



**SSWLHC 51<sup>st</sup> Annual Meeting & Conference**  
***Social Work Innovations for Health Care in Changing Times***  
**October 26-29, 2016**  
**Hilton Orange County/Costa Mesa**  
**Costa Mesa, California**



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# Conference Learning Objectives

At the conclusion of 51st Annual Meeting & Conference, participants will have

- Learned a range of innovative social work practice concepts, techniques, and skills that can be applied in their organizations.
- Developed leadership skills for all levels of practitioners across the health care continuum in the areas of program development, managing change, conflict management, administration and executive leadership.
- Enhanced their understanding of emerging healthcare trends and their impact on policy and practice.
- Learned and compared “best practices” regarding clinical, managerial skills, and programming.



## 2016 CONFERENCE PROGRAM COMMITTEE

### **Stephen Collazo, MSSW, LCSW**

CONFERENCE CHAIR

ASSOCIATE RISK MANAGER

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Houston, TX*

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AMBULATORY CARE SOCIAL WORK & CASE MANAGEMENT

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COMMUNITY RESOURCE AND REFERRAL CENTER SOCIAL WORKER

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SENIOR VICE PRESIDENT PSYCHOSOCIAL SERVICES/COMMUNITY AFFAIRS

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MANAGER OF SOCIAL WORK, SPIRITUAL CARE & PALLIATIVE CARE

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SOCIAL WORK LEAD

*Children's Hospital Los Angeles, Los Angeles, CA*

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DIRECTOR, SOCIAL WORK AND CASE MANAGEMENT

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### **Hallie Stone, LCSW, ACM**

CLINICAL SOCIAL WORKER, LEAD

*Division of Nephrology, Children's Hospital Los  
Angeles, Los Angeles, CA*

### **Pamela Thompson LCSW**

DIRECTOR OF SOCIAL SERVICES

*Kootenai Health, Coeur d'Alene, ID*

# Special Events

## LEADERSHIP INSTITUTE

Tuesday, October 25, 2016 – 2:00 – 6:00 PM (Part I)

Wednesday, October 26, 2016 – 7:30 AM – 4:30 PM (Part II)

The Society for Social Work Leadership in Health Care is pleased to invite members to the Eleventh Leadership Institute (LI) to be held in conjunction with our annual meeting in Costa Mesa, California. The 2016 Leadership Institute includes a day and a half intensive beginning on Tuesday, October 25 and continuing on Wednesday, October 26. The registration fee is \$195. LI attendees will return to their organization with a certificate of completion and 11 CEUs.

The Eleventh Leadership Institute brings together an excellent faculty of experienced social work leaders and educators for an intensive, interactive program designed to develop and/or enhance the leadership knowledge and skills of participants. The target audience includes professionals who lead in their organizations whether or not they hold a formal title. The learning methods utilized include core leadership content and experiential exercises. The previous LI participants describe this unique learning experience in very positive terms and highly recommend the program to colleagues.

## NEW MEMBER & FIRST TIME ATTENDEE ORIENTATION WITH MEMBERSHIP MEETING

Wednesday, October 26, 2016

5:00 – 6:00 PM

First time at the Conference? New to the Society? Want to learn more about what SSWLHC is planning for you? You are invited to attend this informative session with the SSWLHC Leadership for an overview of the conference and updates on the Society's activities, strategic initiatives, fiscal health, policies and bylaws. You will have the opportunity to share your voice and offer input into the Society's future. All attendees are encouraged to attend, current member of SSWLHC or not, to learn more about the organization.

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

WEDNESDAY, OCTOBER 26, 2016

6:00 – 7:00 PM

Reconnect with old friends or strike up a conversation with a new face in the crowd while enjoying a drink and delectable hors d'oeuvres. The relaxed, informal, atmosphere will also provide an opportunity to visit with our poster presenters, sponsors, and exhibitors. Attendees will be given an "Exhibit Hall Passport" in their registration packets. Stop by to chat with our exhibitors to learn about their latest products and services and get entered into a raffle to win a complimentary registration to the 2017 Annual Meeting & Conference. In addition, attendees will get to cast their votes for the best posters. Certificates will be awarded for posters which promote social work excellence in clinical expertise, leadership, and working with specific populations. Winners will be announced at the Closing Raffle in the Exhibit Hall on Friday, October 28th at 3:00 PM.

## OPENING BANQUET WITH PRESENTATION OF AWARDS AND KERMIT NASH PRESENTATION

Wednesday, October 26, 2016

7:00 – 9:00 PM

After starting our 51st Annual Conference at the Welcome Reception, join us for our Opening Banquet Dinner. The 51st Annual Meeting & Conference will shift into high gear with the presentation of the Ida M. Cannon Award, and the Health Care Social Work Leader of the Year Award followed by a motivational presentation from our Kermit B. Nash Lecture Presenter, Dr. Jorja Leap, Adjunct Professor of Social Welfare; Director, Health and Social Justice Partnership at the UCLA Luskin School of Public Affairs. A dinner buffet is included at no additional cost if you are registered for the full conference. If you plan to attend this Opening Banquet, please check the corresponding box on your registration form and you will receive a ticket that will guarantee you a seat. Only ticketed attendees are permitted to attend the dinner so please be sure to RSVP on your registration form.

## WELCOME, PRESENTATION OF AWARDS AND KEYNOTE PRESENTATION

Thursday, October 27, 2016

7:45 – 9:00 AM

We will begin the session by honoring the 2016 recipients of the Eleanor Clark Award for Innovative Programs in Patient Care, and the Hyman J. Weiner Award. This will be followed by our Keynote Speaker, Shirley Otis-Green, MSW, MA, ACSW, LCSW, OSW-C the Clinical Director of Consulting Services at the Coalition for Compassionate Care of California. She will be leading "Transformative Social Work Leadership: Changing the Culture of Care" in an interactive presentation.

## NETWORKING LUNCH WITH EXHIBITORS & POSTERS

Thursday, October 27, 2016

12:00 – 1:30 PM

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

## PRESENTATION OF THE JOAN UPSHAW AWARD AND PLENARY SPEAKER

Friday, October 27, 2016

7:45 - 9:00 AM

After the presentation of the Joan Upshaw Award our Plenary Speaker, Joanna Fawzy Morales, Esq., CEO, Triage Cancer will present "Impact of the Election of Health Care Advocacy" a not-to-be-missed session on a very current topic.

## SOCIAL WORK HEALTH LEADERSHIP FOUNDATION RECEPTION

Friday, October 28, 2016

5:30 – 7:00 PM

(\$45 tax deductible donation required to attend)

Before heading out to dinner on Friday night, please plan to join the SWHL Foundation for a special "happy hour" reception where guests will enjoy hors d'oeuvres and a drink while socializing and supporting the Foundation. Every Society member is a direct beneficiary of the activities of the Foundation which provides educational scholarships, financial support to specialized programs like the Leadership Institute, and the recent award of a grant to the Society for a new website.

Your tax deductible donation of \$45 will help us continue this work and expand our commitment to all social work leaders in health care. The Foundation Board looks forward to seeing our old friends, meeting new ones and providing a time for celebration and fellowship.

To purchase tickets for the Foundation Reception please check the box on the registration form.

**Wednesday, October 26, 2016**

8:00 - 9:00 PM



### **Kermit B. Nash Lecture**

**TBD**

**Jorja Leap, PhD**

*Adjunct Professor of Social Welfare; Director, Health and Social Justice Partnership at the UCLA Luskin School of Public Affairs*

Transgender issues have been in the spotlight since Caitlyn Jenner came out as a woman on the cover of Vanity Fair. What does this increased visibility and exposure mean for transgender youth and adults – especially those who need access to healthcare and have far fewer resources than Jenner? Masen Davis will discuss the evolution of the modern transgender movement, examine the impact of the Affordable Care Act and other policies on the health and wellbeing of transgender people, and explore how the social work Code of Ethics can inform social work practice with transgender youth and adults.

#### **OBJECTIVES**

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

- Recognize the prevalence and impact of discrimination on transgender communities
- Describe linkages between discrimination and health for transgender people
- Identify opportunities to improve the health of transgender youth and adults through the Affordable Care Act
- Understand how the Social Work Code of Ethics can inform social work practice with transgender people.

**Thursday, October 27, 2016**

8:00 – 9:00 AM



### Keynote Presentation

#### **"Transformative Social Work Leadership: Changing the Culture of Care"**

**Shirley Otis-Green, MSW, MA, ACSW, LCSW, OSW-C**

*Clinical Director of Consulting Services at the Coalition for Compassionate Care of California*

Shirley is the Clinical Director of Consulting Services with the the HYPERLINK "<http://coalitionccc.org>" Coalition for Compassionate Care of California and the founder of HYPERLINK "<http://CollaborativeCaring.net>" Collaborative Caring. Shirley's education, research and consultation efforts focus on quality-of-life, palliative care, leadership development and the creation of meaningful organizational change. Shirley's career is dedicated to enhancing excellence in the delivery of culturally-congruent, person-centered and family-focused interprofessional care through the implementation of effective learning principles. Shirley has been the Principal Investigator on studies with over \$3.3 million in external funding. This work has been recognized with numerous awards and disseminated through more than 100 publications and 400 professional presentations. She is a California Health Care Leadership Fellow, serves on several editorial and professional boards and is a Distinguished Social Work Practitioner in the National Academies of Practice. Shirley is among the first to receive an international, interdisciplinary Master of Arts in Health Research ~ Palliative Care from Lancaster University in Great Britain and is co-editor of the Oxford Textbook of Palliative Social Work.

#### **PRESENTATION DESCRIPTION:**

In this time of dynamic healthcare reform, organizations are embracing calls to provide person-centered, family-focused and culturally-congruent care in a more cost-effective manner. Health social workers are well positioned to lead these efforts, but may lack confidence in their competence. There is an urgent ethical (and pragmatic) need for social worker to grasp this opportunity to expand our leadership and clinical role to create a transformation in the culture of care provided. Our fragmented health delivery system is poorly designed to provide the quality of care patients' and their families' deserve. Lack of access, gaps in service, poor training, all contribute to worsening disparities in care, which are magnified when patients face end of life and result in moral distress for all involved.

In this interactive presentation, we'll explore the call for transformative leadership and invite you to identify opportunities to change the culture of care within your area of influence. Resources and evidence-informed best practice models will be shared as you create a leadership mission statement to guide your change efforts.

#### **OBJECTIVES:**

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

- Identify opportunities for social work leadership in the provision of person-centered, family-focused and culturally-congruent care.
- Create a leadership mission statement that captures the culture of care you are seeking to create
- Identify two concepts that you can begin to implement upon your return.
- Commit to taking steps to bring your leadership statement to life!

**Friday, October 28, 2016**

8:00 – 9:00 AM



### **Plenary Presentation**

#### **Impact of the Election on Health Care Advocacy**

*Joanna Fawzy Morales, Esq.*

*CEO, Triage Cancer*

*Clinical Director of Consulting Services at the Coalition for Compassionate Care of California*

This session will provide an update on the state of health care and other laws that have an impact on access to health care in the United States. This session will also discuss what is at stake in the upcoming election and how election results are likely to impact health care advocacy.

#### **OBJECTIVES:**

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

- Understand the status of health care reform implementation and other relevant consumer protections at the federal and state levels
- Outline the ways in which the election results may impact access to health care



# Conference Schedule

## 51ST ANNUAL MEETING & CONFERENCE\*

\* Schedule is preliminary and subject to change

### Tuesday, October 25, 2016

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- 9:00 AM – 5:00 PM SSWLHC Board of Directors Meeting
- 12:00 – 5:00 PM Registration
- 2:00 – 6:00 PM I-1: Leadership Institute – Part I

### Wednesday, October 26, 2016

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- 7:00 AM – 6:30 PM Registration
  - 7:30 AM – 4:30 PM I-1: Leadership Institute – Part II
  - 7:30 AM – 4:30 PM I-2: Pediatric Health Care Social Work Intensive
  - 7:30 AM – 4:30 PM VA SW Intensive - please visit the AVASW website for registration and more information
  - 12:30 – 4:30 PM I-3: Leaning in to Leadership in Case Management Half-Day Intensive
  - 12:30 – 4:30 PM HEALS Half-Day Intensive
  - 1:00 – 4:30 PM Chapter Presidents' Meeting (By invitation only)
  - 5:00 – 6:00 PM New Member & First Time Attendee Orientation and Membership Meeting
  - 6:00 – 7:00 PM Welcome Reception with Exhibitors and Premier of Posters
  - 7:00 – 9:00 PM Opening Banquet Dinner with the presentation of the Ida M. Cannon Award, the Health Care Social Work Leader of the Year Award, and the Kermit B. Nash Lecture: Dr. Jorja Leap, Adjunct Professor of Social Welfare; Director, Health and Social Justice Partnership at the UCLA Luskin School of Public Affairs
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### Thursday, October 27, 2016

6:30 AM – 4:00 PM	Registration
6:30 – 7:45 AM	Continental Breakfast with Exhibitors and Posters
7:45 – 8:00 AM	Welcome and presentation of the Eleanor Clark Award for Innovative Programs in Patient Care, And the Hyman J. Weiner Award
8:00 – 9:00 AM	Keynote Speaker: Shirley Otis-Green, MSW, MA, ACSW, LCSW, OSW-C the Clinical Director of Consulting Services at the Coalition for Compassionate Care of California. "Transformative Social Work Leadership: Changing the Culture of Care".
9:00 – 9:30 AM	Transition Break
9:30 – 10:30 AM	Concurrent Session 1

<b>W-01</b> Managing Obstructive Behaviors in a Patient and Family Centered Care Environment: A Multidisciplinary Approach  <i>Alessandra Iaderosa Aimee Vantine Nicole Figueroa</i>	<b>W-02</b> "Hello" from the Other Side: Transitioning from Colleague to Manager  <i>Amy LaMarca Lyon Katy Hewson</i>	<b>W-03</b> Behavioral Health Documentation/ Collaborative Documentation  <i>Jordana Rutigliano</i>	<b>W-04</b> Trauma Informed De-Escalation Training: Development and Implementation  <i>Juliana Wallace Sarah Power</i>
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10:30– 11:00 AM Refreshment Break

11:00 AM – 12:00 PM Concurrent Session 2

<b>W-05</b> Put Down the Shovel: Exploring Chronic Pain  <i>Julie Joy</i>	<b>W-53</b> Leveraging Uber to Improve Patient Discharge and Throughput: An innovative case study on how UCLA Health's managed ride-share program is lowering the costs of transportation while improving patient satisfaction  <i>Marcia Colone Ryan Iwamoto Gavin Ward</i>	<b>W-06</b> Drawing on our Emotional Intelligence: Top 10 Tips for Leaders  <i>Karen Nelson</i>	<b>W-07</b> Using Telemedicine to Meet the Growing Social Work Demand  <i>Carey Spain</i>	<b>W-08</b> The Elevated Priority to Coordinate Care in the Age of Payment Reform – Social Worker Role Needed More than Ever  <i>Selena Bolotin</i>
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12:00 – 1:30 PM Lunch with Networking, Exhibitors and Poster Viewing (*Lunch is included in your registration*)

1:30 – 2:30 PM Concurrent Session 3



# Conference Schedule



## 51ST ANNUAL MEETING & CONFERENCE\*

\* Schedule is preliminary and subject to change

<b>W-09</b> Coping with the Sadness: Narratives from Social Workers, Physicians and Nurses Who Work with Dying Children in Acute Pediatric Hospital Care  <i>Barbara Muskat</i>	<b>W-10</b> Financial Management Basics for Non-Financial Managers  <i>Kim Adams</i> <i>Sheri Hilger</i>	<b>W-11</b> Code Blue: Social Work Best Practices to Include Families  <i>Tracy Hirai-Seaton</i> <i>Mandy Boes-Rossi</i> <i>Carol Kummert</i>	<b>W-12</b> Caring for Those Who Care: Supporting Family Caregivers of Veterans  <i>Margaret Kabat</i>
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2:30 – 3:00 PM Transition Break

3:00 – 4:00 PM Concurrent Session 4

<b>W-13</b> Home Grown: How Developing a Successful Student Program Will Enrich and Strengthen Your Future Work Force  <i>Lee Lucas</i>	<b>W-14</b> Transformational Leadership  <i>Kathleen Diehl</i>	<b>W-15</b> Youth Interrupted: Strategies for Improving the Management of the Growing Behavioral Health Crisis in the Medical Hospital Setting  <i>Erin Perry</i>	<b>W-16</b> Seven Pertinent Principals in Productively Engaging Polygamists in Medical Care: A Cultural Overview of the Fundamentalist Mormon Culture, and Overcoming the Barriers to Produce a Productive Partnership  <i>David Dye</i>
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4:00 – 4:30 PM Refreshment Break in Exhibit Hall

