

# 40<sup>th</sup> ANNUAL SSWLHC MEETING & CONFERENCE



## Celebrating 100 Years of Social Work in Health Care

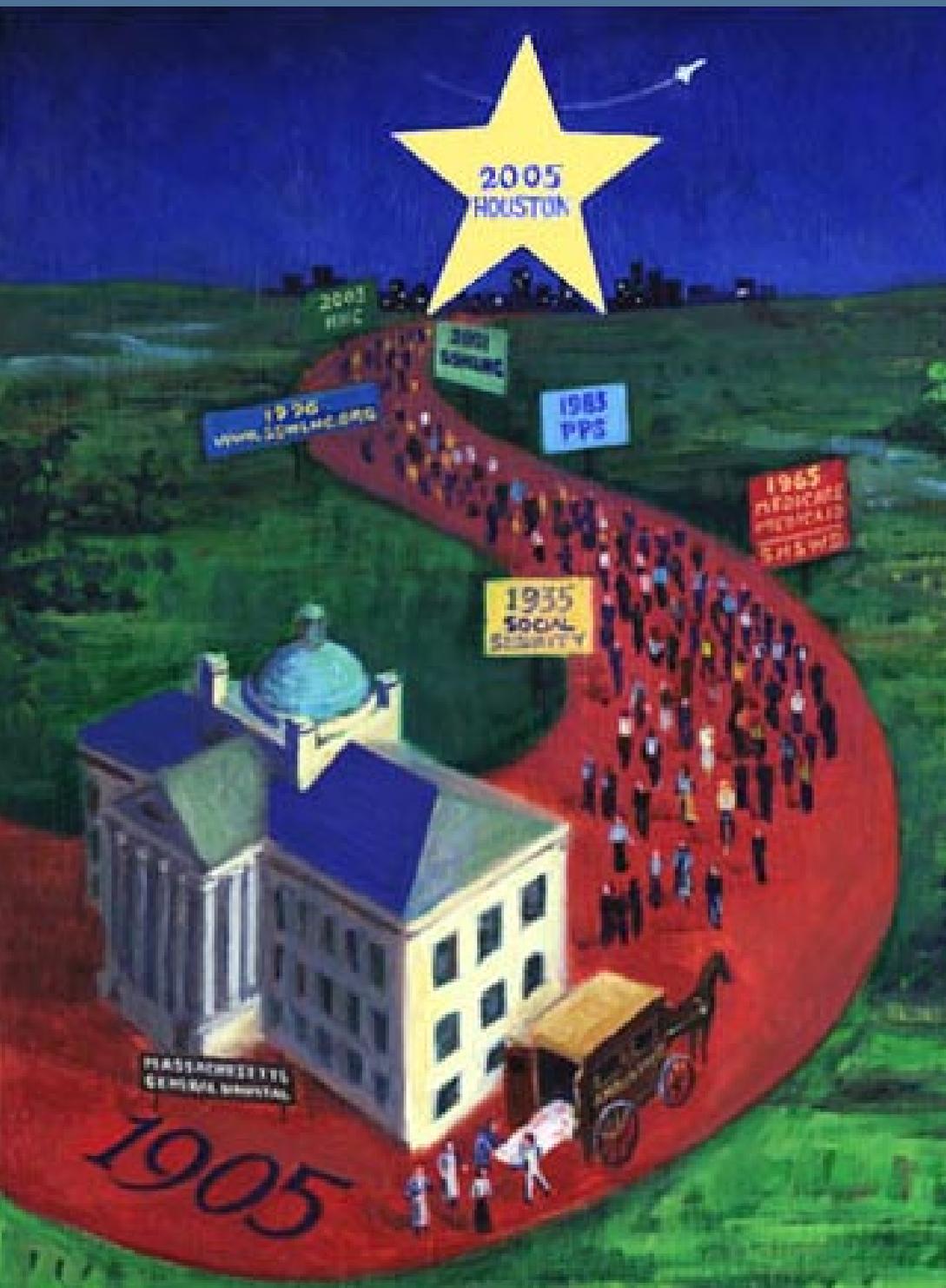
April 13–16, 2005  
Houston, Texas  
[www.sswlhc.org](http://www.sswlhc.org)

### Sponsors:

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Parkland Hospital and Health System  
The Transitional Learning Center at Galveston  
United Network of Organ Sharing



Dear Colleagues,

Please join us as we celebrate 100 years of social work in health care at our annual conference in Houston, Texas from April 13-16, 2005! Ida Cannon created the profession of health care social work when she began working with Dr. Richard Cabot and his patients at Massachusetts General Hospital in 1905. A pioneer in developing the body of knowledge about the relationship between health and social environment, Ida established the first hospital social services department at Mass General and remained the director there for decades. Our keynote speaker, Evelyn Bonander, has just retired from her position as only the third director of social services at Mass General in 100 years! We can't wait to celebrate our history and look to the opportunities in our future!

Our conference theme is appropriately, "Celebrating 100 Years of Social Work in Health Care". The planning committee has developed an exciting program filled with content on leadership, computer and technology applications, supervision, field education, ethics, pediatrics, end of life care, long term care, home health issues and mental health programming. There will be fascinating pre-conference intensives, terrific workshops, interactive networking sessions and a wealth of poster sessions. You will be treated to a tremendous amount of practical and energizing information during the conference.

Houston is a gorgeous and fascinating city and the weather will be ideal in April! Our enthusiastic Texas chapter has promised a large dose of Texas hospitality and four fun-filled days in their largest city.

So, mark the dates in your calendar and send in your registration to join us for our centennial celebration! We are looking forward to seeing all of you in sunny, warm Houston in April!



Polly Jones  
President  
SSWLHC



Sarah Parran  
Program Chair



## 2005 Conference Program Committee

Sarah Parran, LISW  
*Conference Chair*  
Senior Care Connections, LLC  
Valley View, Ohio

Polly Jones, LCSW, CPHQ  
SSWLHC President  
Ascension Health  
Burlington, Indiana

Linda Brandeis, CSW, ACSW  
Harborview Medical Center  
Seattle, Washington

Mark de St. Aubin, LCSW  
College of Social Work  
University of Utah  
Salt Lake City, Utah

Margaret Meyer, LCSW  
M.D. Anderson Cancer Center  
Houston, Texas

Linda Stavros, MSW, LSW  
Nightingale Home Health  
Carmel, Indiana

Pamela Thompson, MSW  
Kootenai Medical Center  
Coeur D'Alene, Idaho

## Conference Learning Objectives

- Participants will have the opportunity to celebrate the successes of the first 100 years of social work practice in health care and look ahead to the anticipated changes in society which will impact the next 100 years of practice.
- Participants will be exposed to proven and effective leadership and management processes, including implementation plans for their own organizations.
- Participants will be able to choose from patient care issues including end of life, ethics, diversity, violence, trauma and disaster response.
- Participants will have the opportunity to interact with experts in clinical practice areas such as pediatrics, geriatrics, behavioral health, case management and primary care.
- Participants will have the opportunity to learn about student training, education, and research from experts from both academia and practice settings.
- Participants will have both the formal and informal opportunities for networking with colleagues from all arenas of health care practice.

## Special Events

8:00 AM – 10:00 AM

**KERMIT B. NASH OPENING  
KEYNOTE PRESENTATION &  
AWARDS CEREMONY**



**Reflections on Social Services:  
“to explain it is to do it”,  
“necessary miscellaneousness”  
and the “cure of consumption”**

*Evelyn Bonander, MSW, Former  
Director, Social Services, Massachusetts  
General Hospital, Boston, MA*

The practice of social work was defined in its first year at Massachusetts General Hospital. Eight divisions of work described the nature of cases referred: 1) Tuberculosis; 2) Hygiene teaching; 3) Infant feeding and the care of delicate children; 4) Vacations, country outings and convalescent homes; 5) Care of unmarried girls, pregnant, morally exposed, or feeble minded; 6) Help for patients needing work or a change of work; 7) Provision for patients “dumped” at the hospital; 8) Assistance to patients needing treatment after discharge from the wards. From the experience of social workers emerged “necessary miscellaneousness” and the “cure of consumption” which both described social work practice and provided its purpose.

Ida Cannon’s motto “to explain it is to do it” enabled her to be successful in bringing a new concept to a highly conservative organization in 1906. Within 12 years, some 300 hospitals had social workers and “the desire for a national organization was not only spontaneous but irrepressible”. Yet the Society we know today was not a reality until 1965 when three remarkable women made it happen.

Reflection is valuable only as we see ourselves today. The three caveats in the title are as relevant for practice and leadership now as they were long years ago.

### OBJECTIVES

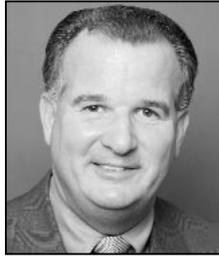
Participants will be able to:

- Understand the historical context of health care social work practice.

- Reflect on the leadership characteristics of our organization’s pioneers.
- Identify the persistent issues (practice and organization) and fit them to the present.

11:30 AM -1:00 PM

**CLOSING PLENARY SESSION &  
BRUNCH**



**Survival of the Fittest:  
Demonstrating the Social Work  
Contribution in Health Care in  
the 21st Century**

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

For the past several decades, medical social work has struggled to develop new definitions of service beyond discharge planning and case management. Research now clearly supports the importance of the psychosocial perspective. The desire to generate innovative programs has resulted in new models that are redefining what social work has to offer patients, families, and health care institutions. For example, psychosocial screening programs have become the gold standard in comprehensive cancer centers, while problem-solving techniques, patient advocacy, ethics, and skills training are all highly valued within medical institutions. Creative social workers are actively defining ways to encourage a health promotion perspective both in our clients as well as in medical centers. New models must continue to be conceptualized and implemented to assure the survival of medical social work in the 21st century.

### OBJECTIVES

Participants will be able to:

- Define a prospective model of social work in health care versus a reactive system based on referrals.
- Understand the need for multi-skilled social workers who are clinicians, educators, and researchers.
- Describe evidence-based practice as prescribed interventions with defined outcomes in an economic framework.

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## Social Events

### First Time Attendee Orientation

**Wednesday, April 13th: 5:15 PM – 6:00 PM**

Is this your first Annual Meeting? If so, join your colleagues for an overview of the conference and get acquainted with other first time attendees and the Society’s Board members. Light refreshments will be served to stave off your appetite until the welcome reception!

### Welcome Reception

**Wednesday, April 13th: 6:00 PM – 7:30 PM**

Meet new colleagues and greet old friends and exhibitors for this informal gathering. This reception will be hosted in

the exhibit area which will also be the home of the poster sessions. This reception is the perfect opportunity to grab a bite, visit our exhibitors, chat with the poster presenters and network with colleagues.

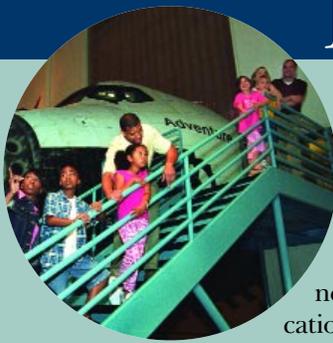
### Boxed Luncheon with Exhibitors

**Thursday, April 14th: 11:30 AM – 1:00 PM**

Join the exhibitors and your colleagues for a boxed luncheon in the exhibit hall. Tables will be arranged by region so that you may network with the Board liaison and fellow conference participants from your region. You may also take this opportunity to mix and mingle with the exhibitors to learn more about their products and services.

