48th Annual Meeting & Conference

Social Work: Essential to the Future of Healthcare

October 2-5, 2013
Sheraton Philadelphia Downtown Hotel

Sponsors:
- Gold: Children's Hospital of Philadelphia (CHOP) • Nemours • Maxim
- Supporters: Make A Wish Foundation • Magee Rehabilitation

Exhibitors:
- Accolade • Air Ambulance by Air Trek, Inc. • AOSW • Civilian Medical Corps
- Home Instead Senior Care • Magee Rehabilitation • Novartis Oncology
- NASW Assurance Services

Platinum Sponsors:
- Allsup
- BAYADA Home Health Care
Dear Colleagues:

The 2013 SSWLHC Conference Planning Committee is pleased to invite you to the 48th Annual Meeting and Conference in the beautiful and historical city of Philadelphia, PA. The renowned Barnes Museum and Philadelphia Art Museum with its “Rocky” steps, and reverential Independence Hall and Liberty Bell, await you. The cultural Mural Arts program and Kimmel Center are iconic features of this fine city that we encourage you to visit. We are excited to hold the conference this year in Philadelphia, right in the heart of this vibrant city, within walking distance to shopping, culture, entertainment, and more food than any foodie could want!

We welcome you to join us at the Preconference Intensives on October 1, 2013, and for the full program from October 2-5, 2013. Our stimulating program entitled Social Work: Essential to the Future of Health Care, reinforces and celebrates the vital role of social work across all settings, especially as health care embraces transformation. The agenda for 2013 will prove to be stellar, and we have woven our theme throughout our conference, from our opening event, Kermit B. Nash lecture, to the Keynote and Plenary Sessions. 77 Workshops, Reports from the Field, and Poster Presentations, will be delivered by content experts, with ample time built into the conference for networking and building peer relationships. Social workers across the continuum will find a broad range of topics relevant to their settings and functions, and a cross-section of learning opportunities for front line clinicians, as well as experienced and emerging leaders. The conference also offers pre-approved CEUs for social workers.

Pre-conference Intensive Workshops with focused concentrations draw large audiences, and for many attendees, “set the stage” for the full conference. This year Attendees may choose the Intensive focusing on Practice Innovations in Pediatrics, featuring not only didactic presentations, but opportunity for networking and evidence based dialogue. Our Home Health Intensive, will offer a robust program provided by leaders from the field of home care and hospice. Our Leadership Institute (LI) is a sought after program for experienced or emerging leaders seeking development of their skill sets in a supportive environment. The LI offers hands-on experience with practical tools for immediate implementation over a day and a half, and offers CEUs plus a Certificate of Completion.

The evening of Wednesday, October 2, features our lively Welcome Reception, Opening Banquet, and highly awaited Kermit B. Nash Presentation, delivered this year by our esteemed Speaker, Karen Maxwell Hudson, MSW, LSW. Nationally known for her successful model “Homeless Health Initiative”, an award-winning, volunteer health outreach/health promotion program that provides access to free health services and health education to families and staff in homeless shelters, will open the 2013 Annual Meeting on a rousing and meaningful note. Following the presentation, we will continue our celebration with the presentation of select Society awards in a distinctive ceremony. Nominated by peers, these award winners are recognized for their accomplishments in the field.

We are very proud to offer as our Keynote presenter on Thursday morning, October 3, nationally renowned, Dr. Jeffrey Brenner, of The Camden Coalition, whose pioneering model for managing high risk-high cost patients is highlighted in all healthcare literature. His program will focus on “Bending the Cost Curve and Improving Quality in one of America’s Poorest Cities”. It will assuredly provide for attendees relevant knowledge and applications to support change in our shifting practice. To continue the theme of recognizing the vital role of social work and its leadership, particularly in response to the Affordable Care Act’s mandate for care coordination, our special Plenary Session panel of experts from the continuum of health care will be held on Friday, October 4.

The Exhibit Hall will be a spirited and informative venue and we invite you to enjoy its benefits. Evidence-based posters and their accomplished presenters will be available in the Exhibit hall throughout the event. The support of SSWLHC by our committed Sponsors is invaluable – we encourage you to visit the Exhibit Hall to interact and collaborate with them. One of our Platinum Sponsors, BAYADA Home Health Care, will be hosting a complimentary “Happy Hour” reception for all attendees on Thursday, October 3, 5 pm.

The Social Work Health Leadership Foundation also welcomes attendees to join in several fun activities raising funds and awareness for the Foundation. Gift items will be auctioned each day plus a live auction will be held at a special
reception, on Friday, October 4 at 5pm. Come learn more about the Foundation and its many avenues of supporting social workers (such as scholarships the Annual Conference), while reception guests contribute to the Foundation’s fundraising effort through their tax deductible contribution. The setting is informal and festive as guests will be treated to “Philly fare and Pennsylvania wine”.

Once again, we are excited to offer the 2013 Annual Meeting and Conference with a highly regarded agenda of professional education and networking in the City of Brotherly (and Sisterly) Love! Don’t forget to book your hotel and travel early!!

We hope to see you October 2-5, 2013 and together we will enjoy a robust and stimulating program.

2013 Conference Learning Objectives

At the conclusion of 48th 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 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.

2013 Conference Program Committee

Andrea Bailey, MSW
Conference Chair
Social Work Director
Rocky Mountain Home Care & Hospice
Bountiful, Utah

Candace Berger, PhD, MSW
Chair, Department of Social Work
University of Texas at El Paso Department of Social Work
El Paso, Texas

Linda Brandeis, ACSW, LICSW
Clinical Social Worker
VA Puget Sound Health Care System
Seattle Campus
Seattle, Washington

Rachelle Flamio, MSW, LCSW
Supervisor—Women’s Team, Patient and Family Counseling
Arnold Palmer Medical Center
Orlando, Florida

Brianne Garrison, MSW, LMSW
Social Work Counselor
MD Anderson Cancer Center
Houston, Texas

Shawna Grossman Kates, MSW, LSW, MBA, CMAC
Administrator
Weisman Children’s
Marlton, New Jersey

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

Stephanie Lucas, ACSW, LCSW
Hospice Family Services Coordinator
Intermountain Homecare
Salt Lake City, Utah

Timothy Morrison, LCSW, ACM
Director, Care Coordination
Stanford Hospital & Clinics
Stanford, California

Yvette Rolon, LCSW, ACSW
Program Administrator, Social Work Department
New York-Presbyterian/Weill Cornell Medical Center
New York, New York

Monica Sutton
Director, Social Work
Baylor University Medical Center
Dallas, Texas

Pamela B. Thompson, LCSW
Director, Social Service
Kootenai Medical Center
Coeur D’Alene, Idaho

Edward M. Woomer, LCSW
Associate Administrator of Patient and Family Services
Nemours Alfred I. DuPont Hospital for Children
Wilmington, Delaware
LEADERSHIP INSTITUTE INTENSIVE
Tuesday, October 1, 2013; 2:00 – 6:00 PM (Part I)
Wednesday, October 2, 2013; 7:30 AM – 4:30 PM (Part II)
The Society for Social Work Leadership in Health Care is proud to welcome members to the Sixth Leadership Institute (LI) to be held in conjunction with our Annual Conference in Philadelphia. The 2013 Leadership Institute includes a day and a half intensive beginning on Tuesday, October 1, 2013 and continuing on Wednesday, October 2, 2013. The registration fee is $175. LI attendees will return to their organization with a certificate of completion and 11 CEU’s. The Sixth Leadership Institute brings together an excellent faculty of experienced social work leaders and educators for an intensive interactive program designed to develop and enhance the leadership knowledge and skills of participants.

NEW MEMBER & FIRST TIME ATTENDEE ORIENTATION
Wednesday, October 2, 2013
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.

SOCIAL ACTION:
Social Workers bring a deep commitment and passion to empower those in need. This Annual Conference Committee invites ALL ATTENDEES to engage in social action at the Annual Conference by supporting the efforts of the Homeless Health Initiative, the unique advocacy, outreach and service program for homeless individuals, families and children. This model was pioneered by our 2013 Kermit Nash Memorial presenter, Karen Hudson, MSW, LSW, Program Leader, Homeless Health Initiative, The Children’s Hospital of Philadelphia, and serves as a template nationally for similar programs.

WELCOME RECEPTION WITH EXHIBITORS AND PREMIER OF POSTERS & SWLHF SILENT AUCTION
Wednesday, October 2, 2013
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 2014 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, October 4th at 2:30 PM.

OPENING BANQUET WITH KERMIT NASH PRESENTATION & AWARDS CEREMONY
Wednesday, October 2, 2013
6:30 – 9:00 PM
After mixing and mingling at the Welcome Reception, join us for our Opening Banquet Dinner. The 48th Annual Meeting & Conference shifts into high gear with a motivational presentation from our Kermit Nash speaker, Karen Maxwell Hudson, MSW, LSW of The Children’s Hospital of Philadelphia’s Homeless Health Initiative (CHOP/HHI). Following Ms. Hudson’s presentation on “The Future of Social Work: Taking the Lead and Crossing all Boundaries, through the Lens of Homelessness” we will honor our 2013 Ida M. Cannon and Social Work Leader of the Year award recipients. 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. If you plan on bringing a guest, make sure to check that box as well. Only ticketed attendees are permitted to attend the dinner so please be sure to RSVP on your registration form.

BOXED LUNCH WITH EXHIBITORS & POSTERS
Thursday, October 3, 2013
12:15 – 1:10 PM
Grab a lunch box and take this opportunity to unwind a bit from the morning’s sessions to visit with our vendors and speak with poster presenters. Be sure to get your Exhibit Hall passport signed by exhibitors to be eligible to win the complimentary registration for next year’s Annual Conference and don’t forget to cast your vote for Best Poster. The boxed lunch is included in your registration fee. If you plan to join us for this lunch, please check the corresponding box on your registration form so that the appropriate number of meals is available.

MEMBERSHIP MEETING & PRESENTATION OF HYMAN WEINER AWARD & ELEANOR CLARK AWARD FOR INNOVATIVE PROGRAMS IN PATIENT CARE
Thursday, October 3, 2013
4:00 – 5:00 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 join, even those who are not current members of the Society but are interested in learning more about the organization. We will also take the special opportunity to honor the 2013 recipients of the Hyman Weiner Award and Eleanor Clark Award for Innovative Programs in Patient Care.

SOCIAL WORK HEALTH LEADERSHIP FOUNDATION WINE & CHEESE RECEPTION
Friday, October 4, 2013
5:30 – 6:30 PM
($35 donation required to attend)
Before heading out to dinner on Friday night, please plan to join the Social Work Health Leadership Foundation for a special “happy hour” reception where guests will enjoy hors d’oeuvres and a sampling of wine and Philadelphia 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, health care social work research and the awarding of grants to the Society.

Your tax deductible donation of $35 will help us continue this work and expand our commitment to all social work leaders in health care. The reception is being supported by and will be held at Magee Rehabilitation across the street from the Sheraton Hotel. All of the proceeds go directly to the Foundation for current projects and future initiatives. The 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.
Must See Philadelphia Attractions!

**Academy of Natural Sciences**
The Academy of Natural Sciences of Drexel University, the oldest natural science research institution and museum in the Americas, features fun, informative family exhibitions inspired by the Academy's rich history of exploration and environmental research. Dig for dinosaur fossils, stroll among live butterflies, touch a live animal, learn the importance of watersheds, explore diorama animals from around the world.

**Barnes Foundation**
The Barnes Foundation opened its new building in May 2012 on the Benjamin Franklin Parkway. It houses one of the finest private collections of early French-Modern and Postimpressionist paintings in the world. The collection also includes pieces of antique furniture, pottery, and African sculpture.

**Eastern State Penitentiary**
America’s most historic prison, Eastern State was once the most famous and expensive prison in the world. It stands today in ruin, a haunting world of crumbling cellblocks and empty guard towers. The vaulted, sky-lit cells once held many of America’s most notorious criminals, including bank robber Slick Willie Sutton and gangster Al Capone.

**Franklin Institute**
Located in the heart of Philadelphia, The Franklin Institute is a leading museum in science and innovation. Interactive exhibits include Space Command, Sir Isaac's Loft: Where Art & Physics Collide, The Franklin Air Show, and the famous Giant Heart.

**Independence Hall and the Liberty Bell**
Independence Hall is the birthplace of America. The Declaration of Independence and the U.S. Constitution were both debated and signed here in what was originally the Pennsylvania State House. Across Chestnut street visitors are able to see the Liberty Bell and an exhibit about the Bell, focusing on its origins and its modern day role as an international icon of freedom.
Mütter Museum
The College of Physicians of Philadelphia, founded in 1787, is the oldest professional medical organization in the country. The College is home to the Mütter Museum and the Historical Medical Library. The public is invited to attend many lectures, workshops, and conferences the College offers. The programs reflect their reverence for the past, commitment to the present, and vision for the future of medicine and health.

Philadelphia Museum of Art with the "Rocky" steps
Run the famous Rocky steps to experience 2,000 years of artistic expression in one extraordinary place. With an outstanding line-up of concerts, lectures, family programs, and more, the Museum is always a place for discovery and adventure.

Philadelphia Zoo
The Philadelphia Zoo’s 42-acre Victorian garden is home to more than 1,300 animals, many of them rare and endangered. By connecting people with wildlife, the Philadelphia Zoo creates joyful discovery and inspires action for animals and habitats. Cheetahs, hippos, giraffes and much more make the Zoo Philadelphia's leading family attraction with over 1.2 million visitors last year.

Reading Terminal Market
This farmers’ market houses more than 80 merchants selling every imaginable variety of fresh-farm produce and prepared foods. Visitors can savor Pennsylvania Dutch breakfasts, authentic Philadelphia lunches or soul-food dinners prepared by the market’s award-winning chefs.

Rodin Museum
Home to the largest Rodin collection outside of Paris, this museum includes over one hundred sculptures and bronze casts form the great artist, Auguste Rodin. The collection features bronze casts of the artist’s greatest works including The Thinker, The Burghers of Calais, and The Gates of Hell.
Wednesday, October 2, 2013
7:00 – 8:00 PM

Kermit B. Nash Plenary Session
The Future of Social Work: Taking the Lead and Crossing all Boundaries, through the Lens of Homelessness
Karen Maxwell Hudson, MSW, LSW
Program Leader, Homeless Health Initiative
The Children’s Hospital of Philadelphia

The belief that health care is a right for all; and not a privilege for some, has been a guiding principle of our collective work. The 2010 Patient Protection and Affordable Care Act (PPACA) offers major provisions and changes to healthcare policy including, increasing access to healthcare for all, expanding preventive services, and reducing health disparities. In lieu of taxes, not-for-profit hospitals are charged with relieving government burden by providing health improvement services related to their mission that go beyond the walls of their institutions and benefits disadvantaged and underserved members of the community. These new requirements hold hospitals accountable to their communities, to identify needs, develop strategies for improving health, and increase the vitality of our communities. Social workers are well prepared, skillful and are essential in leading and bridging the gap between healthcare institutions and communities. This presentation will share an award winning, community health outreach model that creatively and effectively meets the expressed mandate of the PPACA by improving the health of children and families experiencing homelessness.

