BURKE, VIRGINIA 22015-1940

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## 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 Healthcare's Transdisciplinary Workforce via: Professional Trainings, Presentations & Publications, Academic & Regulatory Contracts, Distance Learning Course/Curricula Development and Implementation, Moderation of Professional Networking Groups, Professional Mentoring, Clinical Social Work Supervision. (See Professional Affiliations & Awards section for detailed contract listing)

### George Mason University, Fairfax, Virginia, August 2004-Present College of Health and Human Services, Social Work Department <u>Position:</u> 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 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 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 1983State University of New York at Buffalo, Buffalo, New YorkFive-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:**

Athena Forum, LLC

Director of Social Work Education (2011-Present)

## Course Director:

Behavioral Health Excellence Series (launch December 2013) Establishing Your Professional Identify Ethics in Case Management (launch November 2013)

Shriners' Case Management Performance Series

## Course Contributing Faculty:

CM Express COPD Sepsis Care and Resource Management

### PROFESSIONAL AFFILIATIONS & AWARDS (cont'd)

#### **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)

#### **Case Management Society of America (CMSA):**

Contributor:

Career and Knowledge Pathways, Ethics Module (2012-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:

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-Present) Bylaws and Standards Committee (2001-02) Government Affairs: (1996-1998)

#### Distinguished Case Manager of the Year (2002)

#### **Dorland Health:**

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

#### Ellen's Ethical Lens© (Professional Networking)

#### Moderator & Administrator:

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

#### Lippincott, Williams & Wilkins

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

#### PROFESSIONAL AFFILIATIONS & AWARDS (cont'd)

#### **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) 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)

#### University of California-San Diego/Extension

Program Advisory Board Member, Program Consultant: Case Management Certificate Program (2013-Present)

## Virginia Department of Health: Office of the Chief Medical Examiner

Maternal Mortality Review Team (2006-08)

### 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)

## PUBLICATIONS

October 2013	Case Management's Ethical Eight, (abstract acceptance) Case In Point, Dorland Health, Access Intelligence (publication, November 2013)
August 2013	Professionalism: The Integral Competency for Case Management Success, (abstract acceptance-with Teresa Treiger), Case In Point, Dorland Health, Access Intelligence (publication, December 2013)
August 2013	COLLABORATE©: A Universal Competency-Based Paradigm for Professional Case Management-Part 2, Competency Clarification (with Teresa Treiger), CE article, <b>Professional Case Management,</b> 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 (with Teresa Treiger) CE article, <b>Professional Case Management,</b> Lippincott, Williams & Wilkins, 18(3), pg. 122-135
May 2013	COLLABORATE©: A Universal Competency-Based Paradigm for Professional Case Management-Part 3, Key Considerations for Making the Paradigm Shift (with Teresa Treiger), CE article, (abstract acceptance) <b>Professional Case Management,</b> Lippincott, Williams & Wilkins, (publication 19(1))
March 2013	<i>Five Ways Case Managers Contribute to a Hospital's Bottom Line</i> (with Mindy Owen, Tom Rasmussen on behalf of Athena Forum), <b>Becker's Hospital Review</b> , 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, <b>Professional Case Management</b> , Legal and Regulatory Column, Lippincott, Williams and Wilkins (Published Ahead of Print online) Print version 18(3)
January 2013	To Boldly Go Where No Case Manager Has Gone Before: Remote Patient Monitoring (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 18(1), pg. 37-40
June 2012	Professional Resilience Revisited, (with Suzanne Powell) <b>Professional Case Management,</b> 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 <a href="http://www.socialworker.com/digitalmag/winter2012.pdf">http://www.socialworker.com/digitalmag/winter2012.pdf</a>

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, <b>Dorland Health</b> Trends in Care Coordination Forum, <a href="http://www.dorlandhealth.com/forum/showthread.php?9-State-to-State-Licensure">http://www.dorlandhealth.com/forum/showthread.php?9-State-to-State-Licensure</a> , Access Intelligence
April 2011	State to State Licensure: Are You At Risk; Special Feature Interview by Richard Scott, Managing Editor, <b>Dorland Health</b> 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, <b>Professional Case Management,</b> 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, <b>PCM,</b> 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), <b>Return to</b> 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, <b>PCM</b> Lippincott, Williams & Wilkins 13(6), 338-343
May 2008	Developing a Resilience Accountability Continuum: Self-Resilience, Part 1, PCM, 13 (3), pg. 175-78
March 2008	Practicing effectively amid ineffectiveness & other lessons of accountability for the new Health and Human Services Professional, <b>PCM</b> , 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, <b>The Case Manager Journal (TCM)</b> , 20 (4) 68-71; Mosby/Elsevier Publications
January 2006	Self & Balance amid Chaos, TCM, 17 (1) 69-71
March 2005	The Environmental Culture of Practice, TCM, 16 (2) 64-67
September 2004	Was That Fee or Free: Managing Communication Barriers, TCM, 15(5) 52-55;
December 1996	Customer Focused Systems Model, Disease Management: A Systems Approach to Improving Patient Outcomes, Edited by Todd, W. and Nash, D. AHA Publications 252-3 (Published as Ellen Stahl)