*Continued on page 5*

# HOUSTON



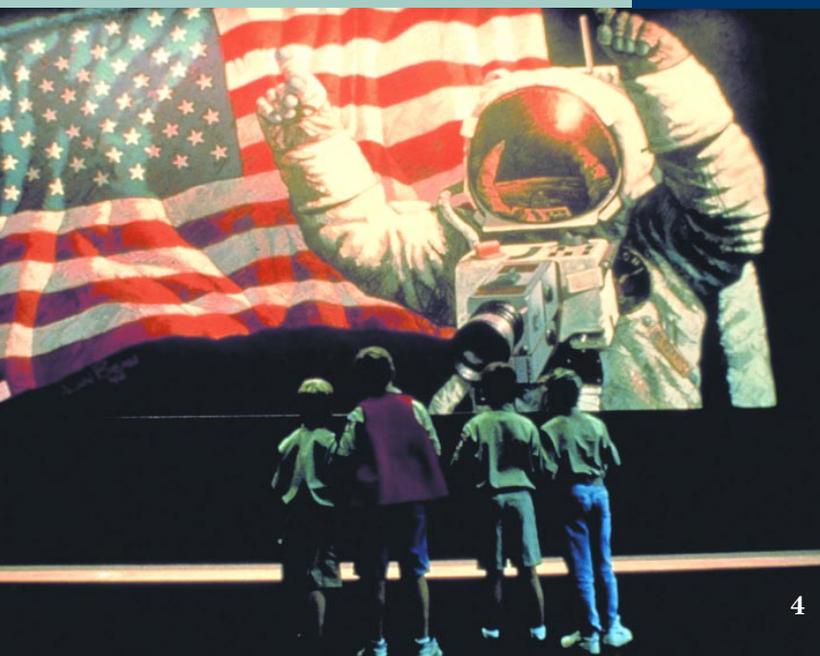
Houston was founded in 1836 as a tiny “cow-town”, but has now blossomed into a bustling city with a population of 2.2 million people. As the 4th largest city in the U.S., Houston, Texas is a leader in business, entertainment, the arts, and education. From professional sports and outdoor fun to an out-of-this-world space experience and incredible dining—it’s all here in Houston! Stroll the beaches of Galveston or challenge yourself on one of Houston’s many golf courses. Houston offers everything from breathtaking museum exhibits to vibrant downtown entertainment.

Aptly named Space City, Houston is truly open to infinite possibilities. With 18 Fortune 500 corporations, Space Center Houston, over 40 colleges, universities, and other institutes of higher learning, Houston is a unique city. Not only is Houston the home of the largest rodeo in the world, it is also home to over 11,000 restaurants ranging from award-winning and upscale to memorable deli shops, a world-renowned zoo, and a 17-block Theater District—second only to Broadway. Houston is not only a Texan City; it is an international city, where more than 90 different languages are spoken. Houston also houses more than 500 cultural, visual and performing arts organizations. This city’s international reputation also allows for some of the best world-class, and unique shopping experiences in the U.S.

Houston is a perfect blend of Texas’s cowboy history, multicultural influences, and urban sophistication, which offers something for everyone and will leave every visitor with fond memories of the Lone Star State.

For ideas of things to see and do while you are in Houston, check out [www.houston-guide.com](http://www.houston-guide.com).

Clockwise from top right: Bayou Place; Water Wall; Azalea Garden; NASA Space Center Houston



## Reception to Honor Past Presidents Thursday, April 14th: 6:00 PM – 8:00 PM

Get ready to kick up your heels, as Polly Jones, President, hosts a reception to honor all the past presidents of the society! It will be an evening of great food, fun and lots of live music. Attendance is included in your registration. Guest passes may be purchased for friends and family. Join us and network with colleagues and the leaders who have made the society the strong organization it is today.

## Business Meeting Friday, April 15th: 1:45 PM – 3:00 PM

Don't miss the annual business meeting of the Society. At this informative session, you will receive an update on the

society's activities, future endeavors, fiscal health, policies, and bylaws. New members are welcome!

## Political Action Committee Luncheon Friday, April 15th: 12:30 – 1:30 PM

The American Hospital Association is committed to keeping America's hospitals and health systems visible and clearly heard on Capital Hill. Successful advocacy requires a strong political action committee. This is an ideal opportunity to enjoy a luncheon and support the work of this important group. Your ticket for the lunch is your donation to the PAC cause. Registration materials will be made available at [www.sswlhc.org](http://www.sswlhc.org).

## Poster Sessions

The poster sessions are innovative displays of educational material narrated by the presenters who will be available to discuss their subjects with you during exhibit hours. The poster session will kick off at the Welcome Reception on Wednesday, April 13th. The posters will be displayed through the close of the exhibit area at 11:00 AM on Friday, April 15th.

### 1. End-of-Life Comfort Care: Social and Chaplain Services Working Together for the Good of the Client

Arlene Frese-Troop, MSW, *Hospital Social Worker, St. Dominic's Hospital, CHW, Oakdale, CA*

### 2. Voicing What We Do: Oncology Social Workers' Perceived Barriers to Cancer Pain and the Relationship to the Functional Assessment of Pain and Use of Non-Pharmacologic Strategies

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

### 3. Revisited: Early Morning Discharge Project (7 – 10 am)

Diane B. Ambrose, MSW, CSW-R, *Director of Social Work, South Nassau Communities, Oceanside, NY*

### 4. Patient Discharge with Unmet Needs in Home Care Under Managed Care

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

### 5. The Unplanned Journey

Susara Joubert, LMSW, *Social Work Counselor, The University of Texas M.D. Anderson Cancer Center, Houston, TX*

### 6. Transition to Independence: An Integrated Approach to Promoting Self-Sufficiency in Youth with Disabilities and Special Health Care Needs

Peggy Petitt, *Manager of Care Coordination, Shriners Hospital for Children of Northern California, Sacramento, CA*

### 7. Can Sense of Community Increase Job Satisfaction Among Health Care Social Workers?

Annemarie Redelmeier, MBA, LMSW, *Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

Don Clark, LMSW, *Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

### 8. Social Transformation by the Family Health Program in Brazil

Iris Fenner Bertani, PhD, *Professor of the Graduation Course and the Post Graduation Program of Social Work, Chief, Department of Social Work, The University of the State of Sao Paulo, Brazil*

Regina Maura Rezende, PhD, *Professor of the Graduation Course of Social Work of IMESB/Bebedouro, Coordinator, Faculty of Social Work of Bebedouro, Sao Paulo, Brazil*

### 9. Information as a Tool of Work for Health Social Workers

Iris Fenner Bertani, PhD, *Professor of the Graduation Course and the Post Graduation Program of Social Work, Chief, Department of Social Work, The University of the State of Sao Paulo, Brazil*

Regina Maura Rezende, PhD, *Professor of the Graduation Course of Social Work of IMESB/Bebedouro, Coordinator, Faculty of Social Work of Bebedouro, Sao Paulo, Brazil*

### 10. I'm a NON-Smoker, So Why Do I Have Lung Cancer?

Mary Ann Bassham, LCSW, *Senior Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

Barbara Burrows, LCSW, *Senior Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

### 11. Coming Full Circle in Patient Care: Healing Benefits of a Multidisciplinary Memorial Service for Families and Staff

Mary Ann Bassham, LCSW, *Senior Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

Barbara Burrows, LCSW, *Senior Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

### 12. New York Hospitals: Looking at the First Hundred Years of Social Work Services in Health Care from the Perspectives of New York Presbyterian and Bellevue Hospitals

Frances Gautieri, CSW, ACSW, *Director of Social Work, New York Presbyterian Hospital, Columbia University Medical Center, New York, NY*

Sona Euster, CSW, ACSW, *Director of Social Work, New York Presbyterian Hospital, Weill Cornell Medical Center*

Patricia Blau, CSW, ACSW, *Director of Social Work, Bellevue Hospital Center, New York, NY*

### 13. Patients and Patience: Challenges and Suggestions for Patients, Caregivers, and Health Care Professionals

Nancy Sheiman, LMSW, ACSW, *Senior Social Work Counselor, The University of Texas M. D. Anderson Cancer Center, Houston, TX*

### 14. Starting or Stopping Life-Sustaining Treatment: What Affects Surrogate and Proxy Decisions . . . and Why Do Social Workers Need to Know?

Julie W. Buckley, ACSW, MSW, *Doctoral Candidate, Florida State University School of Social Work, Orlando, FL*

### 15. CONSENT, the Powerful Support of Choice

Eleanor Klein, MSW, LCSW, *Retired, Director of Clinical Social Work, UCLA Hospitals and Clinics, Past President, Society for Social Work Directors (1981), Costa Mesa, CA*

Eileen McDonagh, PhD, *Research Affiliate, Radcliffe Institute, Murray Research Center, Harvard University, Cambridge, MA*

### 16. Using Data Entry and Statistics for Outcome Measurement

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

Debbie Brady, LCSW, ACSW, *Assistant Director, Social Work, Interpreters and Family Services, Arkansas Children's Hospital, Little Rock, AR*

### 17. How to Arrange Air Transport for a Patient with Confidence in the Quality and Safety of the Transport Provider

Eileen Frazer, RN, CMTE, *Executive Director, Commission on Accreditation of Medical Transport Systems (CAMTS), Anderson, SC*

### 18. Disability and HIV/AIDS: Contemporary Issues and Practice

A. Tyler Perry, MSW, ACSW, LICSW, *Social Worker, Doctoral Student, University of Washington, Seattle, WA*

### 19. Life at the Arctic Circle: The Opportunities and Challenges of Medical Social Work in Rural Alaska

Christine Schultz, LCSW, ACSW, *Social Services Manager, Norton Sound Health Corporation, Nome, AK*

# CONFERENCE AGENDA AT A GLANCE

## Tuesday, April 12, 2005

2:00 PM – 6:00 PM REGISTRATION

### SPECIALTY MEETINGS:

12:00 PM – 6:00 PM CHAPTER PRESIDENTS MEETING  
(A networking lunch will be provided from 12:00 PM – 1:00 PM.)

## Wednesday, April 13, 2005

6:30 AM – 6:00 PM REGISTRATION

7:30 AM – 4:30 PM I-1: PEDIATRIC INTENSIVE

*Peters Willson (Keynote), Leslie Adams, Heather Brungardt, Peggy Pettitt, Jack Komejan, Karen Wayman*

8:00 AM – 4:30 PM I-2: HOME HEALTH INTENSIVE – HOME HEALTH SOCIAL WORK: CUTTING EDGE PRACTICE INTERVENTIONS AND TOOLS

8:00 AM – 5:00 PM HEALTH CARE SOCIAL WORK CONSORTIUM MEETING

12:00 NOON – 5:00 PM AFTERNOON PRE-CONFERENCE INTENSIVE WORKSHOPS

I-3: JCAHO Anonymous: The First Step is Admitting You Have a Survey  
*Polly Jones, Susan Stevens*

I-4: Social Work Leadership in Health Care Ethics: Challenges and Opportunities  
*Patricia O'Donnell*

I-5: Interpersonal Commitment, Ethics and Nobility in the Workplace  
*Susan Saunders*

I-6: "A Work in Progress" – Developing a New Case Management Model  
*Pamela Thompson*

I-7: Meeting of the Association of Veterans Affairs Social Work Managers and other VA Attendees (No fee required to attend)

5:15 PM -6:00 PM FIRST TIME ATTENDEE ORIENTATION

(Light refreshments will be available.)

6:00 PM – 7:30 PM WELCOME RECEPTION & EXHIBITS

## Thursday, April 14, 2005

6:30 AM – 7:00 PM REGISTRATION

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

8:00 AM – 10:00 AM KERMIT B. NASH OPENING KEYNOTE PRESENTATION & AWARDS CEREMONY –

Reflections on Social Services: "to explain it is to do it", "necessary miscellaneousness" and the "cure of consumption"  
*Evelyn Bonander*

10:15 AM – 11:30 AM CONCURRENT WORKSHOPS – SESSION I

W-1: Providing Care to the Caregivers  
*Valerie Harper*

W-2: Funding Innovations in Social Work  
*W. June Simmons*

W-3: Developing a Hospital Based Sexual Assault Response Service  
*Susan Kheder*

W-4: Social Work Leadership in Establishing Professional Boundary Guidelines in Pediatric Settings  
*Mark Mendelow, Deborah King*

W-5: Part I of II – Internet Academy 2005: Have 100 Years Prepared Us for This?  
*Susan Mankita, David Keene, Jerry Satterwhite*

11:30 AM -1:00 PM BOXED LUNCHEON WITH THE EXHIBITORS

11:45 AM – 1:00 PM SPECIAL WORKSHOP

W-5: Part II – Internet Academy 2005: Have 100 Years Prepared Us for This?

