



New Mexico Rio Grande Chapter
of the
Case Management Society of America
presents the

2009 Annual Seminar October 1 & 2, 2009

at the
Albuquerque Grand Airport Hotel



Sailing the Rough Seas of Case Management

Credit Hours:

2 days of conference = up to 12 Certified Case Management (CCM) Credit Hours

2 days of conference = up to 12 Social Work CEUs

(The NM Board of Nursing accepts continuing education which has been approved by a recognized approval agency such as the national or state nursing organization, another state board of nursing, or a NM approved local monitoring system).

Location & Lodging:

The seminar is being held at the **Albuquerque Grand Airport Hotel** (formerly the Wyndham Hotel). Room rate is \$99 + tax for 1-2 people, and \$10 each additional person thereafter per room. Reserve your rate in the **CMSA Block**. Offer expires 09/01! Visit their website: www.albuquerquegrandairporthotel.com

505-843-7000

Please contact Carla Metzner at 505-272-6171 or e-mail her at cmmetzner@salud.unm.edu with any questions

Seminar Objectives:

- ◆ Have a greater understanding/awareness of one's own spirituality and how it might impact clients. Have greater knowledge of how and when to assess for spiritual needs and available resources in your organization. Have a greater sense of comfort, knowledge and competence in addressing spiritual issues with clients.
- ◆ Present the need for home care physicians as the population ages. Present the goals of home care and describe a home care patient assessment. Teach the technological advances in home care medicine.
- ◆ The key to resolving "Difficult Behaviors" is a combination of effective communication and managing the behaviors exhibited. Three basic principles will be presented: 1) the Tape Reel, 2) Going into their world and 3) Expectations vs. Reality. How a person with dementia is approached, the environment, and developing caregiver communication strategies will be discussed. Information regarding catastrophic reactions will be included.
- ◆ Identify different combat operational stress control measures. Understand treatment modalities a provider may use to treat combat stress.
- ◆ Develop criteria for assessing patients' capacity to form partnership(s) with health and case management teams. Reflect on own communication style with regard to establishing partnership/ boundaries with patients. Identify patients who can and cannot benefit from case management services.
- ◆ Recognize workplace bullying and see how it is different from other forms of negative social interactions at work. Understand the key processes in organizations that are associated with its onset and continuation. Be able to outline the steps and processes necessary to intervene and stop or at least reduce workplace bullying.
- ◆ Understand the comprehensive approach to effective chronic pain management. Understand the spectrum of pharmacological agents, both analgesics and neuropathic, for use in chronic pain. Understand the differences between opiate tolerance, dependence, addiction and pseudo-addiction.
- ◆ Address the surgical approach differences to total hip replacement via the anterior approach for THR as opposed to the lateral approach. Address the changes in physical therapy approach, medication, hospital duration of stay and post operative care complication in THR patients.
- ◆ Define the State's surveillance for lead toxicity, asthma prevalence, pesticide exposures, and occupational conditions. Identify public health interventions in case management in the lead poisoning prevention program and health education in the asthma program. Define the regulatory environmental and occupational notifiable conditions/diseases.
- ◆ Discuss how nutrition impacts the length of stay of the premature infant. Identify the premature infant's readiness for discharge from acute care. Discuss the community resources necessary to support the premature infant after hospital discharge.
- ◆ Define privileges from a litigation standpoint. List three reasons why practice standards provide protection in a lawsuit. Identify strong and weak points in their own recordkeeping practices.
- ◆ Understand the principles of what constitutes therapeutic music. Understand how the sound environment in healthcare contributes either negatively or positively to patient recovery and even to length of stay. Identify some integrative medicine tools to send home with the patient.

Presenters:

[JAN FRUSTAGLIA, RN, BSN, CCM, COHN-S](#) is a Health Educator for the New Mexico Department of Health – Environmental Health Epidemiology Bureau, Occupational Health Surveillance and the Lead Poisoning Prevention programs. She brings an extensive occupational health background, having worked as an employee health nurse for hospitals in Oregon and New Mexico. As a certified case manager (CCM) and a certified occupational health nurse (COHN-S), she managed workers' compensation and employee disability for a multi-state semiconductor manufacturer, a third-party administrator, a hospital-based occupational clinic, and a large telecommunications company. She developed and coordinated healthcare continuing education for a community college in Texas. Jan has published chapters in two textbooks, as well as presented nationally on topics of ergonomic interventions for the healthcare environment. She maintains active membership in the Association of Occupational Health Nurses (AOHP) and in the Case Management Society of America. Jan is a registered nurse licensed in New Mexico and has a BS of Health Arts.

