



**NCMN'S 7TH ANNUAL CONFERENCE & EXPO
THE GRAND HOTEL & SUITES, TORONTO
SEPTEMBER 26 & 27, 2013**

Don't Miss These Amazing Plenary Sessions and Speakers!

- **Ethical Obligations and the Uninsured Patient: Three experts weigh in**

Health care for Canada's medically uninsured immigrants and refugees: Whose problem is it? Should healthcare professionals provide treatment to uninsured patients? **Paul Caulford**, MSc MD CCFP FCFP, Medical Director, The Volunteer Clinic for Medically Uninsured Immigrants and Refugees and Past Lead Physician, the Scarborough Academic Family Health Team; **Karen Kwan Anderson**, Lawyer Immigration Team at Pace Law; and **Sally Bean**, J.D., M.A., Ethicist and Policy Advisor at Sunnybrook Health Sciences Centre & University of Toronto, Joint Centre for Bioethics, help you navigate the realities, legalities and ethics of this highly charged issue.

- **What Case Managers need to know about consent and capacity**

What do you do when the capacity of your patient/client needs to be assessed? **Michael D. Newman**, B. Comm. LLB, LLM (Health Law), Vice-Chair and Senior Lawyer on the Consent and Capacity Board of Ontario, explains the importance of capacity to consent (or refuse consent) to treatment. **Louise Silverston**, MSW/RSW looks at issues that a health care provider experiences when faced with a client who requires a consent and capacity assessment. As the population ages, Case Management providers will increasingly need to know these key principles and resources - and this session will deliver.

- **The power of credentialing: Why we need to understand it now**

Case Managers come from a range of professional experience and educational backgrounds. Anyone can call them self a Case Manager. The need for qualified Case Management providers is rising. Now more than ever, credentialing is crucial to protecting the public and protecting the role of Case Management providers. **Karine Georges** of Canada's 'Testing Company' Assessment Strategies Incorporated explores the challenges, learnings, and benefits related to credentialing. **James Vigmond**, a Personal Injury Lawyer at Oatley Vigmond and someone who cross examines Case Managers in court, shares his personal insight into the importance and power of credentialing.

- **How integrated Case Management helps complex substance use individuals**

In a fourth plenary session, **Janet Stevenson**, Coordinator, Toronto Community Addiction Team (TCAT) and **Tom Henderson**, Manager of Withdrawal Management Service, St. Michael's Hospital, introduce integrated case management services for marginalized populations. TCAT in partnership with health, housing and other support services provide intensive case management for individuals living with complex substance use issues who frequently utilize emergency services.

All of our plenary sessions will include round table discussions that will provide everyone the opportunity to explore the topic and encourage critical conversations.

Break Out Sessions:

1. Brain Injury Services
Title: Experience More Than Just the Countryside: Offering ABI Services in Rural Communities
2. Toronto Central CCAC
Title: Toronto Central CCAC and Primary Care: Completing the Circle of Care Through Integration
3. Toronto Central CCAC
Title: Seamless Care Optimizing the Patient Experience: Supporting Complex Patients through Physician Engagement
4. Mississauga Halton CCAC
Title: The Transformation Role of Case Management in Community Health Care
5. We Care Home Health Services
Title: Data Driven Management and KPI – A system built by our front line teams
6. We Care Home Health Services & Closing the Gap Health Care Group
Title: Delegation Tool Kits – Standardized delegation to Unregulated Care Providers
7. Central West CCAC, Toronto Central CCAC, Peel Halton Dufferin Acquired Brain Injury Services
Title: Silo Busters: Ready for Health Links – Removing barriers and coordinating care for complex patients together?
8. St. Michael's Hospital
Title: Patient Flow or Patient Care: Can We Achieve Balance through the case management approach to the RAPID philosophy of care?
9. Alberta Caregivers Association
Title: Caring for Family Caregivers
10. Focus Rehabilitation Consulting Inc. & Thomson Rogers
Title: Tango vs. Tangled: How Case Managers and Lawyers Work Together to Improve Rehabilitation Outcomes for Individuals with Compensable Personal Injuries
11. Health Sciences Department, Université du Québec à Chicoutimi
Title: Case Management for Frequent Users with Chronic Disease in Primary Care
12. Circle of Care
Title: How to Implement a Case Management Model and the Tools Used in the Model
13. Renell Partners & Cedar Path Consulting
Title: Case Management Across Cultures: Working with Aboriginal Clients