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

W-6: Rural Hospitals: Meeting the Social Work Needs  
*Tressa Arnold*

W-7: Real Tools for Geriatric Assessment  
*Anita Clos, Debra Longo*

W-8: When Disaster Strikes: How Two Health Care Social Workers Responded to the Illinois Tornado Disaster  
*Dawn Moutray, Nancy Tuftie*

W-9: The Moving Ahead Positively Project: Adaptation of an Empirically Based Substance Abuse Treatment Model to a Rural HIV-Positive Population  
*D. Scott Batey, Cathy Simpson*

W-10: Social Worker as Educator in Health Care  
*Kay Davidson*

2:15 PM -2:30 PM TRANSITION BREAK

2:30 PM – 3:45 PM CONCURRENT WORKSHOPS –  
SESSION 3

W-11: Inpatient End-Of-Life Model: A Natural for Social Work  
*Mary Ann Soerries, Bill Gross*

W-12: The Electronic Medical Record: Challenges and Opportunities  
for Social Work Practice  
*Thomas Tynan, Suzan Eckstein*

W-13: Traumatic Brain Injury Survival Guide  
*Jeanne O'Connor*

W-14: Improving Outcomes Through a Prenatal Incentive Program  
*Deborah Chesky*

W-15: Hospital Based Professional Practicum Training for MSW  
Students: A Comparison of a Traditional Training Program with an  
Intensive Health and Mental Health Cross-Training Program  
*Daniel Fischer, Kathleen Wade*

3:45 PM – 4:15 PM BEVERAGE BREAK

4:00 PM – 6:00 PM TOUR OF TEXAS  
CHILDREN'S HOSPITAL

4:15 PM – 5:30 PM NETWORKING SESSIONS –  
PRACTICE SETTINGS

N-1: Academic/Large Organizations

N-2: Pediatric Facilities

N-3: Psychiatric Facilities

N-4: Long Term Care/LTAC

N-5: Home Health Care/Hospice

6:00 PM – 8:00 PM RECEPTION TO HONOR  
PAST PRESIDENTS

## Friday, April 15, 2005

7:00 AM – 6:00 PM REGISTRATION

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

8:00 AM – 9:15 AM CONCURRENT WORKSHOPS –  
SESSION 4

W-16: Caring for Older Adults with Violent Behavior  
*Roger Lamontagne*

W-17: 100 Years of Medical Social Work: Our Role in an Integrated  
Model of Case Management  
*Beth Petrucce*

W-18: Developing Highly Effective Teams  
*Frances Smolak*

W-19: Motivational Interviewing in Health Care Settings: Enhancing  
Clinical Skills to Facilitate Changes in Clients' Behaviors  
*Carlean Gilbert*

W-20: Tucked in My Heart: The Role of Social Work in Pediatric  
Palliative and End of Life Care  
*Barbara Jones*

9:15 AM -10:45 AM COFFEE BREAK WITH THE  
EXHIBITORS AND RAFFLE FOR  
2006 CONFERENCE GIVEAWAY

11:00 AM – 12:15 PM CONCURRENT WORKSHOPS –  
SESSION 5

W-21: Outpatient Clinics: Innovative Approaches  
*Christina Tikkanen, Elise Bruderly*

W-22: Transitioning From Clinician to Supervisor: What Was I Thinking?  
*Kathleen Wade, Sandra Iaderos*

W-23: Women & Healthcare Utilization: Why Shame is Often a Barrier  
*Brené Brown*

W-24: The Organ Donation Collaborative Project: Enhancing  
End-of-Life Care and Increasing Consents for Organ Donation  
*William Kirkpatrick*

W-25: "Family Care: We Care Because You're Family": Responding to the  
Needs of Families with Loved Ones in Critical Care Units  
*Donna Robillard, Jane Dowling*

12:30 PM -1:30 PM POLITICAL ACTION COMMITTEE  
LUNCHEON  
(A donation is required to attend.)

1:45 PM -3:00 PM ANNUAL BUSINESS MEETING

3:15 PM -4:30 PM CONCURRENT WORKSHOPS –  
SESSION 6

W-26: The Impact of Ethical Stress on Social Workers in Health Care  
*Adrienne Farrar, Patricia O'Donnell*

W-27: The "Unholy Alliance": Social Work Educators and the  
Professional Practice Community  
*Charles L. Robbins, Candyce S. Berger*

W-28: Leadership in Social Work: Bridging the Gaps and Creating  
Opportunities  
*Sona Euster, Judith Trachtenberg*

W-29: Innovations in Physician Education: A Social Worker Learns From  
Teaching  
*Richard Woodrow*

W-30: Practice Imperatives for the New Century  
*Susan Saunders*

4:30 PM -4:45 PM TRANSITION BREAK

4:45 PM -6:00 PM CONCURRENT WORKSHOPS –  
SESSION 7

W-31: Think Globally, Act Locally: How to Create a Collaborative  
Forum to Effect Change in Your Community  
*Susan Alger, Diane Hazen*

W-32: Tools for Conducting Suicide Risk Assessments in Geriatric  
Cancer Patients  
*Ola Labisi*

W-33: "Making Our Voices Count": Experience of the Cibecue  
Community  
*Bettina Begay, Bill Peters*

W-34: Facilitating Medical Decision Making By/For People with  
Limited Decisional Capacity: The Social Work Role  
*Judith Levy, Lynda Mulhauser*

W-35: The ACCESS Class: An Innovative Group Approach for  
Adolescent Survivors of Sexual Assault  
*Lisa Morad-McCoy, Renee Ornelas*

*Continued next page*

## Saturday, April 16, 2005

7:00 AM – 2:00 PM REGISTRATION

7:00 AM – 8:00 AM CONTINENTAL BREAKFAST & NETWORKING SESSION

Networking will be focused on the following content areas:  
End of Life/Oncology, Domestic Violence, Emergency Room, JCAHO, Prescription Benefit, Competency, Changing Careers.

8:15 AM – 9:30 AM CONCURRENT WORKSHOPS – SESSION 8

W-36: The Latino Health Project: An Innovative Approach to Providing Care for a New Population

*Muki Fairchild, Rebecca Reyes*

W-37: Resiliency: A Key to Leadership Success

*Candyce S. Berger, Charles L. Robbins*

W-38: Care Coordination: Social Work and Home Teletechnology

*Christy Tubbs*

W-39: Change in Behavioral Health: The Quest for Useful Outcomes

*Marcia Holman*

W-40: The Perception of Change and Changing Perception

*Jean Osbrach, Elizabeth McKenzie*

9:30 AM -10:30 AM COFFEE BREAK

10:00 AM -11:15 AM CONCURRENT WORKSHOPS – SESSION 9

W-41: Women and HIV

*Mary Knight*

W-42: Uninsured Immigrants and Need for Treatment

*Linda Brandeis*

W-43: Multiculturalism: Moving Your Organization from Politically Correct to Authentically Engaged

*Alice Kitchen*

W-44: Social Workers Leading the Way to a Paradigm Shift in Health Care: Finding Opportunities to Educate our Health Care Colleagues AND Raising the Profile of Social Work as a Major Player in this Shift

*Marilyn Gough*

W-45: Developing a Staff Recognition and Rewards Program

*Yvette Rolon, Sona Euster*

11:15 AM-11:30 AM TRANSITION BREAK

11:30 AM -1:00 PM CLOSING PLENARY SESSION & BRUNCH

Survival of the Fittest: Demonstrating the Social Work Contribution in Health Care in the 21st Century

*James Zabora*

1:00 PM CONFERENCE ADJOURNMENT

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

### What is Included in the Conference Fee?

- Unlimited course selection beginning with the welcome reception on opening session on the evening of April 13th and continuing through adjournment on April 16
- Entrance to Exhibits & Poster Sessions
- Business Meeting
- First Time Attendee Orientation
- Daily Continental Breakfasts
- Welcome Reception
- Boxed Luncheon on Thursday, April 14
- President's Reception
- Vendor Prize Raffle
- On-Site Conference Binder

### Guest Fee:

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

### Pre-Conference Intensive Workshops

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

### Confirmation Information:

- Include payments with your registration form. Send check, money order, or charge authorization to: SSWLHC, Registration, 1211 Locust Street, Philadelphia, PA 19107.
- Faxed registrations must have payment secured with Visa, MasterCard, or American Express credit card and should be faxed to (215) 545-8107.
- Early discount fees must be postmarked or faxed on or by Friday, March 18, 2005.
- A registration confirmation will be sent to you in the mail. The confirmation will include your payment receipt.
- All registrations postmarked after March 18, 2005 will be processed at the late fee, with any balance due on-site prior to receiving registration materials.

### Questions Regarding Registration:

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

### Substitution/Cancellation Policy

We all have unforeseen emergencies that may occur. In order to accommodate these possibilities, we will accept notification of cancellations up to 7 business days prior to the conference (by April 4, 2005). Cancellations MUST BE IN WRITING and will be accepted for a refund less a \$50 cancellation fee. All cancellation notifications must be

## Americans with Disabilities Act

SSWLHC wishes to take those steps that are required to ensure that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act (e.g., assistive listening devices or Braille materials), please contact SSWLHC, 1211 Locust Street, Philadelphia, PA 19107 or 866.237.9542.

faxed to (215) 545-8107 or e-mailed to [info@sswllhc.org](mailto:info@sswllhc.org). You may send a substitute at any time. If the alternate is not a member, the non-member fee will be required.

## Registration Desk

You will pick up all tickets, badges, and on-site registration materials at the SSWLHC Registration Desk located on the ballroom level (level 3) of the Hyatt Regency Houston. The Registration Desk will be open the following hours.

Tuesday, April 12th	2:00 pm – 6:00 PM
Wednesday, April 13th	6:30 AM – 6:00 PM
Thursday, April 14th	6:30 AM – 6:00 PM
Friday, April 15th	7:00 AM – 6:00 PM
Saturday, April 16th	7:00 AM – 2:00 PM

## Exhibits

We invite you to view and experience the latest products and services exclusively suited for the buying needs of social workers. A vendor raffle will be held at the close of the exhibit hall on Friday, April 15. The prize is a free registration to the 2006 Annual Conference. In order to participate, registrants will be given an Exhibit Hall Passport in their onsite conference binder. The form must be signed by all participating exhibitors as you visit their booths. Only registrants who have visited all exhibitors will be eligible to win. Registrants must be present to win.

## Exhibit Hours

Wednesday, April 13th: Welcome Reception, 6:00 PM – 7:30 PM

Thursday, April 14th: Breakfast, 7:00 AM -8:00 AM;  
Lunch, 11:30 AM -1:00 PM; Break, 3:45 PM -4:15 PM

Friday, April 15th: Breakfast, 7:00 AM -8:00 AM;  
Break & Raffle, 9:15 AM -10:45 AM

## Continuing Education Contact Hours

The 40th Annual Meeting and Conference of the SSWLHC held April 14-16, 2005 has been approved for 13.5 continuing education contact hours for LCSW/MFT's as required by the California Board of Behavioral Science, Provider #2402. In addition, the full-day Pediatric Intensive Workshop offered on April 13th has been approved for 7.0 continuing education contact hours and the half-day Intensive workshops also offered on April 13th have been approved for 4.5 continuing education contact hours for LCSW/MFT's as required by the California Board of Behavioral Science.

This conference is another in a series of professional development experiences under the sponsorship of the National Association of Social Workers, Florida Chapter. All of NASW's continuing education programs are planned in accordance with meeting the criteria set forth and are approved for licensure renewal as outlined in Florida Statutes Chapter 491 and by the Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling. This workshop is being approved to offer contact hour(s) for clinical social workers, marriage and family therapists and mental health counselors: Provider #BAP-321 Exp. 3/07.

