BURKE, VIRGINIA 22015-1940 (703) 867-4500 www.efssupervisionstrategies.com efssupervision@me.com

Educating & Empowering Healthcare's Professional Transdisciplinary Workforce

EMPLOYMENT:

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

Position: Principal/Business Owner

Empowering the competencies of Health care's Transdisciplinary Workforce via: Professional Trainings, Presentations & Publications, Academic & Regulatory Contracts, Distance Learning Course/Curricula/Content Development and Implementation, Accreditation Management, Moderation of Professional Networking, Professional Mentoring, Clinical Social Work Supervision. (See Contractors section for more detailed listing)

George Mason University, Fairfax, Virginia, August 2004-Present College of Health and Human Services, Social Work Department Position: *Adjunct Faculty*

Course Development and Teaching for Bachelors and Masters Programs, including In-person and Distance Learning mediums. (See Program Affiliations & Awards section for detailed course 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 <u>Position</u>: *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 Bio-Ethics 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, Pre-Certification & Rate Negotiation; Business Development & Contracting; Performance Improvement & Outcomes Monitoring **Position:** *Patient Care Redesign, Access Management Team, March 1997 - July 1997* Appointment to Inova's 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.

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 for Adult AIDS Services via; Fiscal Operations & Business Development; Grants & Fiscal Initiatives; Developed Community Resource Manual; 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 responsibility for facilitation & expansion of Afterschool Program Provided individual, family & group treatment for children, adolescents & their caretakers; developed 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 1992 Hunter College School of Social Work, New York, New York Post-Graduate Certificate in Administration Post Graduate Certificate in Supervision
- May 1983
 State University of New York at Buffalo, Buffalo, New York

 Five-Year BA/MSW Program, Sociology Department & School of Social Work

PROFESSIONAL LICENSING & CERTIFICATION:

Board Certified Case Manager: Commission for Case Manager Certification (CCMC) Academy of Certified Social Workers: National Association of Social Workers Licensed Clinical Social Worker-Commonwealth of Virginia, Certified Rehabilitation Provider-Commonwealth of Virginia

PROFESSIONAL AFFILIATIONS & AWARDS

American Case Management Association (ACMA)

Member (2015-Present)

Association of Social Work Boards

Exam item writer: Clinical level (2007-2012)

Cambridge Who's Who

Lifetime member Executive Professional of the Year (2010): Clinical Social Work

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:** Ethics & Professional Conduct Committee (2008-11) Finance Committee (2010-11) New Product Development Committee (2008-10) Exam Item Writer (2008-2011)

Case Management Society of America (CMSA):

Contributor:

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

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:

Standard of Practice Revision (2016) Nominations Committee (2011-12) Multi-State Licensure Task Force (2011-12) Government Affairs Committee (1997-98)

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) Distinguished Case Manager of the Year (2002)

Ellen's Ethical Lens© (Professional Networking) Moderator & Administrator:

Twitter-<u>http://twitter.com/#!/epflcswccm</u> LinkedIn-http://www.linkedin.com/groups?about=&gid=4172177

Dorland Health:

People Awards: *Honorable Mention:* Ethicist (2011) Platinum Awards: Judge (2012, 2016)

PROFESSIONAL AFFILIATIONS & AWARDS (cont'd)

Lippincott Williams and Wilkins

Editorial Advisory Board, Professional Case Management Journal (2008-Present)

Mosby/Elsevier Health

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

National Association of Social Workers of Virginia (NASWVA)

Lead Clinical Supervision Certificate Trainer (2007-Present) LCSW Prep Trainer (2015-Present) Approved Continuing Education Instructor (2005-Present) **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)

University at Buffalo: School of Social Work

Mentoring Program (2013-Present)

Virginia Department of Health: Office of the Chief Medical Examiner Maternal Mortality Review Team (2006-08)

CONTRACTOR LISTING

Athena Forum, LLC

Course Director:

Advancing Palliative and End of Life Care Behavioral Health Excellence Series CM Power® Establish Your Professional Identify Ethics in Case Management Population Health Management Shriners' Case Management Performance Series

Course Contributing Faculty:

CM Express® COPD Ebola End of Life and Palliative Care Depression Diabetes Heart Failure Improving Outcomes in the Hospital Revenue Cycle Improving Outcomes in Patient Advocacy Sepsis Care and Resource Management Utilization Management

CONTRACTOR LISTING (cont'd)

George Mason University: College of Health & Human Services, Dept. of Social Work

Adjunct Faculty: Masters and Bachelors Programs (2004-present)

Courses Taught:

