

Now - 2 for 1 Registration

Soaring To New Heights In Case Management

*National
Case Management Network*

*Case Management
Conference*

September 19th & 20th, 2010

*Sheraton Toronto Airport
Hotel And Conference Centre
801 Dixon Road, Toronto, ON*

Program Registration

NCMN⁺

National Case Management Network
Réseau National des gestionnaire de cas
du/of Canada

www.ncmn.ca

The National Case Management Network (NCMN) is a non-profit association that is a resource for those interested in case management and those who practice case management.

Academics

Acute Care

Community Care Access Centres / LHINs

Community Support Agencies

Department of National Defence

Disability Management

Entrepreneurs

Insurance Agencies

Long Term Care

Mental Health

Regional Health Authorities

Rehabilitation

Research

Therapy Services

Veterans Affairs Canada

Workplace Compensation and Insurance Board

Across the country, Canadians, especially those with specialized, complex, and chronic health care needs, experience limited access to and gaps in health care. Every episode of their care involves various individual providers and transfers between care settings. A particular array of dedicated health care providers strives to meet the care coordination issues. While these health care providers may or may not carry the title of Case Manager, they nonetheless are practicing Case Management. These Case Management providers are “siloes” within different sectors and settings.

The National Case Management Network of Canada (NCMN) believes the practice of Case Management is a vital and dynamic strategy that assists in the delivery of care efficiently, effectively, and holistically. While fortifying a network that supports and sustains all providers of Case Management, **NCMN’s goal is to unify Case Management providers into an interdisciplinary collaborative body of providers who develop, collect, implement, and disseminate a uniform knowledge base and best practices in Case Management.**

We are aware of the fiscal restraints organizations have taken for employees attending conferences and education sessions. Therefore, we have reduced the attendance fee to try and assist our delegates who wish to attend.

Delegate Rates (include hst);

- NCMN Member - \$226
- Membership and Conference Bundle - **\$452 Excellent Value**
- Non NCMN Member - \$361.60
- **Membership and Conference Bundle for TWO- \$500 Incredible Value**

Cancellation Policy

Requests for refunds must be received in writing by August 27th, 2010

**National Case Management Network
33 Braeburn Drive
Thornhill, ON L3T 4V2**

All cancellations are subject to a \$75.00 administration fee. Substitutions are accepted. All refund cheques will be issued after the conference

**Join us as we
connect,
collaborate,
and communicate
locally,
nationally, and
internationally.**

Attended by:

- All Case / Care Management Providers
- CEOs, EDs, Policymakers, Administrators

From the Following Sectors:

- Academics
- Acute Care
- Community Service Agencies
- Department of National Defence
- Disability Management
- Entrepreneurs
- Regional Health Authorities
- Mental Health
- Veterans Affairs Canada
- Workplace and Safety Boards

Full Conference Registration Includes;

Sessions and lunch on Sunday September 19th.

Sessions, breakfast and lunch on Monday September 20th.

Accommodations

NCMN is pleased to be working with the Sheraton Toronto Airport Hotel who is offering a special conference rate of **\$169.00 plus applicable taxes**, per night, single, double, triple or quad occupancy and available until Labour Day. Conference delegates are asked to make their own room reservations by calling the hotel directly at 1-800-630-2594 or 416-675-6100.

**SHERATON TORONTO AIRPORT HOTEL AND CONFERENCE CENTRE**

801 Dixon Road, Toronto, ON M9W 1J5

Phone: (416) 675-6100 • Fax: (416) 675-4022

Parking is Complimentary for everyone whether or not you stay at the Sheraton. Please provide your licence plate number at the registration desk.

CONFERENCE PROGRAM SUNDAY September 19th, 2010

<p>8:30 am Muskoka Room I Foyer</p>	<p>REGISTRATION and WELCOME Coffee Bar</p>
<p>9:00 am - 11:00 am Muskoka Room I & II</p>	<p>NCMN: A Year in Review for an Organization on the Move It's been a busy and productive year for NCMN since receiving funding from Health Canada. Join us for coffee and an overview of Developing Case Management in Canada: Standards of Practice, Educational Resources and Professional Association, a unique opportunity to participate building the future of our discipline.</p>
<p>11:00 am - 12:00 pm Muskoka Room I & II</p>	<p>Onwards and Upwards in Case Management: NCMN Annual General Meeting and Board of Directors Meeting NCMN welcomes all current and potential members. Please join us for coffee and meet our board members.</p>
<p>12:00 - 1:00 pm Muskoka Room I Foyer</p>	<p>LUNCH</p>