## Hotel Accommodations

Hyatt Regency Houston in the Center of Downtown Houston  
1200 Louisiana  
Houston, Texas 77002

Reservations by Phone: (800) 233-1234 or (713) 654-1234

Reservations Online: [www.houstonregency.hyatt.com/groupbooking/sswl](http://www.houstonregency.hyatt.com/groupbooking/sswl)

SSWLHC is pleased to announce the special \$124 plus tax per night group rate! To secure the special SSWLHC group discount of \$124 plus tax per single/double per night reservations must be made by Monday, March 21, 2005. After this date, reservations will be accepted on a space and rate available basis. Reservations should be made by calling the hotel direct toll free 1-800-233-1234 or local 713-654-1234.

Attendees must identify SSWLHC (Society for Social Work Leadership in Health Care) as the group name to receive the discounted rate.

Reservations can also be made online at

[www.houstonregency.hyatt.com/groupbooking/sswl](http://www.houstonregency.hyatt.com/groupbooking/sswl).

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

## Airports

Houston is serviced by two major airports:

Bush Intercontinental Airport (a.k.a George Bush Airport)

2800 N. Terminal Road - (281) 230-3100

Approximately 45 minutes north of the Hyatt Regency Houston.

William P. Hobby Airport

7800 Airport Blvd. - (713) 640-3000

Approximately 30 minutes south of the Hyatt Regency Houston.

TDD: Texas Relay – 1-800-735-2988

For information regarding flights, arrival and departure times, and weather updates, please contact your airline directly.

## Ground Transportation

Listed below are the forms of transportation that guests can choose in order to get to and from the airports in the Houston area.

### EXPRESS SHUTTLE USA (prices subject to change)

Express Shuttle USA provides shuttle service to and from Intercontinental and Hobby Airports for guests traveling to and from the area hotels. The approximate cost of a one-way trip from Intercontinental is \$19.00 per person and a one-way trip from Hobby is \$14.00 per person. Round-trip tickets may be purchased at the airports as well. Large groups should encourage their attendees to make their departure reservations in advance.

The Airport Express is available at both airports in the baggage claim area. The shuttle departs from Intercontinental Airport every 45 minutes beginning at 6:30am through 11:00pm, and from Hobby Airport every 45 minutes beginning at 7:00am through 10:45pm. The Hyatt Regency Houston is the location of the Downtown Terminal. Shuttles from both airports will bring passengers directly to the Hyatt Regency.

Return shuttles to both airports may be accessed from the motor lobby area of the hotel. Shuttle service begins at 5:38am and runs every 45 minutes with the last departure at 9:53pm to Intercontinental Airport and 10:08pm to Hobby Airport. Later pick-ups are available by reservations only. For more information regarding the Airport Express, please contact them direct at (713) 523-8888.

### TAXI CABS (prices subject to change)

If you wish to take a taxicab from the airport, the approximate cost from Intercontinental is approximately \$40.00 and the approximate cost from Hobby is \$25.00. Taxi Cabs are easily accessible outside the baggage claim areas of each airport.

# 40<sup>th</sup> ANNUAL CONFERENCE PROGRAM

Tuesday, April 12, 2005

2:00 PM – 6:00 PM REGISTRATION

## SPECIALTY MEETINGS

12:00 PM – 6:00 PM CHAPTER PRESIDENTS MEETING  
(A networking lunch will be provided  
from 12:00 – 1:00 PM.)

Wednesday, April 13, 2005

\$125 registration fee is required for all Intensives  
except for I-7

6:30 AM – 6:00 PM REGISTRATION

7:30 AM – 4:30 PM I-1: PEDIATRIC INTENSIVE  
WORKSHOP

This workshop will focus on social work practice and management in the pediatric setting. Peters Willson, Vice President for Public Policy, National Association of Children's Hospitals (NACH) will be keynote speaker, providing a national legislative and advocacy update on children's health issues.

Other presenters will be:

*Heather Brungardt, Leslie Adams, Jack Komejan,  
Karen Wayman, Peggy Pettit*

## OBJECTIVES:

Participants will be able to

- Identify major national legislative issues related to provision of children's health and safety programs.
- Increase their knowledge of best practice psychosocial interventions with overweight youth in a medical setting.
- Enumerate the benefits of early palliative care intervention in the aggressive curative treatment setting
- Articulate the challenges and benefits of a Parent-to-Parent Mentorship Program
- Identify services, resources and training that provide youth transitioning to adulthood with the tools and skills to manage their health condition, access needed services and live as self-sufficiently as possible.

In addition to this Intensive, all attendees are welcome to participate in a tour of the Texas Children's Hospital on Thursday, April 14 from 4:00-6:00 PM. Please pre-register on page 23. There is no cost for attending the tour but there will be a fee for Metro transportation to and from the hospital. Those participating in the tour should plan to meet in the Hyatt Regency lobby promptly at 4 PM on April 14.

8:00 PM – 5:00 PM HEALTH CARE SOCIAL WORK  
CONSORTIUM MEETING

8:00 AM – 4:30 PM I-2: HOME HEALTH CARE  
INTENSIVE

HOME HEALTH SOCIAL WORK: CUTTING EDGE PRACTICE  
INTERVENTIONS AND TOOLS

8:00 – 11:00 AM Use of Brief, Solution-Focused Treatment  
Techniques in Home Health Practice

*Jane Parker*

This workshop will focus on providing both the conceptual context and practical strategies for incorporating Brief, Solution-Focused Therapy into a social worker's home health practice.

Participants will be able to:

- Understand the principles of Brief Solution-Focused Therapy.
- Implement specific Solution-Focused therapeutic techniques with their clients.
- Learn how to use these techniques to address the needs of clients with high risk conditions such as psychiatric illness or substance abuse.

11:15 AM – 12:15 AM Hot Topics in the Legislative, Regulatory and  
Professional Practice Association Arenas

*Gail Gill*

This workshop will provide participants with information about the most recent developments about the Conditions of Participation and other CMS regulations. The presenter will also discuss any home health-related legislation and will summarize the NASW Initiative for Improving the Image of Social Work and how it relates to home health social workers.

Participants will be able to:

- Identify any new or proposed regulations or legislation that will impact their practice.
- Describe how the NASW initiative will address the needs of home health social workers.

12:15 PM – 1:30 PM Lunch

1:30 PM – 4:30 PM Addressing Ethical Dilemmas in  
Home Health Social Work Practice:  
Current Issues and Practical Tools

This workshop will address a wide range of common ethical dilemmas faced by social workers in home health settings, including: balancing self-determination with treatment adherence, setting appropriate boundaries, dealing with end of life issues and hospice decisions, providing quality psychosocial services within the time constraints imposed by outside forces.

Participants will be able to:

- Describe several ethical dilemmas confronted by social workers in home health settings.
- Implement practical strategies for resolving or mitigating these ethical concerns.
- Increase their skills in managing end of life issues with clients.

12:00 NOON – 5:00 PM PRE-CONFERENCE  
INTENSIVE WORKSHOPS

I-3: JCAHO Anonymous: The First Step is Admitting You Have a Survey  
*Polly Jones, Susan Stevens*

Standing at the forefront of health care includes monitoring your department's compliance with JCAHO and other regulatory agency standards. Social workers participate in multidisciplinary teams that screen, assess, and treat patients;

educate patients and families; and coordinate the patient's progress through the continuum of care. Preparing for a JCAHO survey and the continual readiness activities required of JCAHO compliance can be overwhelming tasks. With the movement to unannounced surveys, and the other major shifts in the survey process which took place in 2004, it is even more important that social work take a leadership role in helping their organizations be ready for a visit at any time. This workshop is designed to help sift through the foreign language of standards and identify those that are significant to Social Work leaders and staff. A review of major changes in the survey process and periodic performance review process will address how hospitals are evaluated and the role Social Workers play during the on-site survey visit.

**OBJECTIVES**

Participants will be able to:

- Learn applicable JCAHO standards for Social Workers.
- Understand the new survey process and social work's role in that process, including the tracer methodology.
- Understand the periodic performance review tool and social work's role in its completion.
- Overcome their anxiety related to the survey process and compliance with the standards.
- Become leaders in their organization's on-going compliance with JCAHO requirements.

**I-4: Social Work Leadership in Health Care Ethics: Challenges and Opportunities**

*Patricia O'Donnell*

Social workers are particularly suited to identifying and resolving ethical conflicts in health care by virtue of their orientation to values of protecting the interests of the individual in the context of their environments and care and compassion; as well as in their knowledge and skills in processing problems. This intensive will provide a model for ethical problem solving, a review of common ethical issues in health care, and proactive interventions for social workers to facilitate resolution of ethical dilemmas.

**OBJECTIVES**

Participants will be able to:

- Apply a process-based model for ethical decision making to ethical dilemmas in health care practice.
- Identify common ethical issues at the individual and system levels in health care settings.
- Adopt a proactive role in facilitating the resolution of ethical issues for the health care team.

**I-5: Interpersonal Commitment, Ethics and Nobility in the Workplace**  
*Susan Saunders*

This workshop is designed for social workers employed in organizational settings who strive not only for professional excellence and achievement but for personal enrichment and significance, as well. The workshop focuses on: (a) the meaning of work in life; (b) the need for individual purpose in sustaining a meaningful work experience; (c) individual self-assessment and tools for enhancing self-knowledge; (d) the nature and impact of interpersonal experience in the work environment; (e) guidelines for maintaining inter-

personal integrity and commitment amidst the political and pragmatic demands inherent in complex organizations; (f) development of an ethical framework for interpersonal relations in the workplace; (g) exploration of the intrapsychic values and interpersonal virtues that enrich personal experience and life meaning within a work context; and (h) conceptualization of interpersonal nobility as the paramount ideal in fostering meaningful existence in the confines and pressure of contemporary work settings.

**OBJECTIVES**

Participants will be able to:

- Understand the meaning of Work in the context of total life experience.
- Identify personal and professional purpose as an anchor in work life.
- Learn models of self assessment and enhancement for the work setting.
- Develop strategies for maintaining ethics, integrity, and interpersonal nobility in a stressful, pressured work environment.

**I-6: "A Work in Progress" – Developing a New Case Management Model**  
*Pamela Thompson*

This intensive covers in depth development of a case management model that created a team between unit nurse, social worker, case manager, and physician. The goals of the program include budget, hiring, training, communication with departments and performance improvement endeavors.

**OBJECTIVES**

Participants will be able to:

- Understand the benefits to the various models of case management.
- Identify the goals of the new model and processes that had to be put in place to achieve these.
- Learn how roles were defined between the nurse case manager, social worker and united supervising nurse.
- Analyze the five processes started by the team in their 2004 roll-out.
- Develop communication avenues with nursing, administration, physicians, and the business office.

**I-7: Meeting of the Association of Veterans Affairs Social Work Managers and other VA Attendees (No fee required to attend)**

**5:15 PM -6:00 PM**

**FIRST TIME ATTENDEE ORIENTATION**

**(Light refreshments will be available.)**

Is this your first Annual Meeting? If so, join members of the SSWLHC Board of Directors who will conduct this orientation geared for new members or first time conference attendees. You will be given an overview of the meeting and will be able to meet and greet colleagues.

**6:00 PM – 7:30 PM**

**WELCOME RECEPTION & EXHIBITS**

Meet new colleagues and greet old friends and exhibitors at this informal gathering. This reception also kicks off the poster sessions being showcased at this year's conference.

# Thursday, April 14, 2005

6:30 AM – 7:00 PM	REGISTRATION
7:00 AM – 8:00 AM	EXHIBITS/CONTINENTAL BREAKFAST
8:00 AM – 10:00 AM	KERMIT B. NASH OPENING KEYNOTE PRESENTATION & AWARDS CEREMONY

Reflections on Social Services: “to explain it is to do it”, “necessary miscellaneousness” and the “cure of consumption”  
*Evelyn Bonander, MSW, Former Executive Director, Social Work, Massachusetts General Hospital, Boston, MA*  
Please see page 3 for session description.