OBJECTIVES
At the conclusion of this session, participants will be able to:
- Identify concrete strategies to deliver community benefit in your local regions
- Understand the health issues and needs of children and families experiencing homelessness
- Develop a sense of urgency regarding community building
- Consider replication of parts of the HHI model

Thursday, October 3, 2013
8:15 – 9:15 AM

Keynote Presentation
Bending the Cost Curve and Improving Quality in one of America’s Poorest Cities—Camden, NJ
Jeffrey Brenner, MD

Dr. Jeffrey Brenner is a family physician that has worked in Camden, NJ for the past twelve years. Dr. Brenner owned and operated a solo-practice urban family medicine office that provided full-spectrum family health services to a largely Hispanic, Medicaid population including delivering babies, caring for children and adults, and doing home visits. Recognizing the need for a new way for hospitals, providers, and community residents to collaborate he founded and has served as the Executive Director of the Camden Coalition of Healthcare Providers since 2003. Through the Camden Coalition, local stakeholders are working to build an integrated, health delivery model to provide better care for Camden City residents. Dr. Brenner’s work was profiled by the writer and surgeon Dr. Atul Gawande in an article in The New Yorker entitled “The Hot Spotters” (1/24/11) and in an episode of PBS Frontline (7/27/11).

ABSTRACT:
The City of Camden is one of America’s poorest cities. For the last ten years, the Camden Coalition of Healthcare Providers has been working to build a citywide coalition to improve the quality, capacity, and accessibility of healthcare services while reducing costs. Driven by a homegrown patient-level database with nine years of longitudinal hospital claims records for every city resident, the Coalition has worked methodically to redesign how healthcare is delivered and target services to the most costly and complex patients. The Coalition efforts include a combination of...
primary care clinical redesign, a citywide Health Information Exchange, outreach projects targeted to the highest cost patients, patient education programs, and community organizing. The Camden Coalition worked with the NJ Chamber of Commerce, NJ Hospital Association, Citizen Action, and other partners to pass a Medicaid Accountable Care Organization (ACO) bill in August 2011. The bill will permit shared savings to be captured from reductions in ER and hospital use in Medicaid and the Camden Coalition will be the first Medicaid ACO in New Jersey. The Coalition was recently featured in an article by Dr. Atul Gawande in the New Yorker and on PBS Frontline.

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

- Understand how healthcare is the primary cause of the long-term federal debt in the US and that reducing costs will have dramatic consequences for how healthcare is organized
- Review how hospital claims data has been used in the City of Camden to build citywide strategies to improve care and reduce costs
- Propose healthcare coalition about healthcare coalition building and Safety Net ACOs as a strategy for improving coordination and quality of services and reducing costs
- Explain clinical strategies to deliver better care at lower cost about clinical strategies to delivery better care at lower cost

Friday, October 4, 2013
8:30 – 10:00 AM

Plenary Session
Social Work’s Response to the Affordable Care Act Mandate for Care Coordination

Panelists Include:
Stacy Collins, NASW
David Baiada, Practice Leader, BAYADA Home Health Care
Sara Dziedzic, The Children’s Hospital Of Philadelphia Care Network Medical Home
Susan Guth, Case Manager, The Coordinating Center
June Simmons, CEO, Partners In Care Foundation
Barbara Alexis Looby, MSW, MSWAC, LSW, Administrative Director of Senior Health Services, Crozer-Keystone Health System

The Patient Protection and Affordable Care Act is one of the most significant pieces of legislation in the nation’s history, with a goal to assure quality and affordable care for all. The Affordable Care Act, amongst many other mandates, underscores the imperative to improve care transitions for high risk patients through effective, sustainable, measurable, and quality care coordination. This session will focus on Social Work’s responsiveness and leadership in creating new models of care coordination in diverse health care practices. Our panel of experts represent a cross-section of settings, providers, professional organizations, populations, demographics, and models of delivery.

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

- Explain care coordination and the ACA model
- Examine the three models of care coordination that are being utilized
- Recognize qualitative measures that are being utilized within care coordination models, such as readmission rates
- Identify strategies that will help reduce readmission rates
David Baiada leads the Home Health and Hospice Specialty Practices at BAYADA Home Health Care. Founded in 1975, BAYADA Home Health Care’s mission is to help people have a safe home life with comfort, independence, and dignity. More than three decades later, BAYADA has grown from its humble beginnings to become a national leader in home health care, serving clients in 25 states from more than 250 offices. As practice leader, David is focused on helping make the BAYADA Way come to life, focusing on quality assurance, leadership development, entrepreneurial growth, and superior customer service.

Prior to joining BAYADA in 2002, David spent three years at management consulting firm Diamond Management and Technology Partners in Chicago (now part of PricewaterhouseCoopers.) David graduated from Cornell University with an undergraduate degree in economics, and received a master of business administration degree from the Wharton School of the University of Pennsylvania.

Stacy Collins is the senior practice associate for health care for the National Association of Social Workers (NASW) in Washington, DC. Ms. Collins coordinates NASW’s involvement in the Affordable Care Act implementation, as well as the Association’s response to federal regulatory issues affecting social work practice in primary and acute care settings.

Ms. Collins tracks emerging trends in health care social work, develops health care educational programming for NASW members, provides training and technical assistance to NASW chapters on health policy issues; and is the association’s liaison to sister social work organizations involved in specialty health care.

Prior to NASW, Ms. Collins worked for the National Association of Children’s Hospitals, where she was responsible for coordinating the association’s legislative and educational efforts on preventive health care issues. Ms. Collins holds an MSW from Catholic University and a Bachelor’s degree in political science from the University of Virginia.

Sarah M. Dziedzic, MSW has been the social worker at the Children’s Hospital of Philadelphia (CHOP) Care Network-South Philadelphia since 2003. She is a graduate of Georgetown University and the University of Pennsylvania. Sarah is a member of the CHOP Care Network-South Philadelphia Care Coordination Initiative team, which focuses on implementing a medical home model and creating a workflow to improve outcomes for patients with special health care needs. As part of the American Academy of Pediatrics Pennsylvania Medical Home Initiative and the Pennsylvania State Chronic Care Initiative, the CHOP South Philadelphia office achieved National Committee for Quality Assurance (NCQA) Level III status in 2011. Sarah has also covered CHOP’s Refugee Health Program since its founding in 2011.

Susan Guth, LGSW, CCM, CLCP, has worked at The Coordinating Center for over ten years as both a clinical care coordinator and a life care planner. She is currently a member of the Medical Legal Division where she coordinates and delivers care management services for individuals who are the beneficiary of a Special Needs Trust or other private funding. Ms. Guth also writes life care plans and provides expert testimony relative to the issues surrounding the care of individuals with catastrophic health care needs and disabilities. The Coordinating Center is a non-profit organization that provides care coordination services to over 3,500 individuals across the State of Maryland. The Center began in 1983 as a national demonstration project to establish standards for pediatric community based care coordination. The Center has grown consistently over the past 30 years and now provides services to individuals of all ages, assisting them to transition to and remain in the community with appropriate medical, social and rehabilitation supports. The Center was recently awarded a Community-based Care Transitions Program through the Center for Innovation at CMS. The Center, in collaboration with Bon Secours Hospital, Maryland General Hospital, and University of Maryland Medical Center and Baltimore City Aging & Disability Resource Center is implementing a comprehensive care transition program using the Care Transitions Intervention (CTI)® methodology in an effort to both reduce repeat hospitalization and conserve health care dollars. The community coalition will coordinate care across the continuum for patients primarily living in West Baltimore, a medically under served region of Baltimore City.
Plenary Session Panelist Bios

**Barbara Alexis Looby, MSW, MSWAC, LSW:** Barbara Alexis Looby began her career in 1973 in an administrative position with the Ministry of Education, Health and Culture, in her hometown of St. John’s, Antigua. It was here that she developed programs sponsored by the United Nations and the World Health Organization to enhance medical, education & cooperative programs throughout the Caribbean.

Presently, Ms. Looby is the Administrative Director of Senior Health Services for Crozer-Keystone Health System, where she has developed and implemented senior specific programs across the continuum of care. In this role she is responsible for the geriatric product line for the health system. Looby was instrumental in implementing the Acute Care of Elders (ACE) Unit at Crozer-Chester Medical Center and works closely with a multidisciplinary team to develop geriatric services across the health system. She is a leader in Care Transitions and has managed two CMS grant funded programs within the health system and in partnership with the County’s Area Agency on Aging. Looby also chairs the health system’s Long Term Care Collaborative and leads the health system’s initiative to provide longitudinal care by strengthening its partnerships with post acute providers.

Included in her work experience, Looby was a clinical social worker for the cardiothoracic/heart transplant unit at UNC Chapel Hill, the Trauma Social worker for the Trauma Center at Crozer Chester Medical Center and the Director of social work at Crozer-Chester Medical Center and Springfield Hospitals in Delaware County, Pa.

Looby is a graduate of Temple University School of Social Administration, among her many recognitions are both the Recognition award and the Distinguish Service award from the American Trauma Society. Looby has held membership and board positions in several organizations including The National Council on Aging, The Long Term Care Council for The Hospital & Healthsystem Association of Pennsylvania, The American Society on Aging, The Mental Health Association of Southeastern Pennsylvania and the Center on Ethnic and Minority Aging in Philadelphia, PA. Looby has presented on a variety of health related topics at both local and national conferences.

**June Simmons, MSW,** is nationally recognized for her leadership in the administration of health care organizations. She is the founding President and CEO of Partners in Care Foundation and a visionary in developing innovative approaches to health care delivery in the 21st century. Throughout her distinguished career, she has been instrumental in creating, funding and operating forward-looking health and social services research and programs.

Ms. Simmons takes an active role in developing initiatives and proactive programs, which meet the mutual needs of patient populations, providers and health and community care delivery networks to encourage cost-effective, patient-friendly integration of care from hospital to home and community. Ms. Simmons is currently a member of the Institute of Medicine, Committee on Transforming End-of-Life Care. Other national roles have included the National Advisory Council to the National Institute on Aging and Practice Change Fellows - a national mentoring initiative for physicians, nurses and social workers in health to advance innovations - the development of models for caring for the growing aging population. She also served on the National Board of the American Society on Aging. Ms. Simmons is a frequent speaker at conferences and seminars and is recognized for her leadership in innovation and management by academic and national professional organizations. Ms. Simmons holds an MSW from the University of Southern California.
Tuesday, October 1, 2013

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<th>Time</th>
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<tr>
<td>9:00 AM – 4:30 PM</td>
<td>SSWLHC Board of Directors Meeting</td>
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<td>12:00 – 5:00 PM</td>
<td>Registration</td>
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<td>2:00 – 6:00 PM</td>
<td>I-1: Leadership Institute – Part I</td>
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Wednesday, October 2, 2013

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<tr>
<td>7:00 AM – 6:30 PM</td>
<td>Registration</td>
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<td>7:30 AM – 4:30 PM</td>
<td>I-1: Leadership Institute – Part II</td>
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<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: Home Health and Hospice Intensive</td>
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<td>1:00 – 4:30 PM</td>
<td>Chapter Presidents’ Meeting (By invitation only)</td>
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<td>4:45 – 5:30 PM</td>
<td>New Member &amp; First Time Attendee Orientation</td>
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<td>5:30 – 6:30 PM</td>
<td>Welcome Reception with Exhibitors and Premier of Posters</td>
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<td>6:30 – 9:00 PM</td>
<td>a) Opening Banquet Dinner</td>
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<td>b) Kermit B. Nash Speaker Karen Maxwell Hudson, MSW, Program Leader, The Children’s</td>
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<td>Hospital of Philadelphia Homeless Health Initiative (HHI)</td>
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<td>c) Presentation of Ida M. Cannon and Health Care Social Work Leader of the Year Awards</td>
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Thursday, October 3, 2013

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<tr>
<td>7:00 AM – 5:00 PM</td>
<td>Registration</td>
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<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast with Exhibitors and Poster Viewing</td>
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<td>8:00 – 8:15 AM</td>
<td>Welcome</td>
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<td>8:15 – 9:15 AM</td>
<td>Keynote: Dr. Jeffrey Brenner, Founder and Executive Director of the Camden Coalition</td>
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<td>9:30 – 11:00 AM</td>
<td>Concurrent Workshops – Breakout Session 1</td>
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<tr>
<th>W-1</th>
<th>Taking Steps Toward Evidence-Based Social Work Practice</th>
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<tr>
<th>W-2</th>
<th>Mindfulness: Finding Meaning &amp; Joy in Daily Life</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Carol Stovold</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>W-3</th>
<th>Building Blocks for a Successful Parent Led Peer Support Group</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Janeen Cross, Chavis Patterson</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>W-4</th>
<th>Working On The Cloud: Rapport and Engagement in our iWorld</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Timothy Morrison</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>W-5</th>
<th>Cognitive Behavioral Therapy for Treating Depression: Tools for Health Care Professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Emily A. Weaver</td>
</tr>
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</table>

11:00 AM – 11:15 AM Transition Break
## Conference Schedule

### 48th Annual Meeting & Conference

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:15 AM – 12:15 PM</td>
<td>Concurrent Reports from the Field – Breakout Session 2</td>
</tr>
<tr>
<td>RF-1</td>
<td>The Art of Documentation</td>
</tr>
<tr>
<td>RF-2</td>
<td>Aging Refugees in Healthcare Settings: Developing Integrative Care for Aging Refugees</td>
</tr>
<tr>
<td>RF-3</td>
<td>Community Based Respite Program for Families in Medical Crisis</td>
</tr>
<tr>
<td>RF-4</td>
<td>Oncology Survivorship Rocks! Social Work Advancing Clinical Practice for an Exploding Population</td>
</tr>
<tr>
<td>RF-5</td>
<td>Human Trafficking and the Emergency Department: Screening for this Vulnerable Population at an Integral Point of Contact</td>
</tr>
<tr>
<td>12:15 – 1:10 PM</td>
<td>Boxed Lunch with Exhibitors and Poster Viewing (Lunch is included in your registration)</td>
</tr>
<tr>
<td>12:15 – 1:00 PM</td>
<td>Leadership Institute Graduate Networking Session</td>
</tr>
<tr>
<td>1:15 – 2:45 PM</td>
<td>Concurrent Workshops – Breakout Session 3</td>
</tr>
<tr>
<td>W-6</td>
<td>Social Work Field Instruction in Healthcare: An Essential Need for the Future</td>
</tr>
<tr>
<td>W-7</td>
<td>Moving Beyond Facebook</td>
</tr>
<tr>
<td>W-8</td>
<td>Role of Motivational Interviewing (MI) Techniques in Social Work Practice: Treating Patients with Substance Use Disorders</td>
</tr>
<tr>
<td>W-9</td>
<td>When Good Patients Make “bad” Decisions: When Patient Centered Care Presents a Challenge</td>
</tr>
<tr>
<td>W-10</td>
<td>“Silver Linings” For Medical Patients with Psychiatric Problems: a Social Work Playbook</td>
</tr>
<tr>
<td>2:45 – 3:00 PM</td>
<td>Refreshment Break in Exhibit Hall</td>
</tr>
<tr>
<td>3:00 – 4:00 PM</td>
<td>Concurrent Reports from the Field – Breakout Session 4</td>
</tr>
<tr>
<td>RF-6</td>
<td>Many Shades of Ethics</td>
</tr>
<tr>
<td>RF-7</td>
<td>Innovative Models Strengthening Social Work and Case Management Collaboration</td>
</tr>
<tr>
<td>RF-8</td>
<td>Ask Suicide-Screening Questions to Everyone in Medical Settings, The asQ’em Quality Improvement Project</td>
</tr>
<tr>
<td>RF-9</td>
<td>Hospice Care in the Community Living Centers at the VA Puget Sound Health Care System</td>
</tr>
<tr>
<td>RF-10</td>
<td>Health Insurance and Social Workers: A Crucial Pairing for Optimal Healthcare</td>
</tr>
<tr>
<td>4:00 – 5:00 PM</td>
<td>Membership Meeting and Presentation of the Eleanor Clark and Hyman J. Weiner Awards</td>
</tr>
<tr>
<td>5:00 – 6:00 PM</td>
<td>Complimentary Reception – Sponsored by BAYADA Home Health Care</td>
</tr>
<tr>
<td>6:00 PM</td>
<td>Free Evening</td>
</tr>
</tbody>
</table>

**Friday, October 4, 2013**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:45 – 7:45 AM</td>
<td>Past Presidents’ Breakfast <em>(by invitation only)</em></td>
</tr>
<tr>
<td>7:00 – 5:00 PM</td>
<td>Registration</td>
</tr>
<tr>
<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast with Exhibitors and Poster Viewing</td>
</tr>
</tbody>
</table>
### Welcome and Plenary Session: The Role of Social Work in Response to the Affordable Care Act’s Mandate for Coordinated Care

Panelists include Stacy Collins, David Baiada, Sarah Dziedzic, Susan Guth, June Simmons, and Barbara Looby.

