

BURKE, VIRGINIA 22015-1940 (703) 867-4500

www.efssupervisionstrategies.com efssupervision@me.com

Educating & Empowering Healthcare's Interprofessional Workforce

EMPLOYMENT:

EFS Supervision Strategies, LLC, Burke, Virginia, May 2004 - Present

Position: Principal/Business Owner

Health and behavioral health subject matter expert empowering knowledge acquisition for the interprofessional workforce via professional speaking, publications, academic and regulatory contracts, distance learning course/curricula/content development and implementation, accreditation, professional networking, professional mentoring, clinical social work supervision. (See Contractors section for detailed listing)

Virginia Hospital Center, Arlington, Virginia, September 1999 – May 2004 The Acute Pulmonary Rehabilitation Unit at Virginia Hospital Center

Position: Director of Case Management

Development, implementation & delivery of case management operations for acute regional ventilator weaning program via; business development & contracting, facilitation of patient care processes; performance improvement & outcomes monitoring; bio-ethics committee member; external case management including clinical assessment, pre-certification & rate negotiation, clinical supervision

Pentagon City Hospital, Arlington, Virginia October 1997 – September 1999 Department of Case Management, Quality Resource and Risk Management

Position: Director

Implementation of case management, quality & risk management operations via facilitation of patient care processes, performance improvement & outcomes monitoring; implementation of risk management program; business development & fiscal operations; external case management including clinical assessment, pre-certification and negotiation; co-chair bioethics committee.

Inova Continuing Care Network, Inova Health Systems, Fairfax, Virginia, June 1996 - July 1997 **Department of Case Management and Quality Leadership**

Position: External Case Manager

Development, implementation & delivery of case management operations for long-term care division via clinical assessment, precertification & rate negotiation; business development & contracting; performance improvement & outcomes monitoring

Position: Patient Care Redesign, Access Management Team, March 1997 - July 1997

Appointment to Inova Patient Care Redesign Project.

Inova Rehabilitation Center, Alexandria, Virginia, May 1994 - June 1996

Case Management Services

Position: Rehabilitation Case Manager

Implementation & delivery of case management for acute/transitional care rehabilitation units via business development & contracting, facilitation of patient care processes; performance improvement & outcomes monitoring; member education/research practice council & process improvement teams: clinical supervision.

EMPLOYMENT: (cont'd)

Northern Virginia Doctors Hospital, Arlington, Virginia, May 1993 - May 1994

Utilization Management/Discharge Planning Position: Discharge Planning Coordinator

Implementation & delivery of case management for acute care; business development & contracting; implementation of social services staff development program; implementation & chair bioethics committee.

St. Vincent's Hospital, New York, New York, January 1992 - May 1993

Social Work Services

Position: Supervisor, General Hospital Division

Coordinated social work services for medical/specialty care units; formalized linkages with community resources; developed Respiratory Case Management Project; performance improvement; clinical supervision

Queens Hospital Center, Jamaica, New York, April 1990 - January 1992

Position: Coordinating Manager, AIDS Services

Program administration adult AIDS services via; fiscal operations; performance improvement & outcomes monitoring; coordinated community organization initiatives; developed staff education programs; clinical supervision.

Inpatient Medicine, October 1988 - April 1990

Position: Supervisor/ACES Site Supervisor

Coordinated social work services for medical/pulmonary ICU; performance improvement; clinical supervision staff & interns; coordinator of ACES Program (senior volunteers providing entitlement counseling)

Child and Adolescent Outpatient Psychiatry, November 1986 - October 1988

Position: Afterschool Program Coordinator/Social Worker

Administrative, clinical oversight for individual, family & group treatment for children and families; Suicide/Crisis Walk-in Team.

Baptist Medical Center, Brooklyn, New York, January 1985 - November 1986

Social Work Services

Position: Assistant Director

Coordinated Social Work Services for emergency, pediatric & medical/cardiac intensive care; developed social work interdisciplinary orientation Program; expanded community Family Planning Project; clinical supervision.

Position: Child Protection Coordinator/Social Worker, August 1983 - January 1985

Developed & Implemented Child Protection Education Program; facilitated Inpatient Psychiatry group; Delivery Social Work services to Pediatrics, Emergency Medicine/Cardiac ICU

EDUCATION:

December 2022 **Cummings Graduate Institute of Behavioral Health Studies, Tempe, Arizona**

Doctor of Behavioral Health: Summa Cum laude

Specialization: Health Equity, Integrated Care, Quality, Leadership, and Trauma-informed Care

December 1992 Hunter College School of Social Work, New York, New York

Post-Graduate Certificate in Administration and Supervision

May 1983 State University of New York at Buffalo, Buffalo, New York

MSW-Clinical Practice, School of Social Work

BA-Sociology

PROFESSIONAL LICENSING & CERTIFICATION:

Academy of Certified Social Workers: National Association of Social Workers Board-Certified Case Manager: Commission for Case Manager Certification (CCMC)

Certified Clinical Trauma Professional: Evergreen Certifications **EMDR Therapy Basic Training:** Three Rivers Training Center Fellow in Case Management: Case Management Society of America

Certified Rehabilitation Provider: Commonwealth of Virginia Licensed Clinical Social Worker: Commonwealth of Virginia

PROFESSIONAL AFFILIATIONS, ACHIEVEMENTS, AND AWARDS:

American Association of Doctors of Behavioral Health

Consultant: Regulations Committee (2021-2023)

American Case Management Association (ACMA)

Member (2015-Present)

Association of Social Work Boards

Exam item writer: Clinical level (2007-2012)

Case Management Society of America (CMSA):

Awards, Inductions, and Designations:

National Award of Service Excellence (2016)

Fellow in Case Management (2023)

Contributor:

Career and Knowledge Pathways, Ethics Module (2012-13)

National Board

Director (2017-2020)

National Vice-Chair

Diversity, Equity, Inclusion, and Belonging Core Advisory Committee (2024-Present)

National Co-Facilitator:

Social Work/Behavioral Health Community of Practice (2011-12, 2009-10)

Rehabilitation Special Interest Group (2003-04)

Subacute Special Interest Group (1998-99)

Member:

By-Laws Committee (2018)

Diversity, Equity, Inclusion, and Belonging Core Advisory Committee (2023-Present)

Government Affairs Committee (1997-98)

Hospital Case Management Task Force (2017-2019)

Standards of Practice Task Force (2016, 2021-2022)

Membership Committee (2017-Present)

Multi-State Licensure Task Force (2011-12)

Nominations Committee (2011-12)

Case Management Society of the National Capital Area (CMSNCA)

President (2003-04, 1997-98))

Vice-President (2002-03, 1996-97)

Chair:

Governance: (2012-2013)

Bylaws and Standards Committee (2001-02)

Government Affairs: (1996-1998)

Awards

Distinguished Case Manager of the Year (2002)

Commission For Case Manager Certification (CCMC)

Commissioner (2008-2011)

Treasurer (2010-11)

Secretary (2009-10)

Chair

Finance & Audit Committee (2010-11)

Ethics & Professional Conduct Committee (2009-10)

Member:

SME Certification 360 Review Task Force (2017-2018)

Ethics & Professional Conduct Committee (2008-11)

Finance Committee (2010-11)

New Product Development Committee (2008-10)

PROFESSIONAL AFFILIATIONS, ACHIEVEMENTS, AND AWARDS (cont'd)

Case Management Society of the Potomac

Founding Board Member (2017-2020)

Delta Epsilon Tau

Distance Education Academic Honor Society (2020-Present)

George Mason University: School of Public Health

Social Work Department Awards:

Recipient-College of Health & Human Services, Master Teacher (2011) **Nominee-**Career Connection Faculty Award (2019)

Gravity Project

Member (2020-present)
Intervention Council (2021-2022)

HCPro

Editorial Advisory Board, Case Management Monthly (2020-Present)

Mosby/Elsevier Health

Editorial Advisory Board, The Case Manager Journal (2005-07)

National Association of Social Workers of Virginia and Metro DC (NASWVA)

Awards:

Social Worker of the Year (2022)

Board Member:

Secretary (2008-9)

Board of Directors (2004-07)

Reinvestment Initiative Task Force (2007-2009)

Member:

Education, Strategic Planning, Licensing Committees (2005-07)

Chair:

Legislative Committee (2005-08)

National Association of Social Workers (NASW)

Delegate Assembly:

Virginia State Delegate (2006-2008)

National Professional Self-Care Panel (2008)

RAC Monitor

Editorial Board Member (2018-2022)

University at Buffalo: School of Social Work

Mentoring Program (2013-Present)

Awards:

Nominee-Bernard J. Capen Alumni Award (2023)

Recipient-Distinguished Master Social Work Alumni (2017)

Virginia Department of Health: Office of the Chief Medical Examiner

Maternal Mortality Review Team (2006-08)

CONTRACTOR LISTING

Athena Forum, LLC

Director of Social Work Education (September 2011-June 2018) **Course Director and Contributing Faculty**

Case Management University, LLC

Instructor (February 2024-Present) Ethics for Case Management

Cummings Graduate Institute of Behavioral Health Studies

Course Reviewer and Curriculum Developer (2022-Present)

MHL 4000: Population Health Management, Cost Offset, and ROI

MHL 4100: Quality Improvement in Healthcare

DBH 1200: Publishing for Scholarly Journals

DBH 9012: Population Health Management, Cost Offset, and ROI

DBH 9014: Quality Improvement

DBH 9018: Leadership

DBH 9033: Emerging Trends in Integrated Care

Faculty Associate (2023-Present)