## AWARDS CEREMONY:

Following Evelyn Bonander’s keynote address, Rose Popovich, MSW, LCSW, Chair of the 2005 Awards Committee, will announce the recipients of this year’s awards including the Ida M. Cannon Award, the Hyman Weiner Award, the Eleanor Clark Award for Innovative Programs in Patient Care and the Health Care Social Work Leader of the Year Award.

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## 10:15 AM – 11:30 AM CONCURRENT WORKSHOPS – SESSION I

### W-1: Providing Care to the Caregivers *Valerie Harper*

With the rising costs of healthcare, decreased benefits from State and Local agencies, unreasonable HMO expectations and limits set upon levels of care from home health services, those who are immersed in the daily applications of direct care giving are facing a myriad of problems, frustrations and insecurities. Care providers need assistance in coping with these complexities.

#### OBJECTIVES

Participants will be able to:

- Learn what stressors provoke frustration, depression and potential abuse towards those who require care giving in various situations by the care provider.
- Learn how to advocate for the needs of both the caregiver and those who require the care.
- Utilize psychoeducation to promote healthy care-giving practices.
- Visit alternative possibilities in relationship to Long Term Care vs. In Home and/or Day Care.

This workshop will provide a complete packet for each person to have and use in their own practices. Ideal for Family Groups in Nursing Homes and Community Education.

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### W-2: Funding Innovations in Social Work *W. June Simmons*

Strategies for making social work leaders’ dreams of innovation become reality include identifying funding strategies, internal or external, public or private.

This workshop will prepare participants to select an innovation. Determining the stage of development of the innovation, the scale of the project to propose and what to

focus on for given funders are strategic steps that will be discussed. The workshop also will identify key design elements for winning proposals and how to cast concepts for success. Examples from practice and from participants will help operationalize for action.

#### OBJECTIVES

Participants will be able to:

- Identify kinds of innovations that can be funded.
- Research and select potential funding sources for given projects.
- Strategically position requests for successful pursuit of internal or external funds.
- Understand where to find resources for grant writing and evaluation.

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### W-3: Developing a Hospital Based Sexual Assault Response Service *Susan Kheder*

This workshop will guide managers in the development of a hospital-based sexual assault nurse examiner service. Highlights include defining best practice standards, emergency department practice changes, community agency collaboration, budget development and grant funding, legal implications, victim advocacy, revenue generation and billing issues, documentation, confidentiality, and data collection.

#### OBJECTIVES

Participants will be able to:

- Identify the critical elements necessary for a hospital-based coordinated response to sexual assaults.
- Differentiate between internal nursing and social work roles and those of external agencies.
- Discuss elements in a start-up and sustaining budget including costs, charges, and billing issues.
- Analyze potential barriers and strategies for success, including physician, billing and regulatory issues.

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### W-4: Social Work Leadership in Establishing Professional Boundary Guidelines in Pediatric Settings *Mark Mendelow, Deborah King*

Professional boundaries are an essential aspect of ethical social work practice. Unfortunately, many of our colleagues in health care do not receive adequate training in this concept. This can lead to problematic situations with patients ranging from general complaints to allegations of abuse by a staff person. Participants will learn how to lead their organization in establishing policies that guide staff toward professional relationships.

#### OBJECTIVES

Participants will be able to:

- Understand the concept of clinical boundaries and the relevancy of this concept for all staff in any healthcare setting.
- Identify the relationship of professional boundaries to providing excellent care to patients; issues related to, risk management, ethics, patient safety, and staff self-care will be addressed.
- Obtain tools and concepts pertinent to the development and implementation of a boundaries policy in a healthcare environment.
- See how Social Work can take a leadership role in helping their organization develop and implement a policy re: professional boundaries.

**W-5: Part I of II – Internet Academy 2005: Have 100 Years Prepared Us for This?**

*Susan Mankita, David Keene, Jerry Satterwhite*

This session will provide health care social workers with an up-to-the-minute overview of the state of social work on the Internet. Tips and tricks for searching and utilizing the world wide web will be woven into a serious look at the state of online discharge planning, online therapy and online communities for social workers (such as SSWLHC's web page).

**OBJECTIVES**

Participants will be able to

- Explore current state (2005) of Social Work Online.
- Develop skills to effectively use the Internet.
- Learn how to connect with colleagues & strengthen organizations online.
- Identify d/c/p activities online.
- Compare online treatment to traditional face-to-face work.
- Explore newest theories of computer-mediated communication.
- Evaluate ethical, regulatory, legal concerns & competencies.
- Learn search engine and web page building tips and tricks.

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**11:30 AM -1:00 PM      BOXED LUNCHEON  
WITH THE EXHIBITORS**

Join your region for lunch. Tables will be set in the exhibit hall so that you can network with colleagues from your geographic region.

**11:45 AM – 1:00 PM      SPECIAL WORKSHOP**

**W-5 Part II – Internet Academy 2005: Have 100 Years Prepared Us for This?"** See above for complete session description.

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

**W-6: Rural Hospitals: Meeting the Social Work Needs**

*Tressa Arnold*

This workshop is intended for small hospital and critical access hospital social workers. The session will describe how social work needs can be met for small hospitals with limited staff and limited resources. Various roles social workers encounter and balancing the needs of all units, from Home Health to Med/Surg to Extended Care units.

**OBJECTIVES**

Participants will be able to:

- Identify social work roles in rural hospitals.
- Discuss establishing boundaries and setting priorities.
- Analyze how to prove the social work need.
- Identify the process for effective rural hospital social work.

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**W-7: Real Tools for Geriatric Assessment**

*Anita Clos, Debra Longo*

This workshop is intended for social work professionals working with aging adults. The session will include an overview of specific tests for cognitive and mood status evaluation. How these tests contribute significantly to a comprehensive interdisciplinary assessment and on-going evaluation will also be explored. The session will explore effective testing procedures through an actual demonstra-

tion of the Mini-Mental Status Exam. How to administer and maintain test validity and reliability for effective interpretation will be discussed.

**OBJECTIVES**

Participants will be able to:

- Administer screening tools for cognitive assessment of aging adults.
- Consider and discuss possible tests for objectively assessing cognition and mood status.
- Understand the importance of test-administration techniques and how these affect outcome and interpretation of results, as well as diagnoses.
- Build additional and valuable skills for interdisciplinary assessment in a variety of geriatric health care settings.

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**W-8: When Disaster Strikes: How Two Health Care Social Workers Responded to the Illinois Tornado Disaster**

*Dawn Moutray, Nancy Tuftie*

This session will vividly describe the Illinois Tornado Disaster using Power Point, visual effects and sound effects. The presenters worked first hand in the hospital and at the site and will discuss their experiences with the victims, healthcare and community organizations, and the media. There will be discussions and suggestions for Healthcare Organizations Disaster policies. Issues with HIPAA, confidentiality, and turf problems will be addressed. The main focus will be how to meet the needs of the victims and how to improve response to the disaster. The presenters will share critiques (hospital, EMS, Law Enforcement, Red Cross) of the disaster response, recommendations for preparation, and self-care suggestions. The intended audience is all social workers who may respond to a disaster in their community or healthcare organization.

**OBJECTIVES**

Participants will be able to:

- Identify special needs of disaster victims.
- Learn to collaborate with the local, state, and national disaster organizations and the media.
- Learn to improve social work response to a Code D (Disaster) within a health care organization.
- Develop important self-care techniques for social workers and other staff/volunteers.

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**W-9: The Moving Ahead Positively Project: Adaptation of an Empirically Based Substance Abuse Treatment Model to a Rural HIV-Positive Population**

*D. Scott Batey, Cathy Simpson*

This session will describe program implementation strategies, evaluation, and outcomes for an empirically-based substance abuse treatment model for HIV-positive persons. Clinical strategies and special challenges of implementing this model in an underserved area with a population with chronic health issues will be highlighted. This session is intended for social work practitioners.

**OBJECTIVES**

Participants will be able to:

- Discuss clinical strategies involved in applications of substance abuse treatment with HIV-positive persons.
- Describe appropriate strategies for adaptation of empirically based models to rural contexts.

- Discuss strategies to improve recruitment and retention.
- Utilize different methods for evaluating and following program outcomes/successes.

#### W-10: Social Worker as Educator in Health Care

*Kay Davidson*

This interactive workshop will identify the wide range of teaching opportunities for social workers in health care. Educational roles that enhance collaborative practice with patients and families and interdisciplinary teamwork will be reviewed. Various methods for strengthening informal and formal teaching of social work content will be discussed and developed.

##### OBJECTIVES

Participants will be able to:

- Identify multiple educational opportunities in their social work practice environments.
- Extend their knowledge of adult learning and appropriate teaching methods.
- Apply content discussed and illustrated in the workshop to their work settings.

2:15 PM -2:30 PM      TRANSITION BREAK

2:30 PM – 3:45 PM      CONCURRENT WORKSHOPS –  
SESSION 3

#### W-11: Inpatient End-Of-Life Model: A Natural for Social Work

*Mary Ann Soerries, Bill Gross*

The presenters will describe to hospital social work directors an easily replicable, innovative, in-patient end-of-life model. With only one additional FTE, this model has proven outstanding positive outcomes and cost savings of over \$1 million. Process, roles, and data, including pre/post unit and financial data, will be discussed.

##### OBJECTIVES

Participants will be able to:

- Learn how a social work director led the development of an inpatient end-of-life model with only one additional FTE—an MSW palliative care coordinator.
- Describe one segmental approach to building the palliative care continuum.
- Understand the collaborative roles of the social work palliative care coordinator and the chaplain.
- Learn how these roles impact interdisciplinary collaboration.
- Learn how to collect, demonstrate and utilize customer satisfaction and financial data to justify or sustain a palliative care program.

#### W-12: The Electronic Medical Record: Challenges and Opportunities for Social Work Practice

*Thomas Tynan, Suzan Eckstein*

The workshop will focus on the design and implementation, including the cost and process for education of physicians and staff, of a truly integrated electronic patient medical record and its effect on social work practice, patient rights, including access to information. We will focus on the importance of being involved in product selection and the challenges of defining the social work workflow in the context of an electronic medical record. Opportunities to

enhance patient care and improve the quality of services to patients and families while creating greater efficiencies of service via the electronic record will be presented.

Compliance with JCAHO and HIPAA standards related to computer documentation will be highlighted.

##### OBJECTIVES

Participants will be able to:

- Effectively prepare for successful social work integration into an integrated patient electronic medical record.
- Through a pre-conference survey, learn the existing and future plans for the use of the electronic media for social work clinical records at health care organizations across the country.
- Learn ways of impacting the design of the electronic medical record, including advocating for the documentation needs of social work.
- Learn effective ways for supporting staff through the education and implementation process.

#### W-13: Traumatic Brain Injury Survival Guide

*Jeanne O'Connor*

The target audience for this session includes trauma social workers, rehabilitation social workers, home health and outpatient social workers. This workshop is a “how-to” session presenting effective methods for engaging and educating caregivers of those who have sustained a Brain Injury. The presentation will include effective bio-psycho-social discharge planning ideas based on multi-disciplinary team recommendations. Participants will be educated about long-term pitfalls: behavior, substance abuse, employment, relationship issues.

##### OBJECTIVES

Participants will be able to:

- Understand the basics of brain injury recovery.
- Develop a caregiver manual.
- Structure a caregiver support group.
- Learn advocacy skills and resource development.

#### W-14: Improving Outcomes Through a Prenatal Incentive Program

*Deborah Chesky*

Intended for health care professionals working with a “high-risk” obstetrical population to increase compliance with the medical regimen, decrease infant prematurity and decrease the incidence of child protective reports. Award-winning case management, educational and incentive-based program including free childbirth preparation and infant care classes, smoking cessation and nutritional assessment/intervention.

##### OBJECTIVES

Participants will be able to:

- Identify obstetrical patients “high-risk” for giving birth to a pre-term infant or being reported to the child protective system.
- Establish a pre-natal incentive program for this patient population.
- Replicate this program in another facility.
- Discuss ways to develop community and provider partnerships to increase program success.

