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Washington Medical Case Management Association

Monthly eNewsletter

January 2010

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President's Message

A survey of the WMCMA membership was conducted in the Fall via paper at the WMCMA Annual Conference & Expo and electronically with 68 members responding. The purpose of the survey was to obtain feedback from the members regarding preference for meeting location, time, monthly meeting topics, WMCMA Annual Conference & Expo topics, and interest in serving on Committees or Board in 2010. The questionnaire also included requests for suggestions for the recipient of the Silent Auction proceeds and recommendations for the Case Management Awards which were announced at the meeting in December. The following summary highlights the results of the survey:

Meeting Location - Almost 80% of the respondents recommended continuance of meetings at the Lynnwood Convention Center. Suggestions for other locations: hospitals 3%, other locations 14% (e.g. Seattle, Tacoma, Renton, rotation of meetings), no response 3%.

Monthly Meeting Time - Over 66% of the respondents preferred Lunch meetings; 10% Breakfast, 7% afternoon or early dinner, and 17% dinner.

Reasons for not attending - This question was asked on the electronic survey only with 28 responses. Location was noted by 36% of the respondents, time of meeting 18%, cost 7%, and topic 7%.

Monthly Meeting Topics - There were multiple responses to this question, so they have been grouped and ranked in order of frequency of response: (1) future of health care, (2) regulatory and clinical information (tied), (3) leadership, (4) public policy, (5) licensure, (6) other responses. Some of our topics are selected based on financial support or sponsorship of the meetings by our partners in healthcare. WMCMA welcomes suggestions for educational sponsorship for the

meetings. Please contact WMCMA if you know of someone who would be interested.

Thank you for participating in this survey. Your thoughtful responses are being reviewed by the Board of Directors and will be used to guide discussions and decisions for WMCMA.

Dianne Gesner-Moore
WMCMA Immediate Past President

WMCMA January 2010 Meeting Highlights

On January 14, 2010, WMCMA held its monthly meeting at the Lynnwood Convention Center. This month's educational program was presented by Peter Shalit, MD and was titled "The Evolving Epidemic: HIV Epidemiology, Testing and Treatment Initiation". His presentation was very well received. Comments on the program evaluations included:



- "Peter Shalit is a very good speaker - knowledgeable, informative and interesting. I appreciated his presentation."
- "Very easy to listen to, responsive to questions, extremely knowledgeable about the care of this challenging population."
- "Having a knowledgeable speaker give this update was much appreciated. His perspective from a 20 year history in this field was very helpful. I learned a lot."

We thank Dr. Shalit for taking the time to speak to us, and we thank [Gilead](#) for sponsoring our January meeting.

WMCMA Monthly Meeting is February 11, 2010

Contemporary Issues in Oncology Case Management: Palliative Care

Presented by Shirley Otis-Green, MSW, LCSW, ACSW, OSW-C

11:00 a.m. to 1 p.m. at the Lynnwood Convention Center
(*check-in 11:00 ~ Buffet lunch 11:20 ~ Program 11:45*)

[driving directions](#)

Cost: \$20 members; \$38 non-members; \$10 teleconference

Application has been made to the Commission for Case Manager Certification to accredit this activity for 1.0 hour of CCM CEUs.

Cancer patients often experience distressing physical symptoms, psychological distress, impaired life function and family stress. Early intervention with palliative



care may help alleviate suffering and improve quality of life for these patients. This program presents key concepts in palliative care, foundations of palliative care, and case studies. This information will help case managers better understand the clinical complications of cancer and how to effectively handle them.

Key learning objectives of this program are to:

- Review the focus and objectives of palliative care
- Examine the different levels and domains of palliative care
- Identify palliative care issues in the context of various settings
- Assess the foundations of palliative care, including communication, ethics, and cultural sensitivity
- Explore the goals and responsibilities of case managers who provide palliative care
- Identify appropriate intervention strategies to improve palliative care for patients with cancer

About the Speaker



Shirley Otis-Green is a licensed clinical social worker and Senior Research Specialist in Nursing Research and Education at the City of Hope. Her clinical work, research, presentations and publications focus on transdisciplinary palliative care and integrated symptom management with a special emphasis on underserved populations. She is the Principal Investigator of the ACE Project: Advocating for Clinical Excellence~Transdisciplinary Palliative Care Education, a National Cancer Institute Grant for development and implementation of a palliative care educational experience for psycho-oncology professionals to enhance their advocacy, leadership and support skills. She also developed and coordinated the nationally recognized Promoting Excellence in Pain Management & Palliative Care for Social Workers annual training course. Shirley received a Social Work Leadership Award from the Project on Death in America for her work to enhance end-of-life and bereavement support services for Latino oncology patients and is a 2006 Mayday Pain and Society Fellow. In 2009, Shirley was elected as a Distinguished Social Work Practitioner in the National Academies of Practice.

REGISTRATION IS REQUIRED

[Register online here](#) through our secure website, or call the WMCMA office at (425) 329-9456 or email sharonb.wmcma@gmail.com. **Deadline to register is Friday February 5, 2010.** Please help us by registering early so we can get an accurate headcount for lunch and room space.

We thank [Genentech](#) for sponsoring February's Meeting

CMSA's 20th Annual Conference & Expo is June 8-11, 2010



This conference marks CMSA's 20th anniversary. To celebrate this milestone year, CMSA has joined with the folks at Walt Disney World to design a once in a lifetime CMSA extravaganza. Join thousands of other case managers and their families as CMSA celebrates in their very own section of Disney World park!