DBH 9012: Population Health Management, Cost Offset, and ROI

DBH 9014: Quality Improvement in Healthcare

DBH 9033: Emerging Trends in Integrated Care

DecisionHealth

Care Coordination Achievement Program: Trainer (2015-2018)

George Mason University: College of Public Health, Department of Social Work

Adjunct Faculty: Masters' and Baccalaureate Programs (2004-present)

SOCW 200: Intro to Social Work

SOCW 200: Intro to Social Work On-line

SOCW 323: Human Behavior in the Social Environment I

SOCW 323: Human Behavior in the Social Environment I Online

SOCW 324: Human Behavior in the Social Environment II

SOCW 351: Social Policy & Social Justice

SOCW 357: Methods of Social Work Intervention

SOCW 445: Social Determinants of Health

SOCW 483: Fostering Resilience in Helping Professions

SOCW 600: Foundations of Social Work and Social Welfare

SOCW 640: Advanced Clinical Practice

SOCW 644: Community Practice Along the Life Course

SOCW 645: Community-Centered Clinical Practice

SOCW 657: Integrative Approaches to Social Work Interventions

SOCW 658: Integrative Approached to Social Work Intervention II

SOCW 672 & 673: Foundation Field Liaison/Corresponding Seminar

SOCW 674: Psychopathology

SOCW 675: Selected Topics: Social Innovation; Hybrid format

SOCW 710: Behavioral Health Interventions

Medbridge

Content Developer and Instructor (2022-Present)

Engaging Ethical Essentials for Short-Term Behavioral Health in Primary Care Ethical Screening and Assessment of Short-Term Behavioral Health in Primary Care Ethical Interventions in Short-Term Behavioral Health in Primary Care

CONTRACTOR LISTING (cont'd)

Mercer

Total Health Management Group (2016-2017)

Mi-CCSI

Instructor:

Serious Illness Care Project: Blue Cross Blue Shield (2021-2022) Palliative Care Project: Blue Cross Blue Shield (2022-Present)

National Association of Social Workers Virginia and Metro DC

Instructor:

Clinical Supervision Trainer (2007-Present) General Instructor (2007-Present)

Northern Virginia Community College

Adjunct Faculty: Human Services (2006-2010)

Courses taught:

HMS 100: Intro to Human Services (Course development & teaching)

RAC Monitor/MedLearn

Permanent Panelist: Monitor Monday (2019-2022)

Rise Health Association

Non-executive Director (2019-2023)

Lead: Social Determinants of Health Community (2019-2023)

University of Buffalo

Part-time Faculty: School of Social Work (2019-Present)

SW 522: Advanced Clinical Intervention (Professional Case Management Practice)

University of California-San Diego/Extension

Program Consultant: Case Management Certificate Program (2013-2014)

Western Governors University:

Subject Matter Expert: Competency Certificates: Care Coordination (2020-2021)

Baccalaureate Program for Health Services Coordinator (2019-2021)
Baccalaureate Program for Healthcare Management (2017-2021)

Wolters Kluwer Health

Social Work Continuing Education Administrator (2015-Present)

Editor: HeartBeat of Case Management, Professional Case Management Journal (2023-Present)

SOCIAL MEDIA EXPERIENCE

Case Management Institute

Moderator: The Case Managers Community

Ellen's Ethical Lens

Moderator & Administrator: LinkedIn

Ellen's Interprofessional Insights

Blog: Bi-Weekly Publication

PODCASTS AND WEBINARS

April 2019-Jan 2022 Broadcast: State of the Social Determinants of Health, available at Monitor Mondays

May 2021 Collective Occupational Trauma: Disruptors at Work: An Integrated Care Podcast, CGI

July 2019 Social Determinants of Health: Reimbursement, Coding, Documentation Update <u>ICD10 University</u>

September 2018 Remove Stress from the ICD 10 Z Stress Codes (2018, September 20) ICD10 University

July 2018 Stressing about the Stress Codes (2018, July 31) <u>Talk Ten Tuesdays</u>

July 2018Z-Codes and IPPS Requirements 2019 (2018, July 17) Talk Ten TuesdaysJune 2018Social Determinants of Health and Coding (2018, June 5) Talk Ten Tuesdays

May 2018 Sticks, Stones, and Intimidation: How to Manage Bullying and Promote Resilience (2018, May 10) CM Learning

Network, Commission for Case Management Certification (Audio and Video Webinar)

March 2015 Episode 162 - Ellen Fink-Samnick: Fostering Professional Resilience: The Professional Resilience Paradigm. (2015, March 2). inSocialWork® Podcast Series

PUBLICATIONS:

Books, Forewards, Chapters, On-Line Knowledge Products, Position Papers:

August 2024 Fink-Samnick, E. (2024). Behavioral Health for Case Management, Blue Bayou Press (publication Fall 2024)

October 2023 Case Management Society of America (CMSA), The Center for Case Management (CfCM) (2023). Foreward, Case Management's Value (Position Paper): Author

May 2023 Fink-Samnick, E. (2023). The Ethical Case Manager: Tools and Tactics, Blue Bayou Press

October 2022 Fink-Samnick, E. (2023), Chapter 10, What Social Workers Need to Know After Graduation, in K. Zgoda (Ed.),

Active learning lessons, activities, & assignments for the modern social work educator. Routledge.

February 2022 Fink-Samnick, E. (2022). Contributing author, Ethical and Moral dilemmas in, C. Morley, *The Practical Guide to*

Acute Care Case Management: Blue Bayou Press

April 2021 Foreward: (2021) CMSA Chicago Case Study Compilation, 3rd ed.; Amazon Publishing

February 2021 Shared Decision-Making, Case Management Body of Knowledge (CMBOK) Commission for Case Manager

Certification

September 2021 Fink-Samnick, E., & Treiger, T.M. (2022). Chapter 16, Case and Population Health Management in D. L. Huber

and M.L. Joseph (Eds.), Leadership & nursing care management (7th ed.). Elsevier.

December 2020 Fink-Samnick, E (2020). End of Life Care for Case Management, 1st ed HCPro

June 2019 Fink-Samnick, E. (2019). The Social Determinants of Health: Case Management's Next Frontier, 1st ed.; HCPro

June 2019 McLaughlin Davis, M.; Campagna, V., Daniels, S., Edmond, L.; Fink-Samnick, E., Florentine, V., Ugarte Hopkins,

J., Moorman, G. L., Owen, M. (2019). The Practice of Hospital Case Management (White Paper), Hospital Case

Management Task Force, Case Management Society of America, June 2019: Author

February 2019 Fink-Samnick, E. (2019). The Essential Guide to Interprofessional Ethics in Health Care Case Management,

HCPro

April 2018 Wholistic Case Management[®], Case Management Body of Knowledge. Commission for Case Manager

Certification

March 2018 Hitchcock, L., Sage, M., & Smyth, N. (2018). Crowd-Sourced Interpretations Section 4: Social Work Education

and Supervision from the NASW 2017 Tech Standards (Contributing author) Teaching Social Work and Digital

Technology; CSWE Press

February 2018 Foreward (co-authored with Lynn S. Muller) (2018). Case Management: A Practical Guide for Education and

Practice, 4th edition, by Hussein M. Tahan and Suzanne K. Powell; Wolters Kluwer Health

PUBLICATIONS (cont'd):

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	Books, Forewards, Chapters, On-Line Knowledge Products, Position Papers (cont'd):			
February 2018	Foreward, Navigating Home Hospice: A Caregiver's Guide, 1st edition. by Judith Sands, Amazon publishing			
December 2017	Fink-Samnick, E. and Treiger, T.M. (2018) Case and Population Case Management, Chapter 16 (2018). Leadership and Nursing Care Management, 6th edition by Diane L. Huber, Elsevier			
March 2017	Social Determinants of Health, Case Management Body of Knowledge Commission for Case Manager Certification			
March 2017	Collaborative Care, <i>Encyclopedia of Social Work Online</i> , National Association of Social Workers Press and Oxford University Press			
July 2016	Fink-Samnick, E. (2017) Ethical Use of Case Management Technology, <i>Chapter 19, CMSA Core Curriculum for Case Management</i> , 3 rd Edition, Edited by Hussein Tahan and Teresa Treiger, Wolters Kluwer			
June 2015	Treiger, T.M. & Fink-Samnick, E., (2016). COLLABORATE® for Professional Case Management: A Universal Competency-Based Paradigm, 1st Edition, Wolters Kluwer			
June 2013	Case Management Ethics, Career and Knowledge Pathways, Case Management Society of America (CMSA)			
December 1996	Stahl, E. (1996). The Customer Focused Systems Model, Contributing Author to Chapter 9, The Role of Case Management in Disease Management: A Systems Approach to Improving Patient Outcomes, Edited by Todd, W. and Nash, D. AHA Publications, pp. 252-3			
	Articles:			
December 2023	Diversity, Equity, and Inclusion Start from Within, Editorial, <i>Professional Case Management</i> , January/February 2024, 29(1), p.1-3; DOI: 10.1097/NCM.00000000000000088			
December 2023	Passages and Transitions: Being the "First" Sets Case Management's Pulse, The HeartBeat of Case Management Department; <i>Professional Case Management</i> , January/February 2024, 29(1), p.32-33; <i>DOI:</i> 10.1097/NCM.0000000000000694			
August 2023	The Social Determinants of Mental Health: Case Management's Next Mandate, CMSA Today, August 2023			
September 2022	Wholistic Health Equity's Quality Conundrum, Case Management Matters, <i>Professional Case Management</i> , September/October 2022, 27(5), p. 250-253; DOI: 10.1097/ NCM.000000000000595			
July 2022	Powell, S., and Fink-Samnick, E.; Workplace Violence and Bullying: You Can Survive; co-authored with S. Powell: <i>Professional Case Management</i> , July/August 2022: 27(4). p. 167-168. doi: 10.1097/NCM.000000000000576			
May 2022	Collective Occupational Trauma, Healthcare Quality, and Trauma-Informed Leadership: Intersections and Implications: <i>Professional Case Management</i> , May/June 2022: 27(3). p. 107-122; doi: 10.1097/NCM.000000000000559.			
December 2021	Open the Blast Doors: The Global Epidemic of Workplace Bullying; <i>The Law Society Gazette</i> , December 2021; The Law Society of Ireland; 115 (10), p. 22-27			
September 2021	The Social Determinants of Mental Health: Assessment, Intervention, and Wholistic Health Equity: Part 2. <i>Professional case management</i> , 26(5), 224–241. https://doi.org/10.1097/NCM.00000000000000018			
July 2021	Wrestling the Social Determinants of Health: Case Management's Ongoing Opportunities; <i>CMSA Today</i> ; Issue 5, 2021, pg. 10-13			
April 2021	Powell, S. and Fink-Samnick, E.; The Ethical Context of Hope: Case Management's Ongoing Challenge. <i>Professional case management</i> , 26(3), 119–120. https://doi.org/10.1097/NCM.0000000000000498			
April 2021	The Social Determinants of Mental Health: Definitions, Distinctions, and Dimensions for Professional case Management: Part 1. <i>Professional case management</i> , 26(3), 121–137.			