W-15: Hospital Based Professional Practicum Training for MSW Students: A Comparison of a Traditional Training Program with an Intensive Health and Mental Health Cross-Training Program  
*Daniel Fischer, Kathleen Wade*

The field instruction process for MSW students trained in hospital settings has traditionally focused on individual field instruction and weekly educational seminars. This presentation will describe the restructuring of an eleven-month professional practicum internship for both health and mental health concentration in a major medical center. Evaluations showed statistically significant differences favoring the intensive cross training program, as opposed to the traditional program on several student rated measures.

#### OBJECTIVES

Participants will be able to:

- Translate this information into their own fieldwork settings.
- Discuss the differences between traditional training methods and intensive, cross training methods for training MSW students.
- Use different training methods to integrate medical and psychiatric social work.

3:45 PM – 4:15 PM BEVERAGE BREAK

4:00 PM – 6:00 PM TOUR OF TEXAS CHILDREN'S HOSPITAL

A tour of Texas Children's Hospital will be conducted during the networking time. Attendees with a pediatric focus who are interested in participating in the tour should plan to meet in the Hyatt Regency Hotel lobby promptly at 4:00 PM. If you plan to attend the tour, please pre-register on page 23. There is no cost for attending the tour but there will be a fee for Metro transportation to and from the hospital.

4:15 PM – 5:30 PM NETWORKING SESSIONS – PRACTICE SETTINGS

These informal and interactive networking sessions will be focused on practice settings. A meeting room and facilitator will be dedicated to each of the following practice settings.

N-1: Academic/Large Organizations

N-2: Pediatric Facilities

N-3: Psychiatric Facilities

N-4: Long Term Care/LTAC

N-5: Home Health Care/Hospice

6:00 PM – 8:00 PM RECEPTION TO HONOR PAST PRESIDENTS

Join Polly Jones, President, for an evening of great food and dancing as she hosts a reception to honor all the past presidents of the society to celebrate SSWLHC's 40th Anniversary! Not only is this a celebration you don't want to miss, it is also an ideal opportunity to network with your colleagues.

## Friday, April 15, 2005

7:00 AM – 6:00 PM REGISTRATION

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

8:00 AM – 9:15 AM CONCURRENT WORKSHOPS – SESSION 4

W-16: CARING FOR OLDER ADULTS WITH VIOLENT BEHAVIOR  
*Roger Lamontagne*

This workshop is for clinical managers with staff who are at risk of experiencing threatening or violent behavior from adult clients. Examining empirically based factors of violence risk, this workshop will address care principles and treatment strategies to minimize the risk of harm in the context of the therapeutic relationship

#### OBJECTIVES

Participants will be able to:

- Identify contributing factors impacting risk of violence in the clinical setting.
- Identify problem categories that cause agitation in older adults with dementia.
- Increase understanding of the clinician's impact on patient behavior.
- Identify care principles and strategies to minimize potential for patient aggression.

W-17: 100 Years of Medical Social Work: Our Role in an Integrated Model of Case Management

*Beth Petrucce*

The St. Vincent Hospital Medical Social Services Department has undergone restructuring/redesigning of their work for the third time in 8 years. The current structure is one of an Integrated Case Management Model utilizing the social workers' skills in conjunction with those of the UR and Case Management nurses. This workshop is designed for health care social workers and staff interested in redesigning or adjusting their current Case Management models to include social workers as core team members. Through the use of detailed "trigger lists" and "flowcharts", core concepts to an integrated case management model will be described and data shared on the successes and opportunities in this model.

#### OBJECTIVES

Participants will be able to:

- Examine two different models of case management within an organization.
- Describe the core functions of the medical social worker in a restructured/redesigned case management model.
- Quantify the medical social workers impact on the case management model.
- Describe new opportunities for medical social workers in a restructured Medical Social Services Department enhancing Patient Outcomes and LOS.

W-18: Developing Highly Effective Teams

*Frances Smolak*

The purpose of this workshop is to assist Managers in moving their teams toward a productive work model and beyond that of Social Workers and Discharge Planners.

The goal of this workshop is to gain insight as to the present operation of your own department, your role in relationship to your team, and what strategies you can use to enhance the performance of your team.

## OBJECTIVES

Participants will be able to:

- Identify the 10 characteristics of high performing teams.
- Move from a manager's mindset to a leadership role.
- Identify when you need to coach, counsel or mentor your team.
- Prevent team problems before they happen.

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### W-19: Motivational Interviewing in Health Care Settings: Enhancing Clinical Skills to Facilitate Changes in Clients' Behaviors

*Carlean Gilbert*

Motivational Interviewing (MI) is increasingly used to address medical noncompliance, diabetes control, HIV-Risk behaviors, obesity, and other health conditions, to promote healthy behaviors, and to prevent chronic disease.

Participants will learn to assess clients' readiness for change, choose appropriate levels of reflective responses, elicit change talk, and negotiate resistances.

## OBJECTIVES

Participants will be able to:

- Review quickly the transtheoretical foundation of Motivational Interviewing (MI).
- Apply essential principles of MI to case conceptualizations.
- Develop skills in reflective listening and change talk.
- Negotiate clients' resistance to change.

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### W-20: Tucked in My Heart: The Role of Social Work in Pediatric Palliative and End of Life Care

*Barbara Jones*

Pediatric social workers are frequently called upon to assist with end-of-life care and yet, they receive little formal training in their graduate education. Most of the models used for end-of-life care are designed for work with the adult population and have little application to pediatrics.

This research presentation will identify the social work perception of the psychosocial needs of dying children and their families and discuss the role of social work in meeting those needs. Drawing on the practice knowledge of pediatric oncology social workers currently providing end-of-life care to children and families, this study used quantitative and qualitative methods to identify current practices employed by and the training given to social workers with respect to end-of-life care for children with cancer. The results add to the relatively small knowledge base about the essential elements needed to assist families facing the death of a child. This research highlights the role of social work in pediatric palliative care and offers an empirically based training program to enhance the effectiveness and confidence of social workers who are engaged in end-of-life care for children.

## OBJECTIVES

Participants will be able to:

- Identify the psychosocial needs of children, adolescents and families at the end-of-life.
- Discuss the role of social work in pediatric palliative and end-of-life care.
- Discuss the current practice and best practices of pediatric end-of-life care.
- Identify future training and research needs for pediatric palliative care.

9:15 AM – 10:45 AM COFFEE BREAK WITH THE EXHIBITORS AND RAFFLE FOR 2006 CONFERENCE GIVEAWAY

11:00 AM – 12:15 PM CONCURRENT WORKSHOPS – SESSION 5

### W-21: Outpatient Clinics: Innovative Approaches

*Christina Tikkanen, Elise Bruderly*

Intended for medical social work clinicians and administrators, the presentation illustrates development of effective, "up stream" medical social work services in outpatient clinics. Highlights include: partnerships with stakeholders use of Return on Investment tool, data collection, and innovative approaches to large caseload.

## OBJECTIVES

Participants will be able to:

- Recognize and identify key stakeholders in program development and funding.
- Develop an internal marketing plan for new programs.
- Identify key data that provides initial and ongoing support for programs.
- Think creatively about staff collaboration/innovation to meet program goals and maximize resources

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### W-22: Transitioning From Clinician to Supervisor: What Was I Thinking?

*Kathleen Wade, Sandra Iaderosa*

Social workers often get promoted into supervisory roles without the appropriate skills, training and experience necessary for them to be successful. This workshop will share practical strategies and training tools for managers to help prepare social workers moving up in the organization. The presenters, an administrator and clinician promoted to management, will provide "real life" examples of what contributes to making a successful transition, as well as the pitfalls to avoid.

## OBJECTIVES

Participants will be able to:

- Understand strategies on how to navigate the transition from front line staff to management.
- Identify the rewards and challenges of becoming a manager.
- Identify staff that may be ready to move up and help them make a successful transition.

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### W-23: Women & Healthcare Utilization: Why Shame is Often a Barrier

*Brené Brown*

An increasing number of researchers and practitioners believe shame plays a central role in a wide range of mental and public health issues including self-esteem/concept issues, depression, addiction, eating disorders, bullying, and family violence. Once largely misunderstood and discounted by social scientists, some researchers now use terms like "the master emotion" and "a dangerous sleeper disease" to describe shame.

This workshop is designed for helping professionals who work with women in a variety of contexts, including individual psychotherapy, group work, psycho-educational work, health promotion, risk prevention, and medical settings. Because shame presents across so many areas and in

multiple settings, the workshop is appropriate for practitioners at all levels of experience.

#### OBJECTIVES

Participants will be able to:

- Define shame and recognize the differences between shame, guilt, and embarrassment.
- Demonstrate an increased understanding of how shame works and why shame is so difficult to discuss, understand, and overcome.
- Demonstrate an increased understanding of how women experience shame and what information, skills, and knowledge are needed to develop resiliency to shame.
- Demonstrate an increased understanding of why women often experience shame as a barrier to healthcare utilization.

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**W-24: The Organ Donation Collaborative Project: Enhancing End-of-Life Care and Increasing Consents for Organ Donation**  
*William Kirkpatrick*

A collaborative project between a hospital social work department and a regional organ procurement organization demonstrates a statistically significant difference in terms of consent rates for donation when a protocol for enhancing end-of-life care is utilized. The enhancements and clinical outcomes as well as the central role that social work plays will be highlighted.

#### OBJECTIVES

Participants will be able to:

- Learn about the specific elements of the collaboration between the hospital and the OPO, and appreciate the social work role.
- Review and discuss the components of a clinical pathway and how clinical social workers function as “first responders” for the Family Support Team.
- See the specific outcomes of the project and understand the relationship between the use of the clinical protocol and the statistically significant increase in consent rates.

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**W-25: “Family Care: We Care Because You’re Family”:** Responding to the Needs of Families with Loved Ones in Critical Care Units  
*Donna Robillard, Jane Dowling*

The workshop will cover the basic steps in planning, implementing, and evaluating the Critical Care Family Assistance Program™, a model with the potential to significantly alter the critical care environment for patients who are hospitalized in an ICU and for their families. The intended audience is social workers working as members of critical care teams.

#### OBJECTIVES

Participants will be able to:

- Identify key elements in the development of a critical care family assistance program.
- Assess family needs in critical care environments.
- Describe a strategy for better preparing a multidisciplinary team to respond to the needs of the families of patients in critical care units.
- Identify formats for providing information and financial resources to families with loved ones in critical care units.

12:30 PM -1:30 PM

#### POLITICAL ACTION COMMITTEE LUNCHEON

(A donation is required to attend.)

Stay tuned to [www.sswlhc.org](http://www.sswlhc.org) to register to attend.

1:45 PM – 3:00 PM

#### ANNUAL BUSINESS MEETING

Don’t miss the annual business meeting of the Society. The SSWLHC Board of Directors will present an update on the society’s activities, future endeavors, fiscal health, policy and bylaws. A great way for new members to learn more about the society.

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3:15 PM – 4:30 PM

#### CONCURRENT WORKSHOPS – SESSION 6

**W-26: The Impact of Ethical Stress on Social Workers in Health Care**  
*Adrienne Farrar, Patricia O’Donnell*

Social workers are drawn to health care practice to actualize social work values of care and service to patients and their families. This workshop will report results of a study evaluating the impact of ethical stress on the social worker’s professional satisfaction. Sources of ethical stress at the micro and macro levels and recommendations for resolution will be presented.

#### OBJECTIVES

Participants will be able to:

- Define ethical stress.
- Identify the impact of ethical stress on the social worker’s professional satisfaction and commitment to the field.
- Apply a variety of solutions to reduce the negative impact of the experience of ethical stress in social work practice in health care settings.

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**W-27: The “Unholy Alliance”:** Social Work Educators and the Professional Practice Community

*Charles L. Robbins, Candyce S. Berger*

Unlike other health care professions in which University educators are held in high esteem and practitioners are well respected — the authors believe that in social work there is mutual contempt between educators and practitioners. We have all heard practitioners discount faculty as “not knowing what really goes on” and faculty reveal to students, “how things should be done.” We believe this is detrimental to the profession as a whole.

