JACKSONVILLE PROGRAM

The NPACC Hospital Readmissions and Care Transitions Summit

The Schultz Center for Teaching and Leadership
4019 Boulevard Center Drive, Jacksonville, FL 32207

- Tuesday, January 26, 2016, 7:00 AM – 1:00 PM
- Doors open/registration begins @ 7:00 AM.
- Speakers begin promptly at 8:00 AM
- CEUs are available – come to the registration table to sign in/out for them!
- Additional details online

Tuesday, January 26, 2016
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>7:00 – 8:00 AM</td>
<td>Registration Begins and Exhibitor/Vendor Showcase Opens</td>
<td>Please use this time to network, visit the Showcase and enjoy light refreshments.</td>
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<tr>
<td>8:00 – 8:45 AM</td>
<td>Dr. Tracy Smith:</td>
<td>“Quality Outcomes and Financial Benefits of Nutrition Intervention.”</td>
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<tr>
<td>9:15 – 9:30 AM</td>
<td>Morning Break #1 and Post-Acute Showcase Exhibition</td>
<td>Please use this time to network and learn about NPACC’s featured event sponsors.</td>
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<tr>
<td>10:15 – 10:30 AM</td>
<td>Morning Break #2 and Post-Acute Showcase Exhibition</td>
<td>Please use this time to network and learn about NPACC’s featured event sponsors.</td>
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<tr>
<td>10:30 – 11:15 AM</td>
<td>Kate Gordon, MSW</td>
<td>“Hospital Care and Cognitive Impairment, A Tough Mix for Readmissions.”</td>
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<tr>
<td>11:15 – 12:00 PM</td>
<td>Keynote Speaker: Dr. Eric Coleman</td>
<td>“Improving Care Transitions by Infusing True Person and Family Centered Care.”</td>
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<tr>
<td>12:00 – 12:15 PM</td>
<td>Morning Break #3 and Post-Acute Showcase Exhibition</td>
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<tr>
<td>12:15 – 1:00 PM</td>
<td>Local Discharge Planners Roundtable*:</td>
<td>Expert Panel Discussion; Q&amp;A as time allows</td>
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<tr>
<td>1:00 – 1:30 PM</td>
<td>Post-Acute Showcase Exhibition Wrap-Up:</td>
<td>Please use this time to network and learn about NPACC’s featured event sponsors.</td>
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*NOTE: Immediately after the panel discussion concludes, panelists, moderators, and select sponsors will exit to another room, where they have an exclusive luncheon meet and greet.*
Welcome to the Summit!

Thank you for helping to make the 2016 Summit series kickoff event a success! This program is designed to provide you with information about the summit, the speakers, and our sponsors, and to offer answers to FAQs.

House Rules:

NPACC has a few guiding protocols informed by the Golden rule; we ask that everyone abide by them out of respect for everyone’s investment in time, preparation, and learning.

Please look at the agenda; our presentations are tightly scheduled, and adhering to the time limits will require everyone’s cooperation. Please observe the following guidelines:

1. No photography, videotaping, or use of (non-NPACC) recording devices is allowed during presentations.
2. Please silence cell phones and limit conversation during presentations.
3. Every attendee, including sponsors and Exhibitors, is considered to be part of the audience; during presentations and panels, Exhibitors must leave their booths and join attendees in the seating section.
4. Maximize designated break and Exhibit times (2 hours total) for productive networking; the remainder of the summit is dedicated to learning and sharing—in very compressed format.
5. Our CEU providers require in-person attendance and two signatures; if you wish to receive credit, you “must be present to win,” and turn in an evaluation. We cannot provide CEUs without them.
6. We prefer paperless processes, and recycling, as much as practicable. You may recycle your name badge covers on the way out (deposit yours in the container provided at the registration desk).
**About our Nationally-Recognized Presenters:**

**Dr. Eric Coleman, MD, MPH**, is NPACC’s keynote speaker at the summit event. “Improving Care Transitions by Infusing True Person and Family Centered Care” highlights how and why asking the right questions during care transitions is so important: it measurably improves the quality and appropriateness of patient care, and reduces the risk of avoidable hospital readmission. Because of his approach and results, Dr. Coleman’s Care Transitions Program model (see caretransitions.org) has become the gold standard in person-centered care, and his methods help people improve the quality of care transitions, whether managing their own or someone else’s.

**Dr. Josh Luke, PhD, FACHE**, is widely considered a healthcare “futurist,” and “The Health System of the Future: Lead. Follow. Or Get Out of the Way” highlights key issues in play and emerging trends likely to significantly impact care delivery models and measures. Dr. Luke is a consultant for ACO’s, BPIP’s, acute hospitals and post-acute providers, and his ability to articulate the parameters of the “next big thing” in healthcare delivery trends clarifies critical pathways and variables that enable forward-thinking providers to understand and succeed in an increasingly competitive environment, providing quality care in a value-driven landscape.

