was a reduction in health risks for more than 60% of the patients originally flagged.
OBJECTIVES

After review of this poster, participants will be able to:

• Participants will gain an understanding of the use of health informatics to address modifiable health risks in a behavioral health population.

• Participants will learn the benefit of using an electronic health record to promote communication and collaboration of care in a transdisciplinary environment.

• Participants will be able to identify interventions aimed at addressing modifiable health risks at administrative and clinical levels.

• Participants will be able to identify skills used to engage staff and patients in continuous wellness promotion.


Kathryn J. Schmidt

Poster Content Educational Level: Intermediate

Viewing healthcare practice settings from a wide angle, we identify best practices for ‘seeing’ and engaging victims of intimate partner violence in clinical and community settings. Research suggests that engaging victims at moments when they seek healthcare to treat effects of violence or other issues can effectively interrupt patterns of violence. We describe evidence-based practices, including written materials and screening tools that support clients by providing services, resources, and paths to lives free of violence.

OBJECTIVES

After review of this poster, participants will be able to:

• Modify their intake processes to identify victims of intimate partner violence (IPV)

• Describe patterns of healthcare use by IPV victims

• Explain how certain groups of victims of intimate partner violence can be engaged

P-16: Implementing Oncology Distress Screening Across a Large Healthcare Institution

Stephen Collazo, Margaret Meyer

Poster Content Educational Level: Fundamental

Beginning in 2015, all hospitals seeking accreditation from the Commission on Cancer will be required to screen cancer patients at pivotal medical visits for psychosocial distress. While this standard presents a challenge to implement, there is also an incredible opportunity for social workers to further establish themselves as a critical member of a cancer patient’s care team. This poster provides an overview of one institution’s 10 year long process to implement routine distress screening for all cancer patients. The obstacles and best practices will be presented as well any future steps required to further enhance this process.

OBJECTIVES

After review of this poster, participants will be able to:

• This poster will provide an overview of the current Commission on Cancer standard pertaining to psychosocial distress screening.

• This poster will demonstrate the challenges and milestones of implementing a screening process in various phases over the course of several years.

• This poster will present best practice recommendations for developing a program to screen for and manage psychosocial distress in cancer patients.

• This poster will present additional potential areas to be developed as distress screening becomes a standard of care throughout the country.

P-17: The Blurred Aim of Finnish Psychiatric Social Work – A Challenge to Leadership

Leena Leinonen

Poster Content Educational Level: Intermediate

The main task of Finnish social workers in mental health care is to provide social advocacy and case management for patients throughout the continuum of care. However, almost one-third of Finnish psychiatric social workers have schooled themselves as therapists. Should the practitioners’ skill set drive the role and services which they provide? This professional identity dilemma of Finnish psychiatric social workers will be examined and leadership issues in the Finnish universal health care system discussed.

OBJECTIVES

After review of this poster, participants will be able to:

• Understand the history of social work’s role in behavioral health in the country and health system of Finland:

• Identify the competing forces both within the Finnish universal health system and the social work profession which are impacting the role of social work in Finland’s health care system; and

• Evaluate the effectiveness of strategies which medical and behavioral health social work leaders are using to shape the role and services of the profession in Finland.
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<td>Kristen Anderson, LCSW</td>
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<td>Ashley Bourg, LCSW</td>
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**Membership Application**

**Membership Information**
- **MANAGEMENT** $149 - 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** $99 - 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.
- **UNEMPLOYED/RETIRED** $79 - A management or associate member who by resignation or termination of employment is no longer employed in a health care setting or a retired member who before retirement met the eligibility requirements for membership.
- **FACULTY** $94 - A dean or faculty member of a university or college.
- **ASSOCIATE** $174 - 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** $59 - A student currently enrolled in a CSWE program at a university or college.
- **DONATION - SWLHC**: To expand educational programming and advocate for the profession.
- **$25** ☐  **$50** ☐  **$100** ☐  **Other** ☐

Total Amount: ______________ (including $5 processing fee)

**Payment**
- **CHECK (PAYABLE TO SSWLHC)**
  - **TAX ID # 23-3100897**

Please note all purchases made via check will require a $5 processing fee. Checks will not be processed without a processing fee included.

Please mail payment with application to:
SSWLHC
100 North 20th Street, Suite 400
Philadelphia, PA 19103-1443
Phone: (866)237-9542
E-Mail: info@sswlhc.org

www.sswlhc.org

**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 (required) ___________________________ Years in Social Work _______**

**Social Work Education**
- **Associate** ☐  **Bachelor's** ☐  **Master's** ☐  **Doctorate** ☐

**Other Field**
- **Diploma/Certificate** ☐  **Associate** ☐  **Bachelor's** ☐  **Master's** ☐  **Doctorate** ☐

**Employment**
- **Full-Time** ☐  **Part-Time** ☐  **Unemployed** ☐  **Self-employed** ☐  **Retired** ☐

**Patent Population**
- **None** ☐  **Adult** ☐  **Geriatric** ☐  **Pediatric** ☐

**Primary Area of Practice**
- **Academia** ☐  **Clinical/Patient Care** ☐  **Education** ☐  **Administration** ☐  **Research** ☐  **Other (please specify)** ☐

**Secondary Area of Practice**
- **Academia** ☐  **Clinical/Patient Care** ☐  **Education** ☐  **Administration** ☐  **Research** ☐  **Other (please specify)** ☐

**Primary Work Setting**
- **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 Chapter You Wish To Be Affiliated With:

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

**Age (Years):**
- **20-24** ☐  **25-29** ☐  **30-34** ☐  **35-39** ☐  **40-44** ☐  **45-49** ☐  **50-54** ☐  **55-59** ☐  **60-64** ☐  **65-69** ☐  **70-74** ☐  **75-79** ☐  **80-84** ☐  **85-89** ☐  **90-94** ☐  **95-99** ☐  **100+** ☐  **Do not care to respond** ☐

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.

