

Letter from the President

Hello to the Fort Wayne Chapter of CMSA. What a beautiful, busy time of year!!! I hope you are all finding some “Me” time in the midst of planning all of those graduation parties, weddings and family get togethers. It’s been a very exciting 6 month period for our chapter with two successful educational offerings, “Motivational Interviewing” and “Addictions, Trends and Treatments”. In addition Anne Keller and I as Public Policy Liaisons were thrilled to be able to attend the CMSA Annual Public Policy Workshop in Washington D.C. in April.

This 2 day event started off on April 27th with a workshop titled “De-Mystifying the Legislative Process”. We were privileged to attend this workshop hosted by the National CMSA leadership including Carol Gleason, Chair, CMSA 2009-2010 Public Policy Committee, Peggy Leonard, President, 2009-2010 CMSA Board of Directors and Cheri Lattimer, CMSA Executive Director. It was my first time attending this event and I found it very exciting and an honor to learn about the legislative process from so many talented speakers such as:

- Jean Johnson, PhD, FAAN-Senior Associate Dean for Health Sciences, The George Washington University School of Medicine and Health Sciences
- Brian Dautch MA, JD-PAC Director, NASW (PACs and How They Work in the Process)
- Nicholas Allard, MA, JD-Lobbyist and Issue Advocate (Issue Advocates and Lobbyist Work to Educate Public Policy Makers)

- Ralph Neas, JD-Coalitions in the Process (How Coalitions Give Power and Presence to Many Small Organizations to Make One)
- Randy Fenninger-Senior Political Advisor (Turning Legislation into Reality-The Regulatory Process)
- Jamie Molera-(Influencing the Public Policy Process at the State level)

On Wednesday April 28, Public Policy Liaisons (CMSA Chapter Members) from several states around the country set out to keep 74 scheduled visits with legislative offices around the capital. As an Ohio resident I was assigned to the Ohio delegation and had the privilege of spending a very exciting day with several other case managers from my state. We kept up a pretty impressive pace as we scurried from office to office to keep the numerous appointments scheduled for the day. Some of these visits included the offices of:

- John A. Boehner, Republican Leader U.S. House of Representatives
- George V. Voinovich, United States Senator-Ohio
- Sherrod Brown, United States Senator -Ohio
- Congressman Jim Jordan, House of Representatives
- Congressman Steve Driehaus, House of Representatives

We had some very attentive listeners as we presented the CMSA’s Standards of Practice and Case Management Model Act of 2009. We discussed the fact that frequently through out the newly passed Health Care Reform Act, Case Management and Care Coordination were mentioned as a way to cut cost and improve outcomes. Due to this fact, it becomes

(continued page 2, President)

Save the Date

Education Planning Committee, Tuesday August 10th @ 5pm. **See pg 7 for Details.**

All members and Guest watch for details of the next educational seminar coming in October!

Next Board meeting September 14th @ 7:30 am, Old National Insurance Parkway, Ft. Wayne, In 46814.

All Members are Welcome to attend!

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Letter from the President (continued):

imperative that CMSA's voluntary practice guidelines for the Case Management Industry (Standards of Practice) be used as a resource during the upcoming implementation of health care reform. Let me encourage any of you that have an interest in learning more about the political process or CMSA's push for appropriate case management representation in the upcoming healthcare reform to consider joining the public policy committee.

I would like to take this opportunity to welcome all of our new members and encourage you to continue to promote our chapter by telling others of the networking and educational opportunities available. Thank you to all who tirelessly work throughout the year to support the efforts of Fort Wayne CMSA. Have a great summer....

—Julia Davis RN BSHC CCM



Congratulations

Congratulations to CMSA member Angela Mounsey, inpatient Case Manager in Marion, for passing the CCM exam in December.

Congratulations also goes out to our very own Chapter President, Julia Davis, of Triumph Healthcare in Lima Ohio. She also passed the CCM exam in December.

Joni Wyatt, MedPartners, Three Rivers Medical Management Nurse Case Manager, also passed the December exam. She joins CMSA members: Jeanne Fowler, Jackie Abbott, Karen West and Linda Pickerman who passed the April exam last year. Congratulations to the Three Rivers Medical Management staff.