### Refreshment Break in Exhibit Hall

### Concurrent Workshops – Breakout Session 5

<table>
<thead>
<tr>
<th>W-11</th>
<th>W-12</th>
<th>W-13</th>
<th>W-14</th>
<th>W-15</th>
</tr>
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</table>

### Concurrent Reports from the Field – Breakout Session 6

<table>
<thead>
<tr>
<th>RF-11</th>
<th>RF-12</th>
<th>RF-13</th>
<th>RF-14</th>
<th>RF-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passing the Baton: Developing Future Social Work Leaders in Health Care&lt;br&gt;Sandra Iaderosa, Jami Roberts</td>
<td>Navigating the Health Care System: Hospital to Home and End of Life Decision Making&lt;br&gt;Eileen Zenker</td>
<td>Essential Elements in Developing and Utilizing a Social Work Productivity Program&lt;br&gt;Carol Frazier Maxwell</td>
<td>The Future is Now: Collaborating to Provide Stable Housing for Formerly Homeless Veterans&lt;br&gt;Christopher M. Stadter, Adrianne Atwater</td>
<td>ER Partners in Care Coordination&lt;br&gt;Yvette Rolon</td>
</tr>
</tbody>
</table>

### Concurrent Workshops – Breakout Session 7

<table>
<thead>
<tr>
<th>W-16</th>
<th>W-17</th>
<th>W-18</th>
<th>W-19</th>
<th>W-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Work Utilization: A Pilot Screening Tool Project to Effectively Identify Patient Acuity and Guide Social Work Interventions on an In-Patient Medical Unit&lt;br&gt;Jeasmine Aizvera, Molly McKenna</td>
<td>Social Work Debriefing Support Program&lt;br&gt;Sherry Zauderer</td>
<td>Primary Care and Health Homes and Social Work&lt;br&gt;Virna Little</td>
<td>Reducing 30-Day Hospital Readmissions Among People Living with HIV/AIDS Using the Lean Process Improvement Methodology&lt;br&gt;Richard Christopher Smith</td>
<td>Mental Health Clinicians’ Cultural Intelligence and Team Leader Influence on the Delivery of Culturally Competent Services&lt;br&gt;Arlene M. Arias</td>
</tr>
</tbody>
</table>

### Committee/Networking Time

### Joint Meeting of the SSWLHC & Foundation Board of Directors

### Happy Hour- Social Work Health Leadership Foundation Fundraiser (Ticket Required)

### Free Evening
### Conference Schedule

**Saturday, October 5, 2013**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 AM – 12:30 PM</td>
<td>Registration / CEU Form Drop-Off</td>
</tr>
<tr>
<td>7:00 – 7:50 AM</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>8:00 – 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 8</td>
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</table>

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
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<tbody>
<tr>
<td><strong>W-21</strong></td>
<td>“You’re fired!” The Dark Side of Being a Manager</td>
</tr>
<tr>
<td></td>
<td>M. Carlean Gilbert, Ellen Rosendale</td>
</tr>
<tr>
<td><strong>W-22</strong></td>
<td>Interviewing Practices and the Interpretation of Children’s Statements: A Linguistic Approach</td>
</tr>
<tr>
<td></td>
<td>Marie Sanford, David F. Dobies</td>
</tr>
<tr>
<td><strong>W-23</strong></td>
<td>Stepping Up and Moving Up: Organizational &amp; Career Leadership In Action</td>
</tr>
<tr>
<td></td>
<td>William R. Tietjen, Rachel Biblow-Leone</td>
</tr>
<tr>
<td><strong>W-24</strong></td>
<td>Educating Health Care Students in Health Care Practice: Simulation Strategies for Enhanced Learning</td>
</tr>
<tr>
<td></td>
<td>Candyce S. Berger, Donna Cude-Islas, Kathryn J. Schmidt</td>
</tr>
<tr>
<td><strong>W-25</strong></td>
<td>Getting Started: The Basics of Writing a Protocol for Social Work Research</td>
</tr>
<tr>
<td></td>
<td>Andrea Skoglund, Christine Durlam</td>
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<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:30 – 9:45 AM</td>
<td>Transition Break</td>
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<tr>
<td>9:45 – 10:45 AM</td>
<td>Concurrent Reports from the Field – Breakout Session 9</td>
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<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
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<tbody>
<tr>
<td><strong>RF-16</strong></td>
<td>The Development and Use of a Virtual Groups Program to Provide Patients and Caregivers with Live, Online Support Groups and Educational Programming</td>
</tr>
<tr>
<td></td>
<td>Rachel M. Schneider</td>
</tr>
<tr>
<td><strong>RF-17</strong></td>
<td>Multidisciplinary Approach to Integration Through Work for Individuals with Mental Illness</td>
</tr>
<tr>
<td></td>
<td>Lilian Mark</td>
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<tr>
<td><strong>RF-18</strong></td>
<td>Social Work/Case Management in the Emergency Department: Reduction in Patients Frequent Use of Emergency Department</td>
</tr>
<tr>
<td></td>
<td>Marilyn V. Gerhold, Sallie A. Selfridge</td>
</tr>
<tr>
<td><strong>RF-19</strong></td>
<td>Breaking Down the Silos of Patient Care: Integration of Social Work into Health Care Delivery</td>
</tr>
<tr>
<td></td>
<td>Anne Millheiser</td>
</tr>
<tr>
<td><strong>RF-20</strong></td>
<td>Coming Around Again: Bringing the Focus Back to Primary Care and Community Based Disease Management</td>
</tr>
<tr>
<td></td>
<td>Kristin Muzina</td>
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<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>10:45 – 11:15 AM</td>
<td>Check-Out Break</td>
</tr>
<tr>
<td>11:15 AM – 12:45 PM</td>
<td>Concurrent Workshops – Breakout Session 10</td>
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</table>

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
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<tbody>
<tr>
<td><strong>W-26</strong></td>
<td>Optimism for Leaders: Improving Resilience and Promoting Organizational Change in the Face of Adversity</td>
</tr>
<tr>
<td></td>
<td>Mikki Pison</td>
</tr>
<tr>
<td><strong>W-27</strong></td>
<td>Trans-Discipline Collaboration as the Key to Better Family Meetings</td>
</tr>
<tr>
<td></td>
<td>Rachel Biblow-Leone, Donna McKlindon, Amy Kratchman, Jennifer Walter</td>
</tr>
<tr>
<td><strong>W-28</strong></td>
<td>Generative Vulnerability: Leading with Your Heart</td>
</tr>
<tr>
<td></td>
<td>Schuyler Cunningham</td>
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<tr>
<td><strong>W-29</strong></td>
<td>The Care Continuum: It Takes a Village</td>
</tr>
<tr>
<td></td>
<td>Laurie B. Signorelli</td>
</tr>
<tr>
<td><strong>W-30</strong></td>
<td>The Impact of Treated and Untreated Depression on Participant Satisfaction and Experiences with Healthcare Services Among Adults 65 and Older</td>
</tr>
<tr>
<td></td>
<td>Cindy E. Hommer, Kevin Hawkins</td>
</tr>
</tbody>
</table>

12:15 PM Conference Adjournment
CONTINUING EDUCATION

SSWLHC will apply for up to 27.5 contact hours of Continuing Education from the National Association of Social Work, the California Board of Behavioral Science, the Michigan Social Worker Continuing Education Collaborative, and the Commission for Case Manager Certification. SSWLHC will apply for continuing education contact hours as follows:

- Leadership Institute (1.5 days): 11 hours
- Full Day Intensives (Pediatric Intensive; Home Health & Hospice Intensive): 7.5 hours
- Main Conference (Starting with the Kermit Nash Plenary Session on Wednesday night through adjournment on Saturday): 15.5 hours

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

- I-3: Home Health and Hospice Intensive (1.5 hours)
- RF-6: Many Shades of Ethics (1 hour)
- W-9: When Good Patients Make ‘bad” Decisions: When Patient Centered Care Presents a Challenge (1.5 hours)

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

- I-3: Home Health and Hospice Intensive (1.5 hours)
- RF-2: Aging Refugees in Healthcare Settings: Developing Integrative Care for Aging Refugees (1 hour)
- RF-5: Human Trafficking and the Emergency Department: Screening for this Vulnerable Population at an Integral Point of Contact (1 hour)
- W-19: Reducing 30-Day Hospital Readmissions Among People Living with HIV/AIDS Using the Lean Process Improvement Methodology (1.5 hours)
- W-20: Mental Health Clinician’s Cultural Intelligence and Team Leader Influence on the Delivery of Culturally Competent Services (1.5 hours)

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, October 4. The prize is a free registration to the 2014 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

Wednesday, October 2, 2013
1:00 – 5:00 PM  Exhibitor Move-In
5:30 – 6:30 PM  Welcome Reception (Opening of Exhibit Hall)

Thursday, October 3, 2013
7:00 – 7:50 AM  Continental Breakfast
12:15 – 1:10 PM  Boxed Lunch
2:45 – 3:00 PM  Afternoon Break

Friday, October 4, 2013
7:00 – 7:50 AM  Continental Breakfast
10:00 – 10:30 AM  Morning Break
2:30 – 3:00 PM  Afternoon Break / Closing Raffle
3:00 – 5:00 PM  Exhibitor Move-Out

POSTER SCHEDULE

Wednesday, October 2, 2013
Setup 1:00 – 5:00 PM
Viewing 5:30 – 6:30 PM (Welcome Reception)

Thursday, October 3, 2013
Viewing 7:00 – 7:50 AM (Breakfast)
12:15 – 1:10 PM (Lunch)

Friday, October 4, 2013
Viewing 7:00 – 7:50 AM (Breakfast)
2:30 – 3:00 PM (Announcement of Best Poster Award Winners)
Dismantle 3:00 – 5:00 PM
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, October 4 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 and First Time Attendee Orientation on Wednesday, October 2 and continuing through conference adjournment on Saturday, October 5
- Daily Continental Breakfasts and Refreshment Breaks
- Boxed lunch on Thursday, October 3
- 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 $15. Admittance to the Opening Banquet is also included in your registration. The fee for a guest pass to the Opening Banquet is $60. 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): $175
- Pediatric Social Work Intensive (Full Day): $135
- Home Health & Hospice Intensive (Full Day): $135

REGISTRATION INFORMATION

- Online registration with a credit card is strongly encouraged. Visa, MasterCard and American Express are accepted.
- To register online login to the Membership section of the SSWLHC website. 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 “2013 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, 4th Floor, 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 Pacific Time on Wednesday, September 11, 2013.
- All registrations received or postmarked after September 11 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, September 23, 2013). 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 substitute is not a member, the non-member fee will be required.

IMPORTANT DATES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2, 2013</td>
<td>Hotel Reservation cut-off</td>
</tr>
<tr>
<td>September 4, 2013</td>
<td>Deadline for securing early registration discounts</td>
</tr>
<tr>
<td>September 23, 2013</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 Sheraton Philadelphia Downtown. Registration hours are as follows:

- Tuesday, October 1: 12:00 – 5:00 PM
- Wednesday, October 2: 7:00 AM – 6:30 PM
- Thursday, October 3: 7:00 AM – 5:00 PM
- Friday, October 4: 7:00 AM – 5:00 PM
- Saturday, October 5: 7:00 AM – 12:30 PM

HOTEL & TRAVEL INFORMATION
Hotel Accommodations
The Sheraton Philadelphia Downtown Hotel is located in the heart of Center City Philadelphia and is within walking distance to all of the city’s major attractions, including the Philadelphia Museum of Art, Love Park, the Franklin Institute, Barnes Foundation and more. Guests will enjoy our indoor pool, state-of-the-art Sheraton Fitness Center Programmed by Core Performance and the Link@Sheraton, offering PC workstations and printing in the lobby. From America’s birthplace we welcome you to the Sheraton Philadelphia Downtown Hotel.

Sheraton Philadelphia Downtown
201 North 17th Street
Philadelphia, PA 19103
Phone: 215-448-2000
Reservations: 1-800-325-3535
Reservations Online: https://www.starwoodmeeting.com/Book/SSW
Check-in: 3:00 PM / Check-out: 12:00 Noon

SSWLHC Group Rate: $189 per night plus tax for single occupancy and $209 per night plus tax for double occupancy

Reservations
This discounted $189/$209 SSWLHC group rate will be honored through Monday, September 2, 2013 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: 1-800-325-3535
** Be sure to identify yourself as a member of the SSWLHC group to take advantage of the discounted rate.

Online Reservations:
https://www.starwoodmeeting.com/Book/SSW

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 Philadelphia International Airport (PHL) services the city of Philadelphia and surrounding area. The hotel is located approximately 10 miles from the airport. The average travel time between the airport and hotel is 15-20 minutes.