**Primary Setting**
- **Community Based** ☐  **Hospice** ☐  **Physician Office** ☐  **Nursing Home** ☐  **Community Service Agency** ☐  **Aging Services (non-medical)** ☐  **Hospice** ☐  **Home Care** ☐  **School of Social Work** ☐  **Insurance/HMO** ☐  **Nursing Home** ☐  **Community Service Agency** ☐  **Self-employed** ☐  **Business/Industrial** ☐  **Other (please specify)** ☐

**Other**
- **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)** ☐

**Occupational Setting**
- **Community Based** ☐  **Hospice** ☐  **Physician Office** ☐  **Nursing Home** ☐  **Community Service Agency** ☐  **Aging Services (non-medical)** ☐  **Hospice** ☐  **Home Care** ☐  **School of Social Work** ☐  **Insurance/HMO** ☐  **Nursing Home** ☐  **Community Service Agency** ☐  **Self-employed** ☐  **Business/Industrial** ☐  **Other (please specify)** ☐
2014 Annual Meeting & Conference Registration Form

Please fill out and return a hard copy of this form only if you are paying by check. Please register only one person per form. This form may be duplicated or you may obtain additional forms at www.sswlhc.org. Faxed registrations are not accepted. Online registration with a credit card is strongly encouraged. A $5.00 check processing fee will apply to all check payments. Registrations will not be processed without payment.

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, November 5, 2014
1:00 PM – 5:00 PM   • Chapter Presidents’ Meeting
4:45 PM – 5:30 PM   • New Member & First Time Attendee Orientation
5:30 PM – 6:00 PM   • Welcome Reception
6:30 PM – 9:00 PM   • Opening Banquet Dinner (Kermit Nash presentation)

Thursday, November 6, 2014
9:30 AM – 11:00 AM   • W-1  • W-2  • W-3  • W-4  • W-5
11:15 AM – 12:15 PM  • RF-1  • RF-2  • RF-3  • RF-4  • RF-5
12:15 PM – 1:30 PM   • Boxed Lunch
1:30 PM – 3:00 PM   • W-6  • W-7  • W-8  • W-9  • W-10
3:30 PM – 4:30 PM   • RF-6  • RF-7  • RF-8  • RF-9  • RF-10
4:30 PM – 6:00 PM   • Membership Meeting

Friday, November 7, 2014
8:30 AM – 10:00 AM   • W-11  • W-12  • W-13  • W-14  • W-15
10:30 AM – 12:00 PM  • W-16  • W-17  • W-18  • W-19  • W-20
1:30 PM – 2:30 PM   • RF-11  • RF-12  • RF-13  • RF-14  • RF-15
3:00 PM – 4:30 PM   • W-21  • W-22  • W-23  • W-24  • W-25
4:45 PM – 5:45 PM   • RF-16  • RF-17  • RF-18  • RF-19  • RF-20
6:00 PM – 7:00 PM   • Foundation Fundraiser Reception

Saturday, November 8, 2014
8:00 AM – 9:30 AM    • W-26  • W-27  • W-28  • W-29  • W-30
9:45 AM – 10:45 AM   • RF-21  • RF-22  • RF-23  • RF-24  • RF-25
11:15 AM – 12:45 PM  • W-31  • W-32  • W-33  • W-34  • W-35

First Name / Last Name

Title

Institutional Affiliation

Address

City State Zip

Phone Fax

Email

Guest Name Badge (Welcome Reception)

Guest Name Badge (Opening Banquet Dinner)

Vegetarian Meal Requested

First Time Attendee
(Please check here if this is your first SSWLHC Annual Conference.)

Special Assistance Required
(A SSWLHC staff member will contact you.)

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

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<thead>
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<th>Category</th>
<th>Postmarked by October 8, 2014</th>
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</table>

Registration Fee $ _______

Optional Pre-Conference Intensives

Wednesday, November 5, 2014
(Register for an intensive only or add one to your conference registration.)

- I-1: Leadership Institute (Tues & Wed 11/4-11/5, $195)
- I-2: Pediatric Health Care Social Work ($155)
- I-3: Mental Health First Aid ($155)
- I-4: Disaster Resilience Leadership ($85)
- I-5: What Did You Kaizen? Lean Leadership ($85)
- I-6: Home Health & Hospice ($85)
- I-7: Ethics ($85)

Pre-conference Intensive $ _______

Join and Register! Become a SSWLHC member today and register for the 2014 Meeting & Conference at the member price. Complete an online member application at https://sswlhc.portal.daxko.com to take advantage of the member discount.

Foundation Reception at $40 each (tax deductible donation) $ _______

Guest (Included in your fee. Additional attendees only.)

- Welcome Reception at $20 each $ _______
- Opening Banquet Dinner at $70 each $ _______

Membership Renewal (Expiration 6/30/14)

- Management at $149 each
- Direct Patient Care at $99 each
- Transitional at $94
- Faculty at $94
- Emeritus at $64
- Student at $39
- Associate at $174 each

Subtotal $ _______

Check processing fee + $5.00

Total Amount Due $ _______

Payment Information

- Check or Money Order Enclosed

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

Toll Free Phone: (866) 237-9542 Email: info@sswlhc.org

Contact Information

Toll Free Phone: (866) 237-9542 Email: info@sswlhc.org

Return this form with a check to:

SSWLHC, 100 North 20th Street, Suite 400, Philadelphia, PA 19103-1443