



Chapter Dispatch

April 2008

Volume 7 Issue 63

2008 Spring Member-Get-A-Member Campaign

Important dates:

2008 CALENDAR

- April 24** Super Saver Rate for conference Registration ends
- Feb 1-April 30** Spring Member get a Member Campaign
- June 17** Chapter leadership Mixer
- June 18** Chapter Leadership Workshop
- June 19-23** 18th Annual Conference Orlando, FL.

As the fall membership drive comes to a close, your participation in member development campaigns can still play an important and vital role in ensuring the vitality of the Society and the case management industry. Your efforts never go unnoticed and 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.



This is a great way for you to get involved in the recruitment! Simply print out the Member-Get-A-Member applications located at www.cmsa.org/recruit.

Don't forget to put your name and chapter on the 'recruited by' section to get credit.

You must also be a member to qualify! You may recruit Individuals or even a group Company Membership! Please continue to round up your case/care management, coworkers, friends, and

colleagues and recruit new members. 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 Orlando 2008 conference registration

Time Frame for Contest

February 1– April 30

For more information and ideas on how to promote the program, visit www.cmsa.org/recruit.

As of April 15th we have about **78** new members have been recruited.



Christine Tocco is in the lead with **16** recruits.

Keep up the Good Work!

18th Annual Conference and Expo



CMSA's 18th Annual Conference & Expo is the largest case management event of the year and an exclusive opportunity for you to connect with over 300 companies that will be available and ready to share knowledge, insights, and cutting-edge solutions. Our educational sessions will engage your unique abilities to move from "what is" toward

us on this incredible journey as we create new ways to add professional value, develop critical thinking skills, enhance careers and learn experientially. This conference will be your source of cutting-edge practical advice, proven strategies, and how-to guidance. For more information on fees and registration visit www.cmsa.com.

Register Soon!
The super saver rate of **\$679** ends **April 25!**

Is your chapter going to the 18th Annual Conference in Orlando as a group?

Why not show up in a limited edition Conference T-shirt!

This colorful T-shirt is available for order, please visit www.cmsa.org to download an order form today!



Meet Your New Chapter Presidents Council Representative



Kathleen Fraser RN, MHA, CCM, CRRN is currently the Regional Team Manager at Zurich Services; Kathleen is the supervisor over nurses and Case Managers in Texas, Louisiana, Kansas, Missouri, Nebraska, and Mississippi. She has to manage her staff from afar which makes communication key and she prides herself

on maintaining a very open and honest level of communication with all her staff. She currently holds the

2007 Zurich Services National Bronze Award for Leadership in the National Medical Model Rollout and Chairing Emergency Relief committee which created a National Natural Disaster Plan for Remote Employees.

Kathleen is now the current president of her local chapter, Houston/Gulf Coast Chapter of the Case Management Society of America. She has actively served in the Houston/Gulf Coast chapter's board in various leadership roles since 1993. She has been an active member of CMSA since 1993.

Chapter Leader Mixer

You have been invited to attend the **First Annual Chapter Leader Mixer:**

Where: Conference and Expo in Orlando, Wekiwa 1

When: Monday, June 16, 7:00p-9:00p (*Registration begins at 6:30p*)

This event is will give you the opportunity to network with other chapter leaders of CMSA. Door prizes, light appetizers, and a cash bar will be available.



Event Highlights

There will be plenty of **networking** time so make sure you bring your business cards. If your chapter does not have any, a small investment can create a great networking tool.

A **Mentor Corner** for newer chapter leaders to meet with more experienced chapter leaders. Get connected and stay connected year round! We are looking for mentors with expertise in: chapter conferences, new chapter development, leadership transitions, membership recruitment, etc...

To add some excitement, each chapter attending is encouraged to donate a **Door Prize** that represents your city or state. These door prizes will be given out throughout the event. If you have not received an invitation through e-mail please contact njackson@acminet.com .