Ground Transportation
- **Airport Shuttle:** Lady Liberty Airport Shuttle provides service to and from the Philadelphia International Airport to all Philadelphia Hotels. Available rates of $10.00 for a one way trip per person. Reservations are not required for airport arrivals. Service is available from 5:30 AM until 12:00 midnight.
  - Upon arrival please proceed to the Ground Transportation Counter (located in Baggage Claim). Register with the counter attendant (ticket number will be called when van arrives). Dial 27 from the ground transportation counter phones (in Baggage Claim) and inform dispatcher of destination and number in party (please call after luggage is claimed). The ground transportation counter employees will then direct you outside to your Lady Liberty Shuttle van. Lady Liberty Shuttles pick up outside baggage claim at ZONE 7.
  - Upon return to the Philadelphia International Airport: Call 215-724-8888 to make a reservation in advance. 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:**
  - Airport transfers are available at a $28.50 set rate (not including tip) one way to and from Center City Philadelphia. You will find taxis at stations outside the baggage claim areas by following the signs.
  - Transfers from Amtrak’s 30th Street Station in Center City Philadelphia to the Hotel are approximately $8.00 (not including tip) one way.

- **SEPTA:**
  - SEPTA (public transportation trains and subway) trains are available from the airport to Center City Philadelphia for $7.00, cash only, one way. The closest train stop to the Hotel is Suburban Station which is 4 blocks from the hotel; approximately a 5-6 minute walk or $5.00-$6.00 (not including tip) taxi fare.

- **Driving directions** can be found under the “Location & Map” tab on the hotel’s website under “Center City Philadelphia Hotel Directions”: http://www.sheratonphiladelphiadowntown.com/center-city-philadelphia-hotel-directions

Parking
- The Sheraton Philadelphia Downtown offers secure underground parking. Current daily rates are $38.00 inclusive for self parking and $44.00 inclusive for valet parking (in/out privileges included).
- A list of less expensive parking garages close to the Sheraton Philadelphia Downtown Hotel is available on the SSWLHC website.
Sessions have been identified as fundamental, intermediate or advanced in the focus of their educational content. Please use the following parameters 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, October 1, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 – 5:00 PM</td>
<td>Registration</td>
</tr>
<tr>
<td>2:00 – 6:00 PM</td>
<td>I-1: Leadership Institute – Part I</td>
</tr>
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</table>

**I-1: Leadership Institute – Part I**

*Polly Jones, Patricia Meadows, Mary Norris Brown, William Tietjen, Judith Trachtenberg, and Richard Woodrow*

Educational Content Level: Intermediate

The Society for Social Work Leadership in Health Care is proud to welcome members to the Sixth Leadership Institute (LI) to be held in conjunction with our Annual Conference in Philadelphia. The 2013 Leadership Institute includes a day and a half intensive beginning on Tuesday, October 1, 2013 and continuing on Wednesday October 2, 2013. The registration fee is $175. LI attendees will return to their organization with a certificate of completion and 11 CEU’s. The Sixth Leadership Institute brings together an excellent faculty of experienced social work leaders and educators for an intensive interactive program designed to develop and enhance the leadership knowledge and skills of participants. The class of 2012 described this unique learning experience in very positive terms and highly recommends the program to colleagues. The program is not just for directors or those with formal leadership titles. The target audience includes professionals who lead in their organizations whether or not they hold a formal title. Social work clinicians, supervisors, managers, directors, teachers or researchers 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 this presentation, 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, October 2, 2013

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<th>Time</th>
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<tr>
<td>7:00 AM – 6:30 PM</td>
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**I-2: Pediatric Health Care Social Work Intensive**

*Debbie Brady, Maya Doyle, Dinah Godwin, and Kathryn Ostermaier*

Educational Content Level: Intermediate

This day long workshop will focus on unique social work practice and management in the pediatric setting. Presentations include: Affordable Care Act Pediatric Update—Health Exchanges, Advancing the Social Work Role in Medical Education Living with Rare and Chronic Disease: Supporting the Strategies of Successful Families, Assessing Quality of Life: The Essential Role of the Pediatric Social Worker in Promoting Interventions, plus structured networking and special interest discussions on disaster planning, staffing structure and restricted access of parents.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

- Understand how pediatric resident learning is enhanced by the integration of the social work perspective and expertise into medical education
- Identify the ACGME competencies addressed through social work lead education of residents and learning modules used in the Developmental Pediatrics rotation
- Identify coping strategies used by families with rare or chronic disease that informs developing social work research
- Learn how to use PedsQL (Pediatric Quality of Life Inventory) to assess the quality of life with patients and families
- Increase knowledge of the role of pediatric social worker interventions that impact the quality of life for patients with chronic disease
- Discuss latest updates to pediatric social work staffing standards

I-3: Home Health and Hospice Intensive: Social Work; Essential to the Future of Home Health and Hospice
William Cabin; Trisha J. Chadduck; Norma Cole; Pam Haithcox Eggleston; Stephanie Lucas; Dawn Moutray; Renee Spaceas

This Intensive is especially designed for social work practitioners in the field of home care and hospice. This year the material is especially significant with exceptional leaders presenting on the areas of resurrecting social work in home health, decisional capacity, end of life discussions, providing culturally competent care, understanding the needs of veterans, and care for the mind, body and spirit. As always, there will be networking and sharing of information and expertise regarding home health and hospice. Lunch will be provided and there will be discussion during lunch as part of our program.

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

- Review current Medicare home health social work coverage
- Review unmet needs of persons with home-based Alzheimer’s disease and their caregivers
- Analyze evidence-based psychosocial interventions for the home-based Alzheimer’s client and their caregivers
- Discuss policy and practice options to expand social work coverage for this population
- Identify and discuss the ethical dilemmas that working with those who have decreased decisional capacity provides for health care social workers
- Understand the difference between each level of diminished capacity and the legal remedies available
- Review pertinent literature on discussing death
- Gain comfort in using death terminology in our practice

• Understand some of the unique needs of veterans who are facing end of life
• Gain information on the number of veterans receiving end of life care both within and outside of the VA Health Care System
• Have tools to assist them in collaborating and strengthening their community hospice and home care relationships with the VA Healthcare System
• Provide care for the body, mind and spirit that is comfortable and compassionate
• Be accepting and supportive of patients wherever they are in life’s journey
• Be able to identify self-care for their mind, body and spirit

1:00 – 4:30 PM Chapter Presidents’ Meeting (By invitation only)
4:45 – 5:30 PM New Member & First Time Attendee Orientation
5:30 – 6:30 PM Welcome Reception with Exhibitors and Premier of Posters
6:30 – 9:00 PM Opening Banquet Dinner with Kermit B. Nash Presentation and Presentation of Ida M. Cannon Award and Health Care Social Work Leader of the Year Award

Thursday, October 3, 2013
7:00 AM – 5:00 PM Registration
7:00 – 7:50 AM Continental Breakfast with Exhibitors and Poster Viewing
8:00 – 8:15 AM Welcome
8:15 – 9:15 AM Keynote Presentation: Bending the Cost Curve and Improving Quality in one of America’s Poorest Cities-Camden, NJ Jeffrey Brenner, MD, Founder and Executive Director of the Camden Coalition
9:30 – 11:00 AM Concurrent Workshops – Breakout Session 1
W-1: Taking Steps Toward Evidence-Based Social Work Practice

Yuen Shan Manna Chan-Espin

Session Content Educational Level: Advanced

Evidence-based practice (EBP) is not uncommon in the medical sector but it is still in its infancy stage in the social service sector. In the past two decades, EBP in the social service sector has gradually gained attention and has become increasingly important mostly due to the impact of limited resources/capital and the pressure of conducting performance measures in order to deliver cost-effective outcomes. This presentation is to share the speaker’s experiences on establishing evidence based social work practice in health care setting.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Experience the process of establishing EBP case management model from conceptualizing, through selecting performance measures to utilizing them


Carrol Stovold

Session Content Educational Level: Fundamental

We are all given the same 24 hours a day. We can chose to spend them feeling hurried, worried, distracted and anxious ... or we can develop a greater sense of balance, sanity, wisdom and harmony by practicing mindfulness. This session will offer ideas for living a conscious life that fit among the ringing telephones, buzzing call lights, and constant chatter of daily life. Participants will learn innovative ways to slow down and pay attention to the present moment, which will help to improve performance, reduce stress, and live life more wholly.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Understand how the body and mind react to the stresses of daily life and how this impacts health on a personal, professional, and societal level
• Learn what scientists are saying about what mindfulness can do for you
• Learn the benefits of meditation, and take meditation "off the mat" by exploring techniques that can be practiced anytime, anywhere, by anyone
• Engage in mindfulness-based activities to help you stay calm, focused, and "present" all day long, live life with attention and awareness, and enhance the quality of your days

W-3: Building Blocks for a Successful Parent Led Peer Support Group

Janeen Cross, Chavis Patterson

Session Content Educational Level: Intermediate

This workshop will offer a model for how to develop a successful peer-to-peer support program in a NICU and discuss the benefits of a peer support model. The workshop will discuss the success of the peer model through staff inspiration and institutional support. The workshop will outline the strategic partnerships and collaborations with interdisciplinary groups. The workshop will review the planning and training for this program based on evidence based literature. The workshop will review the program’s evaluations and ratings from NICU parents.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Develop a NICU peer-to-peer program
• Understand the benefit of strategic interdisciplinary partnerships
• Review the training involved in developing a support program
• Analyze the benefits of peer-to-peer peer support in a NICU family

W-4: Working On The Cloud: Rapport and Engagement in our iWorld

Timothy Morrison

Session Content Educational Level: Advanced

Smart phones, tablets and other technology are invaluable for productivity, but challenge clinicians and leaders to think differently about rapport and engagement. Clinicians must build and maintain rapport while using electronic tools for data collection and contact with clients. Leaders must adapt meeting format and improve facilitation skills to engage meeting participants in discussions and prevent the loss of productive meeting time due to the distraction of phones, tablets, and computers.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Identify the risks to rapport and engagement from electronic devices
• Explore techniques to use technology to aid in rapport building and overcome digital barriers
• Learn tools for meeting structure and facilitation to improve attentiveness and productivity of participants
W-5: Cognitive Behavioral Therapy for Treating Depression: Tools for Health Care Professionals

Emily A. Weaver

Session Content Educational Level: Fundamental

This workshop will include discussion of the cognitive behavioral therapy model treatment of mental health disorders in general and a more in depth model of depression treatment. Also included will be education regarding specific cognitive behavioral therapy tools to combat depression, such as behavioral activation, cognitive restructuring, Socratic questioning, cognitive conceptualizations and coping cards. This presentation will also discuss key treatment issues in healthcare for those with co-morbid health issues and depression.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
- Understand the cognitive behavioral therapy in general
- Understand the cognitive behavioral therapy model of depression treatment
- Identify specific cognitive behavioral therapy tools to utilize to combat depression

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

RF-1: The Art of Documentation

Connie Nicolosi, Rachelle Anne Flamio

Session Content Educational Level: Intermediate

Social Workers receive limited graduate training in documentation. There is a wide disparity in what is written. Effective documentation reflects our clinical assessments. It validates our clinical interventions and treatment plans. In addition, it exemplifies to the healthcare team our scope of practice. This session will present the elements of Eclipse and Epic biopsychosocial assessments, care plans and follow-up notes. It is the hope that this will be the beginning of a conversation towards developing national documentation standards.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
- Discuss the critical components of a biopsychosocial assessment, care plans and patient education based on best practice standards across the country
- Discuss requirements for monthly chart audit review based on regulatory requirements

RF-2: Aging Refugees in Healthcare Settings: Developing Integrative Care for Aging Refugees

Nicole M. Dubus

Session Content Educational Level: Intermediate

This study examines the life course of refugees, and in particular, the health and behavioral health needs of aging refugees. More is known about the needs of refugees at the time of resettlement. Less is known about the needs of refugees as they age. This presentation looks at the cultural concepts of age, disability, and health in the aging Cambodian population and culturally effective methods of integrating behavioral health and medical care to manage chronic conditions such as post-traumatic stress disorder and diabetes.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
- Identify factors that compound the aging process for refugees
- Recognize barriers to effective medical treatment for aging refugees
- Use culturally effective practice to improve the mental and physical health of aging refugees
- Implement community-based interventions that can enhance integrative care for aging refugees

RF-3: Community Based Respite Program for Families in Medical Crisis

Ashley McGurkin, Kimberly Barker

Session Content Educational Level: Intermediate

Parents who are homeless or in fragile situations often delay or refuse hospitalization or surgeries due to lack of a safe childcare option contributing to a disparity in access to healthcare. Delaying treatment can lead to exacerbation of illness and poor health outcomes. Parents fear intervention by Child Protection agencies due to the long and exhaustive fight for their children’s return. In a collaborative effort initiated by a hospital social work team, five agencies combined their individual strengths to solve this hidden problem.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

- Increase their understanding of hidden factors impacting access to medical care for fragile or homeless families
- Discuss the challenges of the acute healthcare setting in addressing gaps in services for this population
- Discuss the benefits of community partnership and collaboration and potential replication in other communities

RF-4: Oncology Survivorship Rocks!
Social Work Advancing Clinical Practice for an Exploding Population

Lynn A. Waldmann
Session Content Educational Level: Intermediate

Survivorship is a “quality of life” journey. It is measured through experiences, relationships, choices and invisible struggles. This clinical oncology model of practice includes: telling the story; identifying life changes; defining personal survivorship and choosing the future journey. There is a parallel process for caregivers, families and social workers. When all converge, healing takes place. This presentation demonstrates one model with application to other illness trajectories.

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

- Discuss two areas of conflict faced by survivors
- Identify the four steps in this model and the primary tasks in each
- Discuss application to oncology and/or other areas of health care practice

RF-5: Human Trafficking and the Emergency Department: Screening for this Vulnerable Population at an Integral Point of Contact

Kathryn McKenna, Jessica King
Session Content Educational Level: Intermediate

Human trafficking has recently come to the forefront as an issue of social injustice that demands the attention of the community, social workers, law enforcement and medical professionals. Victims of this subtle form of modern day slavery present to emergency departments for diverse reasons; however, through awareness regarding signs of trafficking it is possible to engage victims at this point of contact. Therefore, a screening tool has been developed to be utilized as a means to identify potential victims and initiate referrals and support.

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

- Define and identify various forms of human trafficking
- Recognize the collaborative efforts of social workers and medical professionals in addressing human trafficking within the emergency department
- Identify and address challenges in addressing human trafficking at the societal level
- Respond to human trafficking by knowing how to offer support and make appropriate referrals

12:15 – 1:10 PM   Boxed Lunch with Exhibitors and Poster Viewing (Lunch is included in your registration)

12:15 – 1:00 PM   Leadership Institute Graduate Networking Session
All past Leadership Institute graduates are welcome to attend a networking session with the LI faculty. Please pick up your boxed lunch and join us.

1:15 – 2:45 PM   Concurrent Workshops – Breakout Session 3

W-6: Social Work Field Instruction in Healthcare: An Essential Need for the Future

Lynsay Landry
Session Content Educational Level: Fundamental

According to the Council on Social Work Education (2012), field education is used to connect theoretical and conceptual contribution of classroom learning with the practical application of a practice setting. Literature reports the importance of field education on helping to enhance the quality of services provided by professional social workers. For years, this cancer center has offered social work field instruction to second year master’s level students. The presentation will highlight the social work fellowship program, revisions and lessons learned.