This is a perfect opportunity to mix business with pleasure. CMSA's conference planners have promised to accommodate both professional and personal goals - learn, network, and have fun. Walt Disney knew how to design theme parks and CMSA knows how to design conferences - together they are dynamite and will spark fireworks! To read more about the conference, click [here](#).

Registration Information

The standard rate for the conference is \$600 if you register before May 1, 2010. It goes up to \$700 on May 1, 2010. The following discounts could apply:

- CMSA member - \$100 off
- Group registration of 3 or more - \$100 off

Your registration rate could be as low as \$400 if you take advantage of all the discounts.

Are you interested in taking advantage of the group rate? WMCMA is offering to coordinate a group registration. This is for conference registration only - please note that you will need to be responsible for arranging your own hotel, airfare, and transportation. We will make sure that everyone who has registered through the WMCMA group registration gets connected via email with each other so you can make arrangements with other attendees if you'd like.

If you are interested in being part of the group registration, please follow these steps:

- Email sharonb.wmcma@gmail.com with your request to be included in the WMCMA group discount. Sharon will contact you for your registration and payment information and get everyone registered.
- **The deadline to take advantage of the group discount with WMCMA is Wednesday March 31, 2010.** We will be submitting the registrations online all at once on April 1, 2010. You should receive an email confirmation once the online registration process is complete.

If you have any questions, please feel free to contact Sharon Berry at sharonb.wmcma@gmail.com or call WMCMA at (425) 329-9456.

Multistate Nurse Licensure Compact - Letter Writing Campaign

The Issue

Nurse Licensure rules and regulations were formed when nursing was practiced primarily within the boundaries of one or two states. With the development of managed care, tele-health and mobile populations, nurses are frequently required to work with patients who travel or reside across multiple state lines. Unlike driver's licenses, many state nursing licenses are not recognized by other states.

The Impact

Washington state nurses and their employers are vulnerable to:

- Excessive costs for additional licensure
- Administrative oversight of additional fees
- Vulnerability to lack of malpractice coverage

Most managed care employers do not cover these expenses leaving both the employer and nurses personally vulnerable.

The Solution

Nurse Compact Licensure. Twenty-four state boards of nursing have joined together to form a Nurse Compact in which participating states mutually recognize nurse licenses from other Compact states. Washington state currently does not participate in the Compact.

Call for Action

We encourage every WMCMA member and WMCMA supporter to write a letter to the Washington State Nursing Commission in support of Washington state's participation in the Nurse Licensure Compact. A template has been created on our website to make it as easy as possible for you to participate. Click [here](#) and click on the document under **Letter Templates** to download a formattable copy of the letter. Use this letter as a base for your own individualized letter, then send it to the address on the letter. We hope you will join us in this effort to bring the nurse licensure compact to Washington state.

For more information on this issue, click [here](#).

Member Spotlight

WMCMA is beginning a new article in the monthly eNewsletters called "Member Spotlight" where we catch a glimpse into the lives of our members with the goal of networking and getting to know each other better. We hope you enjoy this new addition! We figured who better to start with than WMCMA's own Case Manager of the Year?



Jennifer Windau, RN, BSN, CCM

Jennifer is a case manager with Premera Blue Cross for the past 10 years. She has

been a registered nurse for 35 years with clinical experience in the ICU, home health, and as a staff development director for a skilled nursing facility. For the past 22 years, Jennifer has worked on the payor side including utilization review, disease management and primarily case management specializing in diabetes. Jennifer has had her CCM certification since the first CCM test was administered 16 years ago and has been a WMCMA member for that long as well. Jennifer was a WMCMA Board member in the 90s and has served on various committees since then. Several years ago when WMCMA was going through some struggles, Jennifer was instrumental in getting pharmaceutical companies to help provide pertinent speakers and bring in significant sponsorship, which allowed WMCMA members to have several years of no cost luncheons. She continues to support the organization today with her committee work. Jennifer was named the 2009 Case Manager of the Year by WMCMA as voted by her peers and was recently presented with this award at the December 2009 Holiday Luncheon.

Jennifer is very involved in her church, volunteering in many capacities and recently has helped provide leadership and education assistance with a Premera Blue Cross Diabetes monthly Support group. Jennifer enjoys reading, sailing, and knitting as well as spending lots of time with family and friends.

2009 Summary of WMCMA Event Offerings

To see and/or print a summary of all the WMCMA programs and event offered in 2009 including CCM CEU offerings, click [here](#).

Other Events of Interest

If your company is holding an event that would be of interest to our audience, we will include that in our monthly newsletter free of charge. Send the details of your event to sharonb.wmcma@gmail.com by the 2nd week of each month to have your event advertised in that month's newsletter, which comes out the 3rd week of each month.

Attend Our Monthly Meetings Via Teleconference

Are you interested in attending our monthly educational programs but live too far or can't get away from your desk? You can attend most of our meetings by telephone and receive the CCM CEUs for attending. WMCMA recently changed Teleconference Service Providers to provide better quality listening. Our attendees have noticed a positive difference in the quality of the call, so if you've tried it in the past and it didn't work for you then, make sure and check it out again. Teleconferencing costs \$10 which includes the toll-free phone line and the CCM CEUs. Speakers often provide us with their Powerpoint presentation that we send to you so you can follow along as well. If you are interested in this option, look for it in the program notices that we email to you and sign up to try it!



Advertise your CM Position with WMCMA

Did you know that WMCMA is able to advertise job opportunities directly to our members and other case management professionals who are on our email list? We've had many employers tell us that they fill their positions based on the advertising done through us. Our members appreciate hearing about job opportunities available to them and employers feel they are really able to gear their open positions towards their intended audience. To learn more about our classified advertising process, click [here](#).