PUBLICATIONS (cont'd):

Articles (cont'd) Informing the Professional Case Manager's Career Path: Five Lessons. Professional case management, 25(4), **July 2020** 185-187. https://doi.org/10.1097/NCM.0000000000000444 May 2020 End of Life Care's Ongoing Evolution. *Professional case management*, 25(3), 111–131. https://doi.org/10.1097/NCM.0000000000000417 May 2020 The State of the SDoH Weekly Report, RACMonitor **April 2020** Intersection of the Pandemic, Employment Security, Health Insurance and Mental Health, RACmonitor April 2020 COVID-19 and America's Racial Divide, *RACmonitor* April 2020 Digital Chasm Impacts Telehealth Expansion, RACmonitor March 2020 The Four Cs of Client Care Considerations. *Professional case management*, 25(2), 96–99. https://doi.org/10.1097/NCM.0000000000000421 March 2020 COVID-19 Resources: The SDoH and Population-based Care, RACmonitor January 2020 New Study Raises Concerns Over Ineffective Accounting of Social Risk Factors by Medicare Hospital Compare, **RACmonitor** December 2019 Leveraging Interprofessional Team-Based Care Toward Case Management Excellence: Part 2, Team Development, Interprofessional Team Activation, and Sustainability. Professional case management, 25(1), 5–18. https://doi.org/10.1097/NCM.0000000000000393 November 2019 Social Work: The Power of Case Management's Interprofessional Workforce. Professional case management, 24(6), 320–322. https://doi.org/10.1097/NCM.0000000000000397 October 2019 Medicare Advantage and the Social Determinants: Reaction vs. Real Coverage, RACmonitor Industry Research Says Providers and Payers Not Doing Enough to Address the SDoH, RACmonitor September 2019 September 2019 ED Closures and Openings Impact Morbidity and Mortality Rates, <u>RACmonitor</u> August 2019 Mega Medicare Advantage Market Mandated for the SDoH, RACmonitor August 2019 Collaborations and Data Reports Highlight Advancing Industry Response to the SDoH RACmonitor **July 2019** Social Determinants Elevate Emergency Department Costs, ICD10 Monitor July 2019 Boston University School of Public Health and Sharecare Mine Data for Social Determinants: RACmonitor **July 2019** The State of the Social Determinants: Mental Health: RACmonitor **July 2019** The SDOH and AHIP's Project Link: Maneuvering a Sea of SDoH Reports: RACmonitor July 2019 Responding to the Changing Face of the Social Determinants of Health. *Professional case management*, 24(4), 173–176. https://doi.org/10.1097/NCM.0000000000000372 June 2019 Medicaid Work Requirements: Eight Disconnects: RACmonitor May 2019 Duty to Warn 4.0. Professional case management, 24(3), 160–164. https://doi.org/10.1097/NCM.000000000000364 May 2019 Leveraging Interprofessional Team-Based Care Toward Case Management Excellence: Part 1, History, Fundamentals, Evidence. Professional case management, 24(3), 130–141. https://doi.org/10.1097/NCM.0000000000000360

Six Lessons to Guide Intentional Career Action: Homage to the Queen of Soul and a Maverick

The Changing Face of Social Determinants of Health, ICD 10 Monitor

Senator. Professional case management, 24(2), 63-65. https://doi.org/10.1097/NCM.000000000000337

February 2019

January 2019

PUBLICATIONS (cont'd):

Articles (cont'd)

	Articles (cont d)
October 2018	The New Age of Bullying and Violence in Health Care: Part 4: Managing Organizational Cultures and Beyond. <i>Professional case management</i> , 23(6), 294–306. https://doi.org/10.1097/NCM.000000000000324
September 2018	Human Trafficking: New ICD10 codes Empower Efforts to Identify and Aid Victims, ICD10 Monitor
August 2018	Hurricanes, the Social Determinants, Cost, and Compliance, August 30, 2018, RAC Monitor
August 2018	Managing the Social Determinants of Health: Part II: Leveraging Assessment Toward Comprehensive Case Management. <i>Professional case management</i> , 23(5), 240–255. <a href="https://doi.org/10.1097/NCM.000000000000000000000000000000000000</th></tr><tr><th>August 2018</th><th>Suicide of Health Care Professionals: A Concerning Occupational Hazard, The Care Management Journal, August/September 2018, 24(4), pg. 12-13, 34</th></tr><tr><th>July 2018</th><th>Getting started coding for social determinants of health, (Subject matter expert interview) Case Management Monthly/Revenue Cycle Advisor, July 6, 2018</th></tr><tr><th>July 2018</th><th>Incorporating Socioeconomic Status for Medicare Advantage: Addressing the Social Determinants of Health, July 10, 2018, <u>ICD10 Monitor</u></th></tr><tr><th>June 2018</th><th>The Sides Effects of Workplace Bullying in Health Care, June 19, 2018, ICD10 Monitor</th></tr><tr><th>June 2018</th><th>Assessing Social Determinants of Health: The Secret Ingredient to Cost, Coding, and Care, June 12, 2018, <a href=" https:="" linea<="" linear.nlm.nic.gov="" th="">
June 2018	Healthcare Costs, Coding, and the Social Determinants of Health: A Necessary Marriage, June 5, 2018, <u>ICD10</u> <u>Monitor</u>
May 2018	Managing the Social Determinants of Health: Part I: Fundamental Knowledge for Professional Case Management. <i>Professional case management</i> , 23(3), 107–129. <a 10.1097="" doi.org="" href="https://doi.org/10.1097/NCM.000000000000000000000000000000000000</th></tr><tr><th>April 2018</th><th>Workforce Trauma: Evolving Concerns for Case Management, <i>Care Management Journal</i>, April/May 2018, 24(2) pg. 16-20</th></tr><tr><th>October 2017</th><th>Tackling Workplace Bullying and Violence, Interview by Editorial Team, Case Management Monthly, October 2017 14(10), pg. 5-7</th></tr><tr><th>October 2017</th><th>The New Age of Bullying and Violence in Health Care: Part 3: Managing the Bullying Boss and Leadership. <i>Professional case management</i>, 22(6), 260–274. https://doi.org/10.1097/NCM.000000000000000000000000000000000000
August 2017	Professional Resilience Paradigm Meets the Quadruple Aim: Professional Mandate, Ethical Imperative. <i>Professional case management</i> , 22(5), 248–253. <a 10.1097="" doi.org="" href="https://doi.org/10.1097/NCM.000000000000000000000000000000000000</th></tr><tr><th>June 2017</th><th>Case Management Competence: Reframing What Defines Practice Excellence. <i>Professional case management</i>, 22(4), 181–184. https://doi.org/10.1097/NCM.000000000000000000000000000000000000
May 2017	Treiger, T. M., & Fink-Samnick, E. (2017). COLLABORATE©, Part IV: Ramping Up Competency-Based Performance Management. <i>Professional case management</i> , 22(3), 101–115. https://doi.org/10.1097/NCM.0000000000000000217
May 2017	Muller, L., and Fink-Samnick, E. Law and Ethics: A Marriage of Necessity. <i>Professional case management</i> , 22(3), 138–141.