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

- Review CSWE policies and standards for field instruction
- Discuss implementation and coordination of a social work field placement program
- Provide resources for field instructors and organizations providing instruction
W-7: Moving Beyond Facebook

Stephen Collazo, Hilary Haber

Session Content Educational Level: Fundamental

Social media sites, like Facebook and Twitter, continue to evolve at an extremely rapid pace. It is imperative for Social Workers to understand how social networking tools (unheard of less than a year ago) are currently impacting psychosocial aspects of patient care. This presentation will deliver an up-to-date review of social media matters beyond Facebook and provide guidance for best practices in managing the technology focused dilemmas and challenges that healthcare social workers will likely encounter with patients and families.

OBJECTIVES

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

- Provide an overview of the latest trends in health related social media and technology
- Explore the challenges new social network tools might present to social work leaders in healthcare
- Offer guidance and theoretically based best practices in dealing with the ethical intricacies of complex social media situations in healthcare

W-8: Role of Motivational Interviewing (MI) Techniques in Social Work Practice: Treating Patients with Substance Use Disorders

Melinda M. Hohman, Jennifer Kolakowski, Leslie A. Sperling

Session Content Educational Level: Intermediate

We will review principles fundamental to MI, basic structure and content of a motivational interview, and role of MI techniques in social work practice. We will share key clinical skills and business practices that can be helpful in planning for and implementing MI for integrated care. We will discuss MI techniques for how to best address patients in early stages of change, match a clinician with a medical setting, and use of data and patient outcomes. We will employ didactic lecture, large group discussion, and small group skills practice.

OBJECTIVES

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

- Understand the principles of motivational interviewing and the basic structure and content of a motivational interview
- Outline skills that can be used to employ brief motivational health behavior change counseling in clinical settings
- Identify practical considerations for the use of MI in social work practice

W-9: When Good Patients Make "bad" Decisions: When Patient Centered Care Presents a Challenge

Pamela Haithcox Eggleston, Norma Cole

Session Content Educational Level: Intermediate

This is an interactive session where attendees will consider the dilemmas of patient autonomy when that autonomy leads to dangerous or unhealthy decisions. We will present the ethical challenges that face the health care team and explore solutions to solving these often complex and difficult situations when what the team recommends and what the patient want are in conflict.

OBJECTIVES

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

- Explore the issue of patient autonomy and patient centered care in the face of unhealthy/unsafe choices
- Discuss when these situations become risk management issues for the organization
- Examine case examples of conflicting values and develop outcome scenarios
- Present real life scenarios to the group for discussion of ethical and practical dilemmas that each presents


Susan Matorin

Session Content Educational Level: Intermediate

Media exposure to recent violent tragedies has been a mixed bag. Inadequate services and parity for diagnosis and treatment of mental illness have been highlighted; but stigma has been unleashed and persons who suffer are reluctant to seek help. Medical patients may have undetected psychiatric problems which compromise treatment compliance and health outcomes. Social work leadership on the interdisciplinary team can identify and intervene on a clinical and programmatic level for patients who can benefit from behavioral health intervention.

OBJECTIVES

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

- Review signs and symptoms of major psychiatric disorders and state of the art treatments
- Discuss how to screen populations to identify patients and families at risk for depression and stress
- Discuss how to add value to their institutions by providing cost effective clinical interventions to individuals, families, and clinic populations to improve treatment compliance and achieve better health outcomes
RF-6: Many Shades of Ethics

Kimber Murphy Wickersham

Session Content Educational Level: Fundamental

Ethics are not always "black or white". There are many shades in between. This presentation utilizes the "ETHICS" model and explains ways to incorporate the NASW Code of Ethics into everyday practice. Following the first part of the session, which includes presentation of general ethics information and the how-to use the ethics decision tree, participants are given scenarios and asked to create ethical decisions regarding the cases and to discuss consequences that might occur if certain "limbs" of the tree are taken.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Define the principles of ethics
• Define to whom we are responsible ethically
• Use case studies and scenarios to demonstrate the ethics decision tree, incorporating NASW's Code of Ethics, as well as the principles of ethics

RF-7: Innovative Models Strengthening Social Work and Case Management Collaboration

Timothy Morrison, Marianne Schlosser

Session Content Educational Level: Intermediate

Two innovative models were launched that highlight and strengthen the collaborative work between social workers and case managers. First, the nursing shared governance model, regarded as an integral part of nursing practice in Magnet facilities, was adapted to create the first Social Work and Case Management Shared Governance. Secondly, weekly Clinical High Risk meetings were launched to proactively identify and address patients' obstacles to discharge. With the active sharing of their expertise, staff generate solutions to discharge barriers.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Review and discuss the Shared Governance model and its successful adaptation to social work and case management professional practice
• Identify standard work for collaborative high risk discussions between social workers and case managers to expedite discharge solutions
• Discuss benefits of implementing formal structures to support social work and case management collaboration

RF-8: Ask Suicide-Screening Questions to Everyone in Medical Settings, The asQ'em Quality Improvement Project

Deborah J. Snyder

Session Content Educational Level: Intermediate

Hospital-based suicides have consistently been identified as the Joint Commission's top five 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 and treatment for patients in medical settings. However, there are no validated instruments used with medical patients. The purpose of this presentation is to report on a quality improvement project that piloted a suicide screening program in an inpatient hospital setting.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Understand the implications of suicide epidemiology in the general medical setting
• Review recent Joint Commission Sentinel Event Alert recommendations specific to preventing suicide in the general medical setting
• Discuss approaches to detection of suicidality through screening medical/surgical patients on a medical/surgical inpatient unit
• Understand methods and results of a quality improvement project, Ask Suicide Screening Questions to Everyone in Medical Settings (asQ'em), including implementation procedures and collaborations with nursing, medical staff and psychiatry
• Gain knowledge of partnering with psychiatry on shared roles in the medical setting

RF-9: Hospice Care in the Community Living Centers at the VA Puget Sound Health Care System

Linda Brandeis

Session Content Educational Level: Fundamental

Hospice care in a Community Living situation in the VA system is designed to support a veteran at the end of life and to insure support and care to the individual. Access to care within the VA is sometimes an issue which will be looked at in this report. There are many veteran's who are single and living alone as well as homeless veterans, who need care and assistance at the end of life. These veterans are not able to use the services of home hospice programs. This report will look at some of the initiatives that relate to EOL for all vets.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Understand how to be able to assist veterans access to end of life care in the VA
• Review and discuss the hospice program at the VA Puget Sound Health Care System
• Review VA Veteran focused care and the hospice program in the Community Living Center at VA Puget Sound Health Care System

RF-10: Health Insurance and Social Workers: A Crucial Pairing for Optimal Healthcare

Michael Schiller, Lisa Maiale-Howell

Session Content Educational Level: Fundamental

A full-time medical social worker with a dedicated role of Insurance Specialist is a uniquely effective intervention for mitigating insurance barriers to quality patient care. The history of the development of this innovative social work position, designed in response to a perfect storm of events – an economic downturn combined with a health insurance system gone awry will be presented as well as the strategic and significant role that social workers play in helping patients navigate a complicated, ambiguous health insurance system.

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

• Understand the essential role that social workers play in addressing crippling insurance barriers to care
• Gain an understanding of how this innovative model is ideally suited to the current U.S. healthcare climate
• Advocate for the proliferation of this care model

Friday, October 4, 2013

6:45 – 7:45 AM  Past President’s Breakfast (by invitation only)
7:00 AM – 5:00 PM  Registration
7:00 – 7:50 AM  Continental Breakfast with Exhibitors and Poster Viewing
8:00 – 10:00 AM  Welcome and Plenary Session: Social Work’s Response to the Affordable Care Act Mandate for Care Coordination

Stacy Collins, Senior Practice Associate, NASW;
David Baiada, Practice Leader, BAYADA Home Health Care;
Sarah Dziedzic, The Children’s Hospital of Philadelphia Care Network Medical Home;
Susan Guth, Case Manager, The Coordinating Center;
June Simmons, CEO, Partners in Care Foundation

10:00 – 10:30 AM  Refreshment Break in Exhibit Hall
10:30 AM – 12:00 PM  Concurrent Workshops – Breakout Session 5

W-11: Screening, Brief Intervention and Referral to Treatment (SBIRT): Implementation in Social Work Practice

Dean Babcock, John D. Clapp, Terry L. Horton

Session Content Educational Level: Fundamental

Social workers play a key role in identifying and treating patients with substance use disorders (SUDs). SBIRT is a cost-effective addition to existing medical services, particularly when practitioners can assess and address barriers to obtaining treatment and provide a linkage to community-based resources and providers. We will review the latest research on SBIRT for SUDs, identify and discuss practice considerations that will enhance adoption of SBIRT, and offer solutions for implementation challenges.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Identify innovative solutions to enhance adoption of SBIRT in medical and clinical settings
• List resources and networks available to improve SBIRT in social work practice
• Understand the importance of facilitating and guiding referrals that reduce patient barriers

W-12: Affordable Care Act Update: What Health Care Social Work Leaders Need to Know for 2014 and Beyond

Stacy Collins

Session Content Educational Level: Intermediate

2014 is the pivotal year for the ACA implementation process. On January 1st, health insurance exchanges will be open in each state, some states will expand the reach of their Medicaid programs, and many traditional barriers to insurance coverage will be prohibited. Concurrently, institutions will face cuts in hospital reimbursement, re-admission penalties, and a growing need for care coordination. This workshop will explore the ACA landscape and discuss how the health care social work community can best position itself for 2014 and beyond.

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

• List the core principles of bio-ethics
• Articulate the major ACA provisions going into effect in 2014, both nationally and within their home states
• Understand how ACA changes affect their patient populations and their institutions
• Present three options for health care social workers to capitalize on opportunities offered by the ACA

W-13: The Essential Leadership Competency: Creating Shared Vision

Richard Woodrow

Session Content Educational Level: Intermediate

Creating shared vision is the leader’s paramount responsibility, according to most models of leadership. Whether or not you have positional authority, true leadership begins when people want to go where you do. Leaders can emerge from the inspiration of powerful vision. But we have to know what we want, and influence others to want to get there with us. This workshop provides principles, skills, and tools for articulating personal and professional vision. It introduces strategies for creating shared vision, so that people as a collective have similar aspirations. The workshop is designed to encourage proactive and purposeful behavior, with relevance for professional roles and personal lives.

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

• Understand the leader’s responsibility and power in articulating an effective vision
• Explain why social work is a visionary profession whose members may have trouble setting vision
• Identify a variety of ways to generate personal and professional vision
• Identify a variety of ways to engage others (group, team, department, organization, community) in creating shared vision

W-14: The Use of Narrative to Cope with the Rigors of Front Line Social Work: Stories about the Interdisciplinary Group Process: An Example from Oncology Practitioners

Nicole M. Saint-Louis

Session Content Educational Level: Intermediate

This session will share the practice of writing as one vehicle to help cope with the rigors of health care social services work. As a background for this discussion examples will be drawn from a mixed-methods intervention research project on an inpatient oncology ward and the ongoing supportive work sparked by this research. Participants will be invited to write about their own experiences as students, clinicians or educators. The purpose is to demonstrate how a reflective writing group technique was used in a busy acute care setting.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:

• Discuss themes that emerged in the intervention research study and how those might relate to themes in their own healthcare settings

• Practice and discuss a narrative technique as a means to help with the rigors of front line social work

• Discuss how to implement a low-cost narrative group in their own setting

• Gain additional insight into the need for self-care in medical settings

W-15: Emergency Preparedness for Healthcare Professionals
Jordana Rutigliano
Session Content Educational Level: Fundamental

This workshop will review the most important components for emergency preparedness in a wide variety of social work settings, including how to meet regulatory requirements for Joint Commission and others. There will be a special focus on the role of social workers and social work managers in responding to emergencies and the use of real-life examples following the impact of Superstorm Sandy in the New York City area.

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

• Discuss regulatory requirements of funders and government agencies

• Identify leadership opportunities for social workers in emergency preparedness activities

• Effectively implement emergency preparedness activities within their organizations

• Create Hazard Vulnerability Assessments to measure risk at their organization

12:00 – 1:20 PM Lunch on your own
1:30 – 2:30 PM Concurrent Reports from the Field – Breakout Session 6

RF-11: Passing the Baton: Developing Future Social Work Leaders in Health Care
Sandra Iaderosa, Jami Roberts
Session Content Educational Level: Intermediate

With 65% of our department’s management team over the age of 55, the importance of training our emerging leaders is both vital and timely. Thoughtful succession planning must include skill-building with identifiable goals and objectives. When new social work coordinator roles were created, a training curriculum consisting of both didactic and experiential modules was conceptualized, developed and implemented. Monthly trainings include topics and skills essential to the success of social work leaders in a changing health care environment.

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

• Conceptualize and operationalize a training curriculum for social work leaders that includes HR practices, hiring / interviewing skills and performance reviews

• Apply a range of innovative practices and concepts within their own organizations

• Enhance their own understanding of “best practices” for succession planning and training of emerging leaders within their own settings

RF-12: Navigating the Health Care System - Hospital to Home and End of Life Decision Making
Eileen Zenker
Session Content Educational Level: Intermediate

With decisions needing to be made quicker due to shortened length of stay and changes in regulations, patients and families need to understand the choices and options available. Hospitals are the most common location for Palliative care however greater knowledge is needed to understand care needs across the continuum. This presentation will address delivery of care and help attendees to understand options and how information can make a difference in care planning.

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

• Gain a better understanding of how information can affect decision making

• Understand care options across the continuum

• Utilize case examples to demonstrate options for care and how to present options to families and patients
RF-13: Essential Elements in Developing and Utilizing a Social Work Productivity Program

Carol Frazier Maxwell

Session Content Educational Level: Intermediate

Like it or not, hospital based social work programs continually have to justify their existence. Gathering key data elements and outcome measures, including financial outcomes, can be crucial to a department’s survival. Data can also be used to develop new programs or expand existing programs. This session will focus on the creation of a data management and productivity program that can be relatively easy to utilize, maintain, and be a useful tool for supervisors and staff in evaluating efficiencies, outcomes, tracking and trending.

OBJECTIVES

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

- Review a model of data collection and management that has been used successfully in a hospital setting
- Review the key data elements of the program, what is collected and how the productivity program has been utilized over the years to maintain or grow staffing levels
- Obtain information on the creation and utilization of a social acuities tool and implications for its use
- Take home specific tips and suggestions for implementing similar programs in their institutions

RF-14: The Future is Now: Collaborating to Provide Stable Housing for Formerly Homeless Veterans

Christopher M. Stadter, Adrianne Atwater

Session Content Educational Level: Fundamental

Chronically homeless veterans have faced many obstacles to obtaining permanent housing. The Housing First model provides low barrier housing through the HUD-VASH program to provide those who have served their country with stable housing. Case management is provided to the veteran to assist them in building on their strengths and working through the variety of barriers that may be present; all aimed at maintaining housing stability. Case management is successful when it involves targeted community and individual interventions.

