

THE CHAPTER DISPATCH

February 2007

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AT A GLANCE – Important Dates

2007 CALENDAR

Feb 1	Spring MEMBER-GET-A-MEMBER CAMPAIGN begins
Feb 28	CHAPTER INNOVATION AWARD Entry Deadline
Feb 28	Deadline-Award of Excellence in Adherence Management (AEAM) nominations
March 1	CPC Nomination Deadline
Mar 15	CPC ELECTION OPENS – Presidents only
Mar 20	National Board Election Closes
Apr 30	Spring MEMBER-GET-A-MEMBER CAMPAIGN closes
Jun 20	CHAPTER LEADERSHIP WORKSHOP, Denver, CO

Member-Get-a-Member Campaign

Help Build the Future of Case Management

Your voice and your efforts can help increase interest and participation in CMSA. Your participation in member development campaigns plays an important and vital role in ensuring the vitality of the Society and the case management industry.

Each time you recruit a new member or spread the word about case management, you contribute to CMSA's growth, as well as strengthen the Society's position as the leader in the Case Management industry.

CMSA currently has **over** 10,000 members, but there is always room for more! The stronger the Society, the more opportunities it has to offer its members. So, talk to your coworkers, friends, and case management colleagues, and join the CMSA Membership Drive to corral some new CMSA members. You can receive some nice prizes for your hard work, too!

CMSA's Spring Member Round-Up has begun, February 1 – April 30, 2007

Round up your case/care management coworkers, friends, and colleagues and recruit new members for CMSA's Spring Member-Get-a-Member campaign. When your recruits join CMSA, you receive the following for each new member:

- **FIRST RECRUIT:** A CMSA Member pin
- **EACH RECRUIT:** A \$5 CMSA coupon for each person recruited
- **FIVE OR MORE RECRUITS:** One free year of CMSA membership
- **TOP RECRUITER:** A complimentary Denver 2007 conference registration

Be sure to include your name, city, and state on all applications before dispersing. **Special Member-Get-a-Member Applications are available from the CMSA website** – link at the bottom of the homepage! Include information on local chapter activity and contacts in your packets. CMSA tracks the new members for each Recruiter from the area on the special Individual Membership Application where the Recruiter adds their name, city and state. This will be the only way National Office will know that the member was recruited by you. Recruiters will be highlighted on the website, in *The Chapter Dispatch*, in *The Case Report*, and more.

Get more info at www.cmsa.org/recruit

Case Management Writing Contest

Help us Celebrate Our New Relationship-Enter the Writing Contest

CMSA and Dorland Health Care Information, publisher of *Case in Point*, are hosting their first **CASE MANAGEMENT WRITING CONTEST**, to help mark their new relationship, and to encourage the sharing of best practices. The contest is open to all readers who wish to tell their stories. Enter today- not only will you have the chance to be published in *Case in Point*, but you will also have the opportunity to win one of the valuable prizes listed below:

- **GRAND PRIZE: FREE FULL CONFERENCE REGISTRATION TO DENVER 2007**
CMSA's 17th Annual Conference & Expo, June 19-23, 2007, at the Hyatt Regency Denver & Colorado Convention Center
- **A one-year CMSA membership**
- **A complete set of the Dorland Healthcare Website Guide**

- **A complete set of the Case Management Resource Guide**

Contest Rules

- Entries must be **500 words** in length and demonstrate **“How The Case Management Process Helped You Or Your Organization Overcome A Health-Related Challenge”**.
- **Four winners** will be randomly selected from all eligible entries.
- Winning Entries will **appear in the JUNE 2007 issue of *Case in Point*** and may be edited for length, style, and grammar.
- **Send entries via email to Anne Llewellyn, Editor in Chief, *Case in Point* at allewellyn@dorlandhealth.com by April 2, 2007**, to be entered in the contest.