2008 Conference Leadership Events



Tues, Jun 17 Chapter Leadership Workshop

There is an additional fee of \$79 to register for this workshop. All chapter leaders are welcome to attend this informative workshop.

Tues, Jun 17 Annual Membership Meeting

Meet National Board and receive information on benefits updates & initiatives.

Wed, Jun 18 Chapter Presidents Council Luncheon

This is for all chapter Presidents, Vice Presidents, and President Elects. Find out Innovation Award Winners.

Thurs, Jun 19 Main Session – Chapter Innovations Award Winner Recognition

Winning chapters may have up to 3 leaders on stage to acknowledge their award in front of attendees.

Letter from your CPC Rep

Hello all-

Spring was trying to arrive in DC- the flowers were blooming although it was damp, windy and cold at times.

Peter and I have updated you both on the Forum- but our trip to the Hill and BOD meeting were very productive, these are exciting times to be a Healthcare professional and especially a Case Manager.

Make sure you respond to Nikki and let her know if you'll be attending the Chapter Leaders Mixer on Monday night of the Orlando Conference, Please plan to come and meet current and incoming BOD members, ask questions, win prizes and relax.

There is still time to sign up for the Chapter Leaders Events, so make sure you sign up and if you have any questions contact Nikki at the national office. Nikki is responsible for the Dispatch's great new look as well as keeping us apprised of our chapter responsibilities at times. She is the contact person for updating your new officer listings and adding them to the new CPC forum.

I want to Congratulate Kathleen Frazer, your new CPC rep. Kathleen and I will be welcoming you at the Chapter Presidents Council luncheon, and she will be leading you in the CPC forum next year as well as representing you on the BOD. So make sure to meet her at the conference, she will be your liaison.

As promised here are some pictures of the cherry blossoms in DC, if there is room.

Cheryl



Chapter Highlights

Volume 7 Issue



Los Angeles, CA

The Southern California chapter is going to have a great conference May 14th they are having two tracks; one for hospital and one for others---great vendor faire-----Bionics galore: the I Hand, the Proprio Foot, C leg, etc. -----The Walkstation -----so New, but

the chapter thinks it will revolutionize the work site. The chapter also sponsored Sandra Lowery's CCM prep class also-----with 36 or more in attendance, many of whom travelled from Southern CA; one even came from Washington State.

Long Island, NY

CMSA LI had a wonderful program and turnout at it's recent April 2, 2008 dinner meeting. Connie Commander, immediate Past President of CMSA, was the featured speaker for the evening. She presented on a very current and lively topic, Transitions of Care.

- explore the benefits for the individual when effective transitioning of care is done in all health care delivery settings.

Objectives included:

- explore the national focus of improving transitions of care with multiple governing and regulatory bodies;
- define the role and responsibilities of the CM in Transitions of Care across all continuum of care lines;

CMSA LI's next meeting is scheduled for June 4, 2008.

The program will be on Osteoporosis.

The Annual Conference will be on October 23 2008 and will be held at the Westbury Manor. Featured speakers will be Anne Llewellyn, Editor of Case In Point, and Margie Wood from the Humor Project. Please hold the date for a most enlightening and fun evening!

Chattanooga, TN

The CCMSA held its eleventh annual Spring Conference on April 11, 2008. The Chattanooga Choo Choo Convention Center gardens were stunning with flowers, fountains, and Case Managers. Local and National speakers brought educational presentations regarding varied and timely subjects.

[Academy Rewards of case management](#) theme afforded the ballroom to be decorated in the

Academy Awards fashion, complete with a red carpet runway, movie memorabilia, and quotes from famous screen actors.

Two local and national CMSA memberships were presented as prizes and also a registration to the CMSA National Conference in Orlando was won by an eligible attendee. The 31 vendors who exhibited their products and services are great supporters and advocates for our Chattanooga CMSA Chapter.

Dallas, TX

What a conference!