OBJECTIVES

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

- Describe the guiding principle behind HUD-VASH; the Housing First model
- Explain how both community and individual based social work interventions target the existing and emergent challenges that the veteran faces upon securing housing
- Explain how case managers collaborate with health care staff to improve the effectiveness of health care services

RF-15: Emergency Room Partners in Care: Care Coordination and Social Work

Yvette Rolon

Session Content Educational Level: Intermediate

In response to the need to improve patient throughput and contain costs while providing high quality care a social work department introduced care coordinators to the Emergency Department, to work in partnership with the existing social work staff. The goal of this initiative was to reduce inappropriate admissions, readmissions and inappropriate use of the Emergency Department to improve capacity and reduce LOS. This session will discuss the planning, development, implementation and evaluation of this ongoing program.

OBJECTIVES

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

- Identify key issues for successful program planning, development and implementation
- Identify strategies to address challenges and barriers to implementation
- Identify strategies for promoting partnership and buy in with key stakeholders, such as social work staff, care coordinators, nursing and physicians
- Replicate the components which best match the needs of their setting

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

3:00 – 4:30 PM  Concurrent Workshops – Breakout Session 7
W-16: Social Work Utilization: A Pilot Screening Tool  
Project to Effectively Identify Patient Acuity and  
Guide Social Work Interventions on an In-Patient  
Medical Unit

Jeasmin Aizvera, Molly McKenna

Session Content Educational Level: Fundamental

Traditionally, screening tools have helped evaluate psychological acuity, particularly in oncology settings. But what about factors that impact workflow and drive social work intervention on non-cancer medical units? In this presentation, you will learn about a project to develop, implement, and assess the workload impact of a screening tool on a high volume inpatient non-cancer medical unit. Results show improvement in workload management allowing the worker to focus on the most vulnerable patients.

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

• Understand how social work utilization informs screening tool development, implementation, and efforts to improve workload management
• Describe a process for analyzing and evaluating workflow management and social work triage on a high volume inpatient unit
• Assess screening tools and their use in effectively triaging social work services in non-cancer medical units
• Identify strategies for partnering with other disciplines in an inpatient setting to implement a screening tool

W-17: Social Work Debriefing/Support Program

Sherry Zauderer

Session Content Educational Level: Intermediate

In order to provide patient centered care it is recognized that interdisciplinary staff in a healthcare setting must perform at their best. Healthcare professionals are at risk for burnout. The Social Work Department recognized the impact it could make by developing a debriefing/support program. The sessions are rooted in the Critical Incidence Stress Debriefing model. They aim to assist interdisciplinary staff to process a traumatic event, share feelings, express grief, frustration and thoughts which enables them to provide excellent care. As a result social workers formed better partnerships with the team. This in turn has enhanced their clinical skills and positioned them as leaders. This program continues to grow and be sought after by the healthcare team and provides over 100 interventions per year.

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

• Identify the need for a support program for interdisciplinary staff in a healthcare setting and discuss ways to get “buy in” from senior leadership within the organization
• Have a framework to implement a support program for interdisciplinary staff
• Articulate the value of a support program within a healthcare organization

W-18: Primary Care and Health Homes and Social Work

Virna Little

Session Content Educational Level: Advanced

Community Health Centers will be the largest employers of social workers in the next decade and provide two thirds of the countries’ mental health services. Health reform and Medicaid re-design present enourmous opportunities for social workers and the profession. This workshop will review the opportunities for social workers and the skills required to practice in community health settings.

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

• Understand health reform and redesign efforts and how they impact the social work profession
• Understand evidence based practices that can be utilized in community health settings
• Gain knowledge of skills and techniques for practicing in community health settings

W-19: Reducing 30-Day Hospital Readmissions  
among People Living with HIV/AIDS Using  
the Lean Process Improvement Methodology

Richard Christopher Smith

Session Content Educational Level: Intermediate

One in four HIV-positive individuals admitted to a hospital in southwestern Pennsylvania is readmitted within 30 days. Literature provides evidence that comprehensive primary care, including patient education and care management, can significantly reduce hospital readmissions. This presentation will showcase how the interdisciplinary care team of a federally funded HIV clinic reduced the rate of 30-day hospital readmissions through the adoption of Lean quality improvement strategies.
OBJECTIVES

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

• Show how creative use of quality improvement tools can improve the quality of care provided in outpatient clinics
• Motivate participants to reevaluate systems in their own clinics
• Inspire others to investigate and reduce hospital readmissions in their community

W-20: The Relationship Between Mental Health Clinicians’ Reports of Their Cultural Intelligence and Their Leaders’ Use of Tactics That Influence Their Delivery of Culturally Competent Services

Arlene M. Arias

Session Content Educational Level: Fundamental

The purpose of this study was to explore and describe the relationship between mental health clinicians’ reports of their cultural intelligence and the tactics their team leaders use to influence their delivery of culturally competent services. The two frameworks guiding this study were Earley and Ang’s (2003) cultural intelligence model and Yukl’s (2010) influence tactic model.

OBJECTIVES

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

• Review doctoral research which addresses leadership and cultural competency concepts
• Gain knowledge of leadership and cultural competency theory applied in a behavioral health setting
• Learn about recommendations for leadership and social work practice in a behavioral health setting

Saturday, October 5, 2013

7:00 AM – 12:30 PM  Registration / CEU Form Drop-Off
7:00 – 7:50 AM  Continental Breakfast
7:00 – 8:00 AM  Leadership Institute Regroup & Breakfast
8:00 – 9:30 AM  Concurrent Workshops – Breakout Session 8

W-21: “You’re fired!” The dark side of being a manager

M. Carlean Gilbert, Ellen Rosendale

Session Content Educational Level: Intermediate

Using a combination of rich practice illustrations and professional literature, speakers will identify the financial and psychological tolls on stakeholders that are associated with employment terminations. They will provide a brief review of preventative measures such as knowledge of legal issues, good hiring practices, and use of probation. Guidelines for terminations due to downsizing, e.g., support and flexible use of time, versus performing poorly, e.g., warnings, documentation, and safety issues, will be presented.

OBJECTIVES

• At the conclusion of this presentation, participants will be able to:
• Review essential federal and state laws regarding termination of an employee
• Differentiate approaches to firing, e.g., downsizing versus performing poorly
• Identify the benefits and harms stemming from terminations on the dismissed employee, manager, staff, and organization
W-22: Interviewing Practices and the Interpretation of Children's Statements: A Linguistic Perspective
Marie Sanford, David F. Dobies
Session Content Educational Level: Intermediate
The investigative interview process offers professionals reliable protocols to obtain more dependable verbal accounts from children. Despite carefully structured practice guidelines, significant discrepancies are still reported (Cyr, 2011). Interpretive differences may result in drawing unsatisfactory conclusions and misjudgments. This session offers viable linguistic indicators in evaluating children's statements obtained from investigative interviews.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Determine if an examination of communicative competency elements are necessary to establish the accuracy of a child's statement obtained in an investigative interview
• Verify if unsuspected elements of interviewer communicative formats affect the linguistic accuracy of a child's statement
• Integrate the indicators of credibility, memory, and suggestibility into an identifiable mapping of receptive and expressive speech-language variables which impact on the accuracy of statements made by children
• Implement a service model incorporating linguistic variables into investigative child interviewing practices

W-23: Stepping Up and Moving Up: Organizational and Career Leadership in Action
William R. Tietjen, Rachel Biblow-Leone
Session Content Educational Level: Intermediate
Social workers earn promotions to areas of greater organizational responsibility. They advance to positions from staff member to manager to executive. But welcome transitions also bring challenges including the loss of client contact, criticism and conflict and ambivalence about new authority. The successful promoted professional leverages this new positional authority with their consistent record of leadership contributions that first earned them the organization’s confidence. This workshop explores this transition process.

W-24: Educating Social Work Students in Health Care Practice: Simulation Strategies for Enhanced Learning
Candyce S. Berger, Donna Cude-Islas, Kathryn J. Schmidt
Session Content Educational Level: Intermediate
Simulation training is an alternative to improving the education and evaluation of students and practitioners. This workshop discusses the use of repeated, formative, interdisciplinary simulation training that is incorporated into the practicum seminar and its use in continuing education for social workers. Two simulation models for health care will be examined using didactics, digital clips, evaluation tools and power points. Interdisciplinary collaboration permeates the entire process from development and implementation through evaluation.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Examine the advantages and challenges of simulation training in preparing students for health care settings
• Identify the steps required to implement an interdisciplinary simulation educational model within a health care setting
• Discuss the importance of interdisciplinary educational modalities as an essential component of successful interdisciplinary practice
• Explore the use of simulation training in the ongoing assessment of competencies with professional staff
Andrea Skoglund, Christine Durlam
Session Content Educational Level: Advanced
This interactive workshop will provide social workers interested in research an opportunity to learn the basics of writing a research protocol. Attendees will be educated about the sections included within a research protocol and given the time and space to develop their research ideas and seek feedback from their peers. At the conclusion of the workshop, attendees should walk away with an outline for their research protocol that they can use in their own practice setting.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Identify the required components of a research protocol
• Understand the process of beginning a research protocol within an academic medical setting
• Engage in a brainstorming session in order to develop an outline for future research

9:30 – 9:45 am Transition Break
9:45 – 10:45 am Concurrent Reports from the Field – Breakout Session 9

RF-16: The Development and Use of a Virtual Groups Program to Provide Patients and Caregivers with Live, Online Support Groups and Educational Programming
Rachel M. Schneider
Session Content Educational Level: Intermediate
This describes the design of a program that provides live, moderated, online support/educational groups for patients/families (including data on program evaluation) at a large cancer center. This group program is a convenient/cost-free way to partake in a range of clinical programs. Geography, health status and employment are some of the barriers that can prevent participation in in-person programming. Participants have the opportunity to speak directly to staff and each other while benefiting from important interventions from a distance.

RF-17: Multidisciplinary Approach to Integration through Work for Individuals with Mental Illness
Lilian Mark
Session Content Educational Level: Fundamental
Individuals with psychiatric conditions often face tremendous challenges in employment due to various reasons like stigma and lack of support in their recovery process. This paper presents the description and review of Job Club, a mental health blueprint project initiated by the Institute of Mental Health (IMH) to assist individuals with psychiatric conditions in job placement. Job Club has been piloted since April 2008.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Review this model and how effective it is in helping individuals with psychiatric conditions in job placement
RF-18: Social Work/Case Management in the Emergency Departments: Reduction in Patients Frequent Use of Emergency Departments

Marilyn V. Gerhold, Sallie A. Selfridge

Session Content Educational Level: Intermediate

To reduce the number of non-emergent visits by patients utilizing the Emergency Department (ED) frequently, social workers, physicians, and nurses at a regional hospital in Iowa developed the ED Consistent Care Program (EDCCP). Through electronic tracking systems, individually designed Care Plans and a Social Worker Case Manager, these patients found more appropriate care and reduced their ED visits by over 1100 from the previous year, with a cost savings of over $1,100,000.

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

- Review the process used in developing an Emergency Department Consistent Care Program that helps reduce number of frequent non-emergent visits to Emergency Departments (ED)
- Discuss the implications of an Emergency Department Consistent Care Program for frequent users of ED patients and ED staff
- Analyze quantitative and qualitative outcomes of an Emergency Department Consistent Care Program Research project conducted at a Midwest Regional Emergency Department

RF-19: Breaking Down the Silos of Patient Care: Integration of Social Work into Health Care Delivery

Anne Millheiser

Session Content Educational Level: Intermediate

In this session we will explore the social worker’s role in health care integration. Is social work at the table in health care reform? Participants will learn about innovative programming designed to wrap around in- and outpatient practices including transitions in care (Enhanced Discharge Planning Program), and social work involvement in the Patient Centered Medical Home initiative. Programming discussed in this session aims to increase psychosocial support, health literacy, reduce health disparities and increase SW visibility in healthcare.

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

- Better understand the policy environment and the impact on practice
- Provide examples of evidence-based social work practice in hospitals
- Improve our influence in new models of care

RF-20: Coming Around Again: Bringing the Focus Back to Primary Care and Community-Based Disease Management

Kristin Muzina

Session Content Educational Level: Intermediate

Multiple community-based models have been created to improve patient care by smoothing transitions from hospital to home; however most require an investment in capital that for many institutions isn’t feasible. Through a partnership between medicine and primary care social work, a pilot program was developed to support ‘high-incidence’ users of inpatient services with a goal of reducing unnecessary admissions. This presentation will discuss the program model, challenges to implementation and early results, and social work’s role in coordinating care.

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

- Conceptualize how to create a model of community-based care to reduce unnecessary admissions using existing or limited resources
- Recognize at least three opportunities for social work to take the lead in developing new models of integrated, continuous care
- Identify potential barriers to the implementation of community-centered care models from the hospital setting and three strategies overcome them
- Identify three challenging needs of the ‘high-incidence user’ population and interventions to address them

10:45 – 11:15 AM Check-Out Break
11:15 AM – 12:45 PM Concurrent Workshops – Breakout Session 10

W-26: Optimism for Leaders: Improving Resilience and Promoting Organizational Change in the Face of Adversity

Nikki Pison

Session Content Educational Level: Intermediate

In this workshop, evidence-informed strategies of “Trained Optimism” are applied to the risky task of Leadership. Attendees are instructed in self-affirming techniques for maintaining personal wellness and improving resilience in the face of organizational adversity. The workshop will explore how optimism, rather than being an innate personality trait, is actually a set of skills that can be learned and can impact effectiveness and leadership potential. Information is presented in an engaging lecture style with presentation and handouts.
OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Develop strategies for improving personal optimism and battling internal negativity
• Acquire eight concrete practices that are designed to increase leadership effectiveness
• Understand methods for creating a positive work environment that embraces optimism as a norm, with key techniques for managing conflict and overcoming adversity
• Review steps to taking ownership of organizational culture and recruiting participation in change processes through “Shared Leadership”

W-27: Trans-Discipline Collaboration as the Key to Better Family Meetings
Rachel Biblow-Leone, Donna McKlindon, Amy Kratchman, Jennifer Walter
Session Content Educational Level: Intermediate

Family meetings are a way information is shared between medical staff and patients/families. However providers rarely receive training in how to optimally structure meetings that promote effective partnership and lead to clear decision-making. By harnessing the expertise of the entire interdisciplinary team, we can influence the outcomes of patient/family experiences through more effective interactions. We developed a model and tools based on best practices to strengthen and improve the use of family meetings in care.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Describe the model for optimal family meetings
• Identify best practices for patients/families and staff to clarify roles and expectations regarding preparation for and participation in family meetings
• Describe the development and implementation of universal tools to facilitate effective family meetings

W-28: Generative Vulnerability: Leading with Your Heart
Schuyler Cunningham
Session Content Educational Level: Fundamental

Brene Brown says that “shame corrodes the piece of us that believes we are capable of change.” As leaders, we have the option to embody and model engagement and generativity that leads to high morale, innovation and patient care at the highest standards. In this workshop you will learn how pervasive shame and perfectionism are in the workplace and how to shift the paradigm to leading with safe vulnerability. This workshop will create a safe environment to practice safe vulnerability and help you develop a personal plan for implementation.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Understand the concepts of shame and vulnerability as applied to management and leadership
• Develop personal skills for safe vulnerability in the work place and as a leader
• Practice the skills with colleagues during the presentation
• Develop a personal plan for identifying shame in the workplace and using vulnerability to create generative change

W-29: The Care Continuum: It Takes a Village
Laurie B. Signorelli
Session Content Educational Level: Intermediate

Meeting the needs of complex patients across the care continuum from outpatient to inpatient and back again, requires strong multidisciplinary collaboration and the efforts of collateral community contacts to serve these patients best. Learn how cooperative systems facilitation can benefit both the patient and the organization’s bottom line. Utilizing a preventive strategy, proactive identification, and targeted multilevel follow-through will lessen lengths of stay, readmissions, and support the patient in the least restrictive environment.