Award for Excellence in Adherence Management (AEAM)

2007 Award Entry Deadline February 28

The third annual national AEAM will be presented at the CMSA national conference in June, 2007. The deadline for entries is Feb 28 . Created to acknowledge individual case managers who demonstrate excellence in applying CMSA’s Case Management Adherence Guidelines (CMAG) and use of the online CMAGTracker tool, the AEAM includes a cash award of \$1500 and a plaque. Entries are open only to CMSA members who have attended a CMAG training workshop.

Applicants must complete the following activities:

1. Register to use the online CMAG Tracker system.
2. Enter assessment data from at least one patient into the CMAG Tracker system.
3. Submit an essay describing the applicant’s activities to improve patient adherence to prescribed medications using skills or strategies learned in a CMAG workshop. Case manager essays may address any of the following activities, but must specifically reference CMSA’s Case Management Adherence Guidelines:
 - A case study of one patient whose adherence improved through the case manager’s use of motivational interviewing
 - Population based activities conducted by the case manager to improve medication adherence in a group of patients
 - Training and education activities of the case manager to improve adherence management practices of other case managers.

The award decision will be made by an advisory committee appointed by CMSA. The AEAM award winner will receive official award ceremony recognition at CMSA’s Annual Conference June 19-23, 2007, at the Hyatt Regency Denver at the Colorado Convention Center in Denver, CO. **Deadline for application for CMSA’s 2007 AEAM Award is Feb 28. This is a New Deadline!** All essays must be submitted electronically and become CMSA property. Contact CMSA for rules and application details.

2007 SNEAK National Directory of Independent Medical Examiners

SNEAK 2007 **National Directory of Independent Medical Examiners** print directory is now available. This directory contains hundreds of IME Doctors and dozens of other excellent resources. The **Free** Directory is both a printed version and an online database <http://www.imenet.com/default.asp> . Any one interested in a free copy of the **2007 SEAK National Directory of Independent Medical Examiners**, please send an email to Alex@seak.com requesting the IME directory

CHAPTER REMINDERS

Excellence & Innovation Award Program – NEW DEADLINE!

Enter your chapter's best projects in CMSA's 2007 Chapter Excellence & Innovation Awards (CEIA). Entries will be accepted in the five categories Best use of *Technology*, *Conference*, *Educational Programming*, *Membership Development*, and *Print*. **Entries will be taken until February 28, 2007. This is a New Deadline!** **Entries reflect activities from Jan 1-Dec 31.** Visit www.cmsa.org, click on "Your Career" then on "Awards" to find out more and to download entry forms. Recipients of these awards will be recognized at the Denver 2007 Annual Conference.

Tips on Entering the Competition:

- Fill out the entry forms as completely as possible. Judges look at the description on the form, so provide information as completely, yet concisely, as possible. Supporting reports, brochures, videotapes, and photos are optional, but welcomed.
- Concentrate on the goal, its impact, the outcome and significance of the success. While numbers are very important, also include how the activity improved the lives of those involved or the community at large.

Chapter Excellence and Innovation Award Categories:

- ⇒ Best Use of Technology
- ⇒ Conference
- ⇒ Educational Programming
- ⇒ Membership Development
- ⇒ Print

Chapter Presidents' Council Rep

Be a National Board Member and the voice of the chapters! This liaison position is the voice for the chapter leaders to the National Board and shares industry issues, requests, needs, and solutions related to chapters. This position is elected by the Chapter Presidents beginning **March 15**. Term of Office will begin June 2007 during CMSA's Annual Conference.

Nominations packets were emailed to all Chapter Presidents on January 4, 2007. If you did not receive yours, please contact njackson@acminet.com for a copy. See your packet for eligibility criteria or contact the National Office. **Nominations must be postmarked by March 1, 2007.**

CHAPTER HIGHLIGHTS

To contact any of the local affiliate or pending chapters, visit www.cmsa.org – under the Membership link choose Chapter.