4:30 – 5:30 PM Concurrent Session 5

<b>W-17</b> Preparing Social Workers for the 21st Century: Essential Competencies for Practice in Integrated Behavioral Health Settings  <i>Mark de St. Aubin</i>	<b>W-18</b> The Impact of Gender on Your Leadership Practice  <i>Charles Robbins</i>	<b>W-19</b> Growing Our Own: Development of a Centralized Field Education Program  <i>Jill Karnes</i>	<b>W-20</b> The Benefits, Risks, and Ethical Issues Surrounding the Provision of Acute Rehabilitation to an Undocumented Immigrant with a Spinal Cord Injury – A Case Study  <i>Remi Ojumu</i>
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5:30 PM Free Evening



### Friday, October 28, 2016

6:30 AM – 4:00 PM	Registration
6:30 – 7:30 AM	Past Presidents' Breakfast ( <i>by invitation only</i> )
6:30 – 7:45 AM	Continental Breakfast with Exhibitors and Poster Viewing
7:45 – 8:00 AM	Welcome and presentation of the Joan Upshaw Award
8:00 – 9:00 AM	Plenary Speaker: Speaker: Joanna Fawzy Morales, Esq., CEO, Triage Cancer
9:00 – 9:30 AM	Transition Break
930 – 10:30 AM	Concurrent Session 6

<p><b>W-21</b> Medical-Legal Social Work Practice: The Successful Convergence of Two Disciplines <i>Alethia Battles Jami Roberts</i></p>	<p><b>W-50</b> Suicide Prevention: A New Focus and New Solutions for Integrated Care <i>Virna Little</i> <i>Presented by: Laura Leone</i></p>	<p><b>W-22</b> Stay Healthy Outpatient Program: An Innovative Approach to Reducing 30-Day Readmissions <i>Robert Hackleman</i></p>	<p><b>W-23</b> Social Security Disability Insurance – Important Resources for Social Workers <i>Karen Hercules-Doerr</i></p>	<p><b>W-24</b> Integrated Primary and Specialty Care: The Community Care Team Model <i>Brooke Griffiths Kay Werhun Thomas Michaels Franklin Ortiz</i></p>
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10:30 – 11:00 AM Refreshment Break in Exhibit Hall

11:00 AM – 12:00 PM Concurrent Session 7

<p><b>W-25</b> Mentoring: A Tool for Aspiring Health Care Leaders in Changing Times <i>Erica Menzer Karen Nelson</i></p>	<p><b>W-26</b> Trauma Informed Care – A Conceptual Model that Advances the Delivery of Healthcare Services <i>Samara Grossman Annie Lewis-O'Connor</i></p>	<p><b>W-27</b> Burnout Can Happen to Patients Too: How to Address in the Clinical Setting <i>Rebecca Axline</i></p>	<p><b>W-28</b> Advancing Patient and Family Centered Care Through Patient and Family Advisory Councils <i>Wendy Griffith</i></p>	<p><b>W-54</b> Pre-Exposure Prophylaxis (PrEP) Awareness, Attitudes and Uptake Among Young Gay, Bisexual and Other Men Who Have Sex With Men (MSM) in California <i>Ian Holloway</i></p>
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12:00 – 1:00 PM Lunch on your own

12:00 – 1:00 PM Joint Meeting of the SSWLHC & Foundation Board of Directors

1:00 – 2:00 PM Concurrent Session 8

<p><b>W-29</b> Social Worker or Grim Reaper? Eliciting Patient Preferences for End of Life Care in Heart Failure Patients <i>Arden O'Donnell Kayley Walsh</i></p>	<p><b>W-30</b> Be Well, Be You: Utilizing a Wellness Perspective to Address the Effects of Cancer on the Adolescent and Young Adult Population <i>Karen Rediger</i></p>	<p><b>W-31</b> Integrating Cognitive Health into the Healthcare Model <i>Natalia Shtompel</i></p>	<p><b>W-32</b> Wellness Support Groups for Resident Physicians <i>Hallie Stone Helene Morgan</i></p>
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# Conference Schedule



## 51ST ANNUAL MEETING & CONFERENCE\*

\* Schedule is preliminary and subject to change

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

2:30 – 3:30 PM Concurrent Session 9

<p><b>W-33</b> The Ethics of Social Media <i>Ronnie Davis</i></p> <p><b>WITHDRAWN</b></p>	<p><b>W-34</b> Care Transitions in Social Work Across the End of Life Care Continuum <i>Kathleen Wade Alessandra Iaderosa</i></p>	<p><b>W-35</b> Improving Addiction Care Team: Social Work Leadership in a Consult Service <i>Julianna Wallace Daren Ford</i></p>	<p><b>W-36</b> Part 1 of 2 – Social Work Supervision in Home Care and Hospice: An Essential Component of Program Quality <i>Mark de St. Aubin</i></p>
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3:30 – 4:00 PM Transition Break

4:00 – 5:00 PM Concurrent Session 10

<p><b>W-37</b> Guardianship in the Hospital Setting: Education, Process, and Outcomes <i>Carrie Whitaker</i></p>	<p><b>W-38</b> Recognizing MSW Contributions and Providing a Framework for Advancement; Exploring the UMHS MSW Career Ladder <i>Stacey Klett Kathleen Wade</i></p>	<p><b>W-39</b> VA Social Work: Basic Training for Community Partners <i>LeAnn Bruce</i></p>	<p><b>W-40</b> Part 2 of 2 – Social Work Supervision in Home Care and Hospice: An Essential Component of Program Quality <i>Mark de St. Aubin</i></p>
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5:30 – 7:00 PM Happy Hour- Social Work Health Leadership Foundation Fundraiser *(Ticket Required)*



### Saturday, October 29, 2016

- 7:00 AM – 12:00 PM      Registration / CEU Form Drop-Off
- 7:00 – 8:00 AM            Continental Breakfast
- 7:00 – 8:00 AM            Leadership Institute Regroup & Breakfast
- 8:00 – 9:00 AM            Concurrent Session 11

<p style="text-align: center;"><b>W-41</b></p> <p>Telling the Story: An Innovative Approach to Capturing Social Work Contributions, Clinical Outcomes, and Psychosocial Acuity</p> <p style="text-align: center;"><i>Stacey Klett Alethia Battles</i></p>	<p style="text-align: center;"><b>W-42</b></p> <p>Veteran's Affairs Women's Initiate Specialized Services for Female Veterans</p> <p style="text-align: center;"><i>Erica Myrtle-Holmes</i></p>	<p style="text-align: center;"><b>W-43</b></p> <p>Creativity and Innovation in the Classroom: Preparing the Next Generation of MSW Students for Careers in Health Care</p> <p style="text-align: center;"><i>Michael Talamantes</i></p>	<p style="text-align: center;"><b>W-44</b></p> <p>Innovation in Social Work Leadership: Buckle-Up for a Fun and Challenging Ride</p> <p style="text-align: center;"><i>Heather Brungardt, Sabra Boyd</i></p>
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9:00 – 9:30 AM            Transition Break

9:30 – 10:30 AM          Concurrent Session 12

<p style="text-align: center;"><b>W-45</b></p> <p>Integrated Behavioral Health for Young Adults in Primary Care</p> <p style="text-align: center;"><i>Sarah M. Gale Leah Petracca</i></p>	<p style="text-align: center;"><b>W-46</b></p> <p>Data Driven Social Needs Programming</p> <p style="text-align: center;"><i>Jennifer Valenzuela Andrea LeBeouf</i></p>	<p style="text-align: center;"><b>W-47</b></p> <p>The SAGE Program: Social Work Innovation in Palliative Care</p> <p style="text-align: center;"><i>Catherine Arnold Josh Lakin</i></p>	<p style="text-align: center;"><b>W-48</b></p> <p>Social Work Embedded Project Managers and How They Can Provide Value to Your Leadership Team</p> <p style="text-align: center;"><i>Kathleen Wade Erin Khang Stacey Klett</i></p>
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10:30 – 11:00 AM        Check-Out Break

11:00 AM – 12:00 PM    Concurrent Session 13

<p style="text-align: center;"><b>W-49</b></p> <p>Using LEAN Thinking to Improve the Recruitment and Onboarding of New Hires</p> <p style="text-align: center;"><i>Karen Nelson Michael Thomas</i></p>	<p style="text-align: center;"><b>W-51</b></p> <p>Creative Care Management: Increasing Home Care Services for Persons with Alzheimer's Disease and Their Caregivers</p> <p style="text-align: center;"><i>William Cabin</i></p>	<p style="text-align: center;"><b>W-52</b></p> <p>Training HIV Medical Providers in Motivational Interviewing to Improve Adherence to ART in Patients and Prevent Burn-out in Providers; A Research Project</p> <p style="text-align: center;"><i>Susan Larrabee</i></p>
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12:00 PM                    Conference Adjournment



### CONTINUING EDUCATION

This program has been pre-approved by **The Commission for Case Manager Certification** to provide continuing education credit to CCM® board certified case managers. The course is approved for 27 CE contact hour(s). Activity code: C00023437 Approval Number: 160003903. To claim these CEs, log into your CE Center account at HYPERLINK "http://www.ccmcertification.org" www.ccmcertification.org.

This program is Approved by the **National Association of Social Workers** (Approval # 886398866-0) for 27 Social Work continuing education contact hours.

Society for Social Work Leadership in Health Care (SSWLHC), SW, CPE is recognized by the **New York State Education Department's State Board for Social Work** as an approved provider of continuing education for licensed social workers #0287. Approved for up to 27 CE hours.

This course is approved by the **Michigan Social Work Continuing Education Collaborative**. Course approval # 090716-00. Approved for up to 27 CE hours. Note that they do not accept ¼ hours. If you wish to report a problem with this training please contact [rmingus@nasw-michigan.org](mailto:rmingus@nasw-michigan.org) or call 517-487-1548 x17.

SSWLHC 51st Annual Conference continuing education breaks down as follows:

- Leadership Institute (1.5 days): 11 hours
- Full Day Intensives (Pediatric Intensive): 7.5 hours
- Half Day Intensives (Case Manager / Social Worker Intensive): 3.5 hours
- Main Conference (Starting with the Kermit B. Nash Lecture on Wednesday night through adjournment on Saturday): 16 hours

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

Contact Julia DeBald at SSWLHC Headquarters at [jdebald@fernley.com](mailto:jdebald@fernley.com) for approval status or additional information.

### EXHIBITS

We invite you to view and experience the latest products and services exclusively suited for the buying needs of social workers. A vendor raffle will be held at the close of the exhibit hall on Friday, October 28. The prize is a free registration to the 2017 52nd Annual Meeting & Conference. In order to participate, registrants will be given an Exhibit Hall Passport. The form must be signed by participating exhibitors as you visit their booths. You must be present to win.

### EXHIBIT HALL HOURS

#### Wednesday, October 26, 2016

1:00 – 5:00 PM	Exhibitor Move-In
6:00 – 7:00 PM	Welcome Reception (Opening of Exhibit Hall)

#### Thursday, October 27, 2016

6:30 – 7:45 AM	Continental Breakfast
12:00 – 1:30 PM	Lunch
4:00 – 4:30 PM	Afternoon Break

#### Friday, October 28, 2016

6:30 – 7:45 AM	Continental Breakfast
10:30 – 11:00 AM	Morning Break
2:00 – 2:30 PM	Afternoon Break / Closing Raffle
2:30 – 4:30 PM	Exhibitor Move-Out

### POSTER SCHEDULE

#### Wednesday, October 26, 2016

Setup	1:00 – 5:00 PM
Viewing	5:30 – 6:30 PM (Welcome Reception)

#### Thursday, October 27, 2016

Viewing	6:30 – 7:45 AM (Breakfast)
	12:15 – 1:00 PM (Lunch)

#### Friday, October 28, 2016

Viewing	6:30 – 7:45 AM (Breakfast)
	10:30 – 11:00 AM (Refreshment Break)
	2:00 – 2:30 PM
	(Announcement of Best Poster Award Winners)
Dismantle	2:30 – 4:00 PM

### BEST POSTER AWARDS

Attendees will get to cast their votes for the best posters. Certificates will be awarded for posters which promote social work excellence in clinical expertise, leadership, and working with specific populations. Winners will be announced at the Closing Raffle in the Exhibit Hall on Friday, October 28, 2016 at 2:30 PM.



### ACTIVITIES AND PRICING

#### What is included in the conference fee?

- Welcome Reception
- Opening Banquet Dinner with Kermit B. Nash Lecture
- Admittance to Exhibit Hall
- Unlimited course selection beginning with the New Member & First Time Attendee orientation with Membership Meeting on Wednesday, October 26 continuing through conference adjournment on Saturday, October 29
- Daily Continental Breakfasts & Refreshment Breaks
- Lunch on Thursday, October 27
- Membership Meeting
- CEUs
- Access to password protected website where handouts will be available for downloading prior to the conference

#### Guest Fees

Admittance to the Welcome Reception is included in your registration fee. A guest pass to the reception is \$30. Admittance to the Opening Banquet is also included in your registration. The fee for a guest pass to the Opening Banquet is \$99. The guest fee offsets the Society's food and beverage costs. You may reserve a guest pass by checking the box on the registration form. Guest tickets may also be purchased onsite on a space available basis.

#### Pre-Conference Intensive Workshops

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

- Leadership Institute (1.5 Days): \$195
- Pediatric Social Work Intensive (Full Day): \$155
- Leaning in to Leadership in Case Management Intensive (Half Day): \$85

### REGISTRATION INFORMATION

- Online registration with a credit card is strongly encouraged. Visa, MasterCard and American Express are accepted.
- Check payments can be mailed to: SSWLHC Meeting Registration, 100 North 20th Street, Suite 400, Philadelphia, PA 19103. All payments must be made in US Dollars. **A \$5.00 check processing fee will apply for all check payments or the processing of any hard copy registration form.**
- The **Tax Identification Number** for the Society for Social Work Leadership in Health Care is 23-3100897. The **DUNS number** is 962585829.
- Faxed registrations are not accepted. Registrations by phone are not accepted.
- Early bird registration fees must be submitted online or postmarked by 12:00 Midnight Eastern Time on Wednesday, September 28, 2016.
- All registrations received or postmarked after September 28 will be processed at the regular registration fee with any balance due onsite prior to receiving registration materials.

#### Questions Regarding Registration

For questions regarding the program or registration, please contact SSWLHC Headquarters by toll-free phone at 866-237-9542 or e-mail at [info@sswlhc.org](mailto:info@sswlhc.org).

#### Substitution/Cancellation Policy

We all have unforeseen emergencies that may occur. In order to accommodate these possibilities, we will accept notification of cancellations up to 7 business days prior to the start conference (by the close of business on Monday, October 17, 2016). Cancellations must be sent in writing via email to Kate Ho at [kho@fernley.com](mailto:kho@fernley.com). Refunds will be issued less a \$50 processing fee. You may send a substitute at any time. If the alternate is not a member, the non-member fee will be required.

### IMPORTANT DATES

<b>September 25, 2016</b>	<b>Hotel Reservation cut-off</b>
<b>September 28, 2016</b>	<b>Deadline for securing early registration discounts</b>
<b>October 17, 2016</b>	<b>Cancellations must be submitted in writing by this date to receive a refund less a \$50 processing fee.</b>



### Registration/Information Desk

Please pick up all tickets, badges, and onsite registration materials at the SSWLHC Registration Desk located at the Hilton Orange County/Costa Mesa. Registration hours are as follows:

- Tuesday, October 25: 12:00 – 5:00 PM
- Wednesday, October 26: 7:00 AM – 6:30 PM
- Thursday, October 27: 6:30 AM – 4:00 PM
- Friday, October 28: 6:30 AM – 4:00 PM
- Saturday, October 29: 7:00 AM – 12:00 PM

### HOTEL & TRAVEL INFORMATION

#### Hotel Accommodations

The Hilton Orange County / Costa Mesa Hotel with its warm, creative architecture and soothing, relaxed ambiance, appeals to business travelers, vacationing families, and those seeking a weekend getaway. They offer smart hotel rooms and suites, a top-notch team of staff members, and onsite services including our popular restaurant, beauty salon, and technology lounge. Discover all that the Hilton Orange County / Costa Mesa has to offer.

At the Hilton, they want you to feel right at home, yet even more so. Guests are welcome to enjoy the sparkling outdoor swimming pool, perfect on a beautiful sunny Costa Mesa day. Try out the relaxing hot tub spa or get in a workout in the fully equipped fitness center. The Hilton Orange County/Costa Mesa is home to an award-winning restaurant, the Bristol Palms California Bistro, with its showcase pizza oven, generous daily breakfast buffet, and full menu of lunch and dinner. Take a meeting in the Bristol Palms Lounge or grab a specialty coffee drink at the Bristol Brew Coffee Bar, proudly serving Starbucks coffee.

