



Innovative Approaches to Case Management: The 4 'C's' of Capacity, Complex Cases, Critical Conversations & Caregiver Support

**SATURDAY, SEPTEMBER 21, 2024
8 am – 1:30 pm EST - Virtual
CMSNE's 2024 Building Strategies
for Success Conference**

Case managers are at the forefront of a patient's transition across the healthcare continuum. There are many challenges we encounter within our complex medical and social cases compounded by a patient's inability to access healthcare resources, make healthcare decisions due to cultural influences and the unpreparedness of their caregivers to provide support. The work of a case manager is often like a puzzle requiring innovative and creative solutions to successfully transition patients to next level of care.

This conference will provide you with techniques to manage a complex medical case, and offer an important understanding of how to assess capacity for decision making by the patient. Further discussion explains an understanding on how a patient and their family's cultural spirituality can impact their health, care choices and ultimately the care delivery. Lastly, the discussion emphasizes the necessity to assess the caregiver, and to assure the optimal level of care for the patient within the care plan. We will equip you with the practical techniques, tools, and strategies for effectively managing your cases. You will gain a comprehensive understanding of capacity assessment in healthcare decision-making and learn to consider the social determinants of health, culture, spirituality, and a caregivers' need for support. Addressing these complex issues support you to elevate your practice and obtain more successful outcomes. Join us for this valuable educational opportunity!

Session I – Innovations for Managing Complex Cases

Trancy Escobar, Executive Director of Complex Care at MGB
Sheridan Bergdorf, LSW, CCM, Social Worker and Director of Complex Care at the Brigham

Session II - Spirituality in Healthcare: A Primer for Case Managers

Elaine Bruner, MSN, CMGT-BC, Nurse Case Manager, AD/WII, NSWGD

Session III - Navigating Caregiver Support: From Benefits to Assessment for Improved Outcomes on Complex Cases

Sara MacDonald, RN, CCM, CPC, Chief Operating Officer, Family First
Kerri Sennott, RN, ACM-RN, Clinical Manager at Family First

Session IV - Assessing your Client's Capacity for Informed Decision-Making

Rebecca Wershba, PhD Neuropsychologist, Boston Metro Neuropsychology, PC

Registration

5 CCM, RN & SW credits pending (2.5 CCM ethics credits applied for)
\$60 CMSNE members, \$70 CMSA members not part of CMSNE, \$80 Non-Members
Register online at CMSNE website: www.cmsne.org

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