Board Changes

There are several changes on the board due to job changes and moves. Jim Dougal has resigned as board member due to a new job. Jeff Meade will move from being an alternate to being a board member. He has also agreed to do the newsletter.

Carolyn Lichti is moving to Kansas where her husband has accepted a position. She will continue as a CMSA member and working from a distance for MMA. Anne Keller has agreed to finish the year as secretary.

Sandra Hoffman is no longer available to be a board member. Mary Ann Schaefer will come back on the board and complete the term.

Alternate Ron King will finish out Anne's term as board member.

We wish those leaving the board well as you move on to new ventures. Thanks to those who stepped in as board members!

2010 Board Members

Officers

Deborah Stubbs	Executive Director
Julia Davis	President
Patty Wagner	Vice President
Anne Keller	Secretary
Sharon Woods	Treasurer

Board Members

Ron King	VondaLee Ogg
Linda Pickerman	Kaye Love
Andrea Scheumann	Mary Ann Schaefer
Jeff Meade	Erin Cunningham

Local Nurses and Case Managers Visit Capitol Hill April 27 and 28

Day 1: De-Mystifying the Legislative Process / How Case Managers Can Effect Change

Location: The George Washington University Media Center Auditorium

Day 2: Visit to the Hill; CMSA members visited Capital Hill senate and house members (state by state). CMSA national executive leaders, Carol Gleason Public, Policy Chairperson, Margaret Leonard and Cheri Lattimer, visited the White House, Dept. of Health and Human Services and the Dept of Assistant Health Care Reform Board.

The goal: Let our leaders in Washington know about real case managers who are working daily in the U.S. We wanted to educate them with information now drafted and delivered to them in print: **The CMSA Model Act of 2009** (on CMSA website for all members to download). Each senate or house representative legislative assistant was given a packet from CMSA with a copy of the Model Act 2009. We were given a few minutes at pre-arranged visits and will follow up with a thank you for the time allowed each of us on 28 April.

CMSA encourages policymakers to use this model act as a regulatory resource of licensed medical professionals as the model, not just a name use (case managers). We already are involved in many arenas to reduce health care costs, improve coordination and transitions of care, enhance quality, and promote better clinical outcomes. The CMSA Standards of Practice were also included in this packet as a guide of our professional presence in the field.

The first day in Washington, we were instructed by speakers and our CMSA national leaders to be filled with passion: Tell our individual stories where we work and what we do to save unnecessary costs and improve outcomes by our involvement as direct coordinators of many care needs. The seventy-five case managers attending nationally were in every field: group insurance, newborn intensive care units, chronic managed care, hospital care, sub acute and long term care, worker's compensation, hospice etc. Each case manager was encouraged to describe to our Senate and House legislators key elements of Case Management Programs. We want to be invited back to the table before language is implemented at both federal and state levels in healthcare reform.

WE are the REAL medical professionals in the field here on that day appearing with appreciation to our legislators and acknowledge the work ahead of them. We want to increase awareness as a resource to let them know what it is we do and how it helps the bottom line since physician and PA and nurse practitioner providers cannot connect all the dots as they go along the medical care continuum. We do that in many ways. All different reasons with the same goals: BEST outcomes and Cost effective.

The next step as we return home to our individual states: Continue the dialogue on a regular basis where we are at work, in our communities speak and educate local government and leaders in our cities about case management. Invite our representatives to our state meetings/conferences to speak. Think about what to do: Have a town meeting style of Q and A locally. Join forces with energy and enthusiasm to help fix the system and try to diminish negativity that does not move anything forward. The healthcare reform is here: accept and move toward improvement wherever you are.

The idea may be shared with our larger Indianapolis membership or even perhaps a mid-west meeting of CMSA members to meet and brainstorm awareness of Case Managers who make a difference in the future for the next several years as this HCR process is a slow moving process. A representative for CMSA in Washington was hired recently and spoke at the meeting, Ashton-Theodore Randle (arandle@acminet.com)

Anne Keller from Indiana visited Alex Curry, Legislative Assistant for Senator Richard Lugar and Kristen Garesche, Senior Legislative Assistant for Congressman Mark E. Souder in my Indiana District.