Orange County is blessed with so many wonderful things to do. From Disneyland Park to the Sergerstrom Center for the Performing Arts to Angels Stadium, the eclectic list of attractions is long and thrilling. Spend the day taking in the beautiful artwork at the Bowers Museum in Newport Beach. Try skimboarding in Laguna Beach. Shop for your heart's desire at South Coast Plaza. Take the family to Knott's Berry Farm. Orange County is a vacation paradise, so discover it for yourself.

Hilton Orange County / Costa Mesa  
 3050 Bristol Street • Costa Mesa, CA 92626  
 Hotel Phone: 1-714-540-7000  
 Reservations: 1-800-445-8667  
[Reservations Online](#)

Web: [www.hiltonorangecounty.com](http://www.hiltonorangecounty.com)  
 Check-in: 3:00 PM /Check-out: 12:00 PM

**SSWLHC Group Rate:** \$155.00 per night plus tax for single or double occupancy per night



### Reservations

The discounted \$155.00 SSWLHC group rate will be honored through Sunday, September 25, 2016 or until the block of rooms has sold out, whichever comes first. Please be sure to secure your reservations as early as possible to guarantee rate availability and your preferred room type.

#### Reservations by Phone: 1-800-445-8667

**\*\* Be sure to identify yourself as a member of the Society for Social Work Leadership in Health Care (SSWLHC) group to take advantage of the discounted rate.**

#### Online Reservations:

[Hilton Orange County/Costa Mesa](#)

**Confirmation/Cancellation:** All reservations must be guaranteed and accompanied by a first night room deposit or guaranteed with a major credit card. If you need to cancel your reservation, you must do so more than 24 hours prior to your scheduled check-in. Failure to cancel by this deadline will result in your card being charged for one night's room and tax.

**Room Sharing:** Please contact Julia DeBald, Meeting Coordinator, at SSWLHC Headquarters at [jdebald@fernley.com](mailto:jdebald@fernley.com) if you are willing to share your room with another meeting attendee. You will be included on the Society's roommate list.

#### Air Transportation

The Hilton Orange County / Costa Mesa is located just 5 minutes from John Wayne Airport (SNA).

#### Ground Transportation

The Hilton Orange County / Costa Mesa hotel is pleased to offer complimentary shuttle service to and from the John Wayne Airport (SNA).

#### • Driving directions

- From John Wayne Airport
- Follow signs to the 405 Freeway North.
  - Exit Bristol Street and turn left.
  - Drive over the bridge.
  - Turn left on Hotel Way.

#### Parking

- The Hilton Orange County / Costa Mesa is offering a discounted self-parking rate of \$18.00 per day.



Sessions have been identified as fundamental, intermediate or advanced in the focus of their educational content. Please use the following perimeters as a guide when selecting which sessions you plan to attend:

- **Fundamental** – Presentation materials are designed for those who are new social work leaders or are new to the concept/program being presented. Content contains basic concepts/practice tools.
- **Intermediate** – Presentation materials are designed for social workers who have been in the practice or a leadership position for 3-5 years and/or may have experience with the concept/program being presented. Content moves beyond basic concepts and requires experience and critical thinking skills.
- **Advanced** – Presentation materials are designed for social workers with more than 5 years practice and/or leadership experience. Content contains complex and/or innovative concepts which require experience and high level critical thinking skills.

### Tuesday, October 25, 2016

9:00 AM – 5:00 PM	SSWLHC Board of Directors Meeting
12:00 – 5:00 PM	Registration
2:00 – 6:00 PM	I-1: Leadership Institute – Part I

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

*Presenters: Lee Lucas, Bridgette Baker, Judith Trachtenberg*

Educational Content Level: Intermediate

The Society invites you to participate in the tenth Leadership Institute. This program has been highly acclaimed as an intensive interactive experience designed exclusively for social workers in health care and their many leadership functions. The Leadership Institute kicks off the afternoon of Tuesday, October 25, 2016 at 2:00pm. This 1.5 day training is designed for health care social workers who want to further demonstrate their individual leadership talents in their organization. This program is designed to develop and/or enhance the leadership knowledge and skills of participants. The program's goal is to incorporate core leadership content with experiential exercises that open up learning about one's own leadership definitions, contexts, assumptions, styles, competencies and areas for development.

#### OBJECTIVES

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

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

### Wednesday, October 26, 2016

7:00 AM – 6:30 PM	Registration
7:30 AM – 4:30 PM	Full Day Intensives

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

See Part I for course description

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

*Co-Chairs: Carol Frazier Maxwell, Mary Norris Brown, Gayle Gilmore, Jack Komejan*

Educational Content Level: Intermediate

This day-long workshop will focus on the unique social work practice and management in the pediatric health care setting.

Presentations include:

##### Acute Mental Health Screening in the Pediatric Emergency Department

*Debby Brookstein*

##### Providing Effective Services to Patients with Autism and Intellectual Disabilities

*Rachel Union, Angela Nguyen*

##### Managing Obstructive Parental Behaviors in a Patient and Family Centered Care Environment: A Multidisciplinary Approach

*Alessandra Iaderosa*

##### Never Bored with Boarders!: How Boston Children's Hospital Psychiatry Consultation Service's Social Workers are Addressing the Psychiatric Boarder Crisis

*Sara Golden, Kerry Brodziak*

##### Structured Networking Based on Topics of Interests





### OBJECTIVES

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

- Learn techniques to engage team members in addressing behaviors to prevent escalation and identify when a formal Family Behavior Response Plan (FBRP) intervention is appropriate.
- Understand strategies to engage administration in supporting a process to maintain safety for patients, families and staff.
- Appreciate the instrumental role Social Work plays in facilitating team expectations and the differentiation between violent behavior, non-violent disruptive behavior, and refusal or interference with care.
- Participants will be given resources (flowsheets, templates and teaching tools) to modify and use within their respective institutions.
- Discuss the prevalence of acute mental health needs in the pediatric population.
- Identify the key stakeholders in implementing an acute mental health screening program.
- Review the outcomes achieved by the Acute Mental Health Screening Program.
- Learn about how to collect and use data regarding patients presenting with Autism and Intellectual Disabilities.
- Learn about new evidenced-based approaches to providing care and alternative interventions in a medical setting for patients with Autism or Intellectual Disabilities presenting in behavioral crises.
- Learn about improving biopsychosocial crisis assessments of patients with Autism and Intellectual Disabilities.
- Learn about effective disposition planning for patients with Autism or Intellectual Disabilities presenting to the ED in behavioral crises.
- Understand the extent of the “boarder” phenomenon across the country and how one major hospital institution is addressing the issue.
- Describe psychiatric interventions that can be initiated on the medical floors while a patient is “boarding.”
- Explore the greater systemic issues as it relates to the broken mental health system and discuss ways that social work can be integral to addressing this crisis, including advocacy, brief treatment, research, and increase in community resources.

7:30 AM - 4:30 PM

VA SW Intensive - please visit the AVASW website for registration and more information

12:30 - 4:30 PM

Afternoon Half Day Intensives

### I-3: Leaning in to Leadership in Case Management Half-Day Intensive

*Bonnie Geld, Shawna Kates*

Educational Content Level: Intermediate

Case Management is a challenging and evolving profession. Health care delivery is shifting from episodic care to continuum and integrative models, driven by preferred and narrow networks, value based purchasing, ACOs, and bundled reimbursements. The skillsets and core values of the Social Work profession has never been more relevant or synergistic, whether practicing with adult or pediatric demographics, and/or in acute care, ambulatory settings, ACOs, or transition in care programs. Social Work has the opportunity to position itself for leadership at all levels by capitalizing on our capacities for collaboration, advocacy, fiscal stewardship, relationship building, and strategic planning. This pre-conference workshop will focus on current state and future state of case management models with a concentration on the vitally important role of Social Work leadership.

### OBJECTIVES

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

- Learn strategies to leverage your skills and experience to be the leader of a case management/social work program now or in the future.
- Identify opportunities to be noticed as the leader who makes a difference and is a sought-out change agent.
- Understand how to implement and hardwire best practices that makes your team and your model contemporary and progressive.

### I-4: HEALS Half-Day Intensive

*Please note this is by invitation only.*

*Pamela Thompson, Linda Miyake Brandeis, Julie Jungman*

Educational Content Level: Intermediate

The Social Work Healthcare Education and Leadership Scholarship (HEALS) program, funded by the New York Community Trust, aims to strengthen the delivery of health care services in the United States by advancing the education and training of health care social workers. This gathering of Social Work HEALS field instructors is an opportunity for mentoring practitioners to discuss trends in health care that impact social work practice and prepare for their HEALS students. The participants will also learn about evidence-based practices in health service delivery and share recommendations for training social work students in health care settings.



### OBJECTIVES

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

- Identify and understand current national trends in health care impacted by the Affordable Care Act
- Learn evidence-based practice skills, including SBIRT, for integration into practice settings
- Describe and discuss best practices to orient social work students to inter-professional health care settings and optimize learning
- Understand the components of the Social Work Healthcare Education and Leadership Scholarship (HEALS) program and the role & responsibilities of field instructors

1:00 – 4:30 PM	Chapter Presidents' Meeting <i>(By invitation only)</i>
5:00 – 6:00 PM	New Member & First Time Attendee Orientation and Membership Meeting
6:00 – 7:00 PM	Welcome Reception with Exhibitors and Premier of Posters
7:00 – 9:00 PM	Opening Banquet Dinner with the presentation of the Ida M. Cannon Award, the Health Care Social Work Leader of the Year Award, and the Kermit B. Nash Lecture: Dr. Jorja Leap, Adjunct Professor of Social Welfare; Director, Health and Social Justice Partnership at the UCLA Luskin School of Public Affairs

### Thursday, October 27, 2016

6:30 AM – 4:00 PM	Registration
6:30 – 7:45 AM	Continental Breakfast with Exhibitors and Poster Viewing
7:45 – 8:00 AM	Welcome and presentation of the Eleanor Clark Award for Innovative Programs in Patient Care, And the Hyman J. Weiner Award
8:00 – 9:00 AM	Keynote Speaker: Shirley Otis-Green, MSW, MA, ACSW, LCSW, OSW-C the Clinical Director of Consulting Services at the Coalition for Compassionate Care of California. "Transformative Social Work Leadership: Changing the Culture of Care".
9:00 – 9:30 AM	Transition Break
9:30 – 10:30 AM	Concurrent Session 1

### W-01: Managing Obstructive Parental Behaviors in a Patient and Family Centered Care Environment: A Multidisciplinary Approach

*Alessandra Iaderosa, Aimee Vantine, Nicole Figueroa*

Educational Content Level: Intermediate

In pediatric settings, obstructive parental behaviors challenge the ability to provide care and preserve a safe environment. When typical interventions fail, teams seek a respectful process to mitigate these behaviors. The Family Behavior Response Plan (FBRP) is a formalized process that seeks to create and maintain a safe and clinically healthy environment, free from verbally or physically violent, disruptive, threatening or intimidating behaviors. The process involves consultation with team members, security and Risk Management. The intent of the FBRP is to set and maintain expectations for behavior across the continuum of care.

### OBJECTIVES

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

- Recognize techniques to engage team members in addressing behaviors to prevent escalation and identify when a formal Family Behavior Response Plan (FBRP) intervention is appropriate.
- Understand strategies to engage administration in supporting a process to maintain safety for patients, families and staff.
- Appreciate the instrumental role Social Work plays in facilitating team expectations and the differentiation between violent behavior, non-violent disruptive behavior, and refusal or interference with care.
- Be able to utilize resources (flowsheets, templates and teaching tools) to modify and use within their respective institutions.



### W-02: “Hello” from the Other Side: Transitioning from Colleague to Manager

*Amy LaMarca Lyon, Katy Hewson*

Educational Content Level: Intermediate

Transitioning into a supervisory position after years of being a front-line social worker presents many challenges and opportunities. How can we, as managers, foster respect, build trust, affect change, and challenge our employees to be invested in their work and their own professional growth? We need more than our clinical skills to make a smooth transition. This presentation aims to look at challenges, solutions, and general lessons learned from a new social work management team.

#### OBJECTIVES

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

- Identify some common challenges in transitioning from colleague to manager.
- Recognize possible challenges and growth opportunities for new social work managers.
- Analyze lessons learned to prepare or enhance the transition from practitioner to manager.

### W-03: Behavioral Health Documentation Compliance – Faster, Better and Happier Practices from the Field

*Jordana Rutigliano*

Educational Content Level: Intermediate

As behavioral health services continue to grow in healthcare settings, there is increased emphasis and attention on documentation compliance for behavioral health services by payors and regulators. This workshop will focus on common documentation compliance issues in healthcare settings such as treatment planning, clinical/medical necessity, coding, and use of evidence-based practices. Additionally, this workshop will introduce collaborative documentation, a practice of involving patients in the documentation of their own sessions, that is directly linked to improved documentation compliance as well as better clinical outcomes.

#### OBJECTIVES

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

- Recognize the current “hot spots” for documentation compliance for behavioral health services.
- Discuss strategies to improve documentation compliance for behavioral health services.
- Identify ways to integrate collaborative documentation practices into their healthcare setting.

### W-04: Trauma Informed De-Escalation Training: Development and Implementation

*Juliana Wallace, Sarah Power*

Educational Content Level: Fundamental

This workshop will explore the development of an intraprofessional training model. Blending the best practice of Trauma Informed Care with advocacy for a culture of safety created a unique de-escalation curriculum and training. We will discover the groundwork needed to launch such a training, sample the curriculum, and look at a snapshot of evaluations from medical staff who attended the training. In addition, we will highlight a Trauma Informed state wide community partnership.

#### OBJECTIVES

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

- Consider clinical practice foundations that support Trauma Informed Principles in the Medical Model.
- Evaluate their own institution response to escalation/difficult behaviors and find opportunities for growth.
- Develop strategies to share Trauma Informed Principles to their medical teams.

10:30 – 11:00 AM

Refreshment Break

11:00 AM – 12:00 PM

Concurrent Session 2

### W-05: Put Down the Shovel: Exploring Chronic Pain Rehab

*Julie Joy*

Educational Content Level: Fundamental

Opiate use is a serious societal problem and, for people with chronic pain conditions, a different approach is warranted. The Maine VA Healthcare System has developed a CARF accredited, interdisciplinary, tertiary chronic pain program. Our program provides holistic treatment to rural veterans with chronic pain conditions and offers alternatives to opioid medications. I plan to explain our model as well as how the VA is addressing the complex needs of military veterans living with chronic pain on the national level.

#### OBJECTIVES

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

- Understand the VA's use of opioid contracts and the Prescription Drug Monitoring Program
- Identify how chronic pain serves to limit quality of life
- Identify 1 or more evidence-based psychotherapeutic interventions for chronic pain
- Identify the 3 core disciplines necessary for CARF accreditation in chronic pain rehab





### W-06: Drawing on our Emotional Intelligence: Top 10 Tips for Leaders

*Karen Nelson*

Educational Content Level: Intermediate

Inspiring those we lead to follow us requires a strong sense of purpose and an ability to share our vision with others. This presentation will summarize some of the practical knowledge and wisdom which can apply to almost all leadership challenges. The presentation will focus on 10 easy to remember concepts which assist in aligning behavior and decision making on the part of those we lead. Participants will be challenged to think about their own "mantras" or examples which can become memorable and grounding for staff members.

#### OBJECTIVES

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

- Reflect on the importance of basic and fundamental messages which leaders need to impart to their teams.
- Consider examples of messaging which inspires others to follow and creates alignment within the team.
- Discover how they can take practical, real life examples and use them to drive engagement and support autonomy and decision making within their teams.

### W-07: Using Telemedicine To Meet The Growing Social Work Demand

*Carey Spain*

Educational Content Level: Intermediate

As health systems continue to expand, leaders are challenged to consider innovative staffing models. In this presentation, I will share how our hospital leveraged technology and telemedicine to meet growing demands for social work services in satellite locations and rural areas. Yes, social work can manage even the most challenging case through the use of telemedicine. Using technology overcomes the barriers of time and distance resulting in reduced cost.

#### OBJECTIVES

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

- Leverage innovative staffing models to meet growing demands for social work services
- Reduce waste through the use of telemedicine
- Prepare your team for this new model

### W-08: The Elevated Priority to Coordinate Care in the Age of Payment Reform -- Social Worker Role Needed More than Ever

*Selena Bolotin*

Educational Content Level: Intermediate

CMS projects that by the end of 2018, 50% of Medicare payments will be via alternative payment models. Payment reform incentivizes high quality care and avoidance of non-value added health care costs via ACOs, integrated care demonstrations and bundled payments. Many alternative payment models combine all costs over a 90 day period. Social workers have an all important role in assessing patient needs, coordinating care and communicating effectively over a long cross setting post discharge period to ensure optimal recovery for the patient and financial value to their provider organization.

#### OBJECTIVES

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

- Discuss how alternative payment models will impact social work roles and activities.
- List three tactics to improve discharge care coordination and communications in a bundled payment or other alternative payment model environment.
- Articulate methods to effectively engage patients and family members in optimizing post discharge recovery time over episode payment periods (for example the 90 days post joint replacement discharge timeframe).