**Kate Gordon, MSW** is a health policy analyst and grassroots advocacy strategist, and “Hospital Care and Cognitive Impairment: A Tough Mix” reflects her 13+ years of experience working in the fields of health and long term care. Ms. Gordon has expertise in a diverse range of health and long term care issues topics, including federal and state policies affecting persons with dementia, psychosocial caregiver interventions, and direct care worker training. She holds a Master’s degree in Social Work from the University of South Carolina. Her previous work includes assisting in the development of the first US National Alzheimer’s Plan and 18 state government Alzheimer’s disease plans and securing young-onset dementia as a covered condition under the Social Security Administration’s Compassionate Allowance Program. Ms. Gordon is sought after for her high energy, results-driven advocacy planning skills.

**Tracy R Smith, PhD, RD, LD**, is Manager of Science Programs at the Abbott Nutrition Health Institute in Columbus, Ohio, and “Quality Outcomes and Financial Benefits of Nutrition Intervention” highlights the often-overlooked role that proper nutrition plays in providing acute and post-acute care, and in measurably reducing readmission risks. Dr. Smith has a PhD in human nutrition and clinical background in intensive care, cardiac care, diabetes and oncology; research she highlights offers insight into the unique needs of certain patient populations, including geriatric patients, and underscores the importance of patient-centered care provision.

**Chuck Bongiovanni, MSW, MBA, CSA, CFE**, is widely regarded as a Medicare Spending Per Beneficiary (MSPB) Measures expert, and “Surviving MSPB, The Next Penalty Nightmare” offers a clear view of what current and pending Medicare mandates mean for acute- and post-acute care providers in the post-Affordable Care Act (ACA) landscape. Chuck’s strategic analyses and recommendations are helping shift the paradigm in post-acute care provision, and his Community Integration Model (CIM) offers a proven path for moving a legacy approach toward “best practices” that enable hospitals to meet Medicare mandates for value-based care and facilitate the type and levels of collaboration Medicare’s bundling trends increasingly require.
About Our Jacksonville Area Panelists

Cristina Brundick, BBA, RN, System Readmission Coordinator, Case Management, St. Vincent’s Medical Center (Riverside). Cristina Brundick, BBA, RN, has a Bachelor in Business Administration and formerly worked for the Federal Reserve Bank in Atlanta. After raising her children, she pursued a career in nursing and has been in the field for 10 years. She is a former cardiac/critical care nurse and has been working in Case Management for the past 5 years. In March of 2014, she was chosen as the Readmission Liaison for St. Vincent’s Medical Center under the Hospital Engagement Network. She was involved in launching the Readmission Reduction Program at St. Vincent’s Riverside and Clay County. She was a steering committee member for the Breathe Easy Program, a unique readmission strategy focusing on inpatient care, discharge planning and care transition for the PNA/COPD patient populations. This program was launched in October of 2014. Cristina also works closely with the Northeast Florida Coordinated Care for Seniors, which is a community based group of local hospitals, skilled nursing facilities, home healthcare and hospice representatives. This organization focuses on improving the care of our local senior population. She is currently working with the Quality Improvement Organization under the direction of CMS, collecting and analyzing readmission data, to improve and streamline the post-acute care for Medicare beneficiaries at St. Vincent’s. She has played an integral part in improving inpatient discharge protocols and post discharge transition of care processes at St. Vincent’s three campuses.

Kimberly Lewis, RN, BSN, Care Transition Coordinator, Case Management, St. Vincent’s Medical Center (Southside). Kimberly Lewis, RN, BSN, has been in the field of nursing for 14 years. She has been working in the case management field for over 5 years with a specific focus on Care Transition and Readmissions for the last 3 years. Ms. Lewis was a recipient of the Louisiana League of Nursing Sister Mary Agnes Fortier Award in 2001. She was inducted into Sigma Theta Tau International honor Society of Nursing in 2001. Ms. Lewis received her Certificate in Case Management in 2010 from Kaplan University and is currently a member of American Case Management Association – Florida Chapter. Ms. Lewis has been instrumental in streamlining the care transition process at St. Vincent’s Southside and creating programs surrounding post discharge care and readmission prevention. Ms. Lewis has also helped to design and architect St. Vincent’s Healthcare RCAT – Root Cause Analysis Tool, which is an electronic tool helped to retrospectively investigate readmissions.