<p>9:00 am - 10:30 am KEYNOTE ADDRESS Muskoka Room III</p>	<p>THE ART OF POWERFUL CONVERSATION <i>Stuart Knight - Speaker, Producer, Entrepreneur, Author</i></p> <p>The conversations we have and the ability to connect with our co-workers, customers, service providers, administrators and colleagues are key to an organization's success. Every interaction we have with another human being is an opportunity to strengthen the relationship with those that matter and can dramatically increase the productivity of the team as a whole. Although texting, faxing and emailing is part of any business, nothing beats the benefit of knowing how to connect face to face. The Art of Powerful Conversation brings the human factor back to the office by helping people interact on a deeper level. Whether it's leaving a job or buying a product, people are constantly influenced by those they can relate to and understand. The Art of Powerful Conversation will give your team the skills they need to create relationships with those that impact your bottom line. You will have at least 10 interesting, funny and thought-provoking conversations with 10 brand new people during the workshop. Stuart will also sign his book <i>You Should Have Asked – The Art of Powerful Conversation</i>.</p>
<p>10:30 am - 10:45 am Muskoka Room I Foyer</p>	<p>Coffee Bar and Goodies</p>

S e s s i o n	TA1 Algonquin Room	TA2 Algonquin Room	TA3 Collingwood Room
<p>10:45 am - 11:45 pm</p>	<p>System Level Changes to Strengthen Integrated and Shared Care, and Positive Client Outcomes – through the Balance of Care initiative The Balance of Care Program is part of the Aging at Home strategy in the Central LHIN in partnership with Central CCAC Case Managers and community support service agencies. Clients are provided with a comprehensive service plan to help them remain at home while reducing the burden on the system.</p> <p><i>Le Ngo-Cheng, CM Downsview Service to Seniors</i></p>	<p>Rehabilitation Without Communication: Case Studies in Collaborative Approaches</p> <p>Rehabilitation without communication is a multifaceted obstacle for individuals with an acquired brain injury (ABI) and health professionals. Using case studies, the presenters will demonstrate a variety of techniques that break down barriers, promote collaborative professional relationships, and allow the individual to recapture control of their non-verbal voice.</p> <p><i>Stacie Dertinger, Case Facilitator Kristin Bouma, Case Facilitator Brain Injury Services</i></p>	<p>Case Management Education: Leverage Your Training Budget to Support Your Organizational Strategy McMaster University provides custom training and education programs in the areas of case management, addictions education and business management. In this session you will learn how to leverage your organization's training budget to help you achieve your strategic goals. A general framework will be provided as well as examples of projects completed by McMaster.</p> <p><i>Lisa Boniface McMaster University</i></p>
<p>12:00 – 1:30 pm Muskoka Room I Foyer</p>	<p>LUNCH with Special Guest Keith Hillier, Assistant Deputy Minister (ADM), Corporate Services Veterans Affairs Canada (VAC)</p>		

Early Monday Afternoon Concurrent Sessions 1:30 pm – 2:30 pm

Session	TP1 Algonquin Room	TP2 Algonquin Room	TP3 Collingwood Room	TP4 Collingwood Room
1:30 pm - 2:30 pm	<p>Canadian Agency for Drugs and Technologies in Health (CADTH)</p> <p>Canada’s health ministers founded CADTH, a small, behind-the-scenes, resource agency whose job it was to systematically assess evidence on health technologies, big-ticket items seen as cost drivers in the healthcare system. Since then, CADTH has evolved into a multifaceted organization that provides a range of evidence-based information and advice on the full spectrum of medical devices, medical and surgical procedures, diagnostic tests and drugs for a broad range of Canadian decision makers working in publicly funded healthcare. This session will address what Canada’s go-to source for evidence has to offer case managers.</p> <p><i>Jeannette Smith Stakeholder Relations CADTH</i></p>	<p>The Veterans Affairs Canada Rehabilitation Program and the Role of Case Management</p> <p>Participants will learn about the new Veterans Affairs Canada Rehabilitation Program which seeks to promote ‘wellness.’ Current research on the reintegration of Canada’s new generation of Veterans into civilian life will be highlighted. Participants will have an opportunity to explore the role of case management in this innovative program.</p> <p><i>Anita Burdett, National Standards and Education Officer,</i></p> <p><i>Colleen Shubaly, Manager Rehabilitation Program Veterans Affairs Canada</i></p>	<p>Long Term Care Treatment Outcomes of Behavioural Programming for Individuals with an Acquired Brain Injury and Severe Behaviour Problems</p> <p>Long term behavioural treatment outcomes for 14 of 16 adults with an Acquired Brain Injury admitted to a rurally based, behavioural group home will be presented. Individual treatment plans were designed to address the clients’ complex behavioural concerns. Intensive computerized data collected demonstrates significant improvements. One case study is included.</p> <p><i>Mary Ann McEachern, Behavior Therapist</i></p> <p><i>Dennis Fast, Behavior Therapist</i></p> <p><i>Dr. Bruce Linder, PhD, Clinical Director Brain Injury Services</i></p>	<p>Increasing Accessibility to the Capacity Evaluation Process to Make Admission Decisions for Patients with Aphasia and Communication Barriers</p> <p>Case managers evaluate the ability of patients to decide on a discharge destination by administering the ‘Capacity to make Admission Decisions’ questionnaire. Approximately 35% of people who sustain a stroke experience aphasia.</p> <p><i>Alexandra Carling-Rowland M.Sc. SLP-C Doctoral Candidate, University of Toronto</i></p> <p><i>She will defend her PhD thesis this fall on the Capacity to Make Admission Decisions process, and prior, was Speech-Language Pathology Manager for the Niagara Health System.</i></p>
2:30 pm - 3:00 pm Muskoka Room I Foyer	AFTERNOON ENERGY BREAK			