PUBLICATIONS (cont'd):

Articles (cont'd)

	Articles (cont u)
November 2016	Professional Case Management's Ethical Quartet for 2017: Part 1, Workplace Bullying and End of Life Care, CMSA Today, Case Management Society of America Issue 7, 2016, pg. 23-27
July 2016	Technology is great but use it with caution-Protect your patients' confidentiality, Interview and article by Mary Boothe <i>Hospital Case Management</i> , AHC Media
June 2016	Title Protection for Professional Case Management: Social Work's Intricacies and Opportunities. Professional case management, 21(4), 201–206. https://doi.org/10.1097/NCM.000000000000000000000000000000000000
June 2016	The Evolution of End-of-Life Care: Ethical Implications for Case Management. <i>Professional case management</i> , 21(4), 180–192. https://doi.org/10.1097/NCM.0000000000000000159
May 2016	The New Age of Bullying and Violence in Health Care: Part 2: Advancing Professional Education, Practice Culture, and Advocacy. <i>Professional case management</i> , 21(3), 114–E2. https://doi.org/10.1097/NCM.00000000000000000146
May 2016	Ethics in Case Management, (Co-authored with Tom Rasmussen) <i>Executive Insight</i> , May 2, 2015, Advance Health, Network
December 2015	Palliative and End of Life Care: How We Should Improve, <i>Executive Insight</i> , December 14, 2015; Advance Healthcare Network
July 2015	The new age of bullying and violence in health care: the interprofessional impact. <i>Professional case management</i> , 20(4), 165–176. https://doi.org/10.1097/NCM.00000000000000099
July 2015	Muller, L. S., & Fink-Samnick, E. (2015). Mandatory Reporting: Let's Clear Up the Confusion. <i>Professional case management</i> , 20(4), 199–203. https://doi.org/10.1097/NCM.000000000000000000000000000000000000
July 2015	Fink-Samnick E. (2015). E-ACTS: A Framework for Difficult Decision-Making. <i>Professional case management</i> , 20(4), 206–210. https://doi.org/10.1097/NCM.000000000000000000000000000000000000
March 2015	Fink-Samnick, E., & Muller, L. S. (2015). Case management practice: is technology helping or hindering practice? <i>Professional case management, 20(2), 98–102.</i> <a 10.1097="" doi.org="" href="https://doi.org/10.1097/NCM.000000000000000000000000000000000000</th></tr><tr><th>October 2014</th><th>Case Managers May Gain New Responsibilities Under Mental Health Parity Rules, (Co-authored with Betsy Waterman), <i>Accountable Care News</i>, October 2014, Health Policy Publishing, LLC 5(10) (republication</th></tr><tr><th>September 2014</th><th>Such Bright Blue Skies: Reflections on 9/11, <u>The New Social Worker Online</u>, September 11, 2014, White Hat Communications, PA</th></tr><tr><th>September 2014</th><th>Owen, M., Treiger, T. M., & Fink-Samnick, E. (2014). Time to reflect and celebrate professional case management-you deserve it! <i>Professional case management</i>, 19(5), 235–236. <a href=" https:="" ncm.000000000000000000000000000000000000<="" th="">
June 2014	The Dangerous Culture of Silence: Ethical Implications for Bullying in the Health Care Workplace, N21: Nursing in the Twenty-First Century: A Mobile Journal, HudsonWhitman/Excelsior College Press, Vol. 3
May 2014	Case Managers May Gain New Responsibilities Under Mental Health Parity Rules, (Co-authored with Betsy Waterman), <i>Medical Home News</i> , May 2014, Health Policy Publishing, LLC 6(5).
January 2014	Treiger, T. M., & Fink-Samnick, E. (2014). COLLABORATE©: a universal competency-based paradigm for professional case management, Part III: key considerations for making the paradigm shift. <i>Professional case management</i> , 19(1), 4–17.

PUBLICATIONS (cont'd)

Articles (cont'd)

	
May 2013	Treiger, T. M., & Fink-Samnick, E. (2013). COLLABORATE©: a universal competency-based paradigm for professional case management, part i: introduction, historical validation, and competency presentation. <i>Professional case management</i> , 18(3), 122–137. https://doi.org/10.1097/NCM.0b013e31828562c0
March 2013	Five Ways Case Managers Contribute to a Hospital's Bottom Line (Co-authored with Mindy Owen, Tom Rasmussen), <i>Becker's Hospital Review,</i> March 20, 2013, ASC Communications®
February 2013	Duty to Act [©] : A Comprehensive Process in Proceeding with Duty to Warn, <i>Professional Case Management</i> , Legal and Regulatory Column, Wolters Kluwer, 18(3), pg. 151-153
January 2013	Powell, S. K., & Fink-Samnick, E. (2013). To boldly go where no case manager has gone before: remote patient monitoring and beyond. <i>Professional case management</i> , 18(1), 1–2. https://doi.org/10.1097/NCM.0b013e3182769c4d
January 2013	Are We There Yet? Professional Licensure Strives to Sync With Practice Reality, <i>Professional Case Management</i> , Legal and Regulatory Column, Wolters Kluwer 18(1), pg. 37-40
June 2012	Fink-Samnick, E., & Powell, S. K. (2012). Professional resilience revisited. <i>Professional case management</i> , 17(4), 149–152. https://doi.org/10.1097/NCM.0b013e31825884e7
June 2012	Muller, L. S., & Fink-Samnick, E. (2012). Legal & regulatory issues. <i>Professional case management</i> , 17(4), 191–195. https://doi.org/10.1097/NCM.0b013e31825887f9
March 2012	Aligning Professional Ethics with Innovation: Licensure Portability's Predicament, CMSA TODAY, Case Management Society of America, Issue 2, 2012, pg. 10-13
January 2012	Facebook and Suicide Prevention, Tech Topic Column Interview by Linda Grobman, <i>The New Social Worker</i> , White Hat Publications, 19 (1), pg. 30
July 2011	Ten Steps to Stay on Top of Ethical & Legal Case Management Challenges, <i>Curaspan Connections</i> , Curaspan Health
May 2011	State-to-State Licensure, Interview by Richard Scott, Managing Editor, <i>Dorland Health</i> , Trends in Care Coordination Forum, Access Intelligence
April 2011	State to State Licensure: Are You At Risk; Special Feature Interview by Richard Scott, Managing Editor, <u>Dorland Health</u> Leadership Summit, Case In Point; Access Intelligence
March 2011	Today's case manager and the state of the licensing dilemma. <i>Professional case management</i> , 16(2), 89–93. https://doi.org/10.1097/NCM.0b013e3182099de7
November 2009	The professional resilience paradigm: defining the next dimension of professional self-care. <i>Professional case management</i> , 14(6), 330–332. https://doi.org/10.1097/NCM.0b013e3181c3d483
November 2008	The Profession Must Prioritize Self-Care, Profile piece by Maran Dale NASW NEWS, NASW Press
September 2008	Developing a Resilience Accountability Continuum: Self-Resilience, Part 1, (Summarized republication), <i>Return to Work Matters, The Resource for Return-to-Work Professionals, Online Newsletter, 9/25/08,</i> Return to Work Matters Pty Ltd, ABN 34 205 063, Melbourne, Australia
August 2008	Professional Self-Care Policy, by the NASW Delegate Assembly Professional Self-Care Panel, Social Work Speaks, 8th Edition, NASW, NASW Press, pg. 268-271 (Contributory panel)
July 2008	Developing a resilience accountability continuum: part 2: workplace. <i>Professional case management, 13(6), 338–343. https://doi.org/10.1097/01.PCAMA.0000341643.89266.2c</i>
September 2004	Was That Fee or Free: Managing Communication Barriers, TCM, Mosby/Elsevier Publications 15(5) 52-55

PUBLICATIONS (cont'd)

Articles (cont'd)

June 2018 Speak Up, Speak Out: It's Time for Case Managers to Take on the Bullies, Issue Brief, June 2018, Case

Management Learning Network

July 2011 Understanding Care Coordination: Emerging Opportunities for Social Workers, *The New Social Worker*, White

Hat Communications Summer 2011

January 2011 Providing patient-centered care demands: professional diversity in case management. *Professional case*

management, 16(1), 3-5. https://doi.org/10.1097/NCM.0b013e318205e85b

January 2011 Complex Cases Require a Transdisciplinary Team, RehabPro, Winter 2010 Edition, International Association of

Rehabilitation Professionals Publication; 18(4)

September 2010 Understanding the Impact of Medical Loss Ratio on Case Management and Other Direct Patient Services, (Co-

authored with Annette C. Watson), Healthcare Reform Magazine, Free Health, LLC, Issue 5

August 2010 Pursuing the Promise of Care Coordination with Qualified, Credentialed Professionals; (Co-authored with Annette

Watson), Healthcare Reform Magazine, Free Health LLC, Issue 4, Business Section

May 2010 Grounding transdisciplinary practice in ethics. *Professional case management*, 15(3), 121–123.

https://doi.org/10.1097/NCM.0b013e3181e12aa9

May 2010 Fink-Samnick, E., & Muller, L. S. (2010). Case management across the life continuum: ethical obligations versus

best practice. Professional case management, 15(3), 153-156. https://doi.org/10.1097/NCM.0b013e3181e12adb

February 2010 Being in a Caring Profession Doesn't Means We Can't—and Shouldn't—Care for Ourselves. Journal of Care

Management, Mason Medical Communications, 16 (1) pg. 3 & 28

October 2009 Developing Innovative Solutions for Older Adults at Key Transitions of Care-A Transdisciplinary Perspective, The

New Social Worker, Fall 2009 White Hat Communication

March 2009 Case Management with a Fresh Approach: The Transdisciplinary Model, Journal of Care Management, 15(1), pg. 3

PRESENTATIONS (alphabetically by title):

Advancing the Wholistic Health Equity Quality Roadmap

June 2023: Concurrent, CMSA Annual Conference, Las Vegas, NV October 2023: CGI Integrated Care Conference, Chandler, AZ

A New Paradigm: Ethical Analysis of Case Management Assessment[®] (with Lynn Muller)

November 2010: Webinar Staff Training, Paradigm Managers Training

October 2011: Plenary, Case Management Across the Continuum, Contemporary Forums, Las Vegas, NV

February 2012: Keynote, CMSA, Tuscaloosa Extension of Birmingham Chapter Birmingham, Al.

