

2nd Annual Case Management Conference

“Case Managers: Ready for the Daily Race”

Conference Date: May 18, 2012

CHOC Children’s Hospital
455 S. Main Street
Orange, CA. 92868-3874
(714) 532-8582

Exciting plans are underway for the 2nd annual Case Management Conference

The goals of the 2nd Annual Conference are to...

- Foster an environment that enhances personal and professional growth
- Provide educational sessions to enhance and advance your knowledge and skills related to pediatric case management.

Sponsored By:



Planned Program:

Keynote Speaker and Closing Speaker
Richard & Rahla Rossner

"The Power of Play"

www.ThePowerOfPlay.com



Rahla Kahn was forced to become a visionary. With her unusual name, Valentine's Day as her birthday, and being voted "Most Original" in both junior high and high school, she couldn't help but live a life outside of the box. In 1983 that rarified atmosphere brought together her love of theater, comedy and her interest in psychology when she created The Power of Play[®]. Since that time, she has been teaching her message of creativity, humor, authenticity and hope through seminars in Los Angeles, Phoenix and around the country.

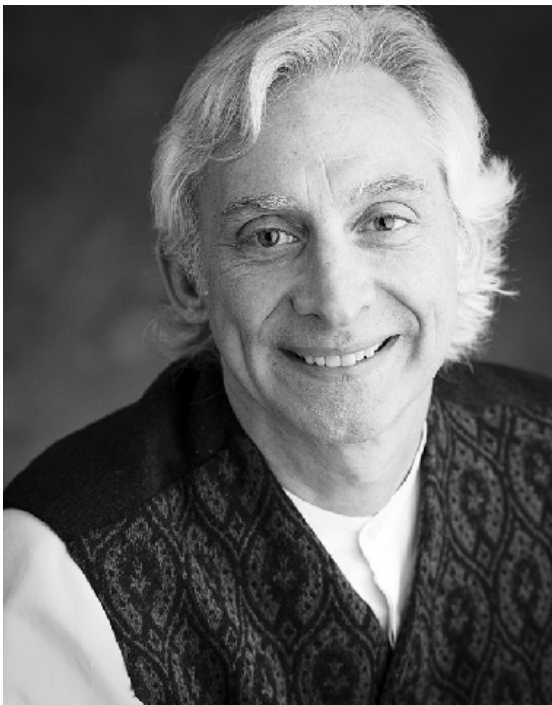
Her work was inspired after studying improvisation with legendary teachers, Viola Spolin and Richard Schaal. Shortly after that she became one of the original members of The Groundlings, Los Angeles' premier improvisational theater company. Her understanding and knowledge of improvisational theater games and techniques grew under the guidance of Groundlings' artistic director, Gary Austin.

Her deep interest and curiosity in how the mind and the emotions affect mental and physical health, led her to psycho-neuroimmunology pioneers, Norman Cousins, author of *Anatomy Of An Illness*, and radiation oncologist, Dr. O. Carl Simonton, author of *Getting Well Again*. Cousins and Simonton were so intrigued by Rahla's concepts of using Adaptive Applied Improvisation for health and quality of life issues, that they personally mentored her and helped her

find opportunities to develop her program. She assisted Dr. Simonton at “The Healing Power of Laughter & Play” conferences for five years. Rahla and her husband, Richard Rossner, are on staff at The Simonton Cancer Center, where they deliver The Power of Play[®] curriculum as part of the Center’s week-long residential retreats for cancer patients and their caregivers in Santa Barbara, California.

Cousins introduced Rahla to an opportunity that led her to a nine-year journey working with mentally ill adults, Vietnam Vets suffering from PTSD and the homeless at Step Up On Second in Santa Monica, CA.

She and Richard have also served as guest facilitators at Premiere Oncology, The Wellness Community and we SPARK cancer support facilities in the Los Angeles area with their program, *Fight Cancer With An Attitude!* In addition, Rahla and Richard train coach and facilitate executives and their employees on enhanced presentation skills, authentic communication and issues of work/life balance. Together they are motivational and inspirational keynote speakers and work with private clients and couples on personal issues.



Richard Rossner graduated magna cum laude from Boston University’s School of Communication, with a Bachelor of Science in Broadcasting and Film. He has a varied background as an actor and writer. He has written for situation comedies and variety television shows including, “*Welcome Back, Kotter*,” “*Full House*,” “*The End Hunger Televent*” and the historic “*The Live Aid Concert*.” As an actor Richard has appeared on stage, in television and as voice-over talent in commercials and films. He has written and produced promotional videos and radio campaigns for nonprofit organizations.

Richard originally met Rahla after he joined The Groundlings. When they married in 1987, he instantly doubled the staff of the Power of Play[®] to two, and brought new skills and energy to the work. As a husband and wife team, Rahla and Richard quickly became the “Lucy and Ricky” of seminar land. He is currently writing a book about the different ways their program has benefited the various clients with which he and Rahla have worked. His partnership in The Power Of Play[®] has been a perfect fit that satisfies his creative spirit, as well as his commitment and desire to help all of their clients fulfill their potential.