The 16th annual DFW CMSA annual conference was held April 2-5. And it was a great success. Over 275 attendees enjoyed national general session speakers as well as terrific concurrent session presenters. The exhibit hall was filled to overflowing with 76 booths and representatives from every area of healthcare. The CCM Prep Class, held the Saturday following the closing session of the conference, was attended by 35 nurses and social workers who are preparing to step up to the next level in professional case management.

The Silent Auction, sponsored by the Strategic Planning Committee, was a huge success. Over \$2,000 was raised that will allow the Committee to continue to provide case management education locally and across north Texas.

Sales of the Chapter logo denim shirts were brisk during the conference. The shirts have been a very popular item and will be available on an ongoing basis on the Chapter website dfwcmsa.com.

Case Manager of the Year

Pattie Pittman was honored with the Case Man-

ager of the Year award at the conference. Her achievements as a practicing case manager as well as all of her efforts as a Chapter member, officer and past president were recognized with this award. Pattie is dedicated to the continued success of her Chapter and works diligently, giving of her time and expertise.

On the Road...Again

The Strategic Planning Committee will be taking the day seminar on the road again. This time targeting east Texas. Dates and location will be announced soon.

Our Colleague Needs Your Support

We all know and love Nancy Skinner. She has done so much for the profession of case management. Nancy is always the first to offer support and encouragement to any case manager. Her devotion to CMSA and the practice of case management is unparalleled. Now she needs all of us. Her 9 month old grand daughter, Lilli, has been diagnosed with Infantile Leukemia. She is struggling with not only the disease but also the rigors of the harsh treatment. Please keep Nancy and her family in your thoughts and prayers. You may email your support to her at casemanager@mac.com.

Houston, TX

It has been such an eventful year for the Houston/Gulf Coast Chapter. The chapter ended 2007 with a wonderful Holiday Party in December where besides great fun, food and networking, we raised \$700 for the Houston Fire Fighters Burned and Crippled Children's Fund. Three Houston Fire Fighters that had posed in their 2008 Calendar, joined the attendees, signing autographs on the purchased Calendars.

In January, the chapter monthly "Lunch and Learn" moved to our new location in the Houston Galleria Indigo Hotel and with every meeting

since January, attendance has grown with wonderful reviews by all.

The chapters 2008 Annual Educational Conference Committee is in full swing so please mark your calendars for September 10 at the George R. Brown Convention Center. Last year was the chapters first one day conference in 15 years, and the response on the evaluations were unanimously in favor of keeping that same shortened schedule for future years.

The chapter is proud to announce that Kathleen Fraser won the election as the 2008-2009 Chairperson of the President's Council for CMSA. She is excited to serve and ready to keep all of the Chapter President's informed and bring your questions, needs and opinions to our National Board!

Fort Wayne, IN

Each year the goal of the Chapter Education Committee is to provide at least 12 contact hours of educational sessions focusing on topics indentified by participants during previous educational seminars. The Ft. Wayne chapter has an upcoming seminar on April 23, 2008 which will address Indiana Medicaid 2008.

State rules and regulations continue to changes as related to Medicaid, so an updated overview is always helpful and has been requested by our constituency. In September, the chapter plans to schedule CMAG-2 training session, hopefully recruited one of the national CMSA speakers to present the information.

Richmond, VA

The Central Virginia Chapter of CMSA's primary objectives are to provide education and networking opportunities to case managers. The response through increased attendance is very exciting. Monthly meetings cover a variety of topics applicable to case managers with an added bonus of meetings being held at different facilities each month. This provides the case manager

with first hand exposure to community resources. For example, a program on "gait training" was hosted by a prosthetic company. Attendees received a tour of their workshop and saw how prosthetics are made. The chapter is carrying the idea of networking a step further through a purely social "Dinner Club" that meets at a different restaurant each month.