Best Practice in a Complex World (with Lynn Muller, CCMC)

October 2010: Concurrent, Paradigm Managers Annual Training on Ethical Considerations, Minneapolis, MN

Building the Case Management Workforce (with Mary Beth Newman & Debra Hostettler, CMSA)

June 2012: Concurrent, CMSA Annual Conference, San Francisco, CA

Care Coordination Achievement Program: Skills and Competencies for Today's Healthcare Leader

May 2015: Decision Health Care Coordination Summit Pre-Conference, Bethesda, MD

May 2016: Decision Health Care Coordination Summit Pre-Conference, Baltimore, MD

May 2017: Decision Health Care Coordination Summit Pre-Conference, Baltimore, MD

Case Management Ethics: Where Should Your Ethical Compass Point? DOI: 10.13140/RG.2.1.3907.8000

October 2015: Closing Keynote, Hampton Roads Case Management Society Annual Conference, Chesapeake, VA

January 2016: Agency Training, Montgomery County Coalition for the Homeless, Rockville, MD

April 2016: Concurrent, CMSA of the Chesapeake Chapter Annual Conference, Hanover, MD

July 2016: Keynote, ACMA Georgia Chapter Annual Conference, Atlanta, GA

PRESENTATIONS (cont'd):

Case Management Ethics: Where Should Your Ethical Compass Point? DOI: 10.13140/RG.2.1.3907.8000

November 2016: Pre-con, AAMCN Fall Forum, Las Vegas, NV

January 2017: Post conference, CCMC World Symposium, Irving, TX

March 2017: Agency Training, Brain Injury Services of N. VA, Springfield, VA

March 2017: CMSA of the Potomac, Arlington, VA

April 2017: Keynote, DFW CMSA Annual Conference, Frisco, TX

April 2017: Training, CMSNE RI Extension, Warwick, RI **April 2017:** Training, CMSNE MA Extension, Rockland, MA

September 2017: Keynote, ACMA New York City Chapter Annual Conference, Westchester, NY

October 2017: Keynote, Detroit CMSA Annual Conference, Livonia, MI

October 2017: Keynote, CMSA of St. Louis Annual Case Management Week Celebration, St. Louis, MO.

May 2018: Keynote, Grand Rapids CMSA Annual Conference, Grand Rapids, MI

May 2018: Staff training, Department of Care Management, Maine Medical Center, Portland, ME **August 2018:** Staff training, Care Management Department, UC Irvine Medical Center, Anaheim, CA

October 2018: Keynote, CMSA of Danville Annual Conference, Danville, PA

October 2018: Webinar, Paradigm Outcomes

December 2018: Keynote, CMSA of Plymouth Meeting, Plymouth Meeting, PA

December 2018: Keynote, CMSA of Wilmington, Wilmington, DE

August 2023: Staff Training, Brain Injury Services, Springfield, VA

September 2023: Keynote, Paradigm Annual Conference, Atlanta, GA

October 2023: Keynote, CMSA of the Mid-Atlantic Annual Conference, Plymouth Meeting, PA

October 2023: Keynote, CMSA of Virginia, Annual Virtual Conference

March 2024: Keynote, CMSA of Chicago, Annual Conference, Oak Brook, IL

Case Managing the Client Village: The Ethical Tango

March 2013: Concurrent, DFW CMSA Annual Conference, Irving, TX

April 2013: Regional Training, NASWMD, Linthicum, MD

Setting the Standard Through Application of the New CMSA Core Curriculum

June 2016: Post-Con, CMSA Annual Conference, Long Beach, CA

June 2017: Pre-Con CMSA Annual Conference, Austin, TX

Clinical Social Work Supervision: Mastering the Ethical Divide

March 2018: Training (6 hr), Professional Continuing Education, Catholic University School of Social Work, Washington, DC

COLLABORATE©: A Universal Competency-Based Paradigm for Professional Case Management (with Teresa Treiger)

June 2013: Master Series, Best Practice Concurrent, CMSA Annual Conference, New Orleans, LA

September 2014: Keynote, Hampton Roads Case Management Society Annual Conference, Hampton, VA

February 2016: Agency Training, Fairfax County Health Department, Fairfax, VA (solo presentation)

April 2018: Training, The Case Managers Cruise Inaugural Launch (solo presentation)

Contemporary Issues Facing Case Managers: What You Need to Know and Do (Professional Case Management Panel)

June 2013: Hospital Business Symposia, CMSA Annual Conference, New Orleans, LA

The Dangerous Culture of Silence: Ethical Implications of Bullying in the Healthcare Workplace

June 2015: Concurrent, CMSA Annual Conference, Orlando, FL

Defining Excellence in Practice Competency: Opportunities for Managed Care Nurses (with Teresa Treiger)

November 2013: Fall Managed Care Forum, AAMCN Pre-Conference, Las Vegas, VA

Developing Interprofessional Care Coordination Competence

April 2020: Webinar: University of Buffalo School of Social Work Continuing Education Program

Developing a Professional Resilience Paradigm: Leveraging Professional Identity as a Core Competency

October 2009: Keynote: Annual Case Management Symposium, Children's National Medical Center, Washington, DC

April 2010: Networking Session, NASWWVA Annual Conference, Charleston, W. VA

October 2010: Keynote, Dorland Health Care Coordination Summit: Washington, DC

PRESENTATIONS (cont'd):

Developing a Professional Resilience Paradigm: Leveraging Professional Identity as a Core Competency

October 2010: Keynote, Annual Case Management Symposium: CMSA of Long Island, NY

October 2010: Keynote, Case Management Across the Continuum: Contemporary Forums, Las Vegas, NV

March: 2011: Agency Training, CASA, Fairfax City, VA

April 2011: Keynote, Case Management Society of America, Southern Ohio Valley Chapter Annual Conference, Cincinnati, OH

April 2011: Keynote, Case Management Society of America, Chicago Chapter Annual Conference, Chicago, Ill.

March 2012: Keynote, NASWSD Annual Conference, Sioux Falls, SD

October 2012: Keynote, National Pediatric Case Management Conference, Philadelphia, PA

March 2013: Concurrent, DFW CMSA Annual Conference, Irving, TX

June 2013: Concurrent, CMSA Annual Conference, New Orleans, LA

September 2013: Keynote, CMSA of Arizona Annual Conference, Tempe, AZ

October 2013: Keynote, CMSA of New England Annual Conference, Worcester MA

November 2013: Agency Training, Suburban Hospital, Bethesda, MD

January 2014: Agency Training, Head Start of Loudoun County, Ashburn, VA

March 2014: Keynote, Inova Health System Annual Social Work Month Event; Falls Church, VA

October 2014: Keynote, Michigan State University Annual Case Management Conference, Lansing, MI

October 2014: Keynote, CMSA of Central Indiana Annual Conference, Indianapolis, IN

October: 2010: Keynote, Case Management Symposium: CMSNCA, Fairfax, VA

October 2010: Case in Point Webinar, Leadership & Career Advancement, Dorland Publications

Discover Your Value to Case Management's Future: Follow the Yellow Brick Road (CCMC)

April 2010: Concurrent NASWWVA Annual Conference, Charleston, W. VA

Diversity, Equity, Inclusion, and the Ethical Case Manager

October 2023: Keynote: CMSNE Annual Conference, Canton, MA

Diversity, Equity, Inclusion, and Beyond: Inclusive Case Management

June 2024: Concurrent, CMSA Annual Conference, Providence, RI

E-Tech Ethics[©]: doi 10.13140/RG.2.1.1155.2887

March 2011: Concurrent, NASWVA Annual Conference, Richmond, VA

April 2011: Concurrent, NASWWV Annual Conference, Charleston, W.VA

June 2011: Staff Training, Infant Toddler Family Daycare Fairfax, VA

September 2011: Concurrent, NASWMD Annual Clinical Conference, Baltimore, MD

October 2011: Concurrent, CMSA Oklahoma Annual Conference, Norman, OK

October 2011: Concurrent, Case Management Across the Continuum, Contemporary Forums, Las Vegas, NV

October 2011: Regional Training, NASWVA, Roanoke, VA

November 2011: American Board of Quality Assurance Utilization Review Physicians Annual Conference, San Antonio, TX

November 2011: Social Work Pre-Con, National Hemophilia Foundation Annual Conference, Chicago, II

March 2012: Social Work Month Keynote, Sinai Hospital Symposium, Baltimore, MD

March 2012: Keynote, NASWSD Annual Conference, Sioux Falls, S.D.

March 2012: Concurrent, DFW CMSA Annual Conference, Irving, TX.

March 2012: Concurrent, NASWVA Annual Conference, Richmond, VA

June 2012: Concurrent, CMSA Annual Conference, San Francisco, CA

July 2012: Guest Speaker, Nursing Ethics Course, DNP Program, St. Peter's College, NJ

September 2012: Keynote, CMSA of NE Annual Conference, Omaha, NE

October 2012: Concurrent, Hampton Roads Case Management Society, Hampton, VA

October 2012: Keynote, CMSA of Central Indiana Annual Conference, Indianapolis, IN

February 2013: Training, Doctor's Hospital at Renaissance, Edinburg, TX

March 2013: Concurrent, NASWVA Annual Conference, Williamsburg, VA

April 2013: Regional Training, NASWVA, N. VA

May 2013: Keynote, CMSA of the National Capital Area Annual Conference, Springfield, VA

July 2013: Guest Lecturer, St. Peter's School of Nursing, Englewood Cliffs, NJ

October 2013: Concurrent, CMSA of New England Annual Conference, Worcester, MA

October 2013: Concurrent, DFW CMSA Annual Fall Conference Arlington, TX.