OBJECTIVES
At the conclusion of this presentation, participants will be able to:
• Gain tools for analysis of their patient population
• Identify strategies for targeting patient needs
• Identify what internal and external resources need to be included in the strategy
• Identify possible structural options to meet the needs of their population
W-30: The Impact of Treated and Untreated Depression on Participant Satisfaction and Experiences with Healthcare Services among Adults 65 and Older

Cindy E. Hommer, Kevin Hawkins

Session Content Educational Level: Advanced

The objective of this study was to estimate the impact of treated and untreated depression on satisfaction and experiences with healthcare using the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. We concluded from this study that evidence of treatment for depression was associated with greater satisfaction and experiences with healthcare services. Characteristics associated with untreated depression could inform outreach and intervention approaches to engage those subgroups less likely to receive treatment.

OBJECTIVES

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

• Describe the utility of the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey
• Describe the impact of depression treatment on patients’ satisfaction and experiences with healthcare services
• Understand ways in which they can utilize the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey in their study population

12:45 PM Conference Adjournment
P-1: BlueCare Tennessee: Utilizing Social Workers to Improve Health Outcomes of the Medicaid Population

Robin A. Cruise

Poster Content Educational Level: Fundamental

The Medicaid population faces numerous challenges. Often individuals have chronic medical conditions complicated by mental health, or social issues, such as homelessness or lack of adequate supports. BlueCare Tennessee, a Medicaid managed care organization in Tennessee with over 448,000 members, recognizes the value of social work in improving health outcomes. BlueCare Tennessee promotes numerous innovative, evidence-based programs which utilize social workers, i.e. Embedded Care Coordinator programs, within primary care practices and Integrated Care Management.

OBJECTIVES

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

• Review the specific challenges faced by the Medicaid population such as poverty, unemployment, access to care, mental illness, and lack of available community resources

• Review innovative evidence-based social work practice promoted by BlueCare Tennessee, a Medicaid managed care organization, i.e. Integrated Behavioral Health within Primary Care, Embedded Care Coordinators, and Substance Abuse Treatment programs designed to reduce Neonatal Abstinence Syndrome and infant mortality

• Review the specific knowledge and skills that social workers need in order to prepare for practice within Medicaid managed care organization environments

P-2: Can You Hear Your Patient? Navigating Barriers and Decision-Making With a Deaf and Mute Patient Diagnosed with Cervical Cancer

Irene R. Korczz

Poster Content Educational Level: Intermediate

The diagnosis and treatment needs of women with disabilities are often delayed until the disease is advanced. This is especially true for women with hearing loss who often have great difficulty accessing community resources and the health care system. With deaf and mute women, access to treatment for gynecologic cancer can have many barriers. This poster will present a case study of a deaf and mute patient diagnosed with advanced cervical cancer who was treated in an inpatient cancer setting. Communication strategies will be outlined.

OBJECTIVES

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

• Discuss barriers to the access of health care for cancer treatment for women who are deaf and mute

• Understand the treatment issues of a deaf and mute patient undergoing radiation therapy for advanced cervical cancer

• Analyze communication strategies for working with the deaf and mute in a cancer setting

• Discuss communication techniques, i.e., lip reading and sign language and interpreter signing, that may be used for communicating with deaf and mute patients

P-3: Pay It Forward: Adopt-a-Patient/Family

LaShan Archie, Keena M. Harris

Poster Content Educational Level: Intermediate

The Adopt-a-Patient/Family program is designed to assist patients and/or their families during the holiday season with a monetary gift. The experience of cancer might leave a patient/family member feeling financially overwhelmed with healthcare costs and family obligations, leading to holiday sadness. Social workers are called upon to assess patient/family concerns, identify stressors and implement appropriate resources to eliminate psychosocial barriers. The holiday program is a viable financial resource.

OBJECTIVES

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

• Define a marketing and advertising strategy to encourage employees to participate in a financial holiday program

• Identify supportive measures to address the financial concerns verbalized by patients/families during the psychosocial assessment

• Create a holiday financial plan to increase coping skills and reduce the burden of holiday expenses

• Implement a financial plan that will allow for funds to be dispersed among more patients annually, as the program continues to grow
P-4: Impact of the Arts on Identity Structure in an Individual with Multiple Disabilities

Bonnie Fader Wilkenfeld

Poster Content Educational Level: Intermediate

This longitudinal study explored the impact of a facilitated arts program on an individual with disabilities. Utilizing hierarchical classification (HiCLAS) analysis findings suggest positive self-perceptions associated with ‘arts identities’. Practice and educational implications include: enhancement of clients’ self-perceptions, application of critical thinking skills and verification of HiCLAS analysis for evaluating an individual’s self-perceptions and its salience to life quality constructs.

OBJECTIVES
After review of this poster, participants will be able to:
• Discover how involvement in a facilitated arts program impacts the self-perceptions of an individual with developmental disabilities
• Recognize specific challenges for MSW practitioners working with this population
• Consider the applicability of HiCLAS analysis for life quality evaluation

P-5: Maintaining Hope in Patients and Families While Undergoing Phase I Clinical Trials

Ariana D. Detert

Poster Content Educational Level: Fundamental

This poster will explore themes that can be used as ways of helping patients in Phase I Clinical Trials cope with their prognosis and treatment, which can include nurturing hope, discussing the spectrum of hope and use of the Herth Hope Index. There can be differences in level of hope between patients being curatively treated and those who are palliatively treated. Better understanding the hopes of these different patient groups may encourage a more effective patient centered care.

OBJECTIVES
After review of this poster, participants will be able to:
• Understand the differences in encouraging hope in Phase I Clinical Trial oncology patients
• Discuss how to balance honesty and hope regarding poor prognosis and rigorous Phase I Trial patients
• Explore tools used to promote hope as a coping mechanism

P-6: Team Care: Collaborating to Reduce Outlier Length of Stay

Timothy Morrison, Marianne Schlosser, Ann Cullen, Stephanie Bowen

Poster Content Educational Level: Intermediate

SHC has designed a multiple intervention approach to managing care planning, length of stay and outlier length of stay cases by creating standardized daily rounding, high risk case meetings, and regular feedback and communication tools to involve all members of the team. The approach has shown reductions in length of stay, long length of stay, and medical necessity write-offs. Consistent availability of data, shared needs for collaboration and escalation to remediate barriers, and leadership follow through have improved teamwork.

OBJECTIVES
After review of this poster, participants will be able to:
• Identify high risk indicators and triggers for long LOS and complex discharge planning cases
• Identify standard work for high risk discussions and continuous feedback mechanisms to expedite solutions
• Identify negative impacts on discharge delays

P-7: The Importance of Mentorship in Social Work Practice: The Zelda Foster Studies Program

Emily P. Sherlock, Susan Gerbino

Poster Content Educational Level: Fundamental

As our population continues to age, there is a growing need for trained social workers in end of life care. The Zelda Foster Studies Program facilitates specialty learning for second-year MSW students in the field of Palliative and End of Live Care in order to fill this gap. In addition, the program provides new graduates with an established mentor for 2 years following graduation. The poster will describe the components of the Zelda Foster program and its evaluation, and will identify the mutual benefits of mentorship through the transition from MSW student to full-time social worker.

OBJECTIVES
After review of this poster, participants will be able to:
• Have an awareness of the need for and value of mentorship in social work practice
• Recognize the Zelda Foster Studies Program and its success in the first five years
• Assess the benefits and successes of mentorship for palliative and end of life care social workers program in their own institutions, and replicate the model presented
P-8: Learning from the Lived Experiences of Nursing Home Social Workers

Ahyoung Lee

Poster Content Educational Level: Fundamental

This study examines the lived experiences of nursing home social workers to better understand their role perceptions, job satisfaction, and relationship with other staff members. Hermeneutic phenomenology was used in order to understand the lived experience of being a nursing home social worker. Ten participants were recruited from a southern state and one-on-one interviews were conducted. From the interviews, three themes emerged: challenge, affirmation, and appreciation. Implications for social work practice and policy are discussed.

OBJECTIVES

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

• Learn what it is like to be a nursing home social worker from the voices of ten social workers
• Discuss implications for social work practice and nursing home administration
• Discuss policy implications regarding nursing home staffing issues

P-9: Do No Harm: Healthcare Management of External Copers

A. Marlene Lockey, Jennifer Cooper

Poster Content Educational Level: Fundamental

Some people cope using external objects. These can be prescriptions with a potential for dependency or addiction. Identifying patients at risk allows healthcare management to avoid problem behaviors. Those already abusing medications also need to be identified. Healthcare social workers play a significant role in identifying persons at risk as well as providing interventions for support. A snapshot will be provided of characteristics of external copers, assessment focus, psychometric tests, interventions and community resources.

OBJECTIVES

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

• Identify the characteristics of patients who use external coping strategies
• Use their knowledge of short psychometric measures to aid in identifying patients at risk for developing dependency or addiction to prescription medications
• Recognize interventions and resources available to support persons with external coping styles to manage initial treatment and long term chronic care

P-10: Social Work: Essential to Helping Young Adults Navigate their Cancer Journey

Johanna Pule, Leslie Robin Doctor, Lindsey Menke

Poster Content Educational Level: Intermediate

Young adults faced with cancer often display unique psychosocial needs and may experience circumstances, which could invoke adverse coping reactions. Limited research related to the psychosocial needs of these young adults creates challenges for social work providers to offer age appropriate interventions. This poster presentation will explore the emerging needs of young adults during cancer treatment and survivorship. Case examples and innovative strategies will be presented to enhance social workers’ professional skills.

OBJECTIVES

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

• Discuss the unique needs of young adult cancer patients and survivors
• Analyze emerging evidence based psychosocial interventions for Masters level medical social workers
• Develop new skills for implementing strategies into practice
• Enhance awareness of resources and support for this population

P-11: Care for the Costly: A Social Work Pilot to Evaluate the Impact of Crisis Intervention in Aging Veterans With High Medical Utilization

Czarina P. Kulick, Moniue Kelly, Joseph Mikolic

Poster Content Educational Level: Intermediate

In 2010, the Veteran Health Administration, Office of Geriatrics and Extended Care awarded the VA Pittsburgh Healthcare System funding for a three year pilot. The goal of the initiative was to provide patient centered alternatives to long term institutional care. The Enhanced Outpatient Social Work Program (EOSW) was created to target elderly Veterans with a history of high health care utilization. Using an EOSW model of care, $20 of medical costs were avoided for every $1 spent. If this model of care is more widely implemented, more savings may be realized.

OBJECTIVES

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

• Define and explain the purpose and function of EOSW pilot program within Veteran Affairs Pittsburgh Health Care System
• Identify EOSW social work best practice model and how it can be utilized in clinical case management practice with work in aging veterans with limited supports
• Demonstrate how outcome measures were obtained and used to provide support for the program
P-12: Social Work Leadership Role in Health Care Reform Implementation: Care Coordination in Accountable Care Organizations
Nancy Xenakis
Poster Content Educational Level: Intermediate
Social work leadership has taken a leadership role in the implementation of the care coordination model in the primary care practices of Mount Sinai Care, the Accountable Care Organization at Mount Sinai Medical Center that serves approximately 25,000 Medicare fee-for-service and Medicare/Medicaid patients.

OBJECTIVES
After review of this poster, participants will be able to:
• Gain an understanding of Accountable Care Organizations
• Learn how social work leaders are critical to the success of an ACO
• Learn how to effectively utilize information technology platforms
• Learn how to develop an effective care coordination model in primary care practices that focuses on assisting patients with complex psychosocial issues and medical conditions through motivational interviewing, behavior change activation through association of behavioral and physical health, and integrated, patient-centered care planning with the interdisciplinary care team and patient

Leah W. Fanuiel, Juliet McKee, Karen Welch, William McFarland
Poster Content Educational Level: Intermediate
Social Workers in the outpatient healthcare setting are uniquely positioned to teach physicians on various levels. UTMB Family Medicine Residency Community Medicine rotation affords its social worker opportunity in leadership. The social worker is the onsite supervisor, gives support to the resident, and provides feedback on group interactions. The project is a based on a CATCH curriculum, focuses on resident presentation skills to 5th grade students, and aims to improve ‘Childhood Wellness’ by teaching fundamentals of nutrition and fitness.

OBJECTIVES
After review of this poster, participants will be able to:
• Create and implement a plan for delivery of a childhood wellness curriculum to 5th grade students with social worker leadership
• Compile and analyze student and/or teacher evaluation of individual resident’s performance to assess effectiveness of curriculum implementation
• Discuss community medicine residents perception of presentation ability

P-14: Prostate Cancer: It’s a Family Affair
Laura Walther-Broussard, Tena Gardiner
Poster Content Educational Level: Fundamental
Prostate cancer is the most common cancer among men. While prostate cancer affects men in all adult life stages, prostate cancer is typically a disease of men older than 50 and increases dramatically in men older than 75. The number of men living with prostate cancer and their family caregivers constitutes a growing segment of our society. Physical symptoms, change in responsibilities within the family, financial issues and diminished social interactions are disease-related factors that contribute to stress within the couple.

OBJECTIVES
After review of this poster, participants will be able to:
• Identify developmental issues related to older adult life stages
• Discuss psychosocial effects of prostate cancer treatment on patients
• Name psychosocial issues that prostate cancer patients face
• Identify prostate cancer caregiver psychosocial issues
• Analyze social work interventions with patients and families facing prostate cancer
• Have access to a list of local, national and international prostate cancer support resources
P-15: C4: The Critical Care Collaboration and Communication Project

Katherine Hartman-Shea
Poster Content Educational Level: Advanced

The intensive care unit (ICU) provides high-intensity treatments for life-threatening disease. ICU care costs more than $106.6 billion per year. This aggressive care may not lead to improvements in quality or quantity of life and can result in patient and family dissatisfaction. We propose a multidisciplinary strategy to enhance communication and collaboration between all health care providers, patients, and families. We combined three beneficial communication interventions into the Critical Care Collaboration and Communication Project (C4).