Late Monday Afternoon Concurrent Sessions 3:00 pm – 4:00 pm

S e s s i o n	TP5 Collingwood Room	TP6 Collingwood Room	TP7 Collingwood Room
3:00 pm - 4:00 pm	<p>Accountability Framework Applied to Varying Case Management Disciplines/Settings</p> <p>The presentation will focus on eliciting perspectives from the diverse disciplines in response to the framework which is currently applied in Health Care Case Management at the HNHB CCAC. Open discussion will be encouraged in order to formulate a comprehensive framework that aligns with the steps/stages of the case management process and is relevant to varying disciplines across a variety of settings. There be opportunity to share effective practices in resource allocation, and problem-solving breakouts will be utilized to discuss intricate concepts of the framework. Handouts and tools will be provided to allow participants to provide immediate written and verbal feedback</p> <p><i>Sally Baerg, CM</i> <i>Melody Miles, CEO</i> <i>Hamilton Niagara Haldimand Brant, Community Care Access Centre</i></p>	<p>Lost in Transition</p> <p>Transitional care is the brief time interval that begins with preparing a patient to leave one setting and concludes when the patient is received in the next setting. Patient safety is jeopardized during transitional care. Case Management plays an important role in ensuring safe and effective care transitions.</p> <p><i>Joan Park RN MHSc</i> <i>Case Manager</i> <i>St. Michael's Hospital</i></p>	<p>Managing Difficult Conversations</p> <p>Anne E. Grant has practiced as both nurse and lawyer and now as a full-time mediator and dispute resolution professional, specializing in workplace conflict resolution between health care providers and clients. In an interactive presentation combining theory with practical application to relevant situations, Grant will show you how to manage difficult conversations with clients, co-workers and multidisciplinary teams. A great follow up to <i>The Art of Powerful Conversation</i>.</p> <p><i>Anne E. Grant, LL.B, LL.M (ADR), C. Med</i> <i>President, AEG Dispute Resolution Services Inc.</i></p>
4:00 pm - 4:30 pm	<p>CLOSING REMARKS Announcement of Draw Winners</p> <p>Thank you for attending, see you next year!</p>		

Conference Registration

Now - 2 for 1 Registration

National Case Management Network Conference

September 19 and 20 Sheraton Toronto Airport Hotel and Conference Centre

First Name _____ Last Name _____
Address _____ City _____
Province _____ PC _____
Email Address _____ Fax _____
Employer _____ Phone _____
Work _____
Mobile _____

Name of Guest Colleague: _____

Address of Guest Colleague: _____

Title and Organization of Guest Colleague: _____

Telephone Work: _____ Home: _____ Mobile: _____ Fax: _____

Email Address: _____

Please select the sessions you will be attending

<i>Sunday September 19th, 2010</i>		<i>Monday September 20th, 2010</i>		
<input type="checkbox"/> Morning	<input type="checkbox"/> Afternoon	<i>Morning</i>	<i>Afternoon</i>	
<input type="checkbox"/> Meet the Board	<input type="checkbox"/> Roundtable	<input type="checkbox"/> TA1	<input type="checkbox"/> TP1	<input type="checkbox"/> TP5
		<input type="checkbox"/> TA2	<input type="checkbox"/> TP2	<input type="checkbox"/> TP6
		<input type="checkbox"/> TA3	<input type="checkbox"/> TP3	<input type="checkbox"/> TP7
			<input type="checkbox"/> TP4	

I am a:

- Attendee Speaker/Panelist
 Exhibitor Conference Sponsor

Include me in the Conference Directory:

- Yes No

Are you booking a room at the Sheraton?

- Yes No

Dietary Restrictions: _____

Special Needs: _____

Delegate Rates include hst

NCMN Member **\$226**

Non NCMN Member **\$361.60**

Membership and Conference Bundle - \$452

Membership and Conference Bundle for TWO- \$500



Pay By: Visa, MC or cheque

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Cheques to be mailed to:

NCMN Conference, 33 Braeburn Drive, Thornhill, ON L3T 4V2

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