

CMSA Detroit: Entering a New Era

Presentation Abstracts and Speaker Bios

You Have to Know Where You've Been to See Where You Are Going

Case Management: Then, Now and Future

COLLEEN MORLEY

Understanding the history and evolution of case management practice is the foundation of our profession. It gives us insight into the now and lays the path for the future state. With healthcare in a constant state of change, the professional case manager needs to know how we arrived at this point to make informed decisions on how to proceed. This presentation will explore the history, current state and future potential of professional case management practice with an eye towards patient-centered care and promoting optimal outcomes for our patients.

Colleen Morley is currently the Regional Director of Case Management/Midwest Region for Pipeline Health System. She is a powerful and dynamic speaker, well known within the case management community. She has held multiple leadership positions over her 20-year nursing career and formally recognized for excellence. Colleen has overseen utilization review, and piloted quality improvement initiatives focused on readmission reduction, care coordination through better communication and population health management. Her current passion is for improving health literacy. She is the President-elect of CMSA, a member of the CMSA National Board of Directors and Immediate Past-President of CMSA Chicago.

Understanding Disability - Health Care Barriers and Disparities

MARIA MATZIK

Disability is a natural part of the human experience. Disability can occur at any point in life, and range from mild to severe. What makes someone "disabled" is not their medical condition, but the attitudes and structures of society. People with disabilities have less access to health care services and experience unmet health care needs. A diagnosis of a disability should not define us, our talents and abilities, or health behaviors and health status.

Maria Matzik is a proud disabled woman who has been a Disability Rights advocate (local, state & national) for over 30 years. She has been a self-advocate for as long as she can remember. Maria has participated in over 28 state and national committees advocating for home and community-based services. She is the Education and Advocacy Specialist at the Access Center for Independent Living in Dayton, Ohio. Maria-lives in her own home, owned by her and her partner of 26 years. They both share a passion for animals, cooking and the disability rights movement.

Conflict Resolution for Case Managers

STEPHANIE HUHN and COLIN KING

Conflict-resolution concepts, skills, and strategies are important skills particularly in the practice of case management. Conflict-resolution can be applied in personal and professional contexts, including home, community, workplace, and clinical settings. The COVID-19 epidemic brought unique challenges and conflict. Attendees will gain a deeper understanding of conflict, including its biological roots, nature, purpose, impacts and potential. The costs of unresolved-conflict, conflict-resolution models and concepts including reflective listening, assertive communication, perception and self-care.

Stephanie Huhn is a master's-level licensed psychologist (LLP) in Michigan, in practice for over ten years. She completed her bachelor's degree at Michigan State University and holds a master's degree in Clinical and Humanistic Psychology from The Michigan School of Psychology. She has worked in various treatment settings including neurorehabilitation and dual-diagnosis programs, in community mental health, within Michigan's

criminal justice system, in substance use disorder and co-occurring treatment programs, and in private practice. She also holds specialized certifications in trauma, addiction, brain injury and case management.

***Dr. Colin King** is a licensed psychologist in the state of Michigan, holding a Ph.D. in Counseling Psychology from Wayne State University. Dr King has over eighteen years of experience as a psychologist in clinical practice and additionally is a certified Sentence Mitigation Specialist, Forensic Addiction Examiner, and a Board-Certified National Counselor. His focus consists of severe behaviors, dual diagnosis, substance abuse and the treatment of psychiatric disorders.*

Improving Diabetes Care: Lessons from Managed Care

DR. WILLIAM H. HERMAN

Translating Research Into Action for Diabetes (TRIAD) was a prospective observational study of diabetes care in a large managed care system. By understanding the patient-, provider-, and system-level factors that impact diabetes care, interventions can be developed and implemented for improvement. The TRIAD study will be reviewed including factors that influenced the process and outcomes of diabetes care as well as recommendations for care providers.

***Bill Herman, M.D.** is the Stefan S. Fajans/GlaxoSmithKline Professor of Diabetes, and Professor of Internal Medicine and Epidemiology, at the University of Michigan. He is an internationally recognized clinician and researcher in diabetes. His clinical interests focus on the management of diabetes, its complications, and comorbidities. Professor Herman's research has also focused on screening for diabetes and diabetic complications, diabetes epidemiology, and the impact of health system organization and structure on the processes and outcomes of diabetes care.*

Chronic Pain: Is it all in my head?

DR. DANIEL CLAUW

Nociceptive and neuropathic pain are treated with traditional therapies with varying success. Individuals with chronic pain do not fall into either of these categories. A third mechanism of pain previously referred to as central sensitization or centralized pain, and is now termed nociplastic pain. This type of pain seems to be driven by the central nervous system, and can either be seen alone (as in chronic overlapping pain conditions such as fibromyalgia, tension headache, irritable bowel syndrome, temporomandibular disorder) or in combination with nociceptive or neuropathic pain. This type of pain can be identified based on symptom presentation and responds to a different set of treatments. Three types of pain and approaches to relief will be discussed with an emphasis on chronic pain.

***Dan Clauw, M.D.** is a Professor of Anesthesiology, Medicine (Rheumatology) and Psychiatry as well as Director of the Chronic Pain and Fatigue Research Center (CPFRC) at the University of Michigan where he also attended undergrad and medical school. The CPFRC has identified the critical clinical and pathophysiological features of individuals whose central nervous system is amplifying or magnifying their pain (now known as nociplastic pain), and as such has been critical in helping elucidate the importance of the central nervous system in all chronic pain conditions. Dr. Clauw helped grow the clinical and translational research infrastructure, becoming the first Assistant and then Associate Dean for Clinical Research, and the first Principal Investigator of the University of Michigan Clinical and Translational Sciences Award, and the Founding Director of the Michigan Institute for Clinical and Health Research-*