12:00 – 1:30 PM

Lunch with Networking, Exhibitors and Poster Viewing (Lunch is included in your registration)

1:30 – 2:30 PM

Concurrent Session 3

### W-09: Coping with the Sadness: Narratives from Social Workers, Physicians and Nurses Who Work with Dying Children in Acute Pediatric Hospital Care.

*Barbara Muskat*

Educational Content Level: Fundamental

Paediatric health care providers describe their work with dying children and their families as professionally and personally rewarding and meaningful. However, compassion fatigue, distress and burnout have been reported in the literature. This qualitative study explored how a sample of social workers, physicians and nurses coped in order to continue in their work. Study findings will be presented as well as recommendations for organizational initiatives to support pediatric health care practitioners' well being, reduce compassion fatigue, promote staff retention and ensure optimal quality care for dying children and their families.



### OBJECTIVES

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

- Interpret the findings of a qualitative study related to pediatric staff experiences working with multiple dying children and their families.
- Recognize what causes stress and burnout and what keeps staff working with many end of life experiences.
- Understand and have the opportunity to discuss strategies to enhance staff coping and address the sadness and grief inherent in the work.

### W-10: Financial Management Basics for Non-Financial Managers

*Kim Adams, Sheri Hilger*

Educational Content Level: Fundamental

Finance is a topic that all non-financial managers must understand, especially during challenging economic times when financial acumen is expected at every organizational level. This program provides non-financial managers with an understanding of essential financial terminology, concepts, and applications. Participants learn to see their organization or department through a financial lens. Gain the finance and accounting savvy that you need to plan budgets and justify requests.

### OBJECTIVES

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

- Learn and understand basic financial terminology.
- Develop the ability to differentiate and analyze financial statements, including the balance sheet and profit/loss statement.
- Learn to "talk" finance and translate performance into financial terms.
- Learn how to figure "key ratios" to understand an organization's financial strengths/weaknesses.

### W-11: Code Blue: Social Work Best Practices to Include Families

*Tracy Hirai-Seaton, Mandy Boes-Rossi, Carol Kummet*

Educational Content Level: Intermediate

Family Presence at Resuscitation is endorsed by critical care associations. Our interdisciplinary team established the role for social workers as the family support provider on the Code Blue Team. Training curriculum includes: explanation of code events, guidelines for support of families and social worker self-care. Significant improvement was shown in reducing staff concerns about having family present, increasing social worker skills, and appreciation of family support provider as an integral member of code team.

### OBJECTIVES

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

- State positive outcomes in offering families the opportunity to be present during resuscitation.
- Enhance social work skills in providing support to families during resuscitation.
- Identify effective training methods and curriculum for Family Presence at Resuscitation.

### W-12: Caring for Those Who Care: Supporting Family Caregivers of Veterans

*Margaret Kabat*

Educational Content Level: Intermediate

The United States Department of Veterans Affairs recognizes the crucial role that family caregivers play in helping Veterans recover from injury and illness and in the daily care of Veterans in the community. The Caregivers and Veterans Omnibus Health Services Act of 2010, signed into law by President Obama on May 5, 2010, allows VA to provide unprecedented benefits to family caregivers of Veterans from all eras of service. The Program is currently undergoing evaluation which will impact future directions of caregiver support within VA.

### OBJECTIVES

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

- Identify the unique needs of caregivers of Veterans.
- Identify 3 supports and services available through VA to family caregivers of Veterans.
- Identify 1 impact of caregiver support on Veteran access to care.

2:30 – 3:00 PM

Transition Break

3:00 – 4:00 PM

Concurrent Session 4



### **W-13: Home Grown: How Developing a Successful Student Program Will Enrich and Strengthen Your Future Work Force**

*Lee Lucas*

Educational Content Level: Intermediate

Since 1989, Nemours Al duPont Hospital for Children has trained 90 Social Work students from 9 graduate programs. This session will demonstrate how growing a successful student program will enrich and strengthen your future work force. The joys and pitfalls of training MSW interns will be examined, as well as offering practical tools to assist in writing an affiliation agreement, conducting field instructor supervision and working with graduate programs to recruit the most talented interns.

#### **OBJECTIVES**

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

- Identify the developmental stages of the MSW intern.
- Describe tools to create an MSW internship program that supports loyalty, expertise in hospital social work and community engagement.
- Discuss the risks and benefits of hiring former students.
- Discuss how using students can create FTE's in the future and save the agency money.

### **W-14: Transformational Leadership**

*Kathleen Diehl*

Educational Content Level: Fundamental

Transformational management changes culture and inspires high performance by stimulating people to think and behave differently. Such leaders are not experts with a plan, but facilitators with a vision who understand that rational persuasion is not the key to building an environment in which people and the organization thrive. A transformative leader clarifies purpose, creates interest and engagement, increases integrity, empathy and humility, and engages in difficult conversations because s/he is committed to the common good.

#### **OBJECTIVES**

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

- Summarize the elements needed to create a more positive workgroup or organization.
- Identify actions that stimulate people to think and behave in new, more productive ways.
- Evaluate what changes can be implemented to transform good employees and programs into great employees and programs.

### **W-15 Youth Interrupted: Strategies for Improving the Management of the Growing Behavioral Health Crisis in the Medical Hospital Setting**

*Erin Perry*

Educational Content Level: Fundamental

With the mental health system overwhelmed by demand and estimates that 1 in 5 youth will suffer from a mental health disorder, patients with behavioral health diagnoses are heading to medical hospitals in record numbers. This session will review the steps taken by one hospital to improve the experience and better support the needs of those who are inpatient receiving medical treatment, or awaiting transfer to a behavioral health treatment facility. Participants will also hear about steps taken to enhance community relationships in order to improve the process of transfer to the next level of care, and the design of a new Medical-Behavioral Unit.

#### **OBJECTIVES**

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

- Evaluate strategies for improving the management of care for behavioral health patients in the medical setting.
- Determine how to most effectively engage community partners in order to expedite transfer to inpatient psychiatric settings.
- Identify how to engage other disciplines in the development of a coordinated, multidisciplinary approach to care and disposition planning.

### **W-16: Seven Pertinent Principles in Productively Engaging Polygamists in Medical Care: A Cultural Overview of the Fundamentalist Mormon Culture, and Overcoming the Barriers to Produce a Productive Partnership**

*David Dye, Christine Dye*

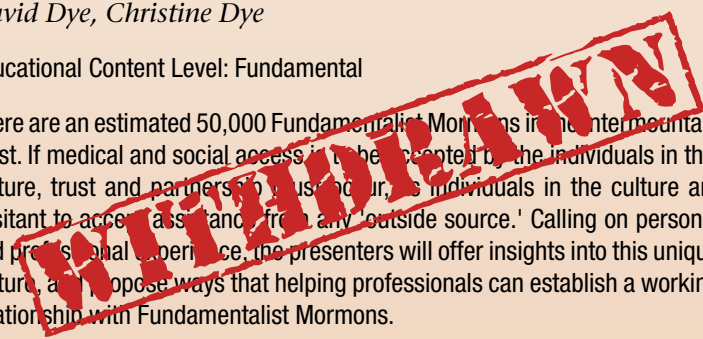
Educational Content Level: Fundamental

There are an estimated 50,000 Fundamentalist Mormons in the Intermountain West. If medical and social access is to be granted by the individuals in this culture, trust and partners must be built. As individuals in the culture are hesitant to accept assistance from any 'outside source,' calling on personal and professional experience, the presenters will offer insights into this unique culture, and propose ways that helping professionals can establish a working relationship with Fundamentalist Mormons.

#### **OBJECTIVES**

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

- Review the cultural characteristics of the Fundamentalist Mormon Culture.
- Explore the barriers, internal as well as external, that Fundamentalist Mormons have in obtaining medical care
- Discuss the possible changes that can be made to increase the likelihood that Fundamentalist Mormons will engage in a collaborative partnership with medical and social agencies.





4:00 – 4:30 PM Refreshment Break in Exhibit Hall

4:30 – 5:30 PM Concurrent Session 5

### **W-17: Preparing Social Workers for the 21st Century: Essential Competencies for Practice in Integrated Behavioral Health Settings**

*Mark de St. Aubin*

Educational Content Level: Intermediate

Under the Affordable Care Act, social workers are increasingly needed to practice in blended medical/mental health roles with integrated behavioral health in primary care settings for which their graduate training has often not effectively prepared them. This workshop will present both the practice competencies which recent studies have shown are needed for social workers serving in such settings, and a curriculum framework used in one 2nd year MSW program Health Concentration in which these competencies have been taught. Field practicum designs found effective in applying these competencies in 4 urban clinics will also be presented

#### **OBJECTIVES**

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

- Understand the structure and systems of care delivery in integrated behavioral health settings in primary care and the role of social workers in these settings;
- Identify the knowledge and practice competencies needed for social workers to practice effectively in integrated behavioral health;
- Explain MSW curriculum content and teaching methods which can be used to effectively teach this knowledge and competencies;
- Give examples of field practicum teaching designs which support the development of these competencies.

### **W-18: The Impact of Gender on Your Leadership Practice**

*Charles Robbins*

Educational Content Level: Intermediate

Gender is present in every interaction we have but too often it is not considered. As social work professionals we must reject society's heteronormative default with its gender binary view of the world. We must understand the impact of our language/actions and ensure we are truly gender inclusive. Gender inequality exists within society and likely the institutions in which we work. It is important that we examine our policies and practices through a gendered lens to be sure that we are not perpetuating gender inequality. This workshop will give participants the words and tools to start integrating gender into their leadership practice.

#### **OBJECTIVES**

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

- Gain an understanding of the contemporary views of gender beyond the binary.
- Consider how gender impacts their work at the macro, mezzo and micro level.
- Appreciate the intersectionality of gender with race, ethnicity, class and age.

### **W-19: Growing Our Own: Development of a Centralized Field Education Program**

*Jill Karnes*

Educational Content Level: Fundamental

Health care social work would benefit from "growing their own" through an active and robust field education program. Furthermore, to be successful, the program has to have "buy-in" from social work staff as evidenced by a willingness to accept a student and to provide a meaningful field experience. Unfortunately, this has become increasingly difficult when the demands on staff continue to rise and their available resources remain stagnant. A centralized program developed and coordinated by a workgroup with a passion to create an environment where a student evolves into a professional health care social worker will be presented.

#### **OBJECTIVES**

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

- Identify the importance of field education in health care social work
- Identify barriers to improving current programs and increase the number of social work students in a health care setting
- Demonstrate knowledge on how to create and coordinate a successful field education program in a health care setting

### **W-20: The Benefits, Risks, and Ethical Issues Surrounding the Provision of Acute Rehabilitation to an Undocumented Immigrant with a Spinal Cord Injury- A Case Study**

*Remi Ojumu*

Educational Content Level: Fundamental

This presentation will describe the complex issues surrounding the provision of acute rehabilitation care to an undocumented immigrant with a spinal cord injury. Discussion will revolve around the ethical issues, including fiscal constraints, allocation of resources, and the hospital's responsibility when there was no viable discharge destination. The presenter will describe lessons learned related to multidisciplinary communication, culture differences, state laws, and steps to improve the acute rehab experience for such a person.



### OBJECTIVES

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

- Describe the ethical issues of undocumented immigrants and their rights to health care.
- Describe key steps in accessing health care for undocumented immigrants.
- Discuss overall challenges in accessing health care for undocumented immigrants.

5:30 Free Evening

### Friday, October 28, 2018

6:30 AM – 4:00 PM	Registration
6:30 – 7:30 AM	Past Presidents' Breakfast <i>(by invitation only)</i>
6:30 – 7:45 AM	Continental Breakfast with Exhibitors and Poster Viewing
7:45 – 8:00 AM	Welcome and presentation of the Joan Upshaw Award
8:00 – 9:00 AM	Plenary Speaker: Joanna Fawzy Morales, Esq., CEO, Triage Cancer, "Impact of the Election on Health Care Advocacy"

This session will provide an update on the state of health care and other laws that have an impact on access to health care in the United States. This session will also discuss what is at stake in the upcoming election and how election results are likely to impact health care advocacy.

#### Objectives

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

- Understand the status of health care reform implementation and other relevant consumer protections at the federal and state levels
- Outline the ways in which the election results may impact access to health care

9:00 – 9:30 AM Transition Break

9:30 – 1030 AM Concurrent Session 6

### W-21: Medical-Legal Social Work Practice: The Successful Convergence of Two Disciplines

*Alethia Battles, Jami Roberts*

Educational Content Level: Intermediate

Integrating core social work and legal principles like counseling, advocacy, analytical thinking, and complex care coordination has proven to be an invaluable asset in healthcare. This unique medical-legal social work program was developed to address complex patient care challenges requiring the convergence of these two disciplines. It highlights the importance of social work when addressing complex medical-legal patient care issues in the hospital, while simultaneously developing relationships with the Court to resolve these issues.

#### OBJECTIVES

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

- Learn how SW leadership created an innovative medical-legal social work program in response to changes within a large healthcare system which has resulted in decreased length of stay and improved guardianship processes.
- Understand the importance of effectively applying social work skills to improve outcomes in complex medical/legal patient care situations.
- Review case examples that demonstrate how the convergence of social work and law principles has resulted in positive outcomes in patient care.

### W-22: Stay Healthy Outpatient Program: An Innovative Approach to Reducing 30-Day Readmissions

*Robert Hackleman, Maura Garascia*

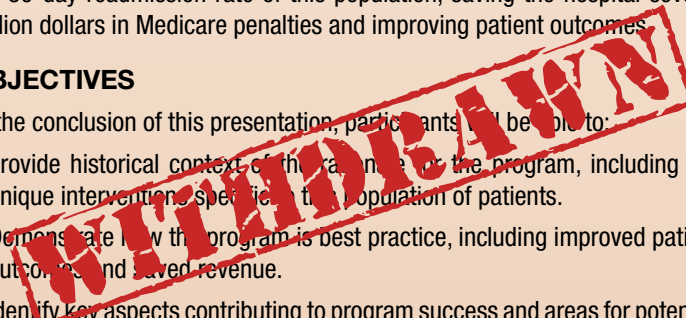
Educational Content Level: Intermediate

This presentation examines the unique attributes of the Stay Healthy Outpatient Program at Barnes-Jewish Hospital, as well as its challenges and successes. This program was developed to address the penalty imposed by CMS for 30-Day readmissions for CHF, COPD, AMI, and Pneumonia for traditional Medicare recipients. Innovative approaches were used to successfully reduce the 30-day readmission rate of this population, saving the hospital several million dollars in Medicare penalties and improving patient outcomes.

#### OBJECTIVES

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

- Provide historical context of the rationale for the program, including the unique intervention specific to the population of patients.
- Demonstrate how the program is best practice, including improved patient outcomes and saved revenue.
- Identify key aspects contributing to program success and areas for potential growth.
- Consider how this approach to preventing hospital readmissions could be a model for similar programs.







### W-23: Social Security Disability Insurance - Important Resources for Social Workers

*Karen Hercules-Doerr*

Educational Content Level: Intermediate

This session will be of special interest to social workers who assist disabled adult patients with discharge planning and identification of financial resources when an individual is unable to return to work. Information will review the application, appeal process and increased scrutiny associated with Social Security Disability Insurance (SSDI) program. Resources will be provided to assist individual consumers or healthcare practitioners understand this complicated and often intimidating process especially for high risk individuals.

#### OBJECTIVES

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

- Discern eligibility criteria between Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) to effectively evaluate disabled individuals and make referral.
- Match stages in the SSDI appeal process with decision making steps from Social Security Administration including increased scrutiny in recent years.
- Associate key indicators for those on SSDI that may be good indicators for returning to work via the Ticket to Work program.

### W-24: Integrated Primary and Specialty Care: The Community Care Team Model

*Brooke Griffiths, Kay Werhun, Thomas Michaels, Franklin Ortiz*

Educational Content Level: Intermediate

The Community Care Team (CCT) provides comprehensive, integrated care in primary and specialty care practices in the community by addressing the physical, socioeconomic, and psychosocial needs of high risk patients. CCT is comprised of a MSW, Behavioral Health Specialist, RN, and Pharmacist. This presentation will provide an overview of the CCT model, with a focus on the importance of assessing and meeting all of a patient's needs in a comprehensive and integrative way. Published outcome data will be shared.

#### OBJECTIVES

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

- Identify and discuss the benefits of a multi-disciplinary, team-based, integrated approach to health care delivery in the primary care and specialty practice settings.
- Describe the Community Care Team model and identify specific ways to assess and meet patients' physical, socioeconomic, and psychosocial needs in a continuous, comprehensive, and integrative way.
- Identify ways in which the Community Care Team model could be adapted and applied to meet the needs of other high-risk patient populations in their local communities.