Julia Davis from Lima Ohio visited numerous Ohio Representatives Offices, see the information in her column on page 1.

Closing thoughts. Many can help in a small way to make a big change. We are growing with new members. Get involved. We have been isolated for too long. Any and all CMSA members can give valuable input. We are passionate about our 2 day visit. By day 2 we had arranged a connection with the Ohio delegation. We traveled together to the Hill to tell our stories. We are back and would like the energy to continue by email to your CMSA local officers, board members, or members at large to continue **your thoughts of how and what you as a case manager think and what you can do.**

(continued on page 4—Capitol Hill)

Capitol Hill Continued:

To quote a national speaker “If nothing changes, nothing changes.”, says Janet Lapp an RN (now psychologist) who was a past speaker at a CMSA National Conference several years ago. I was moved by her presentation as she stood in front of hundreds of people and told of her dark childhood when as a young child she heard her father end his life in another room while she was making a picture for him. She **made the negative become a positive** in what she does now in her professional career. Visit her website Janet Lapp.com. **IF WE are not part of the solution, WE might be part of the problem. Apathy is the opposite of Energy.**

Welcome to all the new members. Congratulations for making the **first baby step to join** our organization.

Now help us grow and enrich our profession by your gifts and talent. YOU know what they are ~ Bring them ON!
A.C.T Acknowledge & Connect the TEAM of Fort Wayne CMSA!

Think about it and connect with a new member by email, or meet them @ Borders for coffee. **Make the connection** to move case management forward in a positive direction. We are at the beginning of a NEW decade 2010. We get up and get going ~ to be noticed!
— Julia Davis & Anne Keller

Julia Davis, CMSA Fort Wayne President;
Cheri Lattimer, Executive Director of the
CMSA and Anne Keller, CMSA Fort Wayne
Secretary; as they met in Washington D.C.



Julia Davis on her way to meet
with Ohio Representative, John

Case Management Value

I ran into an acquaintance a while back at the grocery store. She helped me through a rough time after I had my first child and was having post-partum blues and having a hard time with nursing the baby. So she has always had a special place in my heart. I noticed that she was wearing portable oxygen. We discussed her current health condition and she was dismayed to relate that she suffered from severe cardiomyopathy and that there wasn't much hope for her future. Knowing that I am a nurse as well, she related some of her hardships and struggles with the health-care field, and some anxieties about what her future held. Knowing that her employer plan had a case management program, I asked if she had a case manager. She didn't. We talked about case management and what the program may be able to offer her. She sounded delighted to know that there could be someone in her corner, assisting her through the maze of treatment. I encouraged her to call her insurance plan and ask for a case manager and at least explore the program.

Fast forward several months, and again, I ran into her at the grocery store. She gave me a big hug and thanked me for telling her about the case management benefit in her insurance plan. She had called them and was assigned a case manager and has been delighted with the assistance she has received. It has made a positive difference in her past several months of dealing with a chronic illness.

This was a great lesson of how important it is for us to get the word out about Case Management. Many folks do not realize they have this hidden treasure in their insurance plan, ready to be utilized when it is necessary.

-Mary Ann Schaefer

March 31 Conference Motivational Interviewing: An Introduction

Fort Wayne CMSA's executive director, Debbie Stubbs, presented Motivational Interviewing March 31. The seminar was well attended and well received by attendees. Topics discussed included the principles of motivational interviewing, effective motivational interview responses to written prompts, challenges and transitional exercises. Attendees were given an opportunity to practice the concepts that Debbie taught.



May 19 Conference Addictions—Trends & Treatments

On May 19th, the Fort Wayne Chapter of the CMSA sponsored an all day seminar on addiction on dealing with addictions. Doug Harp, Chief Deputy for Noble County Sheriff's Department spoke about drug abuse in the area.