PRESENTATIONS (cont'd)

E-Tech Ethics[©]: doi 10.13140/RG.2.1.1155.2887

November 2013: Regional Training, NASWVA, Charlottesville, VA

February 2014: Keynote, JMU/EMU Annual Field Education Conference, Staunton, VA

March 2014: Annual Hemophilia Regional III Conference, Alexandria, VA

May 2014: Keynote, CMSA of Kansas City's Annual Conference, Kansas City, MO

September 2014: Guest Presenter, CMSA Webinar Series

August 2015: Keynote, ACMA of Kentucky/Tennessee Annual Conference, Nashville, TN

October 2015: Keynote, CMSA Iowa Annual Conference, Des Moines, IA

January 2016: Webinar, Case Management Educational Offering, Ernest Health

April 2016: Concurrent, DFW CMSA Annual Conference, Frisco, TX **October 2016:** Keynote, CMSNE Annual Conference, Boxborough, MA

February 2017: Agency Training, Vesta, Lanham, MD

May 2017: General Keynote, DecisionHeatlh Care Coordination Summit, Baltimore, MD

October 2017: General Session, Arkansas Blue Cross Blue Shield Annual Case Management Conference, Hot Springs, AK

October 2019: General Session, NASWVA Annual Ethics Symposium, Alexandria, VA

February 2020: Agency Training, UMFS/NASWVA, Richmond, VA

Ethical Obligation vs. Best Practice (CCMC)

November 2010: Keynote, Rehabilitation Nurse Coordinators Network, Monthly meeting, San Diego, CA

Ethical Practice and Delivering Safe, Effective and Patient-Centered Care: (CCMC)

October 2010: Concurrent: National Association of Homecare and Hospice Annual Conference, Dallas, TX

Five Cs of Care Considerations

September 2019: Keynote, Maine Medical Center Case Management Week Celebration, Portland, ME

March 2021: Educational webinar: CMSA of Detroit

June 2021: New Hampshire Orthopedic Hospital Annual Virtual Conference

HIPAA-Savvy Clinician's 6 Easy Strategies for Compliance with Duty to Warn Mandates

April 2013: Webinar, Telemental Health Institute

Implementing the Nuts and Bolts of Professional Resilience: Paying it Forward

October 2014: Concurrent: Michigan State University Annual Case Management Conference, Lansing, MI

Inclusive Case Management: DEIJ in Action

October 2023: Keynote, CMS of New England, Annual Conference, Canton, MA

Intersection of the Social Determinants of Health and COVID-19

June 2020: Webinar: NCQA, LTSS Best Practices Academy, Virtual

Law and Ethics: A Marriage of Necessity (with Lynn Muller)

June 2017: Concurrent: CMSA Annual Conference, Austin, TX

Legal and Ethical Challenges for Today's Case Managers (with Lynn Muller)

May 2011: Concurrent: Dorland Health Leadership Summit, National Press Club, Washington, DC

Leveraging Interprofessional Team-based Care

September 2019: Keynote, Maine Medical Center Case Management Week Celebration, Portland, ME.

October 2019: Concurrent, CMS of New England Annual Conference, Southbridge, MA

April 2020: Keynote, DFW Case Management Society of America Annual Conference, Arlington, VA (conference cancelled)

May 2021: Concurrent, Mid-West Care Coordination Summit, Evansville, In (virtual)

June 2022: Concurrent, CMSA Annual Conference, Orlando, FL

October 2022: Concurrent: Collaborative Family Healthcare Association, Annual Conference, Boise, ID

Managing Bullying in Health Care: Tactical and Ethical Guidance for Professional Case Management

May 2018: Keynote, CMSA of Kansas City Annual Conference, Kansas City, MO

May 2018: Webinar, Case Management Learning Network (CMLN) of the Commission for Case Manager Certification

August 2018: Webinar, Washington Medical Case Management Association, Virtual Session

PRESENTATIONS (cont'd):

Managing Bullying in Health Care: Tactical and Ethical Guidance for Professional Case Management (cont'd)

September 2018: Webinar, University of Buffalo Alumni Association, Amherst, NY

October 2018: Keynote, CMSA of Central Virginia, Midlothian, VA

October 2019: Keynote, Alamo Chapter of CMSA Annual Conference, San Antonio, TX

May 2020/May 2021: Keynote, Mid-West Care Coordination Annual Conference, Evansville, IN (conference rescheduled)

February 2023: Webinar, Case Management Society of America Midwest Chapter Coalition **May 2023:** Keynote, Inland Washington Case Management Society of America, Bellevue, WA

August 2023: Webinar, CMSA of Atlanta Monthly CEU-Event, Virtual Session

Mastering the Social Determinants of Health

October 2017: Keynote, Hampton Roads Case Management Society Annual Conference, Chesapeake, VA

April 2018: Keynote, CMSA of Chicago Annual Conference, Oak Park, IL

April 2018: Keynote, Dallas Fort Worth CMSA, Arlington, TX

May 2018: Quarterly Meeting, CMSA of Central Virginia, Richmond, VA

October 2018: Keynote, CMSA of Arizona, Phoenix, AZ

November 2018: Case Management Week Celebration, Maine Medical Center, Portland, ME

March 2019: Keynote, CMSA of Long Island Annual Conference, Huntington, NY

March 2019: Training, University of Buffalo School of Social Work Continuing Education Program, Amherst, NY

April 2019: Training, CMS of New England Rhode Island Extension, Providence, RI

May 2019: Keynote, CMSA of Tulsa Annual Conference, Tulsa, OK

May 2019: Keynote, CMSA of the Chesapeake, Hanover, MD

June 2019: Keynote, Community Action Kentucky Annual Conference, Louisville, KY

August 2019: Training, CMSA of San Jose, San Matteo, CA

September 2019: Keynote, Derby City CMSA Annual Conference, Louisville, KY

October 2019: Keynote, CMSA of AZ Annual Conference, Phoenix, AZ

October 2019: Keynote, Mid-Atlantic Chapter of CMSA, Newark, DE

April 2020: Plenary, American College of Physician Advisors Annual Conference, Orlando, FL (conference cancelled)

May 2020: Webinar, RGA Plans, Organizational Education

September 2020: Regional Training, CEU Connections, Atlanta, GA (training cancelled)

October 2020: Keynote, Upstate Medical Center Transitions of Care Conference, Syracuse, NY

October 2020: Keynote, CVC CMSA Annual Conference, Glen Allen, VA

October 2020: Webinar, Nursing Now Summit, SimplifyCompliance

January 2021: Webinar, Case Management Society of Greater Grand Rapids/Kalamazoo Chapter

April 2022: Keynote, SOV CMSA Annual Conference, Loveland, OH

Mandatory Reporting: Ethical Dilemma/Legal Crisis (with Lynn Muller)

June 2015: Concurrent, CMSA Annual Conference, Orlando, FL

Mandatory Duty to Warn in the Digital Age: Legal and Ethical Responsibility (with Lynn Muller)

June 2019: Concurrent, CMSA Annual Conference, Las Vegas, NV

Mastering the Social Determinants of Health: Realities and Response

September 2019: Pre-Conference Keynote and Panel Discussion, SEACAA Annual Conference, Myrtle Beach, NC

Mastering the Social Determinants of Health: Has Risk Adjustment Met Its Match?

March 2020/June 2020: Keynote, RISH Health Annual Conference, Nashville, TN (conference rescheduled)

Navigating the SDoH (with Tiffany Ferguson)

June 2023: Concurrent, CMSA National Conference, Las Vegas, NV

New Frontiers of Technological Advancement: Reshaping Case Management Practice (with Teresa Treiger

October 2016: Concurrent, CMSNE Annual Conference, Boxborough, MA

Pitfalls and Pathways: Ethical Practice for Case Managers (with Lynn Muller)

October 2010: Concurrent, Case Management Across the Continuum, Contemporary Forums, Las Vegas, NV

PRESENTATIONS (cont'd):

Practicing Effectively Amid Ineffectiveness and Other lessons of Accountability

March 2008: Concurrent, NASWVA Annual Conference, Richmond VA

April 2008: Concurrent, NASWWVA Annual Conference, Charleston, W. VA

April 2008: Care One Regional Training, Richmond, VA

Professional Case Management Competence: Reframing What Defines Practice Excellence

March 2018: Webinar, Case Management Educational Offering, Ernest Health

April 2018: Conference (1 hour version), The Case Managers Cruise

May 2018: Staff training (1.5-hour version), Department of Care Management, Maine Medical Center, Portland, ME February 2019: Jump Start session (2.0-hour version), CCMC New World Symposium 2019, National Harbor, MD

April 2019: Keynote, DFW CMSA Annual Conference, Arlington, TX

March 2020: Keynote, Chicago CMSA Annual Conference, Oak Terrace, IL

March 2020: Keynote, Detroit CMSA, Novi, MI

Professionalism: Collaboration for all Seasons (with Teresa Treiger)

October 2015: Concurrent, CMSNE Annual Conference, Boxborough, MA

Professionalism: The Integral Competency for Case Management Success

May 2013: Concurrent, Dorland's 5th Annual Care Coordination Summit, National Harbor, MD

Self and Balance Amid Chaos: Fostering a Sense of Professional Resilience

March 2007: Concurrent NASWVA Annual Conference, Richmond, VA.

March 2007: Keynote, George Mason University Annual Field Symposium, Fairfax, VA

June 2007: Retreat Facilitator, Arlington County Adult Services, Arlington, VA

June 2007: Staff Training FACETS, Fairfax, VA

September 2007: Staff Training, Infant Toddler Family Daycare; Fairfax, VA

October 2007: Keynote, Valley Health Systems Case Management Week Annual Conference, Winchester, VA.