[SUSAN GRAY, MD, FAAP](#) is the Director of Neonatology and Pediatrics at Sheridan Health Care of New Mexico. She holds a BA in biology from Northwestern University, a MD from the University of Illinois College of Medicine and completed a Pediatric Residency and Neonatology Fellowship at Baylor College of Medicine, in Houston, Texas. Past appointments include Assistant Professor of Pediatrics at Baylor College of Medicine, Houston, UCLA School of Medicine in Los Angeles, a Staff Neonatologist with Pediatrix Medical Group in Richardson, Texas. Dr. Gray is Board Certified in Pediatrics and Neonatology through the American Academy of Pediatrics. She is a pan instructor, mentor, community volunteer and is published in the field of Pediatrics.

[MICHELLE HERNANDEZ, JD](#) is an attorney with Modrall Sperling practices in the firm's litigation department concentrating in the areas of nursing home litigation, insurance defense and general liability defense. She has a diverse practice in representing nursing homes and individual providers in litigation matters. Ms. Hernandez received a BA in Political Science at the University of New Mexico and her Juris Doctor at the University of California at Los Angeles. She is active with the Hispanic National Bar Association, the New Mexico Bar Association, the UNM Alumni Association as well as many other national and local organizations.

[SUSAN HOADLEY](#) is a Certified Music Practitioner and has a long history in healthcare. Armed with a BA in English from the University of Rhode Island, Sue worked in the business development area of medicine for many years. In 2000 she integrated medicine with her love of music, playing the harp and Native American Flute in a variety of patient care settings. Sue has touched many patients, family and staff through her work as the Director of Therapeutic Music at the Heart Hospital of New Mexico, a therapeutic musician at Kindred Hospital and a palliative care musician with the Sandia & Odyssey Hospices. Sue is also a Reiki Master, Master Energetic Healer, Spiritual Counselor and a Licensed Religious Science Practitioner. She is a member of many local community programs and provides workshops and performances across New Mexico.

[JOANNA KATZMAN, MD](#) has been a member of the neurology department at UNM for 12 years. She is Fellowship trained in Neuro-rehabilitation and a Diplomate of the American Academy of Pain Management. She dedicates her practice of neurology to the treatment of headaches and intractable chronic pain.

[PAM LUTGEN-SANDVIK, PHD](#) earned her Ph.D at Arizona State University and is an assistant professor of organizational communication in the Department of Communication and Journalism at UNM. She researches workplace bullying, employee emotional abuse and positive organizational communication, particularly how these affect work and home life. She is also a board member of the International Association on Bullying and Harassment in the Workplace. Her interdisciplinary research is published in communication, management, and organizational behavior journals. Prior to graduate school she worked in the field of social work as a nonprofit administrator in a substance abuse treatment center and a women's advocacy agency.

[THOMAS McENNERNEY, MD](#) graduated from Medical School at University of California, Los Angeles and completed his residency in Orthopaedics from the University of New Mexico. He has been certified by the American Board of Orthopaedic Surgery since 1987. He served as Clinical Instructor, Department of Orthopaedics, University of New Mexico Hospital from 1991-2003 and Staff Orthopedist, Lovelace Medical Center from 1987-2007. At this time, he continues his orthopaedic surgery practice with ABQ Health Partners Department of Orthopaedics.

[BARBARA MICHELS, BS](#) obtained her Bachelors of Science degree in Physical Therapy. She is active in Alzheimer's Association Volunteer. In addition she is involved in support groups and as a training leader.