Allison Martin, LCSW, Manager, Case Management and Palliative Care, UF Health (Jacksonville). Allison Martin, LCSW, is a manager for the Case Management Department at UF Health Jacksonville, a private, not-for-profit academic health center affiliated with University of Florida Health Science Center. She also serves as the Operations Manager for the Palliative Care inpatient consultative service at UF Health Jacksonville, where coordination with the primary medical team to improve quality of life is the goal. Allison is a Licensed Clinical Social Worker with a background in non-profit management, oncology social work and hospice/bereavement counseling. Her work has specialized in complex medical and emotional client needs. Allison has been recognized as Social Worker of the Year by the Leukemia and Lymphoma Society (’06-’07), received an Excellence in Leadership Scholarship from the Jessi Ball DuPont Foundation (’10) and most recently is a member of the steering committee for the Honoring Choices of NE Florida Advanced Care Planning Initiative.
About Our Jacksonville Area Panelists (continued)

Ellen Schmitt, LCSW, CCM is the System Director of Social Services and Case Management for Baptist Health System. Baptist Health, located in Jacksonville, Fla., is a five-hospital health system and the most preferred health care provider in the region. Baptist Health is the only locally owned and governed health care system in the area and holds the prestigious Magnet designation, the gold standard for excellence in patient care. Ellen is a Certified Case Manager and a Licensed Clinical Social Worker who received her MSW from the State University of New York at Stony Brook in 1989. Ellen has extensive experience in medical social work. She has been recognized as the 2011 Social Worker of the Year by the Northeast Florida Chapter of the National Association of Social Workers. Ellen is a member of the steering committee for the Honoring Choices of NE Florida Advanced Care Planning Initiative. She also serves on the Metropolitan Jacksonville Area HIV Health Services Planning Council as the Parliamentarian and was previously the Chair (2014). Ellen is a member of the Board of Directors for PFLAG of Jacksonville.

Lori Tweedell, MSW, LCSW, Team Leader for Case Management, Mayo Clinic Hospital (Jacksonville). Lori Tweedell, MSW, LCSW, graduated from the University of Alabama with her Master’s in Social Work in 1978 and obtained her LCSW in Alabama in 1981. She started her career as an Administrative Analyst for the Jefferson County Sheriff’s Department in Birmingham, AL and then went to work for Bryce State Psychiatric Hospital where she was the Social Work supervisor for the Forensic Unit and then the Women’s Unit. Since 1983 she has been the Director of Social Services/Case Management for three different hospitals, one in Pulaski, TN, Huntsville, Alabama and finally at Methodist Medical Center here in Jacksonville. She has also run a CORF, was the Director of Social Work and Health Educator for a Rural Community Health Center, and the Director of Children’s Services and Social Worker for an Early Intervention Program with Easter Seals for Children Birth to three. She moved to Mayo Clinic Hospital in 1999 and has been the Team Leader for Case Management at Mayo Clinic Hospital since 2006.

We Are Grateful to Our Sponsors for Their Support! Jacksonville Event:

Interested in becoming an NPACC partner, sponsor, or underwriter? Contact us at info@npacc.org
Answers to FAQs, and References for Day-Of Logistics:

**Summit Purpose:**

1. What’s the purpose of an NPACC Summit? The NPACC (a 501 (c)(3)-pending organization) was established to facilitate collaboration among and educate all stakeholders involved in the post-acute world. The long vision is that NPACC’s focus on forward-thinking strategies and practical knowledge sharing can help all healthcare stakeholders understand and implement best practices in a fast-changing post-ACA landscape.

2. Who benefits from NPACC Summits? NPACC summits offer benefits to attendees, invited speakers, vendors, sponsors, and the local community. Organized, compressed learning opportunities open help connect all the elements of the acute- and post-acute care community.

**Day-Of Logistics:**

1. How do I get to the summit?
   a. Plan A: Use the Google map on the webpage:
      4019 Boulevard Center Drive, Jacksonville, FL 32207
   b. Plan B: Use MapQuest or iMaps, enter the street address for real-time navigation support.
   c. Plan C: Call the summit venue’s on-site support staff:
      Becky Schechterle, Director of Client Relations, 904.348.5700

2. Where do I park? Parking is first-come, first-served. And FREE.

3. What room are we in? Schultz Center: Gentry B&C.

   
   **Network:** Schultz Guest  
   **Password:** sandgate

5. Will there be food/beverage service? Yes; light snacks, including coffee, tea, and water.

**About CEUs:**

1. Registration helps us plan for CEUs. Please bring your registration confirmation with you. IF you don’t have an email confirmation, please be patient at the registration table.
   a. **Who may get EVENT credits, and HOW MANY?**
      i. Nurses, Case Managers and Social Workers: 5 contact hours [BRN goes through the CA Board of Registered Nursing (BRN)]
      ii. All others: Apply post-hoc using the certificate of attendance to get credit via CSA, ACHE, NAB, and others.
   b. **Follow these instructions (credit is not “automatic”):**
      i. Sign in/out for credits at the registration table as soon as you arrive
      ii. Pick up certificates of attendance at the end of the event (after 1 PM)
      iii. Credit eligibility requires attendance from 8 AM-1 PM and completed evaluation form.