November 2007: Concurrent, VA Association of Free Clinics Annual Conference, Chantilly, VA

April 2008: Concurrent, NASWWVA Annual Conference, Charleston, W. VA

May 2008: Keynote, VA Society of CPA's, Williamsburg, VA

June 2008: Concurrent, CMSA Annual Conference, Orlando, Florida

January 2009: Keynote, Independence Blue Cross Blue Shield, Philadelphia, Pa.

March 2009: Closing Keynote, 2nd Annual Ryan White Grantee Conference, Richmond, VA

March 2009: Concurrent Session, SUNY@ Buffalo, School of Social Work Alumni Day, Buffalo, NY

June 2009: Opening Plenary Session, NASW of Florida Annual Conference, Orlando, FL

Professional Resilience Meets the Quadruple Aim: Professional Mandate, Ethical Imperative: DOI: 10.13140/RG.2.1.1016.0243

September 2016: Keynote, Hampton Roads Case Management Society of America Annual Conference, Hampton, VA

October 2016: Keynote, Alamo Chapter Case Management Society of America Annual Conference, San Antonio, TX

January 2017: Training, Sentara Health Systems Care Management Leadership, Virginia Beach, VA

March 2017: Training, Tampa General Hospital Case Management/Social Work Month Event, Tampa, FL

September 2017: Keynote, Sentara Health System Case Management Week Event, Hampton, VA

April 2018: The Case Managers Cruise

May 2018: Agency Training, Vesta, Lanham, MD

June 2021: Keynote, Military Day, Case Management Society of America, Annual Conference, Orlando, FL

September 2021: Keynote, CMSA of Atlanta Annual Conference, Virtual event

SDoH Update

December 2021: MCG, Women and Allies of MCG Monthly Education Series

August 2022: RISE West Annual Conference, Los Angeles, CA

September 2022: CMSA of Central AZ, Annual Conference, Scottsdale, AZ

October 2022: Hershey Health System, Case Management System Event, Hershey PA

November 2022: CMSA of Grand Rapids Kalamazoo, Monthly Continuing Education Webinar

March 2023: Keynote, CMSA of Chicago, Annual Conference, Oakbrook, IL.

June 2024: Keynote, CMSA Annual Conference, MVD Pre-Con; Providence, RI

PRESENTATIONS (cont'd):

Social Determinants of Mental Health: Identification, Response, Action

June 2021: Concurrent, CMSA Annual Conference, Virtual Session

November 2021: HCPro/Simplify Compliance Webinar

Social Media's Promises & Pitfalls for Case Management: Mastering the Ethical Divide: DOI: 10.13140/RG.2.1.2334.9367

June and November 2008, Training, DC Coalition Against Domestic Violence, Washington, D.C

September 2008: Concurrent, Northern Virginia AIDS Consortium, Annual Meeting, Arlington, VA

October 2008: Keynote, Johns Hopkins HealthCare, Case Management Week Annual Conference, Glen Burnie, Md.

April 2014: Concurrent, CMSA of the Chesapeake, Annual Conference, Timonium, MD

October 2014: Concurrent, CMSA of New England, Annual Conference, Boxborough, MA

June 2016: CMSA Annual Conference, Long Beach, CA

March 2017: Focus in Psychiatry Grand Rounds, Reading Hospital, W. Reading, PA

September 2017: Concurrent Session, ACMA of Maryland Annual Conference, Baltimore, MD

Tackling Collective Occupational Trauma

July 2020: Webinar, SimplifyCompliance

November 2020: Webinar, National Catholic School of Social Service Continuing Education Series

February 2021: Webinar, Simplify Compliance, Nursing Leadership Summit **February 2021:** Continuing Education Virtual Webinar, CMS of New England,

March 2021: Keynote, Continuing Education Social Work Month Event, Stanford Health Care (Virtual)

April 2021: NASW of Virginia Continuing Education Virtual Webinar

June 2021: Concurrent Session, Case Management Society of America Annual Conference, Orlando, FL

September 2021: NASW of Virginia Continuing Education Virtual Webinar **November 2021:** CMSA of Central AZ Annual Conference, Virtual Event

Tackling Medical Gaslighting: Engaging Ethical Equity Advocacy

June 2024: Concurrent, CMSA Annual Conference, Providence, RI

Telehealth: Setting the Practice Foundation

October 2021: Concurrent Session, CMS of NE, Annual Virtual Conference

October 2021: NASW of Virginia: 6-hr Training, Virtual March 2022: CMSA of AZ, Virtual Education Event March 2022: CMSA Chicago, Annual Conference

April 2022: Keynote, CMSA CVC Virtual Annual Conference

October 2022: Keynote, Mid-Atlantic CMSA Annual Conference, Plymouth Meeting, PA

October 2022: CMSA-SOV Educational Virtual Event

Telehealth: Advancing the Practice Foundation

March 2023: Concurrent session, NASW of VA and Metro DC Annual Conference, Williamsburg, VA

June 2023: Virtual Continuing Education Event (6-hr. Training), NASW of VA and Metro DC

June 2023: Pre-Conference Training, CMSA Annual Conference, Las Vegas, NV

January 2024: Fairfax County Public Schools Annual Social Work Ethics Training, Fairfax, VA

The Global Assessment Lens: Empowering Today's Culturally Competent Case Manager

October 2011: Keynote, Arkansas Blue Cross Blue Shield Annual Case Management Conference, Hot Springs, AK

August 2012: Annual Agency Training, Loudon Country Head Start, Ashburn, VA

The Evolution of End-of-Life Care: Implications for Health Care Professionals

September 2015: Concurrent, DFW CMSA Annual Conference, Arlington, TX

December 2015: General Session, DecisionHealth's 5th Annual Patient Advocate Conference, Las Vegas, NV

March 2017: Concurrent, NASW of VA Annual Conference, Williamsburg, VA

June 2017: Concurrent, CMSA Annual Conference, Austin, TX

March 2019: Care Management Education Series, UC Irvine Care Management Department, Orange, CA

October 2019: Keynote, CMSA of Danville Annual Conference, Danville, PA

April 2021: Mid-Atlantic CMSA Annual Conference, Virtual Event

April 2021: Keynote, DFW CMSA Educational Event, Virtual Event

PRESENTATIONS (cont'd):

The Evolution of End-of-Life Care: Implications for Health Care Professionals (cont'd)

September 2021: CEU Event, National Transitions of Care Coalition, Brown Bag Webinar

October 2021: Keynote, CVC CMSA Annual Conference, Virtual Session

October 2021: CEU Event, GGRK CMSA, Virtual Session April 2022: CMSA of the Chesapeake Annual Virtual Conference

The New Age of Bullving and Violence in Health Care: Ethics and Practice Impact

September 2015: Concurrent, DFW CMSA, Fall Conference, Arlington, TX

October 2015: The New Age of Bullying and Violence, CMSA of New England Annual Conference, Boxborough, MA

December 2015: Focus in Psychiatry Grand Rounds, Reading Hospital, W. Reading, PA

April 2016: Concurrent, CMSA Chicago, Annual Conference, Oakbrook, IL

December 2016: General Session, DecisionHealth's Patient Advocate Conference, Las Vegas, NV

March 2017: Webinar, Case Management Educational Offering, Ernest Health March 2018: Concurrent, NASW of VA Annual Conference, Williamsburg, VA

October 2018: Keynote, Hampton Roads Case Management Society Annual Conference, Newport News, VA

October 2018: Ethics Training, Case Management Society of the Chesapeake, Columbia, MD November 2018: Keynote, Case Management Week Event, Maine Medical Center, Portland, ME

March 2019: Concurrent, The Case Managers Cruise

February 2020: Agency Training, United Methodist Family Services (NASWVA sponsored), Richmond, VA

February 2023: CICMSA Monthly Virtual Meeting

The New Age of Professional Entrepreneurship

March 2023: Concurrent, NASW of VA and Metro DC Annual Conference, Williamsburg, VA

October 2023: Concurrent, CGI Annual Conference, Chandler, AZ

The Nuts and Bolts of Case Management Practice Excellence

March 2017: Concurrent, 16th Annual Northern Region Virginia CSA Symposium and Provider Expo, Fairfax, VA

The Social Determinants of Mental Health

March 2021: Webinar, Case Management Education, Reinsurance Group of America

November 2021: Webinar, Simplicity Compliance

March 2022: Concurrent Session, NASW of VA Annual Conference, Virtual Event

The Synergy of Professional Diversity: Transdisciplinary Case Management

October 2010: Concurrent, Case Management Across the Continuum, Contemporary Forums, Las Vegas, NV

April 2011: Concurrent, NASWWV Annual Conference, Charleston, WV

The Value Proposition of Case Management Ethics: The 3 Cs and Ds

June 2020: Concurrent, CMSA Annual Conference, Boston, MA

Title Protection for Professional Case Management (with Lynn Muller)

October 2017: General Session, Hampton Roads Case Management Society Annual Conference, Virginia Beach, VA.

Transdisciplinary Ethics: Implications for Health & Human Service Professionals (with Lynn Muller, CCMC)

April 2010: Concurrent, NASWWV Annual Conference, Charleston, W. VA

Trauma-Informed Care, Ethics, and Reality

October 2022: DSS of Shenandoah County, Family Services Academy Training, 3 hr.