SOCW 200: Intro to Social Work

SOCW 200: Intro to Social Work On-line: Course development & teaching

SOCW 323: Human Behavior in the Social Environment I

SOCW 323: Human Behavior in the Social Environment I Online: Course development & teaching

SOCW 324: Human Behavior in the Social Environment II

SOCW 351: Social Policy & Social Justice

SOCW 357: Methods of Social Work Intervention

SOCW 483: Fostering Resilience in Helping Professions: Course development & teaching

SOCW 640: Advanced Clinical Practice

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: Academic Outreach section

SOCW 674: Psychopathology: Online Section

SOCW 675: Selected Topics: Social Innovation; Hybrid format

College of Health & Human Services Master Teaching Award:

Recipient 2011 Department Nominee 2010

Northern Virginia Community College

Adjunct Faculty: Human Services (2006-present) Courses taught: HMS 100: Intro to Human Services (Course development & teaching)

University of California-San Diego/Extension

Program Consultant:

Case Management Certificate Program (2013-2014)

Wolters Kluwer Health

Social Work Continuing Education Administrator (2015-Present)

PODCASTS

March 2015 Episode 162 - Ellen Fink-Samnick: Fostering Professional Resilience: The Professional Resilience Paradigm. (2015, March 2). inSocialWork® Podcast Series [Audio Podcast] Retrieved from http://www.insocialwork.org/episode.asp?ep=162

PUBLICATIONS

Books:

- December 2016 Case and Population Health Management Chapter (#TBD), co-authored with Teresa Treiger; Leadership and Nursing Care Management, 6th edition by Diane L. Huber, Elsevier
- June 2106 Collaborative Care Article: *The Encyclopedia of Social Work Online,* National Association of Social Workers (NASW) Press and Oxford University Press, http://socialwork.oxfordre.com

PUBLICATIONS (cont'd)

Books (cont'd):

June 2016	<i>Ethics Chapter (#TBD): Electronic Communication and Social Media, CMSA Core Curriculum for Case Management, 3rd Edition, Edited by Hussein Tahan and Teresa Treiger, Lippincott Wolters Kluwer (publication Spring 2016)</i>
June 2015	COLLABORATE® for Professional Case Management: A Universal Competency-Based Paradigm, 1st Edition (Co- Authored with Teresa Treiger), Lippincott Wolters Kluwer
May 2015	COLLABORATE® for Professional Case Management: A Universal Competency-Based Paradigm , 1 st Edition, Kindle Edition (Co-authored with Teresa Treiger), Lippincott Wolters Kluwer/Amazon Digital Media
December 1996	The Customer Focused Systems Model, Contributing Author to Chapter 9, The Role of Case Management in Disease Management in Disease Management: A Systems Approach to Improving Patient Outcomes, Edited by Todd, W. and Nash, D. AHA Publications, pp. 252-3 (published as Ellen Stahl)
	Articles:
November 2015	The New Age of Bullying and Violence in Health Care, Part 2: Advancing Professional Education, Practice Culture, and Advocacy, Professional Case Management (abstract accepted for publication, Volume 21, Issue 4 2016) Lippincott Williams and Wilkins
October 2015	The Evolution of End of Life Care: Death with Dignity Meets Shared Decision-Making, Professional Case Management (abstract accepted for publication, anticipated release Winter-Spring 2016), Lippincott Williams and Wilkins
September 2015	The Four L's to a Strong Professional Identity, The New Social Worker Online , (accepted for publication, anticipated release Winter 2015-16) White Hat Communications, PA
July 2015	The New Age of Bullying and Violence in Health Care: Interprofessional Perspective, Professional Case Management, Lippincott Williams and Wilkins, 20(4), pp. 165-174
July 2015	Mandatory Reporting: Let's Clear Up the Confusion, (Co-Authored with Lynn Muller), Professional Case Management Legal and Regulatory Column, Lippincott Williams and Wilkins, 20(4) pp. 199-203
July 2015	<i>E-ACTS[®]: A Framework For Difficult Decision-Making, Professional Case Management, CM Matters, Lippincott Williams and Wilkins, 20(4) pp. 206-210</i>
March 2015	Case Management Practice: Is Technology Helping or Hindering? (Co-authored with Lynn Muller) Professional Case Management, Legal and Regulatory Department, Lippincott Williams and Wilkins, Publication 20(2), pp. 98-102
October 2014	Case Managers May Gain New Responsibilities Under Mental Health Parity Rules, (Co-authored with Betsy Waterman), Accountable Care News, October 2014, Health Policy Publishing, LLC 5(10) (republication)
September 2014	Such Bright Blue Skies: Reflections on 9/11, The New Social Worker Online, September 11, 2014, http://www.socialworker.com/feature-articles/practice/such-bright-blue-skies-reflections-on-911/ White Hat Communications, PA
September 2014	<i>Time to Reflect and Celebrate Professional Case Management-You Deserve It!</i> (Co-authored with Mindy Owen and Teresa Treiger), Professional Case Management , Heartbeat of Case Management Column, Lippincott Williams and Wilkins, 19(5), pp.235-6
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), Medical Home News, May 2014, Health Policy Publishing, LLC 6(5).

