



**Department of
Veterans Affairs**



Employee Education System

Department of Veterans Affairs Employee Education System (EES)

presents

COURSE NO. 05.ST.CC.NOVCONF.A

Care Coordination & the Caregiver Forum

November 16-18, 2004

in cooperation with

The Office of Care Coordination

Place: Doubletree Hotel Crystal City
300 Army Navy Drive
Arlington, VA 22202

Phone: 703-416-4100

Purpose: This conference will build on the outcomes accomplished last year to increase VISN & VAMC action to implement Care Coordination. It will emphasize assessing caregivers' needs and identify critical elements of their roles. Work will begin on a caregiver assessment tool & designing caregiver support strategies to maximize coping skills & prevent burn-out. Additional content areas include gaining support from senior leaders to best use resources as alternatives to institutional care & leverage VA resources via other federal and local partners.

**Outcome
Objectives:**

At the conclusion of this conference, participants will be able to:

1. identify VA and community resources to support Care Coordination for use by VHA clinicians, veterans and caregivers
2. describe the role of care coordination strategies to improve patient care
3. assess the needs of veterans' caregivers
4. employ evidence-based disease management interventions in care coordination
5. use my Healthe Vet to promote patient self-management
6. implement Care Coordination programs in a variety of settings, especially rural areas
7. plan collaboratively at a VISN level to implement Care Coordination programs

**Target
Audience:**

VHA staff at the VACO, VISN VAMC levels who will develop effective VISN and VAMC care coordination programs, plus staff from Congressional offices

and representatives from caregiver organizations in the community. Suggested VHA participants include VISN and VAMC senior leaders and Care Coordinators, Quality Management Officers, Patient Health Education Coordinators, case managers, clinical providers, social workers or any discipline providing education and support to caregivers.

**Accreditation/
Approval:**

Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

American Nurses Credentialing Center (ANCC)

VA Employee Education System is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

**Continuing
Education
Credit:**

Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System designates this educational activity for a maximum of 17.5 hours in category 1 credit towards the American Medical Association Physician's Recognition Award. Each physician should claim only those hours of credit that he/she actually spent in the educational activity.

American Nurses Credentialing Center (ANCC)

VA Employee Education System designates this educational activity for 21 contact hours in continuing nursing education.

Association of Social Work Boards (ASWB)

VA Employee Education System, Provider Number 1040, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB), (1-800-225-6880) through the Approved Continuing Education (ACE) program. VA Employee Education System maintains responsibility for the program. Social workers will receive 17.5 continuing education clock hours in participating in this course.

The Employee Education System maintains responsibility for the program. A certificate of attendance will be awarded to participants and accreditation records will be on file at the Employee Education System. In order to receive a certificate from EES, you must sign in at the beginning of this activity, complete an evaluation, attend 100% of the program, and pick up your own certificate at the conclusion of the program (certificates will not be mailed). EES cannot issue certificates for less than 100% participation as required by accrediting body regulations.

**Report of
Training:**

It is the program participant's responsibility to ensure that this training is documented in the appropriate location according to his/her locally prescribed process.

Program Schedule

Monday, November 15, 2004

5:00-7:00 p.m. Early Registration

EES Staff

Tuesday, November 16, 2004

8:00 a.m.	Registration	<i>EES Staff</i>
9:00	Introduction and Video Compilation	<i>Adam Darkins</i>
9:15	Keynote Address: The Special Role of the Caregiver	<i>Gordon Mansfield VA Deputy Undersecretary</i>
10:00	Break	
10:15	The Price of Freedom: The Military Experience	
10:30	Caregiver Panel Moderator: <i>Frederick Downs Jr.</i>	<i>Caregivers for Veterans of: WW II Korean War Vietnam Desert Storm Enduring Freedom Iraqi Freedom</i>
12:00 noon	Lunch	
1:00 p.m.	Who are the Caregivers? National Survey Results	<i>Gail Hunt</i>
	Assessing the Needs of Caregivers	<i>Lynn Feinberg Nancy Guberman</i>
2:00	Advocacy for Caregivers	<i>Suzanne Mintz</i>
2:30 p.m.	Break	
3:00-4:00 p.m.	Current Best Practices in Meeting the Needs of Caregivers Moderator: <i>Nancy Campbell</i>	

- 3:00 - Caregiving in the Community:
A Global Perspective *Kathy Kelly*
Rick Greene
- 3:30 - Caregiver Education Programs *Linda Harris*
Emilie Parker
- 4:00 Caregiver Issues: The Research Agenda *Patricia Dorn*
Margaret Giannini
Shirley Meehan
Arthur Sherwood
Ronda Talley