Trauma-informed Leadership: Organizational and Ethical Mandate

March 2022: Concurrent, NASW of VA Annual Conference, Virtual Event

June 2022: Concurrent, CMSA Annual Conference, Orlando, FL.

October 2022: Concurrent, Collaborative Family Healthcare Association Annual Conference, Boise, ID

March 2023: Keynote, Cincinnati Children's Hospital Annual Conference, Virtual Session

September 2023: Keynote, CMSA of Houston/Gulf Coast Chapter, Annual Conference, Katy, TX

December 2023: Concurrent, Rise Annual Women in Healthcare Summit, San Diego, CA

February 2024: Keynote, Pediatric Grand Round, Cincinnati Children's' Hospital, Virtual Event

PRESENTATIONS (cont'd):

When Ethics & Duty Collide: Ethical Obligation vs. Best Practice (with Lynn Muller; CCMC)

March 2010: Keynote, Washington House Social Work Month Conference, Alexandria, VA

June 2010: Concurrent, CMSA Annual Conference, Orlando, FL

September 2010: Concurrent, Paradigm Managers Annual Training on Ethical Considerations, Minneapolis, MN

Wholistic Case Management (with Dr. Hussein Tahan)

January 2018: Behavioral Health Pre-Con, CCMC New World Symposium, Nashville, TN

October 2018: Keynote, Hampton Roads CMS Annual Conference, Hampton, VA

October 2018: Concurrent, Case Management Society of New England Annual Conference, Southbridge, MA

December 2020: Keynote, Rocky Mountain CMSA, Denver, CO

Workplace Bullying and Violence: Tactical and Ethical Guidance

May 2018: Keynote, VCU School of Social Work Annual Field Instruction Luncheon, Richmond, VA

March 2019: CE Training, University of Buffalo School of Social Work, Buffalo, NY

May 2019: 6-hour Intensive, National Catholic School of Social Services, Continuing Education Series, Washington, DC

April 2020: Webinar, 6-hour Intensive, NASW VA Training

Workplace Resilience: Transforming the Culture

April 2009: Concurrent, NASWWVA Annual Conference, Charleston, W. VA

June 2009: Concurrent, NASW of Florida Annual Conference, Orlando

March 2012: Keynote, NASWSD Annual Conference, Sioux Falls, SD

Your Ethical Responsibility: Duty to Warn or Duty to Act?

September 2013: Concurrent: NASWMD Annual Conference, Linthicum, MD

April 2014: Concurrent, DFW CMSA Annual Conference, Irving, TX

June 2014: Agency Training, Montgomery County Coalition for the Homeless, Rockville, MD

June 2014: Concurrent, CMSA Annual Conference, Cleveland, OH.

September 2014: Concurrent, Hampton Roads Case Management Society Annual Conference, Hampton, VA

NASW of Virginia Clinical Supervision Certificate Training

A Practical Approach to Supervision: NASW of Virginia

March-April 2011: 12 hr. module, Fairfax County Department of Family Services, Fairfax, VA

Core Clinical Supervision: NASW of Virginia April 2008: 12 hr. module, Falls Church, VA

April 2009: 14 hr. module. Fredericksburg. VA: Richmond. VA

April 2009: 2 hr module, Richmond, VA May 2009: 14 hr. Module, Roanoke, VA

September 2009: 14 hr. module, Charlottesville, VA

October 2009: 14-hour module, Richmond, VA October 2009: 2-hour module, Richmond, VA,

November 2009: 2-hour module, Falls Church, VA **November 2009:** 14 hr. module, Falls Church, VA

Core Clinical Supervision: NASW of Virginia

December 2009: 14 hr. module, Arlington County DHS, Arlington, VA

April 2010: 14 hr. module, Leesburg, VA
October 2010: 14 hr. module, Falls Church, VA
May 2011: 14 hr. module, Fredericksburg, VA
September 2011: 14 hr. module, Charlottesville, VA

November 2011: 14 hr. module, Arlington, VA February 2012: 14 hr. module, Stafford, VA June 2012: 14 hr. module, Leesburg, VA

October 2012: 14 hr. module, Caring Connections, Falls Church, VA

November 2012: 14 hr. module, Alexandria, VA

October 2013: 14 hr. module, N. VA

December 2015: 14 hr. module, Alexandria, VA

PRESENTATIONS (cont'd):

NASW of Virginia Clinical Supervision Certificate Training (cont'd)

November 2016: 14 hr. module, Alexandria, VA
January 2017: 14 hr. module, Woodbridge, VA
February 2018: 14 hr. module, Woodbridge, VA

February 2018: 14 hr. module, Woodbridge, VA **February 2019:**14 hr. module, Woodbridge, VA **November 2019:** 14 hr. module, Woodbridge, VA

February 2020: 14 hr. module, N. VA June 2020: 14 hr. module, Virtual August 2021: 14 hr. module, Virtual April 2022: 14 hr. module, Virtual August 2022: 14 hr. module, Virtual October 2022: 14 hr. module, Virtual May 2023: 14 hr. module, Virtual

Crafting Successful Group Supervision

May 2010: 7 hr. module, Falls Church, VA June 2011: 7 hr. module, Richmond, VA February 2013: 7 hr. module, Richmond, VA

October 2013: 7 hr. module, N. VA

November 2014: 7 hr. module, Hampton Roads, VA

March 2015: 7 hr. module, Charlottesville, VA **June 2015:** 7 hr. module, Alexandria, VA

September 2015: 7 hr. module, Williamsburg, VA

June 2017: 7 hr. module, VA Beach, VA October 2017: 7 hr. module: Alexandria, VA

June 2018: 7 hr. module: Alexandria

Mastering Digital Technology and Clinical Supervision

June 2018: 7 hr. module, Alexandria, VA April 2019: 7 hr. module, Richmond, VA August 2019: 7 hr. module, N. Virginia, VA October 2019: 7 hr. module, Hampton, VA

May 2020: 7 hr. module, Virtual January 2021: 7 hr. module, Virtual November 2021: 7 hr. module, Virtual January 2022: 7 hr. module, Virtual September 2022: 7 hr. module, Virtual June 2023: 7 hr. module, Virtual

Multi-Cultural Clinical Supervision

May 2013: 7 hr. module, Alexandria, VA May 2014: 7 hr. module, Alexandria, VA

November 2014: 7 hr. module, Hampton Roads, VA

March 2015: 7 hr. module, Charlottesville, VA June 2015: 7 hr. module, Alexandria, VA

September 2015: 7 hr. module: Williamsburg, VA

May 2018: Multi-cultural Supervision: 7 hr. module: Richmond, VA

Games Played in Clinical Supervision

October 2017: 7 hr. module, N. Virginia November 2018: 7 hr. module, N. Virginia

PRESENTATIONS (cont'd):

NASW of Virginia Clinical Supervision Certificate Training (cont'd)

Independent Clinical Supervision: Current Best Practices and Managing Vicarious Liability

March 2016: 3 hr. module, Richmond, VA

September 2016: 7 hr. module, Charlottesville, VA June 2017: 7 hr. module, Virginia Beach, VA October 2017: 7 hr. module, Hampton, VA May 2018: 7 hr. module Richmond, VA November 2018: 7 hr. module, Alexandria, VA

April 2019: 7 hr. module, Richmond August 2019: 7 hr. modul3 Alexandria, VA October 2019: 7 hr. module Alexandria, VA

May 2020: 7 hr. module, Virtual January 2021: 7 hr. module, Virtual November 2021: 7 hr. module, Virtual January 2022: 7 hr. module, Virtual September 2022: 7 hr. module, Virtual June 2023: 7 hr. module, Virtual

Trauma-Directed Supervision and Leadership

September 2023: 7 hr. module, Virtual

Presentations Prior to 2007

Assuring Effective Communications in Team/Family Conferences: A Case Manager's Challenge

September 2002: Concurrent: MCMC XIV. Medical Case Management Convention, Denver, CO

Can't the Children Play Nicely in the Schoolyard? How to Practice Despite Change

March 2003: Concurrent: Mosby's Advanced Practice Case Mgmt. Conference, Las Vegas, NV **October 2003:** Keynote: CMSA Springfield, MO / Greater Ozarks Annual Conference, Springfield, MO.

Case Management is about the Big Picture: How Big is Your Screen?

September 2004: Concurrent: MCMC XVI, Medical Case Mgmt. Convention, Washington, D.C.

March 2006: Concurrent: NASWVA Annual Conference, Richmond, VA

Does your Hospital Have What it takes for a "Real Case Management Department?" Implementation Strategies for Success

October 2003: Keynote: CMSA Springfield, Mo./ Greater Ozarks Annual Conference

September 2004: Concurrent: MCMC XVI, Medical Case Mgmt. Convention, Washington, D.C

March 2005: Concurrent: NASWVA Annual Conference, Richmond, VA

So, you say your client is frustrating? Show me one who isn't

February 2007: Staff Training, Embry Rucker Shelter, Reston, VA

April 2007: Keynote, VA Assoc. of Free Clinics State Conference, Staunton, VA

Surviving the Challenge of the Prospective Payment System in the Subacute Environment

November 1998: Concurrent: MCMC X; Medical Case Management Convention, Philadelphia, PA

The Intergenerational Spectrum: An Innovative Approach to End-of-Life Care.

January 2006: Keynote: George Mason University Social Work Dept. Annual Field Symposium, Arlington, VA

Was that Fee or Free? Managing Communication Barriers in Case Management

September 2003: Concurrent: MCMC XV, Medical Case Management Convention, Tampa, FL

March 2005: Keynote: CMSA Delaware Annual Conference, Newark, DE

References furnished upon Request