PUBLICATIONS (cont'd):

Articles:

January 2014	COLLABORATE [®] : A Universal Competency-Based Paradigm for Professional Case Management-Part 3, Key Considerations for Making the Paradigm Shift (Co-authored with Teresa Treiger), CE article, Professional Case Management, Lippincott Williams & Wilkins, 19(1), pp. 4-15
January 2014	2014 Case Management Prognostications, Interview by Suzanne Powell Professional Case Management , Editorial Column, Lippincott Williams and Wilkins, 19(1), pp. 1-3
November 2013	Case Management's Ethical Eight: Preparing for the Next Wave, Case In Point, November 2013, 11(11) Dorland Health Access Intelligence/Decision Health
August 2013	COLLABORATE ^{®:} A Universal Competency-Based Paradigm for Professional Case Management-Part 2, Competency Clarification (Co-authored with Teresa Treiger), CE article, Professional Case Management, Lippincott Williams & Wilkins, 18(5), pp. 219-243
August 2013	Van Cliburn, Resilience and YOU, Editorial by Suzanne Powell with contributed content, Professional Case Management, Lippincott, Williams & Wilkins, 18(3), pg. 215-16
May 2013	COLLABORATE [®] : A Universal Competency-Based Paradigm for Professional Case Management-Part I, Introduction, Historical Validation and Competency Presentation (Co-authored with Teresa Treiger) CE article, Professional Case Management, Lippincott Williams & Wilkins, 18(3), pg. 122-135
March 2013	<i>Five Ways Case Managers Contribute to a Hospital's Bottom Line</i> (Co-authored with Mindy Owen, Tom Rasmussen on behalf of Athena Forum), Becker's Hospital Review , March 20, 2013 <u>http://www.beckershospitalreview.com/quality/5-ways-case-managers-contribute-to-a-hospitals-bottom-line.html</u> , ASC Communications [®]
February 2013	Duty to Act [®] : A Comprehensive Process in Proceeding with Duty to Warn, Professional Case Management , Legal and Regulatory Column, Lippincott Williams and Wilkins, 18(3), pg. 151-153
January 2013	To Boldly Go Where No Case Manager Has Gone Before: Remote Patient Monitoring (Co-authored with Suzanne Powell) Professional Case Management, Editorial Column: Lippincott Williams and Wilkins 18(1), pg. 1-2
January 2013	Are We There Yet?: Professional Licensure Strives to Sync With Practice Reality, Professional Case Management, Legal and Regulatory Column, Lippincott Williams and Wilkins 18(1), pg. 37-40
June 2012	Professional Resilience Revisited, (Co-authored with Suzanne Powell) Professional Case Management , Editorial Column; Lippincott Williams & Wilkins, 17(4), pg. 149-152
June 2012	Engaging Optimal Ethical Practice in the Age of Cyber-Care, Professional Case Management, Legal and Regulatory Column; Lippincott Williams & Wilkins, 17(4), pg. 191-195
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, The New Social Worker , White Hat Publications, 19 (1), pg. 30 <u>http://www.socialworker.com/digitalmag/winter2012.pdf</u>
July 2011	Ten Steps to Stay on Top of Ethical & Legal Case Management Challenges, Curaspan Connections, http://connect.curaspan.com/articles/ten-steps-navigate-ethical-legal-challenges-case-management, Curaspan Health
May 2011	State-to-State Licensure, Interview by Richard Scott, Managing Editor, Dorland Health Trends in Care Coordination Forum, http://www.dorlandhealth.com/forum/showthread.php?9-State-to-State-Licensure, Access Intelligence

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PUBLICATIONS (cont'd):

Articles:

April 2011	State to State Licensure: Are You At Risk; Special Feature Interview by Richard Scott, Managing Editor, Dorland Health Leadership Summit, Case In Point; <u>http://www.dorlandhealth.com/case_management/trends/State-to-State-Licensure-Are-You-at-Risk_1747.html</u> Access Intelligence	
March 2011	Today's Case Manager and the "State" of the Licensing Dilemma, Professional Case Management, Legal Issues & Regulatory Column, Lippincott Williams & Wilkins, 16 (2) pg. 89-92	
November 2009	The Professional Resilience Paradigm©: Defining the Next Dimension of Professional Self-Care, PCM, Lippincott Williams & Wilkins, 14(6), pg. 330-332	
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), Return to Work Matters, The Resource for Return to Work Professionals, Online Newsletter, 9/25/08, 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: Workplace Resilience, Part 2, PCM Lippincott Williams & Wilkins 13(6), 338-343	
May 2008	Developing a Resilience Accountability Continuum: Self-Resilience, Part 1, PCM, Lippincott Williams & Wilkins, 13(3), pg. 175-78	
March 2008	Practicing effectively amid ineffectiveness & other lessons of accountability for the new Health and Human Services Professional, PCM , Lippincott Williams & Wilkins 13(2), 106-9	
July 2007	Fostering a Sense of Professional Resilience, The New Social Worker, White Hat Communications 4(3), 26-7	
July 2006	The Intergenerational Spectrum: An Innovative Approach to End of Life Care, The Case Manager Journal (TCM), 20 (4) 68-71; Mosby/Elsevier Publications	
January 2006	Self & Balance amid Chaos, TCM, Mosby/Elsevier Publications 17 (1) 69-71	
March 2005	The Environmental Culture of Practice, TCM, Mosby/Elsevier Publications 16 (2) 64-67	
September 2004	Was That Fee or Free: Managing Communication Barriers, TCM, Mosby/Elsevier Publications 15(5) 52-55	
Articles on behalf of the Commission for Case Management Certification (CCMC)		
July 2011	Understanding Care Coordination: Emerging Opportunities for Social Workers, The New Social Worker , White Hat Communications, <u>http://www.socialworker.com/home/Feature_Articles/Professional_Development_%26_Advancement/Unders</u> tanding_Care_Coordination%3A_Emerging_Opportunities_for_Social_Workers/ Summer 2011	
January 2011	Providing Patient-Centered Care Demands Professional Diversity in Case Management, CCMC News and Views Column, Professional Case Management, Lippincott, Williams & Wilkins, 16 (1)	
January 2011	<i>Complex Cases Require a Transdisciplinary Team,</i> 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, http://healthcarereformmagazine.com/article/understanding-the-impact-of-medical-loss-ratio-on-case-management-and-other-direct-patient-services.html, Issue 5

Articles on behalf of the Commission for Case Management Certification (CCMC) (cont'd)

August 2010	Pursuing the Promise of Care Coordination with Qualified, Credentialed Professionals; (Co-authored with Annette C. Watson), Healthcare Reform Magazine , Free Health LLC, <u>http://healthcarereformmagazine.com/article/pursuing-the-promise-of-care-coordination-with-qualified-credentialed-professionals.html</u> , Issue 4, Business Section, online at <u>www.healthcarereformmagazine.com</u>
May 2010	Grounding Transdisciplinary Ethics, CCMC News and Views Column Professional Case Management, Lippincott, Williams and Wilkins 15(3), pp.121-23
May 2010	Case Management across the Life Continuum: Ethical Obligations vs. Best Practice (Co-authored with Lynn Muller) Professional Case Management, Lippincott, Williams & Wilkins, 15(3), pp. 153-56
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 online @ <u>www.thenewsocialworker.com</u> , White Hat Communication
March 2009	Case Management with a Fresh Approach: The Transdisciplinary Model, the Journal of Care Management, 15(1), pg. 3
November 2008	Social Workers: Key Members of Transdisciplinary Teams Working With Older Adults; Social Work Today Newsletter, Great Valley Publishing)

PRESENTATIONS (alphabetically by title):

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

May 2015: Dorland/Decision Health Care Coordination Summit Pre-Conference, Bethesda, MD May 2016: Dorland/Decision Health Care Coordination Summit Pre-Conference, Baltimore, MD

Case Management Ethics 2015: Where Should Your Ethical Compass Point? 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

Case Managing the Client Village: The Ethical Tango

March 2013: Concurrent, DFW CMSA Annual Conference, Irving, TX April 2013: Regional Training, NASWMD, Linthicum, MD

- 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)
- 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

PRESENTATIONS (cont'd):

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 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 May 2010: Summer Symposium: George Mason University, Fairfax, VA October 2010: Keynote, Dorland Health Care Coordination Summit: Washington, DC 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 October: 2010: Keynote, Case Management Symposium: CMSNCA, Fairfax, VA October 2010: Case In Point Webinar, Leadership & Career Advancement, Dorland Publications November: 2010: Agency Training, Alternative House, Fairfax, VA March 2011: Agency Training, Brain Injury Services of Northern Virginia, Springfield, VA 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, III. 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 Discover Your Value to Case Management's Future: Follow the Yellow Brick Road (CCMC)