Official CMSA Chapters

Fresno, CA

Monthly chapter meetings are on the agenda and there are many items of interest that should generate increased attendance and active membership commitment. On Jan. 31 a morning seminar was sponsored by the BioClarity Company. The role of DNA testing as it relates to genetic predisposition towards chemical dependency from prescription pain medication was discussed. Two local physicians and speakers from the company will present some very interesting and exciting developments in this area. The complex ethical issues associated with this new technology and treatment protocols will also be addressed. A quality local restaurant or elegant meeting facility venue gave the guests an even more pleasing experience while they learn!

Future plans for the spring include a Luncheon in March where the members fill and bring Easter Baskets to donate to a local charity. This annual event is held at the Spike and Rail Restaurant just off of Highway 99 in Selma, CA and is always a lot of fun for all attendees. April promises a meeting presentation on Elder Care featuring a guest speaker Lori Hickman. Women's Health Month, May, the chapter will hold a special meeting on May 9 and a large crowd is expected to attend!

It is exciting to see how the Central California Chapter of the C.M.S.A. is growing and developing into an active and vital part of the community. Case Managers meet together, form friendships and professional liaison relationships, and decide to make a positive impact on the care of all we serve. Look forward to seeing a lot of growth and changes from this chapter!

Hartford, CT

Maureen Fiore RN, CCM has been named Connecticut Chapter - Case Manager of the Year 2006(first of it's kind). She received a free 1 year membership & \$375.00 for education expenditure.

The Eighth Annual Conference of the Connecticut Chapter CMSA was held on October 11, 2006 at the Cromwell Crowne Plaza in Cromwell, Connecticut. What a turn out! There were lots of new vendors and so many attendees to fill up several rooms while several presentations were taking place at the same time. Governor M. Jodie Rell declared the week of Oct 9-13, 2006 as Case Manager Week in the State of Connecticut. Adam Jeamal, Director of Public Affairs, presented the proclamation to the organization during the 8th Annual State Conference. Save the date for next year's conference: Oct 3, 2007. CT CMSA is seeking Poster Presentations for their day long conference.

For the second year CT CMSA is offering five \$1,000 Scholarships to members of CT CMSA to attend the National conference June 2007 in Denver Colorado. Deadline is Feb 28.

Dr Kenneth D Miller Medical Oncologist from Yale New Haven Hospital speaking on "Walking in our patient's shoes" Empathy in medicine. March 15th sponsored by Gaylord & will be held at Gaylord Hospital on Chinese medicine & Acupuncture. In April the seminar will be on Substance abuse -- Dr Ahmed Khan will speak on the Infuse Bone Graft +LT-CAGE Lumbar Tapered Fusion Device May 9th 2007 at the Yankee Silversmith Inn.

Orlando, FL

If you did not attend the January 2007 chapter meeting for the Central Florida CMSA chapter, you really missed a great meeting. The 2007 Officers/Board were introduced by President Marilyn Doty. Each board member was then pinned. It was announced the chapters new website is up and running. Be sure to check it out at www.centralfloridacmsa.org. Updated the information and should have everything in place soon.

This week's program and luncheon was sponsored by Medtronic. The speakers were Dr. Richard Gilson and Dr. Nizam Razack. The topic was an Overview of Deep Brain Stimulation Therapy. A demonstration was given on how the stimulation works if the system is turned off what the effects are. There were 94 persons present including guests. If you are in the Central Florida area, be sure to look them up on the fourth Thursday of the month. Directions and topics are available on the website.

Honolulu, HI

Aloha! The Hawaii chapter is presenting "Medical Fraud-Are You Part of the Solution?" on February 21 at the Hilton Hawaiian Village from 5:30-7:30pm. Speakers are Margie Sasaki, Manager of the Benefits Integrity Department at HMSA (Blue Cross/Blue Shield) and Bryan Emmerson, FBI Special Agent. This is the first after work hours meeting.

Chicago, IL

CMSA Chicago's monthly dinner meeting was on Feb 13th at Pappadeaux Seafood Kitchen/Arlington Heights. Peter Hoepfner did a presentation on Upper Extremity Nerve Compression. Sponsored by Athletico.