#### OBJECTIVES

Participants will be able to:

- Understand how educators and practitioners view each other.
- Understand how damaging this situation is to our profession.
- Gain insight into how to reverse this pattern.

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**W-28: Leadership in Social Work: Bridging the Gaps and Creating Opportunities**

*Sona Euster, Judith Trachtenberg*

Leadership must be evident at all levels of health care social work demonstrated by practitioners working in a self-directed manner, with a clear sense of self, and involving distinctive approaches to clients and systems. This

workshop will explore why social workers do not always feel secure, or able to express their thinking, as leaders. It will discuss avenues for change and ways to empower line staff to reach practice excellence.

#### OBJECTIVES

Participants will be able to:

- Define and discuss leadership in the 21st Century.
- Analyze generational, cultural, and other differences in workers as they pertain to interest in and willingness to embrace leadership roles.
- Discuss current leaders' willingness and/or ambivalence to share governance.
- Develop strategies that enable staff to take on leadership roles.

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#### W-29: Innovations in Physician Education: A Social Worker Learns From Teaching

*Richard Woodrow*

Whirlwind changes bring new opportunities for social work leaders to enrich traditional collaboration with physicians. This workshop illustrates how formal and informal physician education can significantly influence delivery of care and medical education. The presenter draws upon his experiences as a social worker practicing in organizational development, particularly creation of two recent programs: leadership development for 28 physician leaders and faculty development for teachers of medical students in small groups. The workshop will (1) describe and analyze how we identified and assessed felt need; positioned for success; engaged physicians; designed, implemented, and evaluated programs; leveraged influence as educator and leader; (2) illuminate what we learned about physician culture, social workers as collaborators; and (3) engage workshop participants to draw practice implications. Participants will test their assumptions about physicians and collaboration, identify challenges in their settings, and develop educational strategies for partnering with physicians to enhance their practice of medicine in new organizational contexts.

#### OBJECTIVES

Participants will be able to:

- Identify and analyze how changes in their own organizations create new opportunities and demands for leadership initiatives with physicians.
- Make explicit and test out their assumptions about physicians and social workers in organizational contexts.
- Generalize practice principles and develop strategies to enhance their leadership through innovative program planning.
- Transfer social work skills and knowledge from organizational development to interactions with the physician as "client" and partner.

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#### W-30: Practice Imperatives for the New Century

*Susan Saunders*

This workshop is designed for social work administrators and staff interested in the on-going enrichment of social work practice in diverse health care settings. Workshop content focuses on: critical issues in contemporary health care delivery; core requirements and objectives of health delivery providers; unique social work contributions to

provider viability, efficiency, service quality, patient safety, and customer satisfaction; and broader social and political ends that can be served through the delivery of targeted social work services within host provider settings.

#### OBJECTIVES

Participants will be able to

- Share a renewed awareness of key obstacles to delivery of safe, affordable care.
- Have an enhanced capacity to articulate the ways in which social work practice is essential to provider viability and success.
- Strategically target social work practice to meet priority institutional objectives and patient care needs.
- Feel a renewed commitment to the social justice roots of the profession.

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4:30 PM – 4:45 PM

TRANSITION BREAK

4:45 PM – 6:00 PM

CONCURRENT WORKSHOPS –  
SESSION 7

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#### W-31: Think Globally, Act Locally: How to Create a Collaborative Forum to Effect Change in Your Community

*Susan Alger, Diane Hazen*

Get back to social work at the grass roots level and learn to bring diverse groups together for the common goal of creating meaningful interventions in your community. Participants will learn how to develop a "community treatment plan" to address the unique needs specific to their regions. Become part of the solution!

#### OBJECTIVES

Participants will be able to:

- Clarify their agencies' priority issues and identify how they are impacted elsewhere in the community.
- Identify community stakeholders.
- Create a forum.
- Develop a "community treatment plan."
- Measure their success.

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#### W-32: Tools for Conducting Suicide Risk Assessments in Geriatric Cancer Patients

*Ola Labisi*

This workshop is designed for an interprofessional audience of nurses, social workers, and health care professionals. The core content areas to be addressed include:

- Depression and Cancer Patients
- The Role of Depression in Suicidality
- Suicide Risk Assessment
- Rating a Patient's Level of Risk for Suicide
- Management of Patients at Risk.

#### OBJECTIVES

Participants will be able to:

- Identify the masked signs of depression in elderly cancer patients.
- Learn the risk factors associated with symptoms of suicidality in geriatric patients.
- Gain the skills for conducting a systematic suicide risk assessment.
- Develop strategies for patient management and timely interventions.

**W-33: "Making Our Voices Count": Experience of the Cibecue Community**

*Bettina Begay, Bill Peters*

Shrinking resources necessitates social agencies partner with their limited resources to continue rural community services. Our reservation has limited resources: employment, education and residents stretching their public assistance to survive.

Three powerful resources: Cibecue Health Center, National Relief Charities and community volunteers came together for the people.

**OBJECTIVES**

Participants will be able to:

- Discuss available partnering resources for communities.
- Participants will be able to analyze successful program models.
- Participants will be able to discuss objectives for implementing in their communities.

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**W-34: Facilitating Medical Decision Making By/For People with Limited Decisional Capacity: The Social Work Role**

*Judith Levy, Lynda Mulhauser*

Informed consent is the gateway to health care. Social workers can play an essential role in the process of obtaining informed consent from or for people with compromised decision-making capacity in today's fast paced health care system. This workshop will benefit social workers providing health and mental health care in both inpatient and outpatient settings.

**OBJECTIVES**

Participants will be able to:

- Discuss ethical foundations for facilitating informed consent.
- Gather information about the most common forms of substitute decision-making and when to consider them.
- Explore suggestions for how social workers can be instrumental in the process with patients, health care providers and family members.

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**W-35: The ACCESS Class: An Innovative Group Approach for Adolescent Survivors of Sexual Assault**

*Lisa Morad-McCoy, Renee Ornelas*

This session will focus on The Adolescent Continuity Clinic for Education on Self Safety Class or "The ACCESS Class." The ACCESS class is for female survivors of sexual assault between the ages of 13 and 17. The class was created by staff at Para Los Ninos, the pediatric sexual abuse team at the University of New Mexico in Albuquerque. This class is the only one of its kind in the state.

Para Los Ninos has served children and adolescents who have been sexually abused and/or sexually assaulted for over ten years and is one of the only programs in New Mexico that provides free confidential medical care for this population. Young women come to Para Los Ninos for their follow-up appointments after the assault. At this point they are given the opportunity to attend the ACCESS class facilitated by a social worker. The session will address the issues faced by these adolescent survivors; class topics; problems encountered by staff; and the role of parents.

**OBJECTIVES:**

Participants will be able to:

- Understand vulnerabilities of adolescent female survivors and why this class is needed.
- Know how to structure the ACCESS class.
- Analyze important issues to consider when creating a curriculum for a class like this.
- Facilitate the class: "What has worked and what hasn't."

## Saturday, April 16, 2005

**7:00 AM – 2:00 PM      REGISTRATION**

**7:00 AM – 8:00 AM      CONTINENTAL BREAKFAST & NETWORKING SESSION**

Networking tables will be arranged at the continental breakfast according to the following subject areas: End of Life/Oncology, Domestic Violence, Emergency Room, JCAHO, Prescription Benefit, Competency, Changing Careers. Grab some breakfast and join the table of your choice for the opportunity to network with colleagues to share experiences and get re-energized in your field of interest.

**8:15 AM – 9:30 AM      CONCURRENT WORKSHOPS – SESSION 8**

**W-36: The Latino Health Project: An Innovative Approach to Providing Care for a New Population**

*Muki Fairchild, Rebecca Reyes*

This workshop is intended for social work leaders who are working in areas where there is a new immigrant population. We will present our experience at Duke University Hospital in Durham, NC, an area that has historically only had Caucasian and African American patient populations, but which has experienced a 730% increase over the last 10 years with a newly arrived Latino population. The Latino Health Project, with only one dedicated MSW, was created in 2001 to address the many complex issues that arose in caring for this new group. The focus of the workshop will be on presenting one model of integrating a non-English speaking population into an English speaking health care organization. Core content areas that will be discussed include: rationale for creating a centralized office dedicated to one ethnic group; goals and objectives for the project; strategies for increasing and integrating diversity in the organization; and examples of the project's impact on the institution.

**OBJECTIVES**

Participants will be able to:

- Identify the main components of Title VI legislation and analyze their applicability to your healthcare setting.
- Discuss possible goals and objectives of a centralized program for a non-English speaking patient population.
- Identify three strategies for integrating a non-English speaking patient population into a healthcare organization.

### W-37: Resiliency: A Key to Leadership Success

*Candyce S. Berger, Charles L. Robbins*

Resiliency is a key factor to success in health care settings. Rather than merely an inherent trait, resiliency is a learnable skill. This workshop is for leaders who want to increase their resiliency. It will examine the theory of resiliency and explore skills and techniques associated with resilient leadership.

#### OBJECTIVES

Participants will be able to:

- Define resiliency and examine its relevance to leadership
- Identify characteristics and traits of resilient leaders.
- Explore the relationship between leadership resiliency and effective management of change.

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### W-38: Care Coordination: Social Work and Home Teletechnology

*Christy Tubbs*

The audience for this workshop includes social workers interested in teletechnology in the home. The Veterans Affairs VISN 2 applied for a grant and received 1000 units of Home Teletechnology of which 268 units were assigned to Syracuse VAMC. The units were High Tech (Aviva), Video Telephone and Health Buddies. 90% of the units were the low tech Health Buddies. Providers and a RN Program manager handled the high tech units.

Distribution problems of the Health Buddy units lead to the introduction of social work in case funding, provider coordination, placement and follow up. Instruction was by the RN Program Coordinator and social workers were used as extenders to facilitate distribution. Initially social work involvement began with the outpatient social workers, then inpatient medical/surgical/rehab social worker were added and lastly geriatric social workers in the Transition Care Unit were added. Future areas for social work involvement will be End of Life Care Module and PTSD module.

#### OBJECTIVES

Participants will be able to:

- Analyze Home Teletechnology Program Growth.
- Learn about current use of social workers in Home Teletechnology.
- Understand training of social workers and limits/barriers to overcome the use of social workers in Home Teletechnology.
- Identify future areas for use of social workers in Home Teletechnology (Hospice patients/PTSD patients).

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### W-39: Change in Behavioral Health: The Quest for Useful Outcomes

*Marcia Holman*

This workshop will address how organizations are emphasizing performance improvement strategies around clinical interventions and outcomes. The controversy surrounding evidence-based practice has not decreased external driving forces that continue to expect organizations to substantiate clinical interventions and quantify outcomes. This workshop will focus on how to utilize several “best practices” to enhance organizational performance

#### OBJECTIVES

Participants will be able to

- Identify the underlying issues and controversies involved in evidence-based practices.
- Use professional criteria, differentiate evidence based and “best” practices (i.e., Functional Family Therapy, Medication Guidelines, DBT)
- Develop a plan to initiate one performance improvement project using a “best” practice

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### W-40: The Perception of Change and Changing Perception

*Jean Osbrach, Elizabeth McKenzie*

Departmental change is a difficult transition. Everyone has a certain perception of change and what that change will mean to him or her personally. These perceptions are based on many things such as anxiety, fear, past experience, and the unknown. In order for any new initiative to move forward, beliefs and attitudes must pivot. Using a Social Worker/ Case Manager model, we will demonstrate how to integrate the changing roles of the Social Worker and Case Manager in the hospital setting, while maintaining the integrity of the fundamental clinical skills of both. Learn how to move your staff forward by helping them to understand their perception of change, and then use their newfound self-discovery to change their perception and move forward.

#### OBJECTIVES

Participants will be able to:

- Learn how your perceptions have resisted change.
- Identify two methods to break barriers resistant to change.
- Building trust between disciplines (Social Worker and Case Manager).
- Learn two methods of implementing change.