10:30 – 11:00 AM

Transition Break

11:00 – 12:00 PM

Concurrent Session 7

### W-25: Mentoring: A Tool for Aspiring Health Care Leaders in Changing Times

*Erica Menzer, Karen Nelson*

Educational Content Level: Intermediate

Mentorship provides a mutually meaningful professional relationship for Mentors and Mentees. When looking for professional challenges or career development, a mentoring relationship can provide the imperative guidance for leadership advancement and innovative practice in changing times. Through this forum we will connect current and prospective Mentors with one another as well as discuss methods to address potential complications in the mentoring relationship including boundaries, legalities and confidentiality. This discussion may also prove that Mentors benefit as much or more through this experience than even their Mentees!

#### OBJECTIVES

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

- Differentiate between Mentoring, Supervision and Collegial Support.
- Use Mentoring as a catalyst for professional growth and health care leadership.
- Learn about the life cycle of the mentorship relationship
- Gain tools to utilize Mentorship towards staff development and growth.

### W-26: Trauma Informed Care - A Conceptual Model That Advances the Delivery of Healthcare Services

*Samara Grossman, Annie Lewis-O'Connor*

Educational Content Level: Fundamental

Trauma is pervasive and the effects are often hidden. The ACE study (Anda & Felitti, 1998) found that 63% of individuals have experienced at least one form of childhood trauma. The Fish Center for Women's Health at Brigham and Women's Hospital has served as a pilot site in shifting primary care services to a trauma informed care model. Trauma informed care (TIC) is a strength based approach that allows patients to rebuild a sense of control, safety and empowerment. This concurrent workshop would seek to highlight the importance of TIC in the healthcare setting.

#### OBJECTIVES

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

- Instruct social workers as to how the TIC approach can improve health outcomes, patient-provider relationships and patient satisfaction.
- Educate social workers how to advocate for TIC to be implemented at all levels of the healthcare system so that patients can rebuild a sense of control, safety and empowerment, within a culturally sensitive and patient



centered environment.

- Assist social workers in becoming adept at educating others in the health care setting to identify the causal relationship between trauma, health and behavior.
- Bring awareness to social workers in the healthcare setting about the ways in which both providers and patients can be traumatized and re-traumatized by their environment and find ways to reduce the effects of this.

### **W-27: Burnout Can Happen To Patients Too: How to Address in the Clinical Setting**

*Rebecca Axline*

Educational Content Level: Fundamental

Research has indicated that individuals diagnosed with Amyotrophic Lateral Sclerosis may experience feelings of emotional exhaustion, irritability, insomnia, guilt, resentment, depression, anger, and loneliness. Negative feelings may stem from lack of socialization, self-expression, self-value and/or loss of control. Addressing these emotions may be important as a grounding force, especially in time of physical and medical changes.

#### **OBJECTIVE**

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

- Explore use of evidence based techniques such as questionnaires, motivational interviewing, and mindfulness training with individuals with ALS.
- Model this practice, provide educational tools and ongoing encouragement in the clinical setting with goal of enhancing holistic approach to treatment.
- Add to clinical intervention options for use with individuals dealing with life changing medical diagnoses.

### **W-28: Advancing Patient and Family Centered Care Through Patient and Family Advisory Councils**

*Wendy Griffith*

Educational Content Level: Intermediate

The Institute for Patient and Family Centered Care defines patient and family-centered care as “an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.” One valuable way to incorporate this type of care is to implement some type of Patient and Family Advisory Council. This presentation will briefly review the basic concepts of patient and family-centered care; discuss the benefits of advisory councils both for patients/families and for hospitals; and explore council development, implementation, and leadership processes (including practical considerations, concept, and structure).

#### **OBJECTIVES**

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

- Review the basic concepts of patient and family-centered care and the benefits of several different advisory councils experienced by a major medical institution
- Outline basic steps for creating, implementing, and leading a Patient and Family Advisory Council
- Explore benefits and challenges to 3 different advisory council structures
- Discuss strategies for incorporating PFAC into hospital operations/clinical practice

12:00 – 1:00 PM

Lunch on your own

12:00 – 1:00 PM

Joint Meeting of the SSWLHC & Foundation Board of Directors

1:00 – 2:00 PM

Concurrent Session 8

### **W-29: Social Worker or Grim Reaper? Eliciting Patient Preferences for End of Life Care in Heart Failure Patients**

*Arden O'Donnell, Kayley Walsh*

Educational Content Level: Intermediate

Hospitalized heart failure patients at high risk for mortality frequently overestimate their prognosis. Few have discussed prognosis with their medical team, though most would like to be informed, particularly if life expectancy is limited. Many goals and values expressed to family or proxy are not reflected in the medical record. Our social work led intervention improved documentation of advanced care planning and goals of care conversations. This model could be easily replicated and resulted in better alignment of care delivery and patient wishes.

#### **OBJECTIVES**

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

- Describe a social work led clinical interventional study with High risk Heart Failure Patients and be able to discuss the importance of social work's role in eliciting patient preferences for end of life decision making.
- Understand a collaborative inpatient/outpatient social work model used to document goals of care conversations and advanced care planning documents.
- Discuss the emerging role of social work as leaders on clinical teams and how this can result in better alignment of care delivery and patient preferences.



### W-30: Be Well, Be You: Utilizing a Wellness Perspective to Address the Effects of Cancer on the Adolescent and Young Adult Population.

*Karen Rediger*

Educational Content Level: Fundamental

Adolescent and young adult (AYA) patients being treated in a children's hospital have unique needs. It is our mission to provide individualized care through a comprehensive team approach, while addressing the physical, psychological, social and emotional needs from diagnosis to survivorship. This presentation will review the development and implementation of the Be Well, Be You wellness program, specifically designed to address these needs utilizing a peer support model with a wellness approach. It will also discuss ongoing program development opportunities and clinical interventions for the AYA population.

#### OBJECTIVES

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

- Identify the unique needs of adolescents and young adults diagnosed with cancer.
- Discuss the process for developing and implementing a program based on needs identified.
- Identify additional opportunities for future programming to meet the ongoing needs of this population as well as adaptations for other patient populations.

### W-31: Integrating Cognitive Health into the Healthcare Model

*Natalia Shtompel*

Educational Content Level: Intermediate

Cognitive health is often excluded from healthcare model and not addressed unless patient has cognitive impairment, dementia, or other conditions affecting cognitive function. Social workers need to be aware of research on risk and protective factors of age-related cognitive decline and cognitive impairment and promote behaviors and programs that help maintain cognitive vitality with age and as a result, independence. Mental stimulation is among protective factors for cognitive decline, and the findings from cognitive training interventions are promising. Results from a community-based cognitive training test trial are presented.

#### OBJECTIVES

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

- Develop an understanding of the importance of integrating cognitive health into the overall healthcare model.
- Be knowledgeable about the negative effects of cognitive decline on individuals, families, and the society.
- Be knowledgeable about evidence-based risk and protective factors for cognitive vitality.

- Learn about a novel, flexible, and low-cost community-based cognitive training program for older adults.

### W-32: Wellness Support Groups for Resident Physicians

*Hallie Stone, Helene Morgan*

Educational Content Level: Intermediate

#### OBJECTIVES

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

- Understand how the skill set of clinical social workers is appropriate for the success and sustainability of Resident Wellness.
- Learn three recommendations that will help in developing this program in their setting.
- Identify possible obstacles in their institution that might challenge their ability to implement a wellness program.

2:00 – 2:30 PM

Refreshment Break,  
Final Poster Viewing and  
Closing Raffle

2:30 – 3:30 PM

Concurrent Session 9

### W-33: The Ethics of Social Media

*Ronald Davis*

Educational Content Level: Fundamental

Attendees will gather knowledge and be able to apply critical thinking concepts to the Ethics around the use of Social Media. They will identify positive uses for branding and advertising of themselves and their organization, while being able to identify where its use can create an ethical issue for the individual, the company, and/or the client. Attendees will be able to distinguish the various social media platforms and how they can create ethical issues. Finally, we will look at recent court cases where social media played a part in rendering a change in a court's decision.

#### OBJECTIVES

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

- Understand the impact of social media on our work with clients.
- Develop an understanding of legal issues and the difficulty that social media can create in interference with legal rights of individuals.
- Be able to identify potential ethical social work issues with utilization of social media in a practice setting.
- Identify positive and negative uses of social media on brand image of an individual and/or company.



### **W-34: Care Transitions in Social Work Across the End of Life Care Continuum**

*Kathleen Wade, Alessandra Iaderosa*

Educational Content Level: Intermediate

Health care social work is firmly grounded in chronic, palliative, and end of life care. Yet our patients and families cared for over months and years have the services and relationships terminate abruptly at the time of death. This presentation will discuss innovative strategies and collaborations that extend beyond the hospital walls to families experiencing a loss. Social workers are providing these services post mortem and extending them through bereavement. Our family voices speak to the gaps experienced and the type of support needed to mourn. The partnership with Decedent Affairs and the Medical Examiner's Office will be addressed.

#### **OBJECTIVES**

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

- Address the needs of families post mortem
- Identify innovative roles for social workers after a death and how to fund them
- Provide a voice for families experiencing a loss and address their service needs
- Discuss best practice processes for grief and loss

### **W-35: Improving Addiction Care Team: Social Work Leadership in a Consult Service**

*Juliana Wallace, Daren Ford*

Educational Content Level: Fundamental

This workshop will present the development of IMPACT (Improving Addiction Care Team) an innovative addiction consult service within the inpatient hospital setting. Highlighting the clinical model of full time Social Worker and use of Peer Delivered Services. Time will be spent exploring use of Evidence Based Practices, Medically Enhanced Residential Treatment, and Medication Assisted Treatment. We will discuss ways that Social Work Leadership can be proactive in the development of recovery-oriented systems of care.

#### **OBJECTIVES**

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

- Discuss skills and practice principles that Social Workers can use to provide recovery oriented care to patients experiencing addiction.
- Analyze the role of Social Work and Peer Delivered Services in advocating for patients experiencing addiction.
- Examine the intersection of co-morbidity in long hospital admissions.

### **W-36: Part 1: Social Work Supervision in Home Care and Hospice: An Essential Component of Program Quality**

*Mark de St. Aubin*

Educational Content Level: Intermediate

Social Workers who practice in hospice and home care settings often do so under supervision by those of other disciplines - nursing, physical therapy, or business administration, yet research has shown that better agency medical and financial outcomes occur when these social workers receive supervision by those of the same discipline. This workshop will explore models/practices of supervision for home care/hospice social workers found effective in both urban and rural settings. Discussion topics include 1) Clinical case supervision; 2) Program development and productivity; and 3) Translating the value of our work to administration.

#### **OBJECTIVES**

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

- Identify the 5 core functions of a social work supervisor in a home care/hospice setting
- Name and describe the necessary developmental stages of a clinical social worker as they move from supervisee to independent practitioner
- Explore elements of a growing social work department in terms of agency-valued programs and staff productivity
- Teach your home care/hospice staff how to communicate social work value (impact on financial bottom-line and health outcomes) to agency administration

3:30 – 4:00 PM

Transition Break

4:00 – 5:00 PM

Concurrent Session 10

### **W-37: Guardianship in the Hospital Setting: Education, Process, and Outcomes**

*Carrie Whitaker*

Educational Content Level: Intermediate

Guardianship is a complex process that is of vital importance for many adult patients who lack capacity to make their own medical decisions. The Guardianship Team at Duke University Hospital has designed a program to educate and guide providers and patients' relatives through the guardianship process. Participants in this session will receive tips and tools to enhance the guardianship process with the goal of achieving more timely and appropriate outcomes for patients.



### OBJECTIVES

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

- Identify scenarios in which guardianship is indicated for the adult inpatient population.
- Recognize key opportunities for communication and collaboration with various stakeholders involved in the guardianship process.
- Understand and implement a guardianship process flowchart in order to streamline the guardianship process in the hospital setting.
- Review sample materials for explaining guardianship to providers and patients' relatives. (Please note: sample materials are those used in North Carolina, but participants should check their local state/county guidelines and laws to ensure the appropriate forms are being used.)

### **W-38: Recognizing MSW Contributions and Providing a Framework for Advancement, Exploring the UMHS MSW Career Ladder.**

*Stacey Klett, Kathleen Wade*

Educational Content Level: Intermediate

Recognizing MSW contributions and providing a framework for growth and advancement are vital in recruiting and retaining the best team possible. We'll show you how to develop a career ladder model that meets the needs of MSWs across a diverse environment focusing on clinical care, research, leadership, and education. This model balances providing valuable financial and promotional incentives for staff along with developing a highly skilled workforce to meet future needs and aid in succession planning.

### OBJECTIVES

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

- Become familiar with the UMHS MSW Career Ladder and how it was developed to serve all MSW interests in a comprehensive health system.
- Discuss how a career ladder can achieve your goals in recognizing staff and providing a framework for advancement, focusing on what your department and organization values.
- Explore strategies for developing, implementing and funding a career ladder in your institution.

### **W-39: VA Social Work: Basic Training for Community Partners**

*LeAnn Bruce*

Educational Content Level: Fundamental

Caring for our nation's Veterans is a collaborative responsibility between the VA and our Community Partners. This timely presentation will provide a comprehensive description of the VA Healthcare system and the role social workers play in providing patient-centered care. With this information, and interactive PPT provided, community partners will be better able to help their eligible Veteran clients access programs, services and supports.

### OBJECTIVES

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

- Gain understanding of the structure of the VA Healthcare System and social work careers in VA Healthcare.
- Understand the basics of Healthcare & Benefit eligibility.
- Gain understanding of the vast programs and services available across the spectrum of VA Healthcare.
- Review interactive resource to aid in outreach and referral.

### **W-40: Part 2: Social Work Supervision in Home Care and Hospice: An Essential Component of Program Quality**

*Mark de St. Aubin*

Educational Content Level: Intermediate

Social Workers who practice in hospice and home care settings often do so under supervision by those of other disciplines - nursing, physical therapy, or business administration, yet research has shown that better agency medical and financial outcomes occur when these social workers receive supervision by those of the same discipline. This workshop will explore models/practices of supervision for home care/hospice social workers found effective in both urban and rural settings. Discussion topics include 1) Clinical case supervision; 2) Program development and productivity; and 3) Translating the value of our work to administration.

### OBJECTIVES

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

- Identify the 5 core functions of a social work supervisor in a home care/hospice setting
- Name and describe the necessary developmental stages of a clinical social worker as they move from supervisee to independent practitioner
- Explore elements of a growing social work department in terms of agency-valued programs and staff productivity
- Teach your home care/hospice staff how to communicate social work value (impact on financial bottom-line and health outcomes) to agency administration



5:30 – 7:00 PM Happy Hour- Social Work Health Leadership Foundation Fundraiser  
(Ticket Required)

### Saturday, October 29, 2016

7:00 AM – 12:30 PM Registration / CEU Form Drop-Off

7:00 – 8:00 AM Continental Breakfast

7:00 – 8:00 AM Leadership Institute Regroup & Breakfast

8:00 – 9:00 AM Concurrent Session 11

#### W-41: Telling the story: An Innovative Approach to Capturing Social Work Contributions, Clinical Outcomes, and Psychosocial Acuity.

*Stacey Klett, Alethia Battles*

Educational Content Level: Intermediate

To meet the challenges facing health care social work the UM Psychosocial Acuity Scale captures psychosocial acuity measures (by patient, location, payer, provider or service category) across a comprehensive health system (inpatient, outpatient, adult, pediatric, medical, and psychiatry); utilizing acuity measures in a multitude of ways to demonstrate impact on clinical outcomes, outline patient/family needs and determine the best level of social work services required to meet those needs.

#### OBJECTIVES

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

- Understand how a day-to-day clinical tool can tell a business story about the relevance and impact of social work.
- Learn how to use acuity measures coupled with other measures to demonstrate social work impact on clinical outcomes.
- Explore various ways the UM Psychosocial Acuity Scale can be used to customize the story you are trying to tell.

#### W-42: Veteran's Affairs Women's Initiate Specialized Services for Female Veterans.

*Erica Myrtle-Holmes, Amanda Johnson, Adrienne Atwater*

Educational Content Level: Intermediate

Through this presentation, it is our goal to inform the audience of methods used to: 1) enhance treatment provided to female veterans at the Veterans Affairs Medical Center; 2) to provide services that are centered on the female as an individual; sensitive to their wounds and struggles such as PTSD, MST, and their sexual orientation; 3) to fully articulate and describe our innovative PBV housing program for female veterans and families; and, 4) ensure every woman that has put on a U.S. Military uniform feels proud and appreciated for her service to our country.

#### OBJECTIVES

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

- Analyze social, emotional, and housing challenges Female Veterans face as they transition out of military service.
- Gain knowledge and describe services offered by the Department of Veteran Affairs specifically to Female Veterans.
- Discuss and review Military Sexual Trauma (MST) and Post-Traumatic Stress disorder(PTSD) and how it affects their daily lives.

#### W-43: Creativity and Innovation in the Classroom: Preparing the Next Generation of MSW Students for Careers in Health Care.