[STEPHANIE MORAGA-MCHALEY, MS](#) is the epidemiologist for the New Mexico Occupational Health Surveillance Program at NM Department of Health and worked in the same capacity for 5 years at the University of New Mexico before the program re-located to NMDOH in 2008. She has worked on issues such as occupational injury mortality, pulmonary disease in former uranium miners, and occupational pesticide poisonings in New Mexico. She has also presented educational sessions for promoters on occupational pesticide exposures. She was employed by the City of Albuquerque Environmental Health Department from 1999-2001. Prior to work with the city, she conducted research on farm injury in children and worked on a child blood-lead level study in Denver, CO. She received both a BS & an MS in Environmental Health with an emphasis in Epidemiology from Colorado State University. When not engaged in occupational health, Stephanie loves to travel. She and her family lived in Spain for a year prior to her position at UNM. More recently, she & her husband performed a health assessment of a village in Togo, Africa through the volunteer organization Engineers Without Borders.

[SUZANNE PIÑÓN, MD](#) received her Doctorate of Medicine in 1992 and holds certification by the American Home Care Physicians, the Board of Medical Specialties with a Diplomate in Geriatrics, the American Board of Internal Medicine, and the American Board of Hospice and Palliative Care. She currently has a Private Practice serving the geriatric community in Albuquerque.

[ROXROY A. REID, LISW, MSW, B.TH](#) moved to New Mexico in June 2006. He is the proud grandfather of Malakai Kincaid; husband to Thelma Reid for almost 24 years; father to Aja and Roxroy Jr. for 21 and 18 years respectively. He is currently Pastor of the East Mountain United Church, Chaplain at Zia Hospice, and Social Worker at UNM Senior Health Clinic and wears many other hats as occasions arise.

[LT. COL. ROBERT ROTTSCHAFFER, PHD](#) was assigned to Kirtland Air Force Base, New Mexico, in September 2008. He is a Clinical Psychologist with a subspecialty in Psychopharmacology. He is currently one of two psychologists in the Air Force and one of approximately 40 psychologists nationwide who are credentialed to prescribe medication. Lt. Col. Rottschaffer is from Wheaton, Illinois. He attended Calvin College where he earned a Bachelors of Arts degree in Psychology with a minor in Business Administration. He received his Masters of Arts and Doctor of Philosophy degrees in Clinical Psychology from Rosemead School of Psychology, Biola University in 1989 and 1993, respectively. He entered the Air Force in July 1992, and as part of his degree program, he completed a residency in clinical psychology at USAF Wright-Patterson Medical Center, Ohio, in 1993. Following several assignments, he was selected in 2004 to participate in a Fellowship in Psychopharmacology, sponsored by the Air Force Surgeon General and in conjunction with Nova Southeastern University, where he completed a post-doctoral Master's of Science Degree in Psychopharmacology. When not deployed, he coordinates the delivery of mental health services for the men and women of Kirtland AFB, NM.

[BRADLEY SAMUEL, PHD](#) is a clinical psychologist and director of Behavioral Health Education in the UNM Department of Family & Community Medicine. He specializes in treatment of adult anxiety, depression, and chronic pain providing clinical expertise in primary care settings. Dr. Samuel completed his doctoral training at Alliant University in California and his pre and post doctoral internships here in New Mexico. Dr. Samuel has presented at national conferences on subjects ranging from brief family therapy models and cultural perspectives to therapeutic communication in medical education. He is the father of two children and writes extensively on the experience of watching children grow.



Program:

Thursday, October 1, 2009

7:00 – 8:00 am	Registration Breakfast <i>Sponsor Pending</i>	
7:45 am	President's Welcome	Gary Oppedahl
8:00 am	Spirituality and the Non-Spiritual Case Manager	Roxroy Reid, LISW
9:00 am	Home Care Medicine	Suzanne Piñón, MD
10:00 am	Break <i>Sponsor Pending</i>	
10:30 am	Dementia: Strategies for Communication and Behaviors	Barbara Michels, BS
11:30 am	Lunch <i>Sponsor Pending</i>	
1:00 pm	Deployed Mental Health in Afghanistan	Lt Col Rottschafer, PhD
2:00 pm	Boundaries, Partnership and Self Care in Medical Case Management	Bradley Samuel, PhD
3:00 pm	Break <i>Sponsor Pending</i>	
3:30 pm	Workplace Bullying: What is it and What to do about it	Pam Lutgen-Sandvik, PhD
4:30 pm	Adjourn & Distribute CEUs	
4:30 pm	Celebration Hour <i>Sponsored by</i>	