Bruce Perkins, a nationally certified substance abuse therapist and licensed marriage and family therapist spoke about interventions used today with chemical dependency.

Cathy Rumslaug, from the St. Joe Behavioral Health Center discussed the treatment options available in the Fort Wayne area.

There was time to spend with the various vendors and door prizes were given to attendees.

Thank you to the sponsors who help make these educational events possible. CMSA Fort Wayne's goal is to provide enough ceu opportunities for case managers to be able to renew certification every five years.



Doug Harp with his Tool Box



Bruce Perkins describes an intervention



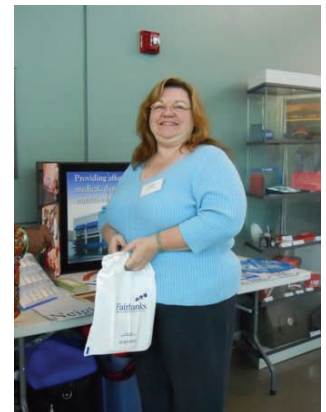
Catherine Rumslaug— Local resources for chemical dependency



Carol Vinnedge—Park Center



Angie Miller, Lutheran Social Services visits with CMSA member Annie Scheumann



Belinda Dean— Neighborhood Health Clinics



Matt Blake & Tina Mertz, Maxim Healthcare—Gold Sponsors of the seminar— visit with CMSA member, VondaLee Ogg.



Home Nursing Services Staff tending their display

Photos by Linda Pickerman

Website Spotlight

Www.AACEUS.com Home study courses for nurses, case managers, social workers and other health professionals. Sign up for an eNewsletter and get pre-approved CEU opportunities. With a subscription, you receive complimentary copies of all email newsletters, have access to eNewsletter CEUs from previous years (back to 2005), and have access to all eNewsletter CEUs published during the upcoming 12 month period. A total of over 200 hours of pre-approved online courses for only \$179 / year.

Carolyn M. Clancy M.D., Director of the Agency for Healthcare Research and Quality (AHRQ) writes a column with easy-to-understand advice for consumers to help navigate the health care system. A recent column discussed how to avoid a round-trip visit to the hospital. You can access the column at <http://www.ahrq.gov/consumer/cc/cc060110.htm>

Education Coming Up

Education committee meeting, Tuesday August 10th @ 5pm in the conference room of Dupont Hospital, located @ E. Dupont Rd., Ft. Wayne In 46826. Plans for upcoming October Seminar will be discussed.

Thank you to the education committee for the tremendous amount of work you do!

Welcome New Members!

Jean Beaubien RN BSN CRRN CDMS CCM CNL
Peggy Matthys RN, Triumph Healthcare
Angela Moore RN, Triumph Healthcare
Joni Wyatt RN CCM,
Three Rivers Medical Management

Note from the editor:

As I sit down to write this note, it is very bittersweet. It will be the last newsletter that I put together for our chapter. Later this month, my husband and I are moving to Kansas. It wasn't a move that we sought, but after he was without work for nearly a year, the opportunity for him is too good to pass up. He has a chance to live his passion as he leads the pastoral ministries program for one of our church school's, Hesston College. For many years he has worked in various roles as a minister and has been passionate about calling young leaders to work for our church. Now he has a chance to shape a program for training leaders.

I have been fortunate in that I will be able to continue working for MMA from a distance and work at my passion. I will get to find new ways to help support our case management program at MMA as we look at new areas to reach out to our members as they navigate our increasingly challenging health care system.

I have been fortunate to be able to connect with a wonderful group of case managers through the Fort Wayne Chapter of the CMSA. I will miss you all and I wish you all the best in the future. I hope each of you have a chance to work in your area of passion.

Thanks to all of you for sharing pictures and items for the newsletter—special thanks to Mary Ann Schaefer for your encouragement and support with the newsletter.

Jeff Meade will be taking over the newsletter. I hope you all continue to give him pictures and stories to share with our chapter members and beyond. You can e-mail items to him at: jmeade@triumph-healthcare.com

—Carolyn J. Lichti RN, BS, CCM
E-mail: Carolyn.lichti@mma-online.org