*Michael Talamantes*

Educational Content Level: Intermediate

Due to ongoing changes in health care, social work education must constantly update curriculum and provide opportunities for students to gain knowledge and exposure to the diversity of social work roles in health care. Creativity, evolution, and experiential learning done through community partnerships are essential in the classroom. With a new curriculum in health and wellness, the University of Denver is attempting to accomplish this for the next generation of social workers.

#### OBJECTIVES

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

- Describe a non-traditional health curriculum and consider modifications that can be made to traditional curriculum content in order to enhance student learning.
- Understand the importance of community partnerships and consider how to cultivate these partnerships to improve the classroom experience.
- Identify new experiential assignments that promote student learning outside of the classroom and may have a benefit to health care partners.



### **W-44: Innovation in Social Work Leadership, Buckle –Up, For a Fun and Challenging Ride**

*Heather Brungardt, Sabra Boyd*

Educational Content Level: Intermediate

Take a deep dive into one of the largest Departments of Social Work in a pediatric health care system in the nation. Explore critical concepts needed to build and sustain a highly skilled and competent team from recruitment, onboarding and workforce development to cultivating leaders needed to advance innovation in a competitive environment. Hear real life examples of successes and challenges in elevating the profile of the social work profession within an academic medical setting. Leave the presentation with concrete ways to advance your own team’s success.

#### **OBJECTIVES**

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

- Increase knowledge of proven change management and leadership theories that can be used to lead innovation within the health care environment.
- Understand key concepts to develop effective workforce development programs.
- Develop a preliminary roadmap to elevate the social work profession within your setting.
- Gain insights into approaches to overcome challenges when leading the charge in innovation projects.

9:00 – 9:30 AM            Transition Break

9:30 – 10:30 AM        Concurrent Session 12

### **W-45: Integrated Behavioral Health for Young Adults in Primary Care**

*Sarah M. Gale, Leah Petracca*

Educational Content Level: Advanced

Social Workers who are embedded in primary care hold a unique position among the medical team in terms of creating a culture that is receptive to young adults. Their varied skills as advocate, clinician, consultant and facilitator provide a unique and special role among the team. The Affordable Care Act specifies the importance of behavioral health care within primary care. Evidenced based practice shows that interventions which address social determinants of health and are delivered at earlier stages in life can bring dramatic improvements to medical conditions, reverse mild to moderate psychiatric disorders and reduce access barriers.

#### **OBJECTIVES**

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

- Discuss the implementation process of targeting young adults (ages 18-25) in engagement of behavioral health within primary care setting.
- Create/access screening tools to focus on treatment and prevention for those at risk for violence and at risk life style behaviors.
- Recognize the impact of social determinants of health that can exacerbate or cause medical conditions in relation to young adults.
- Discuss and recognize cultural factors within the primary care setting and among providers that deter efforts to treat and prevent illnesses among young adults.

### **W-46: Data Driven Social Needs Programming**

*Jennifer Valenzuela, Andrea LeBeouf*

Educational Content Level: Intermediate

With the shift toward value-based care, health systems are increasingly turning attention to the socioeconomic factors that drive 70% of patients’ health outcomes. Food, heat, insurance and safe housing are just a few of these factors, which present health care social workers with unique challenges to effective case management. Learn how deploying analytics can overcome barriers to care and develop efficient and effective programs to address patients basic resource needs.

#### **OBJECTIVES**

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

- Understand how to collect, track and interpret social needs data
- Use social needs data to support workforce decisions
- Develop best practices as derived from social needs analytics



### **W-47: The SAGE Program: Social Work Innovation in Palliative Care**

*Catherine Arnold, Josh Lakin*

Educational Content Level: Intermediate

The SAGE (Speaking About Goals and Expectations) Program is an interdisciplinary palliative care initiative with the primary goal of engaging patients in earlier serious illness conversations, helping them articulate and document their priorities before a medical emergency occurs. SAGE utilizes a social work-led model, implementing Ariadne Lab's Serious Illness Conversation Program, a best-practice, systematic approach for improving goals of care communications. This session will use our tested, dynamic, multimodal training program to teach the social work role in systematic improvements in palliative care communications.

#### **OBJECTIVES**

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

- Demonstrate the key elements of earlier, "up-stream" conversations about goals and preferences, using the tested Serious Illness Conversation Guide, based on Dr. Atul Gawande's research and resulting best practices.
- State the benefits and barriers to implementing an innovative, social work-led, interdisciplinary palliative care initiative aimed at improving conversations about goals and preferences for patients with serious illnesses.
- Describe the key elements of providing interdisciplinary coordinated care across the continuum of in-patient, post-acute and ambulatory care settings
- Better understand the patient-level benefits to providing earlier serious illness conversations

### **W-48: Social Work Embedded Project Managers, and how they can provide value to your leadership team**

*Kathleen Wade, Erin Khang, Stacey Klett*

Educational Content Level: Advanced

Social work leaders are called to manage increasing numbers of initiatives with increasing complexity. The need to communicate the value of social work contributions and advocate for improved or maintained social work services requires social work departments to expand their management team's skill set. Embedded project managers encourage increased productivity, accountability, strategy and efficiency. This session will examine one model of embedded project management in a large healthcare system social work department.

#### **OBJECTIVES**

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

- Identify why a department of social work would want to invest a valuable position in a project manager (MSW or non-MSW), rather than another MSW or social work manager/supervisor.

- Explore and share social work projects occurring in various health systems and discuss how project management has/could impact that work.
- Describe a variety of project management tools and resources useful for social workers in a healthcare setting.

10:30 – 11:00 AM

Check-Out Break

11:00 AM – 12:00 PM

Concurrent Session 13

### **W-49: Using LEAN Thinking to Improve the Recruitment and Onboarding of New Hires**

*Karen Nelson, Michael Thomas*

Educational Content Level: Intermediate

Identifying and hiring the right staff is perhaps the most important task leaders face. Without a solid structure, consistent practices and aggressive timelines, the result can be poor hires or vacant positions. The hiring process should be viewed as the first step in engaging the new employee. This presentation discusses the problem faced by a large acute care hospital when more than 30 vacant positions needed to be filled in less than six months. Presenters will describe the application of LEAN methodology which was used to create a structured and efficient hiring process garnering high levels of satisfaction from new staff.

#### **OBJECTIVES**

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

- Learn how LEAN thinking was applied to the problem of a hiring process that was slow, uncoordinated and ineffective.
- Understand the steps in the new hiring process and the outcome
- Hear how a standardized, consistent onboarding process inspires confidence and reduces stress for new hires

### **W-50: Suicide Prevention: A New Focus, and New Solutions for Integrated Primary Care**

*Virna Little*

*Presented by: Laura Leone*

Educational Content Level: Fundamental

Zero Suicide advocates a new approach to suicide prevention in health care organizations by providing a tools and best practice recommendations for systematic, clinical suicide prevention. Core components include: asking patients about suicide; working with patients to make a safety plan; treating patients with evidence based practices; and following up with patients after referral. This workshop illustrates a framework for community health organizations to develop zero suicide initiatives, and describes the implementation efforts of the Institute for Family Health, a Federally Qualified Health Center network in New York State.





### OBJECTIVES

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

- Understand the Zero Suicide initiative's tools and best practices and the importance of being "suicide safe" in both primary and behavioral health care centers.
- Incorporate the Zero Suicide best practices and tools through staff trainings, clinical supervision, and Electronic Health Record documentation.
- Create a "suicide safe" culture through leadership support and quality improvement initiatives.

### **W-51: Creative Care Management : Increasing Home Care Services for Persons with Alzheimer's disease and their Caregivers**

*William Cabin*

Educational Content Level: Intermediate

Medicare and Medicaid home health limit psychosocial intervention use for persons with Alzheimer's disease and their caregivers. The limitation exists despite the availability of extensive randomized controlled trial-based interventions for these populations (Gitlin, 2010), a growing elderly population with the condition (Alzheimer's Association, 2015), and extensive caregiver burden. The presentation involves results of a 2015 research study documenting the unmet need and presents creative strategies to increase care within existing regulations.

### OBJECTIVES

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

- Increase knowledge of the Medicare and Medicaid home health benefit.
- Increase their knowledge of evidence-based home care psychosocial interventions for persons with Alzheimer's disease and their caregivers.
- Gain knowledge on how to use existing home care regulations creatively to increase social work and other services for persons with Alzheimer's disease and their caregivers.

### **W-52: Training HIV Medical Providers in Motivational Interviewing to improve adherence to ART in Patients and Prevent Burn-out in Providers; A Research Project**

*Susan Larrabee*

Educational Content Level: Intermediate

Motivational Interviewing has become the cornerstone of a successful adherence program in the HIV clinic at a large teaching hospital as well as an education program promoting life saving behavior change in patients. It has further become a self-care and capacity building strategy for medical providers who previously struggled to maintain a sense of commitment to

patients following years of unhealthy life choices. Social work leadership was integral to the success of this research project and the positive results it inspired.

### OBJECTIVES

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

- Identify Motivational Interviewing strategies to promote behavior change in clients/patients.
- Master the tenets of a successful clinic based research project to teach MI strategies to a multidisciplinary team.
- Add Motivational Interviewing skills to their tools for preventing burn out in themselves and their teams working with patients with chronic illness.

### **W-53: Leveraging Uber to Improve Patient Discharge and Throughput: An Innovative Case Study On How UCLA Health's Managed Ride-share Program is Lowering the Costs of Transportation While Improving Patient Satisfaction**

*Marcia Colone, Ryan Iwamoto, Gavin Ward*

Educational Content Level: Intermediate

One of the largest pain points for a hospital and its discharge process is transportation. This is often due to a lack of resources which often negatively impact patient length of stay and throughput. Current transportation has its restrictions when discharging a patient. Family and friends may not be able to assist in a timely fashion and traditional transportation options like a taxi may not be appropriate due to the limitations of the patient. In this presentation, you will learn how UCLA Health's innovative transportation collaborative with Uber and 24Hr HomeCare is yielding incredible cost savings, throughput enhancement, and patient satisfaction. The program allows UCLA Health patients to receive an on-demand ride within minutes, and have a disability-trained driver that can escort him/her from door-to-door. All of this while saving UCLA Health 30-40% from using a traditional taxi voucher.

### OBJECTIVES

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

- Learn how UCLA Health's ride-share program is saving over 30-40% on its transportation costs
- Understand technology options for improving transportation
- Identify if a managed on demand rideshare program is the right solution for your hospital
- Learn how to potentially save on costs utilizing a ride-share program



### **W-54: Pre-Exposure Prophylaxis (PrEP) Awareness, Attitudes and Uptake Among Young Gay, Bisexual and Other Men Who Have Sex With Men (MSM) in California**

*Ian Holloway*

Educational Content Level: Intermediate

Young men who have sex with men (YMSM) in the United States (US) continue to be disproportionately affected by HIV with large racial/ethnic disparities among African-Americans and Latinos. The World Health Organization now recommends that all people at substantial risk of HIV should be offered pre-exposure prophylaxis (PrEP). While PrEP awareness has generally increased, actual PrEP usage among MSM has been limited. Little is known about PrEP awareness, attitudes, and uptake among racially and ethnically diverse YMSM.

#### **OBJECTIVES**

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

- Identify appropriate clients to screen, counsel and recommend pre-exposure prophylaxis (PrEP)
- Understand common barriers to engagement in pre-exposure prophylaxis (PrEP) among young men who have sex with men (YMSM)
- Recognize disparities in pre-exposure prophylaxis awareness, willingness and uptake among diverse groups of YMSM
- Comprehend Centers for Disease Control and Prevention recommendations for ongoing PrEP-related clinical care

12:00 PM

Conference Adjournment

### **P-01: Social Work and Behavioral Emergency Response Teams**

*Aaron Grigg*

Educational Content Level: Fundamental

The number of patients with behavioral health issues who are seen in non-behavioral health medical settings is rapidly increasing nationwide. By far the majority of these patients receive treatment in hospital settings without incident, however when difficulties arise that are associated with their behavioral health diagnosis it is important that nurses and hospital staff have the tools and support needed, and can ensure safety for all. The Behavioral Emergency Response Team (BERT) is a rapid response team activated to provide immediate de-escalation assistance; preventing crisis restraints, elopements, and combative person.

#### **OBJECTIVES**

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

- Compare the benefits of Behavioral Emergency Response Team to smaller hospitals with less resources.
- Identify the logistics and best practices of Behavioral Emergency Response Team.
- Identify the process of developing and implementing Behavioral Emergency Response Team hospital wide; lessons learned, successes and barriers.
- Identify the benefits of Summit to Summit Healthcare Regional Hospital after 1.5 years of implementation.

### **P-02: Nephrology Social Workers Can Positively Impact the Bottom Line in ESRD.**

*Ola Labisi*

Educational Content Level: Intermediate

Social workers in the health care setting are often overlooked due to the misconception that they do not impact the financial outcomes of their institutions. The ESRD Quality Incentive Program is administered by the Centers for Medicare and Medicaid Services (CMS) to promote high quality services in outpatient dialysis facilities treating patients with End Stage Renal Disease. Research has shown that the nephrology social worker is instrumental in impacting the health care provider's reimbursement rate in a pay for performance or value-based system where high quality services and clinical outcomes are rewarded based on quality measures.

#### **OBJECTIVES**

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

- Discuss the benefits of the social worker's leadership role in the IDT process.
- Analyze the correlation between improved clinical outcomes and reimbursement rates.

- Understand their unique role in the reduction of missed treatments and hospitalizations.
- Recognize the inherent power of the social work training in impacting the bottom line and patient outcomes.

### **P-03: Maternal Mental Health Grant Pilot Project**

*Diane Sorensen, Sarah Blader*

Educational Content Level: Intermediate

Maternal Mental Health Grant Pilot Project ABSTRACT: Overview of a Federally Qualified Health Center's Maternal Mental Health Grant Pilot Project that incorporated a process for mental health, substance abuse, Adverse Childhood Experiences, and 'Life Events' screenings based on the SBIRT model. Women who screened positive for any of these would be assessed by a medical social worker and coached on resiliency. The goal is to provide trauma informed care, enhance resiliency, and improve long-term health.

#### **OBJECTIVES**

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

- Understand the components of a clinic wide approach to screening females between the ages of 18 and 54 for mental health, substance/ alcohol abuse, Adverse Childhood Experiences (ACEs), domestic/ sexual abuse, along with food, housing, transportation and dental care shortages which then triggers a social work assessment.
- Understand how to identify patient's existing coping skills to strengthen and learn how to quickly coach deep belly breathing in the exam room setting.
- Understand how to identify statistics in pilot project to justify continued funding by FQHC and/or funding source.
- Have a better understanding of the intersection of early childhood trauma, trauma in later life and the long term health care outcomes.

### **P-04: Using a LEAN Process to Guide a Team's Clinical Care Practices**

*Leah Christensen*

Educational Content Level: Intermediate

LEAN Philosophy is based on 2 simple concepts: respect for people, patients and society & continuous improvement. This philosophy aligns with social work values and can assist social work leaders in effectively leading teams. In this poster presentation, participants will be able to view a completed A3 project from a team of social workers and nurses in the health care system, working to improve a clinical process within the VA Caregiver Support Program. The clearly identified process will allow participants to identify how LEAN can be applied in improving a team's clinical practice and process.

### OBJECTIVES

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

- Identify at least 3 components of the A3 model in the LEAN process.
- Discuss how use of the LEAN process can guide clinical Social Work teams in clinical guidelines.
- Name 2 benefits of utilizing LEAN practices with Social Work teams.

### **P-05: Maintaining Patient Satisfaction and Building Rapport while Setting Boundaries: A Tough Love Approach**

*Patricia Racine*

Educational Content Level: Intermediate

Interdisciplinary professionals are often times not adequately trained to manage difficult conversations with patients. The lack of these skills not only impacts clinical effectiveness and patient satisfaction, but can also lead to staff burn out and disengagement. The goal of this poster presentation is to demonstrate how the role of the Social Worker can support interdisciplinary team members in developing the skills required in working with difficult patients. The Social Worker can facilitate interdisciplinary education that will assist staff in establishing appropriate boundaries early in working relationships with patients.

### OBJECTIVES

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

- Learn to effectively set boundaries with patients/clients early in the working relationship.
- Learn strategies for teaching interdisciplinary team effective ways to build rapport with patients based on mutual respect.
- Provide interdisciplinary professionals strategies in managing low-level conflict.
- Learn strategies for improving self-efficacy of the interdisciplinary team when setting boundaries with difficult patients.

### **P-06: Social Work in Tanzania: Serving the HIV/AIDS Population Through Medical Missions**

*Bill Mejia*

Educational Content Level: Fundamental

Each year in February, since 2001, Huntington Hospital sends a, approximately 30 healthcare professionals to Arusha, Tanzania for two weeks to provide a number of direct care services to hundreds of people in the northern part of this country. This presentation will focus on the involvement and intervention of social workers on the team who conduct home visits for people with HIV/AIDS. It will include the interventions provided, collaboration with the local healthcare social workers, cultural aspects of care, challenges and stories from the field. Information about the current state of HIV and AIDS in Tanzania will also be presented.