Richard and Rahla's greatest improvisation to date is their son, Chase.

The Power of Play®

An Adventure in Adaptive Applied Improvisation

The Power of Play® is a dynamic, interactive, experiential seminar that gives participants a chance to access their natural creativity, curiosity and authentic sense of fun. This seminar is a safe space where profound and inspired moments of personal insight occur. We use our unique method of Adaptive Applied Improvisation to guide participants through an adventure we call, "Deep Play Spontaneous Wisdom®." Our seminars and speeches are life affirming, transformative and filled with the healing power of laughter and play.

Our process provides tools that help sustain optimism. The Power of Play® participants consistently report that they experience:

- Improved energy
- Decreased emotional stress and physical pain
- Diminished feelings of depression
- Increased joy and confidence

Our exercises engage the imagination and stimulate the body's natural feel good hormones, which enhance and strengthen the immune system. This boosts overall attitude, improves quality of life and offers a general sense of well-being.

Speaker and Topic Information:

Medical Identity Theft: "It Can Kill You"

Linda Vincent, RN, PI

Vincent & Associates

President and Founder of The Identity Advocate

Nursing Leadership:

Tangula Taylor, MBA, BSN, RN, NE-BC

Director of Nursing and Integrated Medical Record System

Texas Children's Hospital

"The Street Smart Case Manager"

Nancy Skinner, RN-BC, CCM

Principal Consultant

Riverside Healthcare Consulting

The Parent's Perspective – Parent Panel

Facilitated by:

Marta Gebo, BS

Patient and Family Centered Care Coordinator

CHOC Children's Hospital

"What's Keeping You From Winning the Race?"

Nancy Skinner, RN-BC, CCM

Principal Consultant

Riverside Healthcare Consulting

Tangula Taylor, MBA,BSN,RN,NE-BC

Tangula Taylor, Director of Nursing and Integrated Medical Record System, has worked at Texas Children's Hospital for over 20 years. Tangula also serves as faculty for the University of Phoenix Online, where she received her MBA with a concentration in Health Care Management. Tangula received her BSN from the University of Texas Medical Branch (UTMB), and she is currently board certified as a nurse executive via American Nurses Credentialing Center.

Tangula's passion for nursing leadership is evident in the development of her team who was previously recognized by ADVANCE for Nurses in the category of Best Nursing Team for Outstanding Leadership. In 2006, Tangula was honored by Texas Nurses Association as one of the top 20 nurses in District 9 and also inducted into the UTMB School of Nursing Alumni Hall of Fame. Tangula serves as a current Member-at-Large for the Society of Pediatric Nurses where she previously served several years on the organization's national convention planning committee. Tangula also served as past treasurer for the Houston Organization of Nurse Executives. Other memberships include Sigma Theta Tau, American Nurses Association and American College of Healthcare Executives. Tangula is actively involved in numerous hospital committees and task forces aimed at supporting the mission and vision of the institution.

Program Objectives:

1. Understand various leadership styles.
2. Understand key leadership competencies required to drive results.
3. Understand various tools for effective communication.

NANCY SKINNER, RN-BC, CCM



Case Management Experience

Although her healthcare education has a foundation in both acute and post acute nursing, she has for the past 20 years primarily served as a case manager, case management supervisor and national case management trainer and educator. While her case management career has included a variety of practice settings including managed care, home health care and education, she most values her ability to advance case management education.

In her current position, Nancy serves as Principal Consultant for Riverside HealthCare Consulting. In that role, Nancy develops programs for payors and providers that reflect the state of the science of case management and other related medical management strategies. Additionally, she also advances educational opportunities for case managers through her role as an Adjunct Faculty Member for the University of Southern Indiana Case Management Program.

Awards

In 1998, she was honored as the Illinois Case Manager of the Year and in 2002, she was named the CMSA National Case Manager of the Year. In 2008, she was presented the Grassroots Award by the Chattanooga Chapter of the Case Management Society of America and the Lifetime Achievement Award by the Case Management Society of America.

Professional Memberships and Leadership Positions

She has been active in CMSA at both the local and national level including serving as a National Officer of CMSA from 1995 to 2000 and 2004 to 2007. In 2011, she was elected for a second term as president of that organization. She has also assisted CMSA in developing programs that have advanced case management education including primary authorship of twelve Case Management Resource Paths™ and several Case Management Adherence Guidelines. Nancy is also a founding member of the National Transition of Care Coalition and is a member of the Board of Directors for the Hospital Quality Foundation.

2 Presentations:

“Becoming a Street-wise Case Manager”

This interactive program discusses some of the legal and ethical challenges in medical management today. Standards of Practice and Ethical Statements are discussed. Issues addressed in case management literature are presented and the audience is encouraged to voice any concerns related to this topic.

Program Objectives:

1. Understand that the law and the current practice of case management are not in balance.
2. Develop strategies for addressing ethical “concerns” and methods for protecting yourself from legal liability including enhanced documentation skills.
3. Recognize and understand the importance of guidelines as established by professional organizations including the Case Management Society of America (CMSA).

“What’s Keeping You from Winning the Race?”