Fort Wayne, IN

Fort Wayne Indiana CMSA Chapter is planning a seminar titled "Everything you wanted to know about Case Management but were afraid to ask." Debbie Stubbs with Summit Reinsurance will be the presenter. It will be held at the Rehabilitation Hospital of Fort Wayne (located near Lutheran Hospital) on Feb. 20, 2007. 3.5 CEUs will be available.

Springfield, MO

The CMSA of Springfield and the greater Ozarks held its board meeting this month and began planning for the chapters 10th anniversary celebration. A annual meeting will be held at the end of the year with a banquet where new offices will be elected. In celebration of the 10th anniversary the chapter is planning to make the banquet/annual meeting very special with something to commemorate this special time for each member. The planning of the annual seminar is in the beginning stages.

Greensboro, NC

Sandhills Extension of Piedmont Triad Chapter has had two planning meetings. Invitations to join CMSA and further educational opportunities via the extension will go out in two weeks. The first official meeting is Tuesday April 3rd. Any request response or interest of anyone to use the new email address sandhillsextensionofcmsa@hotmail.com.

Albuquerque, NM

The Rio Grange Chapter of CMSA is having their annual 2 day Conference titled Case Management, A Rainbow of Opportunity, during Balloon Fiesta time in Albuquerque, NM on October 4-5th 2007.

New York, NY

A mailing to the membership is being prepared to obtain updated email and telephone contact data, since most member communications are sent via email, with telephone outreach, as necessary. Many members list work contact data when they register with CMSA. So, when they change jobs, their contact data is no longer valid. The mailing will include a survey to solicit feedback on the best days of the week and times for future conferences, as well as suggested topics for future meetings.

Hudson Valley, NY

Yo Ho, No Snow!!! Well, at least not yet for the HV-CMSA downstate region. The Hudson Valley Chapter of CMSA is proud to announce that they have surpassed their initial goal of a 20% in growth for chapter membership with an all-time membership tally of 159 members! Thank-you all for your continued support and involvement in the chapter. They could not have achieved their goal without your continued support! Watch for us at National in Denver as they plan on submitting their continued growth to the CMSA Chapter Excellence and Innovation Awards Forum!

The chapter first event for the 2007 season was at an annual and always spectacular spot, the Culinary Institute of America in New Hyde Park overlooking the majestic Hudson River. Always an awesome and well-attended event, the chapter was lucky to have Stephanie Wimmer from Medtronics, Inc. graciously sponsor a served, three-course dinner at the St. Andrews Café. As always, the dinner was superbly prepared and beautifully presented by energetic students of the Culinary Institute. Their dynamic speaker, Steven Walker, covered “Treatments for Benign Prostatic Hypertrophy” and an interesting and innovative subject, attendance was at an all time high for this event with 44 attendees! Also, six new members were recruited and warmly welcomed to the Hudson Valley Chapter with one lucky new member winning a great raffle prize! In addition, Medtronics and the chapter raffled off multiple gifts and enjoyed presenting to each attendee an HV-CMSA monogrammed bag.

The upcoming event for March 7, 2007 will be at a familiar spot, Sam’s of Gedney Way in White Plains. Graciously sponsored by Mike Morseon of Cyberonics, Inc., he will be presenting The VNS Therapy System and “Vagus Nerve Stimulation in the Treatment of Treatment Resistant Depression”. This presentation has been approved for 1.0 Ceu’s and as always, a delicious buffet dinner will be served so reserve your spot soon!

If you would like to receive future chapter notices please contact their President, Nancy Heitman at nanat24@optonline.net. The chapter would love to keep you informed and remember CMSA members always attend HV-CMSA meetings free with advance paid registration! For all future Hudson Valley CMSA events, please frequently check out the website at www.hvcmsa.org.

Chattanooga, TN

Chattanooga Chapter CMSA held their monthly meeting on February 13. Matria provided the program titled “An Update of the Management of Preterm Labor”.

One of the goals for this year’s Board of Directors was a 10% increase in membership to 110. The board is excited that they have surpassed the goal and currently have 112 members with several more potential members visiting the chapter functions.