OBJECTIVES
After review of this poster, participants will be able to:
• Outline a strategy to decrease ICU and inpatient hospital utilization and cost, improve patient, family, and staff satisfaction with ICU care and reduce ICU-related health disparities of care
• Review the vital role of clinical social work in the Critical Care setting
• Review the benefit of regular patient/family meetings in the ICU, including all providers (i.e., physicians, nurses, social workers, physical therapists, occupational therapists, chaplains, and consultants) using a standard checklist

P-16: Using Cognitive Behavioral Therapy to Encourage Help-Seeking Behavior Among Patients with Cancer

Kristin Goodwin, Emily Weaver
Poster Content Educational Level: Fundamental

Asking for help is often a difficult task that can create additional anxiety for patients with cancer. Cognitive Behavioral Therapy (CBT) is a method to equip patients with skills to more effectively utilize their support system. This poster presentation will provide a brief overview for health care professionals on how to utilize CBT with cancer patients to promote help-seeking.

OBJECTIVES
After review of this poster, participants will be able to:
• Gain an understanding of the cognitive behavioral therapy model in general
• Identify specific cognitive behavioral therapy tools to utilize with patients to promote help seeking behavior
• Facilitate practical application of cognitive behavioral therapy techniques among oncology social workers

P-17: The Parent CLiMB Support Group: Empowering Adult Patients to Maintain Balance as they Parent Through the Cancer Experience

Brianna V. Garrison, Morgan Henry
Poster Content Educational Level: Intermediate

Receiving a cancer diagnosis can be a traumatic event for anyone, but patients battling the disease while parenting children often experience additional stressors. Initially parents may focus solely on their cancer care which unfortunately can result in overlooking the need to inform and involve their children in age-appropriate ways. Parents often have difficulty knowing when to discuss their diagnosis with their children and how to determine if they understood the conversation (Helseth & Ulfsaet, 2005).

OBJECTIVES
After review of this poster, participants will be able to:
• Identify and discuss the unique needs of patients who are raising children while facing a chronic illness
• Provide an overview of the Parent CLiMB support group created and implemented at UTMDACC, giving attendees innovative and feasible ideas regarding curriculum, format, and recruitment to create a successful support group in their own setting
• Highlight psychosocial tools that the group teaches parents to help them stay grounded throughout managing a chronic illness
• Discuss implications and opportunities for future research and group development to promote evidence based practice

P-18: Connecting the Dots for Emergency Department Superusers: A Model for Empowering the Hospital’s Underserved Patients with the Tools Necessary to Achieve Healthier Lifestyles

Tracy Pearson
Poster Content Educational Level: Intermediate

Christiana Care Health System in New Castle County, Delaware recently implemented an innovative intervention program called Medical Home without Walls (MHWW). The MHWW program targets uninsured patients who have had four or more emergency department visits or more than two hospital admissions in the previous six months. The team is comprised of a social worker and nurse manager who serve as a direct link between the patient and the health care system. They meet with patients in the hospital to gain their consent to participate.
OBJECTIVES
After review of this poster, participants will be able to:
• Discuss strategies for caring for the medically vulnerable and underserved to prevent readmissions
• Understand how to facilitate partnerships with other medical providers and community organizations
• Discuss population demographics, in terms of socio-economic status, and ambulatory-sensitive admission diagnosis

P-19: Implementing Leadership Models for Social Work Success
Diane Benefiel
Poster Content Educational Level: Intermediate
Changes in health care delivery and practice are already impacting social work administrators and their staffs. Maintaining morale while managing staff for optimum performance is a daily challenge as budgets shrink and caseloads expand. To meet this challenge social work supervisors and managers need to develop flexible management styles that work well in an uncertain environment. Situational Leadership, Transactional Leadership and Transformational Leadership are all models that effectively work to manage staff in uncertain times.

OBJECTIVES
After review of this poster, participants will be able to:
• Understand and discuss the three leadership models
• Implement the leadership/management models into their current practice
• Discuss various management styles, their pros and cons
• Analyze their own current style

P-20: South Korea’s Universal Long-Term Care System: Reflections and Lessons Based on the Qualitative Evaluation of Q-Methodology
Jeong-Gi Lim, Myung Min Choi, Yoon Mi Kim
Poster Content Educational Level: Intermediate
The present study reports several strengths and weaknesses in the current classification system and tools in the Korean long-term care system. While clinical supervisors and directors recognize the utilization of the tools as essential for providing an appropriate level of care, the findings of this study suggest that the current system and tool can be improved by establishing both an objective model and a subjective model.

OBJECTIVES
After review of this poster, participants will be able to:
• Acquire an overall understanding of the Korean Long-Term Care system and the use of the standard care assessment tool
• Understand the basics of Q-methodology to identify and categorize the opinions of healthcare practitioners
• Discuss the complex and multidimensional views held by care managers about the screening process and standard care tools

P-21: Mother Baby Coordination Program
Kara Marriott
Poster Content Educational Level: Fundamental
Mother Baby Coordination model provides a single point of contact to support pregnant patients and families across care from pregnancy through discharge from neonatal care, linking healthcare providers in different health care delivery sites and organizations. Case coordination will address the social, developmental, behavioral, financial, educational and medical needs to provide the best outcomes. Each patient is assigned to a level system that is used to assign the level of services with the goal to decreasing length of stay and readmissions.

OBJECTIVES
After review of this poster, participants will be able to:
• Discuss how Mother Baby Coordination program was developed and tools to start a program
• Review the process in creating a Level System and information on criteria used to develop system
• Review the process in creating an outline of services that should be provided by care coordinator based on Level assigned
• Access statistical information on how Level assigned has a correlation with length of stay and amount of time care coordinator spent with patient

P-22: The Care of the Aged in Nigeria Society
Oluwakemi Abosede Osunderu
Poster Content Educational Level: Intermediate
The study was conducted within the city of Lagos in the South West geopolitical zone of Nigeria. 200 Likert forms of questionnaires were distributed randomly to three categories of respondents: aged people being cared for, the general populace and the third for medical practitioners and other care givers.
OBJECTIVES
After review of this poster, participants will be able to:
• Evaluate that the study was designed to detect how elders are abused in Nigeria, reduce the abuse of elders and proffer various ways that elders can be cared for by the government and the society at large

P-23: Establishing Skill Sets in Oncology Health Care: Staying the Course When Faced with Pediatric End of Life Challenges
Heather DeRousse, Morgan Henry
Poster Content Educational Level: Fundamental
This poster presentation will offer oncology social workers innovative tools and skill sets to address the challenges when working with pediatric patients facing end of life. Often the medical team looks to the social worker to provide family members with essential information, to create opportunities to process their feelings, and to offer presence during this critical time. To build upon professional knowledge of working with children and families faced with terminal circumstances, the poster will describe these end of life challenges in-depth.

OBJECTIVES
After review of this poster, participants will be able to:
• Inspire the medical team to listen, attend, and provide a comforting presence to the child and family at end of life
• Coach their team on legacy work, rituals, funeral planning, and learn ways to appropriately address these with their families
• Lead the team in planning a critical conversation on wishes and needs at end of life
• Conduct critical conversations to highlight points with their families and teams to reach an understanding of issues in death

P-24: Integrating Mind-Body Interventions into Clinical Practice
Brianna Garrison, Lindsey Menke
Poster Content Educational Level: Intermediate
In this new era of healthcare, social workers have an opportunity to innovate patient care by integrating mind-body interventions into clinical practice. These techniques are used increasingly to improve patients’ quality of life and healthcare outcomes, and social workers are ideally suited to administer holistic and evidence-based interventions (Tusek, et al 2000).
**P-26: Out of the Dark and Into the Light: Normalizing Caregiver Shame and Guilt**

*Donna F. Hanks, Brianna V. Garrison*

**Poster Content Educational Level:** Fundamental

In cancer treatment, caregivers often fulfill this role longer than expected or for the duration of the patient’s life. An increased need for evidenced based research regarding caregivers is needed in order to better identify risk factors and to develop programs that educate and reduce psychological symptoms. Social workers are ideally suited to develop and implement programs within cancer treatment centers for caregivers.

**OBJECTIVES**

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

- Define the caregiver role in the context of a chronic illness
- Explore the evidenced based definitions for shame, guilt, and caregiver burden
- Articulate the differences between caregiver shame and guilt, while examining how this impacts the caregiver experience and quality of life
- Identify evidence based interventions for social workers to utilize with this vulnerable population

**P-27: The Interplay between Latino Cultural Norms and Cancer Treatment**

*Jacqueline Garza, Ginaseda Rodriguez*

**Poster Content Educational Level:** Fundamental

According to the American Cancer Society, new cases of cancer amongst Latinos were expected to be 53,600 for men and 59,200 for women. Our poster presentation will increase awareness of Latino cultural norms for social work providers in healthcare. It will identify how cultural norms impact a patient’s behavior within an oncology setting. We will explore how adapting cultural norms as interventions may minimize treatment barriers and enhance treatment outcomes.

**OBJECTIVES**

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

- Increase their awareness of Latino cultural norms
- Identify how cultural norms impact a patient’s behavior within an oncology setting
- Discuss how adapting cultural norms as interventions may minimize treatment barriers and enhance treatment outcomes

**P-28: Cognitive Behavior Group Therapy (CBGT) with Patients Diagnosed with Cancer: Challenges, Limitations and Social Work Implications**

*Rose Y. Lefeber, Mary Dev*

**Poster Content Educational Level:** Fundamental

The diagnosis of cancer and its treatment results in emotional distress for many patients and their family. The psychological burden has characterized and includes increase anxiety, depressed and physical symptoms during a cancer experience. CBT is an evidenced base form of psychotherapy used to treat a wide variety of psychological problems. CBT is often used for individuals but can be applied in a group setting. CBT is a well-grounded intervention that gives SW opportunities to be creative and rise to new heights in their work with cancer patients.

**OBJECTIVES**

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

- Illustrate the use of cognitive behavior therapy as a therapeutic intervention for cancer patients in a group setting
- Use cognitive behavioral group therapy as a psychoeducation for cancer patients
- Identify the challenges, limitations and implications for oncology social workers
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Richard Stockton College of New Jersey
Woodbury, NJ
I-3

Leslie A. Sperling,
Central Kansas Foundation
Junction City, KS
W-8

Christopher M. Stadter, LCSW-C
Department of Veteran’s Affairs
Washington, DC
RF-14

Carrol Stovold, MSW, LCSW, ACM
Northwestern Lake Forest Hospital
Lake Forest, IL
W-2

William R. Tietjen, MSW, ACSW, LCSW
Lee Hecht Harrison
Wilmington, DE
I-1, W-23

Judith Trachtenberg, CSW
New York, NY
I-1

Lynn A. Waldmann, MSW, LCSW
MD Anderson Cancer Center
Houston, TX
RF-4

Jennifer Walter, MD, PhD, MS
The Children’s Hospital of Philadelphia
Philadelphia, PA
W-27

Laura Walther-Broussard, LCSW
The University of Texas M.D. Anderson Cancer Center
Houston, TX
P-14

Emily A. Weaver, MSW, LMSW
The University of Texas M.D. Anderson Cancer Center
Houston, TX
W-5, P-16

Karen Welch, MD
UTMB Family Medicine
Galveston, TX
P-13

Richard D. Woodrow, DSW
NYU Langone Medical Center
New York, NY
I-1, W-13

Nancy Xenakis, LCSW, MS
The Mount Sinai Medical Center
New York, NY
P-12

Sherry Zauderer, LCSW
New York Presbyterian Hospital-Weill Cornell
New York, NY
W-17

Eileen Zenker, LCSW
SeniorBridge
New York, NY
RF-12
# 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, management or chief in their title, who holds a social work degree from a school of social work accredited by the Council on Social Work Education.
- **TRANSITIONAL** $94 - A Management or associate member who by resignation or termination of employment is no longer employed in a health care setting.
- **EMERITUS** $64 - 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 - SWLHF**: To expand educational programming and advocate for the profession.
  - $25  
  - $50  
  - $100  
  - Other

**Total Amount:**

- (including $5 processing fee)

**Payment**

- **CHECK (PAYABLE TO SWLHC)**
  - **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**

<table>
<thead>
<tr>
<th>SOCIAL WORK EDUCATION</th>
<th>DEGREE/CREDENTIALS (e.g., MSW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate</td>
<td></td>
</tr>
<tr>
<td>Bachelor's</td>
<td></td>
</tr>
<tr>
<td>Master's</td>
<td></td>
</tr>
<tr>
<td>Doctorate</td>
<td></td>
</tr>
</tbody>
</table>

**OTHER FIELD**

(If this is a Management or Management Associate Member)

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

**EMPLOYMENT**

(If checking only one in each column)

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

**PATIENT POPULATION**

- None
- Adult
- Geriatric
- Pediatric

**PRIMARY AREA OF PRACTICE**

(If checking only one response)

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

**SECONDARY AREA OF PRACTICE**

(If checking only one response)

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

**SECONDARY WORK SETTING**

(If checking only one response)

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

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

**GENDER**

- Male
- Female
- Do not care to respond

**ETHNIC GROUP**

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

**SALARY RANGE:**

- 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

**GROUP**

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

**OTHER GROUP**

- Other (please specify)

**Home Address**

<table>
<thead>
<tr>
<th>Home Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
</table>

**Preferred Mail Address:**

- **Work**
- **Home**

**Total Amount:**

- $25  
- $50  
- $100  
- Other

Please mail payment with application to:

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**www.sswlhc.org**
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. Fax 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.

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Postmarked By September 4, 2013</th>
<th>Postmarked After September 4, 2013</th>
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</thead>
<tbody>
<tr>
<td>Member</td>
<td>$485</td>
<td>$600</td>
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<tr>
<td>Non-Member</td>
<td>$595</td>
<td>$710</td>
</tr>
<tr>
<td>Transitional/Unemployed</td>
<td>$290</td>
<td>$340</td>
</tr>
<tr>
<td>Retired Emeritus Member</td>
<td>$290</td>
<td>$340</td>
</tr>
<tr>
<td>One Day Only</td>
<td>$230</td>
<td>$230</td>
</tr>
<tr>
<td>Student Rate (Full-time students only)</td>
<td>$290</td>
<td>$340</td>
</tr>
</tbody>
</table>

**Optional Pre-Conference Intensives Wednesday, October 2, 2013**

(Register for an intensive only or add one to your conference registration.)

- I-1: Leadership Institute ($175)
- I-2: Pediatric Health Care Social Work ($135)
- I-3: Home Health and Hospice Social Work ($135)

**Join and Register!** Become a SSWLHC member today and register for the 2013 Meeting & Conference at the member price. Complete an online member application at https://sswlhc.portal.daxko.com to take advantage of the member discount.

**Payment Information**

- Check or Money Order Enclosed (All checks must be made payable to SSWLHC and in U.S. Dollars)
- Tax ID # 23-3100897 DUNS# 962585829

Check Number: ___________________ Amount of Check: $ ___________________

**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