It’s been said that a profession without frustrations is not a profession but an illusion! All workers will face occasional frustrations on the job, but it’s also true that most professionals enjoy a good challenge and the satisfaction that comes with mastering that challenge. Challenging work motivates us to learn new skills and perform to our potential.

But what happens when professional demands become excessive? When pressure builds and a healthy challenge is replaced by frustration and exhaustion? Stress including compassion fatigue can take over. It can become a daily threat to our health and well-being. Any form of stress increases the risk of illness, injury, and job burn-out and unlike other occupational hazards nearly the entire working population can be affected. Most studies show that one-fourth to one-third of all of today’s workers report high levels of stress at work.

This program will offer a review of the stressors that impact our lives and offers unique strategies for taking care of yourself as you care for others.

Program Objectives:

1. Understand how stress can impact activities in your life
2. Detail strategies and tools for managing stress in your life.
3. Identify the component of your individual stress management plan.

Linda Vincent, RN. PI.

1536 W. 25th St. Ste. 339

San Pedro, CA 90732

Linda Vincent is a registered nurse and private investigator with a firm belief in education. She is an identity theft and healthcare fraud prevention expert, specializes in medical consulting and investigations. With over 35 years of experience in healthcare her experience includes hospital and physician audits, managed care consulting, and healthcare fraud education, training, investigations, negotiations, and case review.

Ms. Vincent is active in industry organizations to stay up-to-date on the many emerging trends and threats of identity theft, medical identity theft and healthcare fraud. She is currently:

- A member of the Southern California Fraud Investigator's Association
- The former president and current member of the board of directors of the Western Claims Conference
- An advisory board of the International Foundation of Employee Benefit Plans and member of the Healthcare Cost Management Committee
- A director and treasurer with the National Labor Alliance of Health Care Coalitions

Ms. Vincent, as the Founder of The Identity Advocate is committed to providing unparalleled education, consulting, resources, and investigations to help protect professionals, corporations, and consumers from the perils of identity theft and healthcare fraud.

Medical Identity Theft: It Can Kill You
Identity Theft: How much Debt can be yours?

Medical identity theft is a growing threat in the nefarious world of identity theft. Although it is not as well-known as financial identity theft, the impact of medical identity theft is long-lasting and life-threatening. It affects one in four Americans and accounts for three percent of all identity theft cases, or approximately 250,000 cases per year. With only one arrest made in every 700 cases, medical identity theft costs consumers and businesses nearly \$60 billion each year.

Identity theft is a growing threat in the financial and healthcare world. The impact of identity theft is long-lasting and cost devastating. It affects one in four Americans and accounts approximately 11 million cases per year. Identity theft costs consumers and businesses nearly \$60 billion each year.

Unfortunately, the financial costs of both identity theft and medical identity theft are only part of the problem. In addition to the devastating economic ramifications, medical identity theft can

literally be a matter of life and death. An incorrect entry such as an allergy or blood type in the medical records of a victim can lead to serious reactions or death.

This informative, unforgettable presentation takes participants step-by-step through the dangers physicians, patients, and businesses face, as well as tried and true strategies for preventing medical identity theft. Attendees learn:

- Common tactics thieves use to gain access to personal information
- How to spot medical identity theft and identity theft
- Latest scams and how they could happen to you
- Strategies to implement to prevent identity and medical identity theft
- Immediate actions to take if you or your company becomes a victim

For more information or to request a speaker please contact Linda at the Identity Advocate
phone: 310-831-4400
cell: 310-251-2776
email: linda@theidentityadvocate.com



Parent Panel Facilitated by:

Marta Gebo, BS
Patient and Family Centered Care Coordinator
CHOC Children's Hospital Orange County

The initials behind my name are simple but mean so much. I am proud to be M.O.M., Mother of Miles or just Mom. Being a parent of an NICU graduate with Special Needs has given our family another layer, one that now includes all kinds of "ologists", nurses, caregivers, and a community of resources who partner with our family to help Miles be healthy and happy. He is the reason why I do what I do and do it with such passion!

Having an opportunity to partner with medical professional and provide insight and support to families is truly what Patient Family Centered Care is all about.

CHOC Children's Family Advisory Council Panel:

Their stories, experience and partnership help shape
the way we provide care.

The Family Advisory Council (FAC) at CHOC Children's is comprised of a diverse group of amazing parents and family member of chronically ill children or bereaved parents who want to give back or just help other families in the same situation. FAC empowers families and gives them a voice in the decisions that affect the patient care and family experience at CHOC Children's.

50 minute presentation

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

- Understand the impact healthcare providers have on the care experience of patients and families and the importance of partnering with them
- Identify ways to involve patients and families in process or quality improvements in your organization
- Leave motivated and committed to continue to provide compassionate care with each patient and family every time.

Outline of Presentation:

- **Patient and Family Centered Care Overview and Role of Family Advisors in Healthcare**
10 minutes: Marta
- **Family Partner Panel**
30 minutes
- **CHOC Children's Family Advisory Council**
Compassionate Care Video:
10 minutes: lead by Sarah
- **Conclusion and questions**