Plans continue for the annual spring seminar April 13, 2007. The theme for this year’s conference is “Case Management: Catch the Excitement” which ties into Chattanooga’s downtown location and community support of their aquarium. There will be a kick off reception in the evening on April. There are several nationally known speakers scheduled including CMSA National President Connie Commander, Dr. John Banja, and Tim Durkin participating in what is going to be a fantastic event for their members and community.

A recent survey was completed of the chapters membership, and their chapter members volunteer at 17 different organizations in their community proving case managers outreach and work doesn't stop with their immediate clients.

Richmond, VA

The Virginia Chapter of the Case Management Society of America has focused their initiatives this past year on the growth of membership, member participation and education regarding issues of interest for case managers in Virginia. Education Series - Members have had the opportunity to interact with several outstanding speakers in the education series during fall 2006: September - Bridging Case Management & Primary Gaps in a Military Setting - Members had the opportunity to hear Glenda Lewis-Fleming, MSW, ACSW, FAHM & Derenda Farmer Lovelace, RN, C, BSN present their seminar that was highlighted at the National CMSA meeting. October - Cultural Diversity and Ethics - Carol Stolte Upman, CCM Commissioner, assisted the Virginia Chapter in celebrating Case Management with her presentation on cultural diversity and ethics. November - Expectations for Clinical Outcomes for Orthopedic Injuries: A Physical Therapist's Perspective - Tom Bohanon, MT, OCS, gave great pointers for on how case managers can facilitate their working relationship with physical therapists.

Case Management 101: "Back to the Future - Presenter: Betty Overbey was as success in January; February - **Workplace Diversity** - Presenter: Greg Davis. Membership Participation & Growth - Social opportunities for members to build the strength of relationships have included both the Case Management Week meeting held at a James River Winery and a holiday gathering open to all members. Reminders regarding meetings are being sent out both electronically and via post cards for all events and educational seminars to promote ongoing participation.

Leadership Tips

Succession Planning and Future Leaders

Characteristics of an Effective Succession Plan

- Goes three years out
- Outlines information transfer
- Includes contingency planning
- Includes mentoring
- Provides "career path"/road map for chapter leadership
- Instills enthusiasm and fun
- No twisted arms
- Has support from past leaders
- Draws from a pool of qualified, credible candidates

Barriers to Effective Succession Planning

- Volunteer Burnout
- Significant time commitment
- Succession plan is last minute
- Lack of training
- Loss of momentum
- Not enough people in the pool
- Don't articulate value of leadership
- People get stagnant or in comfort zone and won't give up position
- Life changes - family commitments, babies, job changes, transfers
- Haphazard - each leader recruits successor and the effort isn't coordinated
- No one person is accountable
- Lack of employer support

Identification and Training of Potential Leaders

- Create a leadership institute - open to all members; provided at no cost; multiple sessions (6-8); covers various aspects of chapter leadership and leadership in general
- Provide professional development for board and committee members, covering topics such as facilitation, meeting management, etc.
- Strong committee structure
- Use member meeting evaluations to gather names of people who are willing to volunteer. Follow up quickly.
- New member orientation
- New member contacts directly from president/senior leadership
- Board buddies - executive board support for others
- Have a Director of Volunteers
- **ASK, ASK, ASK**

Helpful Website for Chapter Treasurers

This website was discovered by one of your fellow chapter leaders. Their chapter has had success in using it and wanted to share it with fellow local leaders of CMSA.

This program may be of some help organize the duties of the treasurer position for your chapter. This Internet based bookkeeping program is so easy to use for the non-accountant.

This site has some very helpful features. It is easy to use, customizable, and secure. There is the capability for the board members to have "view only" access so they can look at the accounts and see the financial state of affairs in order to plan a workable budget for events based on money in the bank.

Take a look read over the stories of the volunteers who devised the program.

<http://www.nonprofitcentral.biz/>

***CMSA is NOT endorsing any part of this website, this is just information provided to be used as an option.**