## PUBLICATIONS ON BEHALF OF THE COMMISSION FOR CASE MANAGER 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/</u> Understanding\_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, (accepted for publication: 16 (1)
- January 2011 Complex Cases Require a Transdisciplinary Team, RehabPro, Winter 2010 Edition, International Association of Rehabilitation Professionals Publication; 18 (4)

## PUBLICATIONS ON BEHALF OF CCMC (cont'd)

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, <a href="http://healthcarereformmagazine.com/article/understanding-the-impact-of-medical-loss-ratio-on-case-management-and-other-direct-patient-services.html">http://healthcarereformmagazine.com/article/understanding-the-impact-of-medical-loss-ratio-on-case-management-and-other-direct-patient-services.html</a> , Issue 5
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 <b>Professional Case Management,</b> Lippincott, Williams & 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, <b>The New Social Worker</b> , Fall 2009 online @ <u>www.thenewsocialworker.com</u> , White Hat Communications
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; <b>Social Work Today</b> <b>Newsletter</b> , Great Valley Publishing)
	PRESENTATIONS (alphabetically by title):
Nove Octob	ndigm: Ethical Analysis of Case Management Assessment© (with Lynn Muller) mber 2010: Webinar Staff Training, Paradigm Managers Training per 2011: Plenary, Case Management Across the Continuum, Contemporary Forums, Las Vegas, NV mary 2012: Keynote, CMSA, Tuscaloosa Extension of Birmingham Chapter Birmingham, Al.
	<b>ice in a Complex World (with Lynn Muller, CCMC)</b> <b>ber 2010:</b> Concurrent: Paradigm Managers Annual Training on Ethical Considerations, Minneapolis, MN
	e Case Management Workforce (with Mary Beth Newman & Debra Hostettler, CMSA) 2012: Concurrent, CMSA Annual Conference, San Francisco, CA
Marc	<b>ging the Client Village: The Ethical Tango</b> <b>h 2013:</b> Concurrent, DFW CMSA Annual Conference, Irving, TX <b>2013:</b> Regional Training, NASWMD, Linthicum, MD
	ATE©: A Universal Competency-Based Paradigm for Professional Case Management (with Teresa Treiger) 013: Master Series: Best Practice Concurrent, CMSA Annual Conference, New Orleans, LA
	ary Issues Facing Case Managers: What you Need to Know and Do (Professional Case Management Panel) 2013: Hospital Business Symposia, CMSA Annual Conference, New Orleans, LA
	cellence in Practice Competency: Opportunities for Managed Care Nurses (with Teresa Treiger) mber 2013: Fall Managed Care Forum, AAMCN Pre-Conference, Las Vegas, VA

Developing a Professional Resilience Paradigm: The Next Generation of Professional Self-Care 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, 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

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<sup>©</sup> (includes offerings of That HIPAA HYPE, To Boldly Go Where No Case Manager Has Gone Before, and 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 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, NASVA, Charlottesville, VA March 2014: Annual Hemophilia Regional III Conference, Alexandria, VA May 2014: Keynote, CMSA of Kansas City's Annual Conference, Kansas City, MO

### 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
- 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
- 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: The Integral Competency for Case Management Success May 2013: Concurrent: Dorland's 5<sup>th</sup> 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 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/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, 2<sup>nd</sup> 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

### 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 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: NASWWVA 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, FL 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

#### <u>NASW of Virginia Clinical Supervision Certificate Training:</u> <u>A Practical Approach to Supervision: NASW of Virginia</u> <u>March-April 2011: 12 hr. module, Fairfax County Department of Family Services, Fairfax, VA</u>

## 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

## 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. Arlinaton County DHS. Arlinaton, 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, N. VA October 2013: 14 hr. module, N. VA

## 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

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## **References furnished upon Request**