### OBJECTIVES

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

- Understand the cultural aspects of care for people with HIV/AIDS in Tanzania.
- Appreciate the important role of a visiting social worker in an African country.
- Learn the importance of government involvement in supporting people with HIV/AIDS through direct care and preventative education.

### **P-07: A Team-based Approach to Suicide Screening; Beginning with the End In Mind**

*Michelle Bettis*

Educational Content Level: Intermediate

Suicide in the pediatric population is a growing concern in the United States. Children's Mercy has embarked on a team-based approach to screening and intervening with patients at risk for suicide. This approach has allowed us to engage in the lives of countless patients and families and connect them to mental health services and remove barriers to care. Our position on screening has changed over time, as we were guided by evidence-based practices and principles of collaboration. Our data demonstrates that we are making a difference of the lives of patients and families and improving outcomes.

### OBJECTIVES

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

- Learn about the importance and urgency of suicide screening in a pediatric healthcare setting.
- Identify essential components to implementing successful suicide screening in an urban pediatric healthcare setting.
- Discuss lessons learned and challenges faced when starting and maintaining a team-based initiative.

### **P-08: Interprofessional Education: Social Work and Medical Students Working Together**

*Daniel Fischer, Joseph House, Susan Sefansky*

Educational Content Level: Intermediate

Social Workers in health care and integrated behavioral health care must have the ability to collaborate as a member of interprofessional teams. Interprofessional education includes understanding roles and responsibilities, communication, and teamwork as three primary core competencies. A group of educators modified an established standardized medical student training experience to include social work students. Students were evaluated using a communication checklist. Both groups reported the experience to be realistic and helpful in gaining an appreciation for each other's roles and the benefits of teamwork and communication.



### OBJECTIVES

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

- Discuss the benefits of interprofessional education experiences.
- Discuss the use of standardized patients in simulated training experiences.
- Identify interprofessional education core competencies.

### **P-09: Body Image: Coping Through Cancer Amputations.**

*Victoria Grant, Cornesia Russell*

Educational Content Level: Intermediate

Patients undergoing treatment for cancer may experience physical changes resulting from limb amputations. These changes can effect a patient's body image and self-esteem, which in turn could affect their overall self-worth and ability to cope with treatment. This poster will explore the unique needs of the cancer amputee population, focusing on psychosocial concerns and protective and risk factors for coping. Furthermore, this poster will identify therapeutic models social workers can utilize to enhance patient's coping.

### OBJECTIVES

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

- Identify psychosocial needs that are associated with amputations.
- Identify potential protective factors that may enhance patient's ability to cope.
- Identify and increase knowledge of appropriate therapeutic interventions that are unique to body image to enhance coping after amputation.

### **P-10: Integrating Social Work Interns Into Rural Pediatric Primary Care- A Workforce Development Model**

*Amy Habeger*

Educational Content Level: Intermediate

The BHIPP (Behavioral Health in Pediatric Primary Care) Program at Salisbury University trains, places and supervises MSW interns in pediatric primary care field placements. Since its inception, BHIPP interns have recorded contacts with over 2500 families. The presentation will focus on the workforce development model with an emphasis on rural practice, and the importance of successful community partnerships.

### OBJECTIVES

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

- Increase knowledge of the BHIPP Workforce Development Model.
- Describe the types of clients seen by the BHIPP interns.
- List 3 lessons learned regarding pediatric integrated care.

### **P-11: Leaders in the Making: Strategies for Professional Growth and Development**

*Charla Peterson*

Educational Content Level: Fundamental

People are most fulfilled when building on their skills and knowledge, rather than just work. It is important for administrators to promote factors associated with professional development, especially within a teaching institution. Promoting and sustaining a staff of evolving clinicians requires a supportive departmental structure and culture. The Social Work Department at MD Anderson Cancer Center has created a culture of discovery and growth, specifically through the development of their Senior Social Work model.

### OBJECTIVES

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

- Discuss the importance of professional growth and development as it relates to social work practitioners within a large institution.
- Identify ways to assume leadership roles in multiple areas of practice on a micro and macro level.
- Review a current professional growth model utilized within the Social Work Department at The University of Texas MD Anderson Cancer Center.

### **P-12: How MSW-MPH Programs Prepare Healthcare Social Workers for Innovative, Interprofessional Practice**

*Patricia Reeves, Trina Salm Ward*

Educational Content Level: Fundamental

How does a Master of Social Work - Master of Public Health degree program (MSW-MPH) advance interprofessional collaboration as a cornerstone of social work practice according to the Council on Social Work Education (CSWE, 2015)? Drawing on quantitative and qualitative data collected from multiple stakeholder groups since the program's inception in 2011, the developers of the MSW-MPH program at the University of Georgia, the state's only MSW-MPH program, will describe what each discipline "brings to the table" and how, by working in concert, healthcare social workers are prepared to address persistent social problems in today's world.

### OBJECTIVES

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

- Acquire an understanding of interprofessional practice as described in the professional literature.
- Identify the specific contributions of both social work and public health to a collaborative MSW-MPH partnership.
- Analyze and assess the "value added"—to students, prospective employers, and clients—of dual education and training in social work and public health.

### **P-13: Around The Clock Care: The Importance of On Call Social Workers**

*Tabeen Islam, Madison Brock*

Educational Content Level: Fundamental

This poster presentation will explore the role of social workers in leading and facilitating patient care within a hospital setting after hours. Social workers provide an invaluable service to patients around the clock, however on call and weekend social workers are faced with a multitude of obstacles due to limited supervision, staff and resources. This presentation will explore the challenges and benefits of having this person centered model in hospitals to ensure continuity of care for every patient.

#### **OBJECTIVES**

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

- Examine the leadership role and required skill set of social workers who work after hours or weekends.
- Learn about the challenges associated with facilitating patient care after hours, including: limited resources, lack of available supervision/consultation, the potential ethical dilemmas presented and the range of biopsychosocial needs of patients.
- Explore the benefits of utilizing a person centered model in their own practice to ensure continuity of care for every patient.

### **P-14: The Development of A Complex Case Manager Role with Psychiatric Patients in the Emergency Room**

*Amal Elanouari, Susan England*

Educational Content Level: Advanced

An Emergency Room (ER) is a dynamic place with a high number of acutely ill patients with complex conditions who need immediate attention. A portion of patients present with psychiatric symptoms & require more specialized care & resources than ED physicians, nurses, social workers & case managers can deliver. In this forum, we will discuss the experience of introducing the Complex Case Management role & its impact through data & clinical experiences. This presentation's goal is to showcase effectiveness of the model in advancing psychiatric acute care, reducing LOS & improving the experience of patients & family members requiring such care.

#### **OBJECTIVES**

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

- Learn about the dynamic multifaceted role of the Complex Case Manager in providing care to psychiatric patients in the Emergency Room (ER).
- Learn about the Complex Case Manager leadership techniques used in facilitating the development of a cohesive and responsive multidisciplinary team member.

- Gain knowledge about the types of treatment interventions utilized by the Complex Case Manager in working with the patients with psychiatric symptoms in the Emergency Room (ER).
- Learn about the impact of the introduction of this role with respect to reducing LOS in the Emergency Room and improving patient experience.

### **P-15: Lean Process Implementation: Systematic Approach to Chronic Pain & Opioid Safety**

*Victoria Koehler*

Educational Content Level: Intermediate

This poster will outline the A3 deep dive improvement process focused on the systematic approach to chronic pain and opioid safety. Over two dull days, interdisciplinary leaders from across the health system worked together to complete an A3 with a 6 month timeline on for outcome target metrics. As the process owner, I facilitated this event and will continue to monitor monthly rapid process improvement activities. Poster will focus on the elements within the nine box A3 as a tool for continued process improvement. Each group exercise in completion of the A3 will be outlined. Lessons learned and insights gathered will be outlined.

#### **OBJECTIVES**

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

- Identify the outline application of Lean A3 strategy
- Identify the value of social work leadership facilitation of health care system improvements.
- Identify the specific tools in A3 development

### **P-16: The Business of Health Care and Hospital Social Work: How Being Business Oriented Can Better Social Work Practice from Patient Care Through Administration**

*Victoria Rodriguez*

Educational Content Level: Fundamental

Social workers have continuously adjusted to changes in healthcare policy to ensure patients are connected to the appropriate resources. The role of a hospital social worker not only requires the understanding of these resources, but an understanding of the business behind a consistently changing system. Understanding key business concepts as they relate to the health care system in tandem with hospital social work practice can strengthen skill sets for social workers, especially as they segue from direct patient care into administrative roles.

#### **OBJECTIVES**

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

- Examine current trends in health care reform that address a shifting U.S. health care system toward a value based business model in a market based environment.
- Discuss the effects of this shift toward a business model on the day to day operations of hospital social work practice, specifically as it relates to patient care
- Understand key business concepts as they relate to the health care system in tandem with hospital social work.

### **P-17: Patient Preferences for Information about Limited Prognosis in Heart Failure**

*Arden O'Donnell, Kayley Walsh, Akshay Desai*

Educational Content Level: Fundamental

This social work led clinical trial reveals that heart failure patients at high risk for mortality frequently expect to live for many years. Few have discussed prognosis with their medical team, though most would like to be informed, particularly if life expectancy is limited. Many goals and values expressed to family or proxy are not reflected in the medical record. This data suggest an urgent need to elicit patient preferences for information and integrate discussion of prognosis into the management of high risk HF patients.

#### **OBJECTIVES**

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

- Describe the social work role in the development and implementation of an interventional clinical trial.
- Discuss the findings of a social work intervention on documentation of goals of care discussions and ACP documents.
- Stimulate conversation around eliciting patient preferences for communication related to prognosis and goals of care.

### **P-18: Reiki for Patient Care Staff in a Community Hospital: The Impact on Stress Level, Pain Level, and Attitude**

*Carrol Stovold*

Educational Content Level: Fundamental

Reiki, a Japanese technique for relaxation, stress management, & healing, was offered to patient care staff as a means of self-care in the midst of a busy day. The challenges of providing excellent health care often leave staff feeling challenged, frustrated & exhausted. Providing Reiki to staff, in 15 minute sessions, afforded them the opportunity to replenish and balance themselves. It's no surprise that when staff feel valued & cared for they do a better job, which, in turn, impacts the patient experience. See how 15 minutes of Reiki had a positive impact on the stress, pain, and attitude of patient care staff.

#### **OBJECTIVES**

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

- Understand Reiki as a complementary treatment modality
- Identify the impact that patient care staff stress has on patient care and the patient experience
- Demonstrate how 15 minute Reiki sessions with patient care staff can impact stress level, pain, and attitude

### **P-19: Being Ourselves: Integrating the Professional Use of Self into Clinical Practice**

*Johanna Pule, Christine Durlam*

Educational Content Level: Fundamental

Social workers employed in a healthcare setting often work closely with individuals who are experiencing significant life changing events, including the end of life. This poster will highlight the importance of professional use of self when offering therapeutic support to patients and families. We will highlight self-reflection and insight as critical tools in developing a professional self, as well as the importance and significance of self-awareness, world views, and beliefs when providing clinical interventions.

#### **OBJECTIVES**

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

- Identify and explore personal reactions and responses to the patient experience.
- Distinguish the balance of belief systems and ethical obligations as social workers.
- Apply self-awareness techniques to prevent burnout and compassionate fatigue.
- Explore existential theory and be able to include the principles of this perspective to enhance clinical expertise.



### **P-20: Grief and Loss: Social Work Counselors Leading the Way in Initiating Challenging Conversations in a Multidisciplinary Team Setting**

*Lorie Cabitac, April Pichon*

Educational Content Level: Intermediate

Losing a loved one can bring countless emotions. Grief is one of the most common emotions. It can seem painful and overwhelming, and is often debilitating. Despite how painful grief can feel, it is a normal response. Healing is a process that takes time and effort. Social Work Counselors play a leading role in educating the multidisciplinary team, and in providing counseling and strategies to address end of life concerns with patients and caregivers. This poster will address the grief process, distinguish between grief, complicated grief, and clinical depression, types and styles of grief, tasks of mourning, and interventions to address grief.

#### **OBJECTIVES**

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

- Identify the six stages of the grief process
- Distinguish the difference between grief, complicated grief, and clinical depression
- Know interventions and strategies to address grief and promote healing
- Know the Social Work Counselor's leading role in educating medical teams and addressing grief in a multidisciplinary team setting



## 51ST ANNUAL MEETING & CONFERENCE

**Kim Adams, MSW**  
Social Work p.r.n.  
Overland Park, KS  
W-10

**Catherine Arnold, MSW, LICSW**  
Brigham & Women's Hospital  
Boston, MA  
W-47

**Adrienne Atwater, LICSW**  
Veterans Affairs  
Washington, DC  
W-42

**Rebecca Axline, LCSW-S, MSSW**  
Houston Methodist Neurological Institute  
Houston, TX  
W-27

**Bridgette Baker, LCSW, ACM**  
Intermountain Healthcare McKay  
Dee Hospital  
Ogden, UT  
I-1

**Alethia Battles, MSW, LMSW, JD**  
University of Michigan Health System  
Ann Arbor, MI  
W-21, W-41

**Michelle Bettis, LCSW, LMSW**  
Children's Mercy Kansas City  
Kansas City, MO  
P-07

**Sarah Blader, MSW**  
Eastern Iowa Health Center  
Cedar Rapids, IA  
P-03

**Mandy Boes-Rossi, MSW, LICSW**  
University of Washington Medical Center  
Seattle, WA  
W-11

**Selena Bolotin, LICSW**  
Qualis Health  
Seattle, WA  
W-08

**Sabra Boyd, LCSW, LCSW**  
Children's Mercy Hospital  
Kansas City, MO  
W-44

**Kerry Brodziak, MSW, LICSW**  
Boston Children's Hospital  
Boston, MA  
I-2

**Madison Brock, LMSW**  
MD Anderson Cancer Hospital  
Houston, TX  
P-13

**Debby Brookstein, MSW, LCSW, LCSW**  
Children's Mercy Hospital  
Kansas City, MO  
I-2

**LeAnn Bruce, PhD, ABD, LCSW, MVF-CSW**  
Department of Veterans Affairs  
Louisville, KY  
W-39

**Heather Brungardt, MSW, LCSW, LMSW**  
Children's Mercy  
Kansas City, MO  
W-44

**William Cabin, PhD, JD, MSW, MPH**  
Temple University  
Eagleville, PA  
W-51

**Lorie Cabitac, MSW, LCSW**  
University of Texas MD Anderson  
Cancer Center  
Houston, TX  
P-20

**Leah Christensen, LCSW**  
VA Portland Health Care System  
Portland, OR  
P-04

**Marcia Colone, MS, MSW, PHD**  
UCLA Health System  
Los Angeles, CA  
W-53

**Ronald Davis, MSW, LSW**  
Crossroads Hospice/The University of Akron  
Aurora, OH  
W-33

**Mark de St. Aubin, LCSW, FT**  
College of Social Work  
Salt Lake City, UT  
W-17, W-36, W-40

**Kathleen Diehl, MSW, ACSW**  
University of Michigan Health System  
Ann Arbor, MI  
W-14

**Akshay Desai, MPH, MD**  
Brigham and Women's Hospital  
Boston, MA  
P-17

**Christine Durlam, LCSW**  
University of Texas MD Anderson  
Cancer Center  
Houston, TX  
P-19

**David Dye, LCSW**  
Vox Puer, LLC  
Mona, UT  
W-16

**Christine Dye, SSW**  
Vox Puer, LLC  
Mona, UT  
W-16

**Amal Elanouari, MA, MSW, LCSW**  
Stanford Health Care/ Stanford Hospital  
and Clinics  
Cupertino, CA  
P-14

**Susan England, LCSW**  
Stanford Health Care  
Stanford, CA  
P-14

**Nicole Figueroa, BSN, RN**  
C.S. Mott Children's Hospital and  
Von Voigtlander Women's Hospital  
Ann Arbor, MI  
W-01