5:00 Adjourn/Evaluations

5:30-7:30 p.m. Poster Session

Wednesday, November 17, 2004

- 8:30 a.m. Nontraditional Ways of Meeting Needs
of Caregivers *Barbara McIntosh*
- 9:30 Vision of the Future: A Macro
Perspective on Ways of Better
Supporting Caregivers *William Feeley*
- 10:00 **Break**
- 10:30 a.m. **Into the Future: Developing a Plan
for Moving Forward** *Breakout Sessions 1-8:*
1. Developing a Caregiver Research
Agenda
Moderator: *Patricia Dorn*
Resource Person: *Nancy Guberman*
 2. Assessing Caregiver Needs
Moderator: *Nancy Campbell*
Resource Person: *Lynn Feinberg*
 3. Providing Caregiver Education
Moderator: *Rita Kobb*
Resource Person:
Emilie Parker
- 10:30 a.m. 4. Building partnerships with Caregiver
(continued) Organizations in the Community
Moderator: *John Sperandio*

Resource Person: *Gail Hunt*

5. Innovative Ways of Meeting
Caregiver Needs
Moderator: *Pat Ryan, Jeff Lowe*
Resource Person: *Kathy Kelly*
6. Advocacy for Caregivers
Moderator: *Joan Van Riper*
Resource Person: *Suzanne Mintz*
7. Policy and Program Development
Re: Caregivers
Moderator: *William Feeley*
Resource Person: *Rick Greene*
8. Developing Outcome Measures for
Successful Caregiver Interventions
Moderator: *Ronald Toseland*
Resource Person: *tbd*

11:30 a.m. **Repeat 10:30 a.m. Breakout Sessions**

12:30 p.m. **Lunch**

1:30 Feedback and Discussion of Breakout
Sessions with Panel of VHA Executives

3:00-3:30 - *Break*

James Burris
Jill Manske
Shirley Meehan
Laura Miller
Catherine Rick

4:30 Day 2 Concluding Remarks and Best
Abstract Award

Nancy Campbell
Adam Darkins

5:00 p.m. Adjourn and Evaluations

Thursday, November 18, 2004

8:30 a.m.	Volunteers as Caregivers	<i>James Delgado Nancy Sutton</i>
9:00	Breakout Sessions: Being a Caregiver for Someone with Special Needs 1. Spinal Cord and MS Patients Moderator: <i>Kristen Day</i> Resource Person: <i>Thomas Stripling</i> 2. Blind and Visual Impairment Moderator: <i>tbd</i> Resource Person: <i>Thomas Miller</i> 3. Mental Health Moderator: <i>Linda Godleski</i> Resource Person: <i>tbd</i> 4. Alzheimers and Dementia Moderator: <i>Susan Cooley</i> Resource Person: <i>Bonnie Hogue</i> 5. Diabetes Moderator: <i>tbd</i> Resource Person: <i>tbd</i> 6. Cancer Moderator: <i>John Sperandeo</i> Resource Person: <i>Bonnie Teschendorf</i> 7. Hospice and Palliative Care Moderator: <i>James Maudlin</i> Resource Person: <i>Kathy Brandt</i>	<i>Breakout Sessions: 1-7</i>
10:30	Break	
11:00	Small Group Reports/ Feedback on Special Needs	
11:45 a.m.	Closing Remarks and Next Steps	<i>Nancy Campbell Adam Darkins</i>
12:15 p.m.	Evaluations and Close	

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Application Procedure: Non-VA employees should register online at: <https://www.ees-learning.net/dod/loginhtml.asp?v=dod>. VA Employees without electronic access and DOD personnel should complete a Department of Veterans Affairs, Employee Education System registration form and forward to the Employee Education System, St. Louis Employee Education Resource Center (14B-JB), #1 Jefferson Barracks Drive, Building 2, St. Louis, MO, 63125, fax to (314) 894-6506, or email to martin.oexner@LRN.va.gov.

Deadline Date: Completed applications are due at the St. Louis Employee Education Resource Center, on or before November 2, 2004. Information on participation may be obtained from Rose Mary Pries, Project Manager, St. Louis Employee Education Resource Center, #1 Jefferson Barracks Drive, St. Louis, MO 63125, phone 314-894-5742.

**Cancellation
Policy:**

Those individuals who have been accepted to attend and need to cancel should notify the St. Louis Employee Education Resource Center, by phone at least two weeks prior to the program at 314-894-6648 x6247.

**Americans with
Disabilities Act
Policy:**

The Employee Education System wishes to ensure no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals attending this workshop because of the absence of auxiliary aids and services. If you require any special arrangements to attend and fully participate in this educational workshop, please contact Rose Mary Pries, phone 314-894-5742, or e-mail rose_mary.pries@lrn.va.gov.

Disclosure(s)

The Employee Education System (EES) must insure balance, independence, objectivity, and scientific rigor to all EES sponsored educational activities. The intent of this disclosure is not to prevent faculty, author, planning committee member or presenter (discloser) with a significant financial or other relationship from presenting materials, but rather to provide the participant with information on which they can make their own judgements. It remains for the participant to determine whether the discloser's interests or relationships influence the materials presented with regard to exposition or conclusion. When an unapproved use of a FDA approved drug or medical device, or an investigational product not yet FDA approved for any purpose is mentioned, EES requires disclosure to the participants.

Each faculty and planning committee member (author, facilitator, moderator) reported having no financial relationships or interests with any commercial topics that are discussed in this activity. This activity includes no discussion of uses of FDA regulated drugs or medical devices which are experimental or off-label.