Better Board Meetings

Best Practices: The Green Meeting Six

Follow these six easy best practices for planning and attending a green meeting, event, conference or training program:

GREEN MEETING TIP NUMBER 1

Choose host cities and event venues strategically to minimize travel and transportation

Locating events in a location central to your attendee base can reduce the overall carbon footprint of personal travel and materials shipping. Keep public transit, group transportation and walking distance options in mind when planning on multiple venues and hotel blocks.

GREEN MEETING TIP NUMBER 2

Make the entire online registration process paperless

Online registration software completely eliminates the need to produce paper event marketing materials or registration forms. Gas guzzling shipping and waiting times are things of the past when you have dynamic, custom designed registration websites that are available 24/7/365.

GREEN MEETING TIP NUMBER 3

Downsize or eliminate collateral entirely

Design smaller scale printed show guides and supplements. Be revolutionary and eliminate printed show guides entirely. Make details available online before and after events or at strategically placed touch-screen kiosks with details during events.

GREEN MEETING TIP NUMBER 4

Encourage reusable water containers

You can keep tons of individual water bottles from crowding up landfills and even save on the energy that would be used to recycle them by encouraging reusable water containers. Give attendees an eco-friendly drinking container or logo jug that at registration that can be refilled at water stations located through out your event. If you are planning a small meeting or training, offer glassware service.

GREEN MEETING TIP NUMBER 5

Make notes and presentation handouts digital

During speaker presentations and program sessions, you can greatly reduce paper waste by encouraging attendees to take notes on their PDA device. Even more convenient, make presentations and handouts viewable or downloadable online after the event or email them to attendees.

GREEN MEETING TIP NUMBER 6

Choose give-aways that are made from recycled and/or biodegradable materials

Give-aways items are a great way to connect with attendees, and they can also be eco-friendly if they are made from recycled and/or biodegradable materials.

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URAC releases draft standards for public input for nine health care management accreditation programs

Changes include proactive delivery of health care information to patients for disease management, case management programs

Washington, DC - April 3, 2008 Today URAC called for public comment on revisions to standards across nine of its health care management accreditation programs. URAC is seeking input from any interested parties, including purchasers, policy makers, consumers, health care management organizations and health plans. **The deadline for public comment is May 21, 2008.**

URAC's Health Standards Committee reviewed and revised the standards now open for public comment. Among the changes were clarifications for the Independent Review Organization program relative to timelines and compliance with state and federal law. Key changes to the Case Management and Disease Management accreditation programs included standards for the proactive delivery of health care information to patients.

No changes were made for the remaining health care management accreditation standards except for assigning weights to each standard element as part of URAC's revised scoring methodology. The new scoring methodology is a refinement from earlier versions and is easier for accredited organizations to understand. These changes affect the following accreditation programs: Health Utilization Management, Workers' Compensation Utilization Management, Provider Credentialing, Credentials Verification Organization, Claims Processing, and Consumer Education and Support.

"Public comment is critical to the continuous quality improvement process used by the URAC Health Standards Committee in its review and updating of the accreditations standards," said Douglas Metz, chairman of the Health Standards Committee and chief health services officer for American Specialty Health. "The Committee carefully reviews every comment and takes them into consideration in the editing process."

The draft standards are available for review at www.urac.org/publiccomment/. URAC will only accept comments through this online comment form.

All comments submitted by the deadline will be considered prior to final changes to the standards. Revisions will be submitted to URAC's Board of Directors for final approval at the end of July, 2008, and applications will be accepted under the revised standards starting Jan. 1, 2009.

About URAC

URAC, an independent, nonprofit organization, is well-known as a leader in promoting health care quality through its accreditation and education programs. URAC offers a wide range of quality benchmarking programs and services that keep pace with the rapid changes in the health care system, and provide a symbol of excellence for organizations to validate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the entire health care industry. For more information, visit www.urac.org

For more information about URAC go to: <http://www.urac.org>

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