## 51ST ANNUAL MEETING & CONFERENCE

**Daniel Fischer, MSW**  
University of Michigan  
Ann Arbor, MI  
P-08

**Daren Ford, LCSW, CADC II**  
Oregon Health and Science University  
Portland, OR  
W-35

**Sarah M. Gale, MSW, LICSW**  
Brigham and Women's Hospital  
Primary Care  
Boston, MA  
W-45

**Maura Garascia, MSW, LCSW**  
Barnes-Jewish Hospital  
Saint Louis, MO  
W-22

**Bonnie Geld, ASB, MSW, ACHE**  
The Center for Case Management, Inc.  
Wellesley, MA  
I-3

**Sara Golden, MSW, LICSW**  
Boston Children's Hospital  
Boston, MA  
I-2

**Victoria Grant, LMSW**  
MD Anderson Cancer Center  
Houston, TX  
P-09

**Wendy Griffith, MSSW, LCSW, OSW-C**  
University of Texas MD Anderson  
Cancer Center  
Houston, TX  
W-28

**Brooke Griffiths, MSW, LSW**  
Lehigh Valley Health Network  
Allentown, PA  
W-24

**Aaron Grigg, MSW, LCSW**  
Summit Healthcare Regional Medical Center  
Show Low, AZ  
P-01

**Samara Grossman, LICSW**  
Brigham and Women's Hospital  
Chestnut Hill, MA  
W-26

**Amy Habeger, MSW, LCSW-C**  
Salisbury University  
Salisbury, MD  
P-10

**Robert Hackleman, MSW, LCSW**  
Barnes-Jewish Hospital  
Saint Louis, MO  
W-22

**Karen Hercules-Doerr, BSRT, MBA**  
Allsup  
Belleville, IL  
W-23

**Katy Hewson, MSW, LCSW**  
The University of Texas MD Anderson  
Cancer Center  
Houston, TX  
W-02

**Sheri Hilger, MSW**  
Social Work p.r.n.  
Overland Park, KS  
W-10

**Tracy Hirai-Seaton, MSW, LICSW**  
University of Washington Medical Center  
Seattle, WA  
W-11

**Ian W. Holloway, MSW, MPH, PhD**  
UCLA Luskin School of Public Affairs  
Los Angeles, CA  
W-54

**Joseph House, MD**  
University of Michigan  
Ann Arbor, MI  
P-08

**Alessandra Iaderosa, LMSW**  
University of Michigan Health System  
Ann Arbor, MI  
W-01, W-34, I-2

**Tabeen Islam, LMSW**  
MD Anderson Cancer Hospital  
Houston, TX  
P-13

**Ryan Iwamoto**  
24Hr HomeCare  
Los Angeles, CA  
W-53

**Amanda Johnson, LCSW-C**  
Veterans Affairs  
Washington, DC  
W-42

**Julie Joy, MSW, ACSW, LCSW**  
US Department of Veterans Affairs  
Augusta, ME  
W-05

**Julie Jungman, LCSW**  
Family Medical Associates,  
Boulder CO  
HEALS Intensive  
I-4

**Margaret Kabat, LCSW-C, CCM**  
Department of Veterans Affairs  
Washington, DC  
W-12

**Jill Karnes, MS, MSW, LISW-S**  
Nationwide Children's Hospital  
Columbus, OH  
W-19

**Shawna Kates, MSW, LSW, MBA, CMAC**  
RWJ Barnabas Health System  
Cherry Hill, NJ  
I-3

**Erin Khang, MSW**  
University of Michigan Health System  
Ann Arbor, MI  
W-48

**Stacey Klett, MHSA**  
University of Michigan Health System  
Ann Arbor, MI  
W-38, W-41, W-48

## 51ST ANNUAL MEETING & CONFERENCE

**Victoria Koehler, LCSW**

VA Portland Health Care System  
Portland, OR  
P-15

**Carol Kummet, LICSW, MTS**

University of Washington Medical Center  
Seattle, WA  
W-11

**Ola Labisi, MSW, LCSW**

U.S. Renal Care  
Rancho Palos Verdes, CA  
P-02

**Josh Lakin, MD**

Dana Farber Cancer Institute  
Boston, MA  
W-47

**Amy LaMarca Lyon, MSW, LCSW**

The University of Texas MD Anderson  
Cancer Center  
Houston, TX  
W-02

**Susan Larrabee, MSW, LICSW**

Brigham and Women's Hospital  
Boston, MA  
W-52

**Andrea LeBeouf, MSW**

Health Leads  
Los Angeles, CA  
W-46

**Laura Leone, MSSW, LMSW**

Institute for Family Health  
Center for Counseling and Family Health  
Center of Harlem  
New York, NY  
W-50

**Annie Lewis-O'Connor, N.P., PhD**

Brigham and Women's Hospital  
Boston, MA  
W-26

**Virna Little, PsyD, LCSW-R, MBA, SAP, CCM**

The Institute for Family Health  
New York, NY  
W-50

**Lee Lucas, MSS, LCSW**

Nemours/Al DuPont Hospital for Children  
Wilmington, DE  
W-13, I-1

**Bill Mejia, LCSW, MSHCM**

Huntington Hospital  
Pasadena, CA  
P-06

**Erica Menzer, LCSW**

Children's Hospital Los Angeles  
Los Angeles, CA  
W-25

**Thomas Michaels, MSW, LCSW**

Lehigh Valley Health Network  
Allentown, PA  
W-24

**Linda Miyake Brandeis, ACSW, LICSW**

University of Washington,  
Graduate School of Social Work  
Seattle, WA  
HEALS Intensive  
I-4

**Helene Morgan, MSW**

Children's Hospital Los Angeles  
Los Angeles, CA  
W-32

**Barbara Muskat, PhD**

The Hospital for Sick Children  
Toronto  
W-09

**Erica Myrtle-Holmes, LICSW**

Veteran Affairs  
Washington, DC  
W-42

**Karen Nelson, BA, MSW, MBA**

Stanford Healthcare  
Palo Alto, CA  
W-06, W-25, W-49

**Angela Nguyen, LCSW**

Seton Family of Hospitals,  
Seton Shoal Creek  
Austin, TX  
I-2

**Arden O'Donnell, MPH, MSW, LICSW**

Brigham and Women's Hospital  
Boston, MA  
P-17, W-29

**Remi Ojumu, MSW, LSW**

Magee Rehabilitation Hospital  
Philadelphia, PA  
W-20

**Franklin Ortiz, MSW, LCSW**

Lehigh Valley Health Network  
Allentown, PA  
W-24

**Erin Perry, LCSW**

The Children's Hospital of Philadelphia  
Philadelphia, PA  
W-15

**Charla Peterson, LCSW, OSW-C**

The University of Texas MD Anderson  
Cancer Center  
Houston, TX  
P-11

**Leah Petracca, LSW, MSW**

Brigham and Women's Hospital  
Boston, MA  
W-45

**April Pichon, MSSW, LCSW**

University of Texas MD Anderson  
Cancer Center  
Houston, TX  
P-20

**Sarah Power, LCSW**

Oregon Health and Science University  
Portland, OR  
W-04

**Johanna Pule, LCSW University of Texas**

MD Anderson Cancer Center  
Houston, TX  
P-19

## 51ST ANNUAL MEETING & CONFERENCE

**Patricia Racine, MSW**

Staford Health Care  
Palo Alto, CA  
P-05

**Karen Rediger, MSSA, LISW-S**

Nationwide Children's Hospital  
Columbus, OH  
W-30

**Patricia Reeves, PhD, MSW**

University of Georgia  
Athens, GA  
P-12

**Charles Robbins, DSW, LCSW**

Stony Brook University  
Stony Brook, NY  
W-18

**Jami Roberts, LMSW, ACSW**

University of Michigan Health System  
Ann Arbor, MI  
W-21

**Victoria Rodriguez, LMSW, MPA**

Mount Sinai Hospital  
New York, NY  
P-16

**Cornesia Russell, LMSW**

MD Anderson Cancer Center  
Houston, TX  
P-09

**Jordana Rutigliano, LMSW, CHC**

The Institute for Family Health  
New York, NY  
W-03

**Trina Salm Ward, PhD, MSW**

University of Georgia  
Athens, GA  
P-12

**Susan Sefansky, MSW**

University of Michigan  
Ann Arbor, MI  
P-08

**Natalia Shtompel, PhD Candidate**

Florida International University  
Miami Beach, FL  
W-31

**Diane Sorensen, MSW**

Eastern Iowa Health Center  
Cedar Rapids, IA  
P-03

**Carey Spain, BSW, MSW, MBA, LCSW, LCSW, CCM**

Children's Mercy Hospital  
Lees Summit, MO  
W-07

**Hallie Stone, MSW**

Children's Hospital Los Angeles  
Los Angeles, CA  
W-32

**Carrol Stovold, MSW, LCSW, ACM, RMT**

Northwestern Lake Forest Hospital  
Lake Forest, IL  
P-18

**Michael Talamantes, LSCW, MSSW**

University of Denver, Graduate School  
of Social Work  
Denver, CO  
W-43

**Michael Thomas, MSW**

Stanford Healthcare  
Palo Alto, CA  
W-49

**Pamela Thompson, LCSW**

Kootenai Medical Center  
Coeur d'Alene, ID  
HEALS Intensive  
I-4

**Judith Trachtenberg, MS, LCSW-R**

Silberman School of Social Work at Hunter  
College, Adjunct Faculty  
Yeshiva University School of Social Work,  
Adjunct Faculty  
New York, New York  
I-1

**Rachel Union, LCSW,**

Dell Children's Medical Center  
Austin, TX  
I-2

**Jennifer Valenzuela, LICSW, MPH**

Health Leads National  
Boston, MA  
W-46

**Aimee Vantine, LMSW**

University of Michigan Health System  
Ann Arbor, MI  
W-01

**Kathleen Wade, PhD, LMSW, ACSW**

University of Michigan Health System  
Ann Arbor, MI  
W-34, W-38, W-48

**Juliana Wallace, LCSW, CADC III**

Oregon Health and Science University  
Portland, OR  
W-04, W-35

**Kayley Walsh, MSW, LICSW**

Brigham and Women's Hospital  
Boston, MA  
P-17, W-29

**Gavin Ward, BS**

24Hr HomeCare  
Los Angeles, CA  
W-53

**Kay Werhun, DNP, MBA, RN, NE-BC**

Lehigh Valley Health Network  
Allentown, PA  
W-24

**Carrie Whitaker, MSW, LCSW**

Duke University Hospital  
Durham, NC  
W-37



# Membership Application

NAME \_\_\_\_\_ DEGREE/CREDENTIALS (E.G., MSW) \_\_\_\_\_

COMPANY \_\_\_\_\_

WORKPLACE ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PREFERRED MAIL ADDRESS:  WORK  HOME

WORK PHONE (\_\_\_\_) \_\_\_\_\_ FAX (\_\_\_\_) \_\_\_\_\_ HOME PHONE (\_\_\_\_) \_\_\_\_\_

EMAIL (required) \_\_\_\_\_ YEARS IN SOCIAL WORK \_\_\_\_\_

## Membership Information

**MANAGEMENT \$149** - Social worker with full or part-time management responsibility who holds a social work degree from a school of social work accredited by the Council on Social Work Education.

**DIRECT PATIENT CARE \$99** - Social worker in direct patient care only, without director, manager or chief in their title, who holds a social work degree from a school of social work accredited by the Council on Social Work Education.

**UNEMPLOYED/RETIRED \$79** - A management or associate member who by resignation or termination of employment is no longer employed in a health care setting or a retired member who before retirement met the eligibility requirements for membership.

**FACULTY \$94** - A dean or faculty member of a university or college.

**ASSOCIATE \$174** - An individual or business who does not hold a social work degree but has substantial responsibility or interest in the leadership of social work functions in a health care setting.

**STUDENT \$59** - A student currently enrolled in a CSWE program at a university or college.

**DONATION - SWLHF:** To expand educational programming and advocate for the profession.  
 \$25  \$50  \$100  Other

Total Amount: \_\_\_\_\_  
 (including \$5 processing fee)

## Payment

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

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

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

[www.sswlhc.org](http://www.sswlhc.org)

## SOCIAL WORK EDUCATION

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

## OTHER FIELD

(Please specify) \_\_\_\_\_

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

## EMPLOYMENT

(Check only 1 in each column)

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

## PATIENT POPULATION

- None
- Adult
- Geriatric
- Pediatric

## PRIMARY AREA OF PRACTICE

(Check only 1 response)

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

## SECONDARY AREA OF PRACTICE

(Check only 1 response)

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

## PRIMARY WORK SETTING

(Check only 1 response)

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

## SECONDARY WORK SETTING

(Check only 1 response)

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

Please remove me from the rented mail list

SSWLHC Chapter You Wish To Be Affiliated With: \_\_\_\_\_

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

## GENDER

- Male  Female
- Do not care to respond

## AGE (YEARS):

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

## ETHNIC GROUP

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

## SALARY RANGE: (ANNUAL)

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



# 2016 Annual Meeting & Conference Registration Form

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

**Session Selection:** To get a general sense of demand for each presentation, we ask that you please indicate which sessions you plan to attend below.

## Wednesday, October 26, 2016

- 1:00 PM – 4:30 PM  Chapter Presidents' Meeting
- 5:00 PM – 6:00 PM  New Member & First Time Attendee Orientation with Membership Meeting
- 6:00 PM – 7:00 PM  Welcome Reception
- 7:00 PM – 9:00 PM  Opening Banquet Dinner (Kermit Nash presentation)

## Thursday, October 27, 2016

- 9:30 AM – 10:30 AM  W-1  W-2  W-3  W-4
- 11:00 AM – 12:00 PM  W-5  W-6  W-7  W-8
- 12:00 PM – 1:30 PM  Lunch
- 1:30 PM – 2:30 PM  W-9  W-10  W-11  W-12
- 3:00 PM – 4:00 PM  W-13  W-14  W-15  W-16
- 4:30 PM – 5:30 PM  W-17  W-18  W-19  W-20

## Friday, October 28, 2016

- 9:30 AM – 10:30 AM  W-21  W-22  W-23  W-24
- 11:00 AM – 12:00 PM  W-25  W-26  W-27  W-28
- 1:00 PM – 2:00 PM  W-29  W-30  W-31  W-32
- 2:30 PM – 3:30 PM  W-33  W-34  W-35  W-36
- 4:00 PM – 5:00 PM  W-37  W-38  W-39  W-40
- 5:30 PM – 7:00 PM  Foundation Fundraiser Reception

## Saturday, October 29, 2016

- 8:00 AM – 9:00 AM  W-41  W-42  W-43  W-44
- 9:30 AM – 10:30 AM  W-45  W-46  W-47  W-48
- 11:00 AM – 12:00 PM  W-49  W-50  W-51  W-52

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

TITLE \_\_\_\_\_

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

ADDRESS \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

EMAIL \_\_\_\_\_

GUEST NAME BADGE (WELCOME RECEPTION) \_\_\_\_\_

GUEST NAME BADGE (OPENING BANQUET DINNER) \_\_\_\_\_

- Vegetarian Meal Requested**
- First Time Attendee**  
(Please check here if this is your first SSWLHC Annual Conference.)
- Special Assistance Required**  
(A SSWLHC staff member will contact you.)

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

CATEGORY	POSTMARKED BY SEPTEMBER 28, 2016	POSTMARKED AFTER SEPTEMBER 28, 2016
Member	<input type="checkbox"/> \$545	<input type="checkbox"/> \$665
Non-Member	<input type="checkbox"/> \$655	<input type="checkbox"/> \$785
<small>Includes SSWLHC Membership through June 30, 2017* (*for first time members only)</small>		
Unemployed/Retired	<input type="checkbox"/> \$325	<input type="checkbox"/> \$375
Student Rate <small>(Full-time students only)</small>	<input type="checkbox"/> \$325	<input type="checkbox"/> \$375
One Day Only (Thurs or Fri)	<input type="checkbox"/> \$255	<input type="checkbox"/> \$255
One Day Only (Saturday)	<input type="checkbox"/> \$135	<input type="checkbox"/> \$135

**Registration Fee** \$ \_\_\_\_\_

### Optional Pre-Conference Intensives

#### Wednesday, October 26, 2016

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

- I-1: Leadership Institute (Tues & Wed 10/25-10/26, \$195)
- I-2: Pediatric Health Care Social Work Intensive (\$155)
- I-3: Leaning into Leadership in Case Management (\$85)

**Pre-conference Intensive** \$ \_\_\_\_\_

**Join and Register!** Become a SSWLHC member today and register for the 2015 Meeting & Conference at the member price. Complete an online member application at <https://sswlhc.portal.daxko.com> to take advantage of the member discount.

**Foundation Reception at \$45 each** \$ \_\_\_\_\_  
(tax deductible donation)

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

- Welcome Reception at \$30 each \$ \_\_\_\_\_
- Opening Banquet Dinner at \$99 each \$ \_\_\_\_\_

### Membership Renewal (Expiration 6/30/17)

- Management at \$149 each
- Direct Patient Care at \$99 each
- Faculty at \$94
- Transitional/Unemployed/Retired Emeritus at \$79
- Student at \$59
- Associate at \$174 each

**Subtotal** \$ \_\_\_\_\_

Check processing fee + \$5.00

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

### Payment Information

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

Check Number: \_\_\_\_\_ Amount of Check: \$ \_\_\_\_\_

### Contact Information

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

Return this form with a check to:  
SSWLHC, 100 North 20<sup>th</sup> Street, Suite 400, Philadelphia, PA 19103-1443