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

E-Tech Ethics[©] (includes That HIPAA HYPE, To Boldly Go Where No Case Manager Has Gone Before, Aligning Ethics & Innovation) 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, SD 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

PRESENTATIONS (cont'd):

E-Tech Ethics[©] (cont'd)

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. 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

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
- The 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, M
- Legal and Ethical Challenges for Today's Case Managers (with Lynn Muller) May 2011: Concurrent: Dorland Health Leadership Summit, National Press Club, Washington, DC
- Managing Culturally Diverse Family Systems: Empowering the Culturally Competent Educator II August 2013: Annual Agency Training, Loudon Country Head Start, Ashburn, VA

Mandatory Reporting: Ethical Dilemma/Legal Crisis (with Lynn Muller) June 2015: Concurrent, CMSA Annual Conference, Orlando, FL

Pitfalls and Pathways: Ethical Practice for Case Managers (with Lynn Muller) October 2010: Concurrent, Case Management Across the Continuum, Contemporary Forums, Las Vegas, NV

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

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 & 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

PRESENTATIONS (cont'd):

Self & Balance Amid Chaos: Fostering a Sense of Professional Resilience (cont'd)

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
June 2008: Keynote, ASWB Item Writer Annual Training, Arlington, VA
June and November 2008, Traininng, 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.
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

Social Media's Promises & Pitfalls for Case Management: Mastering the Ethical Divide

April 2014: Concurrent, CMSA of the Chesapeake, Annual Conference, Timonium, MD October 2014: Concurrent, CMSA of New England, Annual Conference, Boxborough, MA

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

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

The Global Assessment Lens: Empowering Today's Culturally Competent Educator August 2012: Annual Agency Training, Loudon Country Head Start, Ashburn, VA

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

September 2015: Concurrent, DFW CMSA Annual Conference, Arlington, TX December 2015: General Session, DecisionHealth's 5th Annual Patient Advocate Conference, Las Vegas, NV

The New Age of Bullying and Violence in Health Care: The Interprofessional Perspective

September 2015: Concurrent, DFW CMSA, Fall Conference, Arlington, TX October 2015: The New Age of Bullying and Violence in Health Care, CMSA of New England Annual Conference, Boxborough, MA December 2015: Focus in Psychiatry Ground Rounds, Reading Hospital, W. Reading, PA April 2016: Concurrent, CMSA Chicago, Annual Conference, Oakbrook, IL

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

Transdisciplinary Ethics: Implications for Health & Human Service Professionals (with Lynn Muller, CCMC) April 2010: Concurrent, NASWWV Annual Conference, Charleston, W. VA

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

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

PRESENTATIONS (cont'd):

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

Advanced Clinical Supervision Training: NASW of Virginia

May 2010: Crafting Successful Group Supervision: Theory, Practice & Reality, 7 hr. module, Falls Church, VA June 2011: Crafting Successful Group Supervision: Theory, Practice & Reality, 7 hr. module, Richmond, VA February 2013: Crafting Successful Group Supervision: Theory, Practice & Reality, 7 hr. module, Richmond, VA May 2013: Advancing Group Clinical Supervision/Multi-Cultural Clinical Supervision: 14 hr. module, N. VA October 2013: Advancing Group Clinical Supervision: 7 hr. module, N. VA May 2014: Advanced Group Clinical Supervision/Multi-Cultural Clinical Supervision: 14 hr. module, N. VA September 2014: Advanced Group Clinical Supervision: 7 hour module, N. VA November 2014: Advanced Group Clinical Supervision/Multi-Cultural Clinical Supervision: 14 hr. module, Hampton Roads, VA March 2015: Advanced Group Clinical Supervision/Multi-Cultural Clinical Supervision, 14 hr. module, Charlottesville, VA June 2015: Advanced Group Clinical Supervision/Multi-Cultural Clinical Supervision, 14 hr. module, Alexandria, VA

Clinical Supervision Training: NASW of Virginia

April 2008: 12 hr. module, Falls Church, VA April 2009: 14 hr. module. Fredericksburg. VA: Richmond. VA April 2009: 2 hour 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 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

Independent Clinical Supervision: Current Best Practices and Managing Vicarious Liability (with Delores Dungee-Anderson) March 4, 2016: 3 hour course, Richmond, VA

PRESENTATIONS (cont'd):

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.
- 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