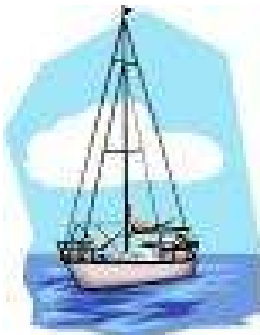
Friday, October 2, 2009

7:00 – 8:00 am	Registration Breakfast <i>Sponsor Pending</i>	
7:45 am	President's Welcome	Gary Oppedahl
8:00 am	Contemporary Pain Management	Joanna Katzman, MD
9:00 am	New Trends in Total Hip Replacement	Thomas McEnnerney, MD
10:00 am	Break <i>Sponsor Pending</i>	
10:30 am	Occupational & Environmental Health & Epidemiology in NM: Surveillance & CM	Moraga-McHaley & Frustaglia
11:30 am	Networking Lunch & Drawing	<i>Sponsor Pending</i>
1:00 pm	Outcomes of Pediatric Infants	Susan Gray, MD
2:00 pm	Privileges, Standards and Record Keeping: Protect your Client, Your Facility and Yourself	Michelle Hernandez, JD
3:00 pm	Break <i>Sponsor Pending</i>	
3:30 pm	Music in Medicine: Feeding the Body, Mind and Spirit for Total Well Being	Susan Hoadley
4:30 pm	Adjourn & Distribute CEUs	

Yacht Sponsors: \$1500

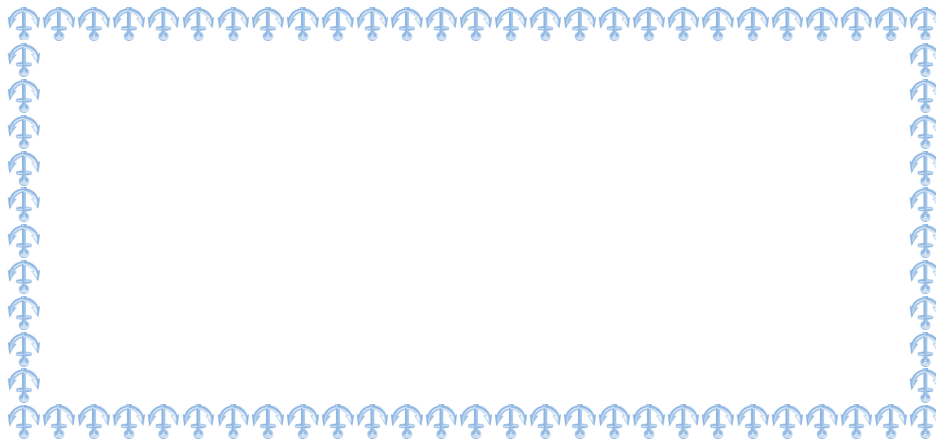


The beautiful lunch bags were generously provided by Alliance Home Care. Thank you so much!



Sail Sponsors: \$1000





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NM Rio Grande Chapter of CMSA



Win - Win

To keep registration fees low, we call on our partners in the community to **HELP US**. Case managers need products, information and education. Vendors reach out to case managers through exhibiting to get their information to us. What a better way to accomplish this than at our yearly seminar! Sponsor a meal, meeting or have a booth on October 1st and 2nd.

WE NEED EACH OTHER



CRUISE Package



YACHT Package



SAIL Package

Seminar Booth

Seminar Break

Seminar Lunch

Case Management Celebration Hour

Marketing Contact Information:

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Celebrate Case Management Week

Thursday, October 1st following
completion of the last speaker (4:30pm)

JOIN US
at the
Albuquerque Grand Airport Hotel
for

CELEBRATION HOUR

**ALL CASE MANAGERS
ARE INVITED**

Case Managers are recognized during a yearly weeklong celebration which serves to recognize case managers, to educate the public about case management and to increase recognition of the significant contribution of case managers to quality healthcare for the patient, healthcare provider and payor.

