The Role of Case Management in Preventing Hospital Readmissions

Webinar T2703  Tuesday, October 4, 2011  9:00 a.m. – 10:00 a.m. (CST)

Overview
One in five hospital discharges is complicated by an adverse event within 30 days and this often leads to visits to the emergency departments and readmissions. Research suggests that 76% of hospital readmissions are thought to be preventable. Not only do readmissions occur frequently, but they are costly. A new federal law that takes effect in 2012 will reduce payments to hospitals that have a higher than average readmission rate.

This session will explore the key responsibilities that case managers have in coordinating a safe and seamless transition of care for the patient; it will also address the escalating percentage of readmissions for our chronic care patients. It will speak to ways to reduce the readmission rate of certain demographic groups and how the case manager can effectively focus on quality of care outcomes and improvement in the financial outcomes.

Target Audience
CEOs, CFOs, COOs, CMOs, CNOs, Board Members, Case Managers, Clinical Nursing Leadership, Pharmacy Directors, Dietary Directors, Social Services, Discharge Planners, Joint Commission Coordinators, Performance Improvement Directors, Risk Managers, Safety Officers, and anyone interested in preventing unnecessary hospital readmissions

Program Topics
- Field of case management
- Responsibilities of case management
- Core responsibilities of case management and care coordination among the hospital team of professionals
- Principles of effective transitioning to improve the outcome of the individual patient
- Cost savings initiatives when managing the frequent readmission cases of any facility

Objectives
At the completion of this program, the participant will be able to:
1. Explain why it is imperative to have an effective discharge plan
2. Discuss strategies that will enhance the discharge process and decrease unnecessary readmissions

Faculty
Connie Commander, RN-BC, BS, CCM, ABDA, CPUR is the owner and President of Commander of Premier Consulting in Pearland, TX. She speaks nationally on case management topics and is also an author. Connie mentors others in this field in national and international settings. She has been awarded both the National and Houston Chapter Case Manager of the Year award. Connie also has held several National Board positions, with Case Management Society of America (CMSA), including National President of CMSA for 2006-07, and the Immediate Past President for the National Association of CMSA for 2007-08. She has held numerous management positions focused on the implementation of and the merging of CM, QM, UM, DM and Risk Management. Connie also has multiple years experience in management, contract negotiations and measuring outcomes based upon case management interventions.

Certificates of Attendance
Certificates of Attendance will be issued to all registrants. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for recorded sessions.

Registration
$190 for AHA members
Registration includes one Internet connection and one telephone connection at one location and an unlimited number of participants from your organization in one listening room.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received an e-mail with instructions via the e-mail provided on the registration form or if you are unable to download or open presentation materials, at least three business days prior to the event, please contact Anna Sroczynski at 501-224-7878, or via e-
Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event.

**Substitution, Transfer and Cancellation Policy**
Refunds, minus a $25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Anna Sroczynski at 501-224-0519.

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**REGISTRATION FORM**

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**Registration Fee**  $190 for AHA members
Registration fee covers one or multiple participants at one location (one connection per registration) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person ________________________________________________________________
Organization __________________________________________________________________________________
Mailing Address _________________________________________________________________________________
City, State, Zip _________________________________________________________________________________
Telephone _____________________ Fax ___________________ E-mail _________________________________

**Method of Payment**
Check in the amount of $________ payable to the Arkansas Hospital Association is enclosed.

Credit Card # ____________________ Visa MasterCard
Cardholder’s Billing Address (including zip code) ________________________________________________________
Expiration Date ________________ Name on card _________________________________________________________
Signature ______________________ Card Holder’s Phone #______________________________

**Mail form and payment to**
Anna Sroczynski, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.