It is increasingly essential to have structures, roles, and processes in place to insure that, from the beginning, patients’ conditions and issues are assessed, that they are placed in the correct and compliant sites and levels of care and that their discharge needs are addressed. CMS’s Recovery Audit Contractor (RAC) program is intensifying the need for getting it right, the first time and every time. Case management has emerged as a powerful structure for success.

This workshop will examine the components of effective and compliant processes that must be in place to maximize outcomes and minimize risk — for the organization and for patients and their families. Participants will have an opportunity to assess the strengths and opportunities in their own organizations and use the information provided to prioritize future changes.
RAC: “The Art & Science of Getting it Right, the First Time, Every Time”

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

• Define the reasons why “getting it right” is crucial in today’s healthcare environment.
• Identify processes and procedures that effectively and compliantly manage RAC related risk.
• Assess their organization’s case management contributions to maximizing clinical, satisfaction, financial and compliance outcomes while minimizing risks.
• Describe the rationale and structure of point of admission case management.
• Describe how to calculate return on investment for case management related expenses within an organization.
• Outline strategies for identifying and addressing issues related to patients experiencing readmissions.

Agenda

8:00 am Registration/Continental Breakfast
8:30 am Getting it Right... Minimizing Future RAC Risk
Strategizing an effective response to RAC denials is crucial. It is as important, if not more, to position your procedures and processes to prevent future risk. This session will explore the elements involved in being solidly compliant (and reducing RAC risk!)

10:00 am Break
10:15 am Getting it Right... Minimizing Future RAC Risk (continued)

11:00 am Case Management’s Essential Role in Getting it Right
Case management is a significant factor in maximizing clinical, satisfaction, financial and compliance outcomes, and minimizing risks. Using a survey format, participants will have an opportunity to assess their own processes and structures and will be asked to prioritize their key strengths and issues.

12:00 noon Lunch (included)

12:45 pm Point of Admission Case Management: The Why and How
Case management at all points of patient entry, including the emergency department, is important in determining the most appropriate site of care for patients. It is also the most effective infrastructure to get level of care designation (inpatient versus outpatient observation) correct, right from the beginning. Learn about the whys and hows of point of admission case management and consider how this strategy can benefit your organization.

1:30 pm Calculating ROI
Minimizing risk is not without cost and every organization is reluctant to add (and sometimes to maintain!) expenses in this era of shrinking healthcare dollars. It is important to provide a clear return on investment for each position and other expense. Steps for calculating a return on investment for case management and emergency department case management will be outlined in this session. Participants will be asked to bring their organization’s data to allow them to calculate their own return on investment (a list of required data will be provided before the workshop).

2:30 pm Break

2:45 pm Managing Readmissions... Getting it Right
Individuals experiencing readmissions represent vulnerable populations from a clinical standpoint. They are also increasingly creating a financial risk for hospitals. This session will provide insights into identifying readmission concerns and strategies to address the issues presented by these at-risk individuals.

3:30 pm Summary and Evaluation
**Speaker Introductions**

**Kathleen A. Bower**, DNSc, RN, FAAN, CMAC, is Principal and Co-owner of The Center for Case Management, Inc. She was a member of the team that invented Clinical Paths and provider-based case management at New England Medical Center, Boston. She has provided education and consultation regarding patient care management strategies, including Clinical Paths, case management, disease management, patient outcomes and critical indicators, patient education and compliance, management skills and documentation redesign, nationally and internationally.

**Tina Davis**, RN, MS, CMAC, is Consulting Associate for The Center for Case Management. She has progressive experience specializing in nursing and case management. She provides education, consultation and interim management in case management processes, including utilization review, discharge planning, care coordination, compliance, and outcomes measurement. She has extensive experience in multidisciplinary team development, core measures, and Joint Commission standards.

**Workshop Location**

This program will be held at the Crowne Plaza, 201 S. Shackleford in west Little Rock. It is easily accessible from I-630 and I-430.

The Arkansas Hospital Association has a block of rooms with the Crowne Plaza for the night of Nov. 4, 2009 at a rate of $124.00. Reservations may be made by calling the hotel directly at 501-223-3000 or by calling the toll-free number at 1-866-276-6648. Please mention that you are attending a meeting of the Arkansas Hospital Association to receive the special rate.

**Continuing Education**

**Nursing:** 5.7 contact hours will be awarded to all nurses attending the entire workshop.

The Arkansas Hospital Association is an approved provider of continuing nursing education by Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

**Risk Management:** Continuing education credit hours have been applied for through the American Society for Healthcare Risk Management.

**Quality:** Application has been made to the National Association for Healthcare Quality for CPHQ Continuing Education Hours.

**Refunds and Cancellations**

If cancellations are received in writing five business days prior to the date of the workshop, 50% of the registration fee is refundable. Registrants who cancel the day of the program or fail to attend must pay the entire fee. Substitutions, however, are permitted. Registrations that are phoned in or faxed are subject to the same cancellation policy. *(Note: All cancellations must be received in writing by the registrar.)*
Arkansas Hospital Association
RAC: The Art & Science of Getting it Right, the First Time, Every Time
Registration Form
November 5, 2009

Name ________________________________
Title ________________________________
Organization __________________________
Address __________________________________
City __________________ State __________ Zip _____________
Telephone _______________ FAX ____________ E-Mail _______________________

Registration Fee $175 per participant
(Registration fee includes printed materials, refreshments and lunch, speaker expenses and meeting room expenses)

Method of Payment

Check Enclosed (Please make checks payable to: Arkansas Hospital Association)
Credit Card: ☐ VISA ☐ MasterCard

Cardholder’s Name: ________________________________
Cardholder’s Number: ___________________________ Exp. Date: _____________
Cardholder’s Signature: ___________________________

2 Ways to Register
FAX: 501-224-0519

Mail: Anna Sroczynski, Registrar
Arkansas Hospital Association
419 Natural Resources Drive
Little Rock, AR 72205
501-224-7878

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