9:30 AM -10:30 AM COFFEE BREAK

10:00 AM – 11:15 AM CONCURRENT WORKSHOPS – SESSION 9

### W-41: Women and HIV

*Mary Knight*

This workshop is intended to enable healthcare professionals serving HIV positive women in providing state-of-the-art care to HIV infected women throughout their life span.

The discussion of an actual case study will show effective, coordinated social work interventions and will focus on a practical approach to the common problems encountered in this growing population.

#### OBJECTIVES

Participants will be able to:

- Evaluate and understand disease management of HIV positive women.
- Recognize gynecological aspects of HIV positive women.
- Identify medical challenges of HIV positive women.
- Discuss bio-psychological, ethical and legal aspects of HIV case management.

#### W-42: Uninsured Immigrants and Need for Treatment

*Linda Brandeis*

Harborview Medical Center in Seattle has been faced with patients who show up in the Emergency Room with acute renal failure that need treatment and are not eligible for funding except through Alien Emergency Medical funds. Dealing with the dilemma of acute medical care needs, the financial burden that places on the institution and the difficulty accessing funding for these undocumented or visiting individuals in light of the cutbacks in state and federal funding for medical care.

##### OBJECTIVES

Participants will be able to:

- Discuss how to examine your state's use of the Alien Emergency Medical program.
- Understand what type of services are provided in these situations and determine if they are cost effective.
- Examine the role of social work in these situations and being part of the solution team.

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#### W-43: Multiculturalism: Moving Your Organization from Politically Correct to Authentically Engaged

*Alice Kitchen*

Organizations naturally resist change. We live in an ever changing, multicultural environment. Planting seeds and developing strategies can enhance social work leadership role within the organization. Methods and tools can guide this process from the abstract goals to concrete realities. Incorporating interpreter services, governmental relations, and medical education can be interwoven in a plan to move your institution from politically correct to authentically engaged.

##### OBJECTIVES

Participants will be able to:

- Articulate four steps to incorporating change agent strategies in the institutional setting.
- Implement strategies within an organizational setting to influence a positive change towards cultural competence.
- Utilize tools shared to measure changes in social work and organization behaviors towards making institutions more customer friendly to the multicultural environment, especially the immigrant and minority community.

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#### W-44: Social Workers Leading the Way to a Paradigm Shift in Health Care: Finding Opportunities to Educate our Health Care Colleagues AND Raising the Profile of Social Work as a Major Player in this Shift

*Marilyn Gough*

This workshop will appeal to both hospital and community Social Workers. It will address the mounting evidence that has emerged in the literature over the past several decades on the influence of a person's psychological, emotional, spiritual, and social health on their physical health. It will also touch on the costs (individual and organizational) that are incurred when these aspects of health are ignored or marginalized in health care.

It is well known that scientific revolutions are denied and resisted for long periods of time, until the explosion of information finally creates a paradigm shift. Social Work is ideally positioned to take on a leadership and educative role in this inevitable shift toward a "person in environment" medical model. This workshop will look at ways Social Workers, whether at the front line or management positions, can educate health care teams on the importance and necessity of attending to the psychosocial/emotional/spiritual in the delivery of care.

##### OBJECTIVES

Participants will be able to:

- Synthesize and expand their knowledge regarding the influence of the psychosocial/emotional on health and the necessity in attending these aspects of a person when attempting to prevent or treat injury and illness.
- Discuss the opportunities that currently exist for Social Work as a discipline, and the particular aspects of our practice that position us well to excel at this point in history.
- Provide examples of successful initiatives by Social Workers in educating health care team members and organizations.
- Create ways of educating their team mates in their work setting, either formally or informally, and in so doing, improve the quality of care for patients and families and raise the profile of Medical Social Workers as major players in health care.

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#### W-45: Developing a Staff Recognition and Rewards Program

*Yvette Rolon, Sona Euster*

The current health care environment places enormous pressures on social workers which may contribute to decreased staff satisfaction, low morale, and poor retention. To promote staff satisfaction, a social work department began to develop a rewards and recognition program. This session will discuss the planning, development, implementation and evaluation of a comprehensive staff recognition and rewards program. The presenters will discuss strategies for implementation in departments of varying sizes. Participants will be able to replicate the components, which best match, the needs of their staff.

##### OBJECTIVES

Participants will be able to:

- Utilize a model for a staff recognition and rewards program.
- Describe the development and implementation of a multifaceted staff recognition and rewards program.
- Discuss strategies to include staff in the planning process.
- Offer generalizable concepts that may be replicated in various settings.

11:15 AM – 11:30 AM      TRANSITION BREAK

11:30 AM -1:00 PM      CLOSING PLENARY SESSION & BRUNCH

Survival of the Fittest: Demonstrating the Social Work Contribution in Health Care in the 21st Century

*James Zabora*

Please see page 3 for session description.

1:00 PM

CONFERENCE ADJOURNMENT

# Faculty

Leslie Adams, MSW, Consultant, Children's Hospital and Regional Medical Center, Seattle, WA

Susan Alger, MSW, LCSW, DTR, Manager, Care Management, McKenzie-Willamette Medical Center, Springfield, OR

Tressa Arnold, MSW, LISW, Supervisor Patient Services/Staff Development, Morrow County Hospital, Mount Gilead, OH

D. Scott Batey, MSW, PIP, LCSW, Substance Abuse Program Coordinator, Health Services Center, Inc., Anniston, AL

Bettina Begay, MSW, Acting Cibecue IHS Health Center Director, Indian Health Service, Cibecue, AZ

Candyce S. Berger, Ph.D., Associate Professor, Stony Brook University, School of Social Work, Stony Brook, NY

Evelyn Bonander, MSW, Former Executive Director of Social Services, Massachusetts General Hospital, Boston, MA

Linda Brandeis, ACSW, LICSW, Social Work Supervisor, Harborview Medical Center, Seattle, WA

Brené Brown, PhD, LMSW, Research Faculty, University of Houston, Graduate School of Social Work, Houston, TX

Elise Bruderly, MSW, Clinical Social Worker, UM Health System, Dept. of Social Work, Ann Arbor, MI

Heather Brungardt, LCSW, Outpatient Clinical Supervisor, The Children's Mercy Hospitals and Clinics, Kansas City, MO

Deborah Chesky, MSW, MBA, Manager, Social Work, Bellevue Woman's Health, Niskayuna, NY

Anita Clos, MA, MSW, ACSW, Geriatric Social Work Consultant, St. Joseph Mercy Senior Health Services, Ann Arbor, MI

Kay Davidson, DSW, Dean, University of Connecticut School of Social Work, West Hartford, CT

Jane Dowling, Ph.D., President and Senior Evaluator, Wellington Consulting Group, Ltd., Gold Canyon, AZ

Suzan Eckstein, MSW, LCSW, Manager, Medical Social Work, Evanston Northwestern Healthcare at Highland Park Hospital, Highland Park, IL

Sona Euster, MSSA, Director, Social Work, New York Presbyterian Hospital, New York, NY

Muki Fairchild, MSW, LCSW, Director, Department of Social Work and Latino Health Project, Duke University Hospital, Durham, NC

Adrienne Farrar, DSW, LCSW-C, LICSW, Chief, Social Work Department, NIH Clinical Center, Bethesda, MD

Daniel Fischer, MSW, Social Work Manager, University of Michigan School of Social Work, Ann Arbor, MI

Gail Gill, LCSW, Social Worker, Willamette, IL

Carlean Gilbert, DSW, LCSW, Assistant Professor, Loyola University-Chicago (Water Tower Campus), Chicago, IL

Marilyn Gough, BSW, MSW, Professional Practice Chief for Social Work, Peace Arch Hospital, White Rock, British Columbia, Canada

Bill Gross, LCSW, Palliative Care Coordinator, St. John's Regional Medical Center, Joplin, MO

Valerie Harper, MSW, Director of Social Services, Pompano Rehab & Nursing Center, Pompano Beach, FL

Diane Hazen, MSW, LCSW, Director, Medical Social Work, Sacred Heart Medical Center, Eugene, OR

Marcia Holman, CSW, ACSW, Vice President, Operations, Postgraduate Center for Mental Health, New York, NY

Sandra Iaderos, MSW, Social Work Manager, University of Michigan Health System, Ann Arbor, MI

Barbara Jones, PhD, LMSW, Assistant Professor, School of Social Work, University of Texas at Austin, Austin, TX

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

# SSWLHC 2005 Annual Meeting Registration Form

Please print legibly or type. Do not register more than one person attending sessions on this form. This form may be duplicated, or you may obtain additional forms from the SSWLHC National Office at (866)237-9542. Please mail form to: Society for Social Work Leadership in Health Care, 1211 Locust Street, Philadelphia, PA 19107, or fax to (215)545-8107.

## Registration Fee Schedule Payable in U.S. Dollars

CATEGORY	POSTMARKED BY MARCH 18, 2005	POSTMARKED AFTER MARCH 18, 2005
Member	<input type="radio"/> \$460	<input type="radio"/> \$560
Non-Member	<input type="radio"/> \$560	<input type="radio"/> \$685
Transitional/Unemployed	<input type="radio"/> \$260	<input type="radio"/> \$310
Retired Emeritus Member	<input type="radio"/> \$260	<input type="radio"/> \$310
One Day Only (4/14 or 4/15)	<input type="radio"/> \$190	<input type="radio"/> \$210
One Day Only (4/16)	<input type="radio"/> \$ 95	<input type="radio"/> \$115

Non-Member registration fee includes a one-year regular membership in SSWLHC at no extra charge.

### Yes, I want to be a Presider

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

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

TITLE \_\_\_\_\_

INSTITUTIONAL AFFILIATION \_\_\_\_\_

WORK ADDRESS OR  HOME ADDRESS (List only preferred mailing address)

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GUEST NAME BADGE #1: \_\_\_\_\_

GUEST NAME BADGE #2: \_\_\_\_\_

Phone: (866)237-9542 Fax: (215)545-8107

E-Mail: info@sswlhc.org

Or mail this form with correct tuition fee to:  
SSWLHC, 1211 Locust Street, Philadelphia, PA 19107

## Method of Payment

Please enclose payment with your registration and return it to the conference registrar at the above address, or fax your credit card payment to (215)545-8107.

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

### Wednesday, April 13th:

5:15 PM -6:15 PM  First Time Attendee Orientation

### Thursday, April 14th:

10:15 AM -11:30 AM  W-1  W-2  W-3  W-4  W-5

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

2:30 PM - 3:45 PM  W-11  W-12  W-13  W-14  W-15

4:00 PM -6:00 PM  Tour of Texas Children's Hospital

4:15 PM - 5:30 PM  N-1  N-2  N-3  N-4  N-5

### Friday, April 15th:

8:00 AM - 9:15 AM  W-16  W-17  W-18  W-19  W-20

11:00 AM - 12:15 PM  W-21  W-22  W-23  W-24  W-25

1:45 PM - 3:00 PM  Annual Business Meeting

3:15 PM - 4:30 PM  W-26  W-27  W-28  W-29  W-30

4:45 PM - 6:00 PM  W-31  W-32  W-33  W-34  W-35

### Saturday, April 16th:

8:15 AM - 9:30 AM  W-36  W-37  W-38  W-39  W-40

10:00 AM - 11:15 AM  W-41  W-42  W-43  W-44  W-45

11:30 AM - 1:00 PM  Closing Plenary Session & Brunch

## \$125 PreConference Intensive Workshop

(check only one) \$ \_\_\_\_\_

I-1: Pediatric Intensive

I-2: Home Health Care Intensive

I-3: JCAHO Anonymous: The First Step is Admitting You Have a Survey

I-4: Social Work Leadership in Health Care Ethics: Challenges and Opportunities

I-5: Interpersonal Commitment, Ethics and Nobility in the Workplace

I-6: A Work in Progress: Developing a New Case Management Model

I-7: Meeting of the Association of Veterans Affairs Social Work Managers and other VA Attendees - No fee required

## Guest

Welcome Reception @ \$25 each \$ \_\_\_\_\_

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

## Membership Renewal

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

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

Associate Member @ \$150 each \$ \_\_\_\_\_

**Total Amount Due:** \$ \_\_\_\_\_