



Your Board Your Vote

2012

CMSA Board of Directors Election

Vote online February 13 - March 12, 2012 at <http://CMSA-vote.org/>



The leading membership association providing professional collaboration across the health care continuum.
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2012 CMSA Board Election

YOUR CANDIDATES:

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2012 – 2015 DIRECTOR

Candidate 1 of 4

SHEILA K. BENNION, RN, BSN, MBA, CCM

Employer: Manager of Medical & Disability Services
Hometown: Lee, New Hampshire
Local Chapter: Case Management Society of New England
Email: sbennion@comcast.net



EXPERIENCE

In Sheila's current position with Liberty Mutual Insurance Group, she develops, manages, and directs telephonic and on-site nurses to ensure the delivery of department specific products and services, as well as establishes work standards and monitors progress.

Her major job duties include managing workload and outcomes, controlling vendor utilization, managing expenses, developing and maintaining effective working relationships with internal/external customers, utilizing quality improvement programs to assure maximum outcomes, coaching and training to improve performance, providing technical support, and recruiting and training new telephonic and on-site nurses to assure compliance with regulatory and company compliance.

Sheila had previously worked as an on-site rehabilitation nurse case manager for over 40 workers' compensation cases in Massachusetts and New Hampshire.

Before that, she served as an assistant nurse manager and staff nurse for an Intermediate Care Unit (IMCU) at Portsmouth Regional Hospital. She has also been an office nurse, and assistant nurse manager after beginning her nursing career as an ICU/Progressive Care Unit, Emergency Room and Medical-Surgical Floor nurse.

Sheila holds an MBA in Healthcare Management from the University of Phoenix. She earned her BSN at the School of Health Studies at the University of New Hampshire in Durham and is a licensed RN in MA and NH.

Her article "Overcoming Barriers for a Successful Return to Work" appeared in the July/August 2008 issue of *Professional Case Management*. She is founder, editor and contributor with the *Liberty Mutual Eastern Region Quarterly Newsletter*, and has been a consistent contributor to the CMSNE newsletters.

Active with her local chapter, Sheila received the 2011 Case Manager of the Year for the Case Management Society of New England.

HONORS & AWARDS

Case Manager of the Year for Case Management Society of New England (2011)

Liberty Mutual recognition for efforts in assisting with HO initiatives to improve case outcomes and project leader for the revision of quality assurance program and intranet work (2011)

Liberty Mutual recognition for efforts in acting as a technical and manager training resource for RN profiles/workbooks, etc. (2010)

Liberty Mutual recognition for participation in project teams for the CPS Managed Care Intranet site revision and development of department policies and procedures (2009)

PROFESSIONAL MEMBERSHIPS

CMSA

Pharmacy subcommittee for NH WC Advisory Council to develop proposal for pharmacy benefit program for NH WC (2008)

Active member of Liberty Mutual RN CEU committee and recently made designated Lead Nurse Planner (2004-present)

LEADERSHIP POSITIONS

Co-chair of Annual Conference Committee of CMSNE (2011-2012) Immediate Past President, President, President-elect, Vice President, Scholarship/CMOY Committee, Co-chair of NH extension, Co-chair Leadership Conference (2007-2008) and Co-chair Annual Conference (2009, 2011)

Member of CMSA Awards committee (2011) Co-Facilitator of Occ. Health/Workers Comp. online community and 2011 Member Education Committee

Facilitator NH MCO Focus Group for 10 MCO organizations (2001-Present)

Member NH Association of Service (1996-2000)



SHEILA K. BENNION Campaign Statement

As a manager for an international property and casualty insurance carrier, I have been hiring, training and supporting nurses in the role as case managers for the last 18 years.

Since becoming a member of CMSA in 2000, I have held several leadership positions within the New England chapter. Through the years, I have been mentored by a wonderful group of professional case managers, who have sparked my enthusiasm and desire to promote the field of case management and become actively involved locally and nationally.

As a director of CMSA, I would like to utilize my education and experience to assure the organization remains viable and meets the needs of our membership.

I would also like to share my enthusiasm and skills to encourage members to write articles and give presentations to share their expertise and assure we have diverse educational opportunities.

I would like to work on enhancing the educational library to meet the needs of our cultural differences within our global membership and developing case management toolboxes for the future.

As an organization, we need to continue to explore and utilize social networking opportunities to stay connected to our members while continuing to recruit and retain our membership.

2012 – 2015 DIRECTOR

Candidate 2 of 4

NANCY A. BENOIT, RN, CRRN, CCM

Employer: NLB Consulting
Hometown: Auburn, Maine
Local Chapter: Case Management Society of New England
Email: nancybenoitrn@roadrunner.com



EXPERIENCE

As owner of NLB Consulting since 1998, Nancy has acted as the medical division manager focusing on medical case management consulting. She specializes in the management of workers' compensation, catastrophic, and brain and spinal cord injury claims. She also handles life care plans, bill audits, treatment plan analysis ergonomic

evaluations, job analysis/modifications, and job description development in industrial and corporate office settings, and liability/personal injury and disability claim review.

Prior to starting her business, Nancy was employed first as a medical case manager, then as a nursing case management supervisor for Concentra Managed Care, Inc., in Falmouth, Maine. There she supervised and trained seven vocational and medical case managers providing services to injured workers within the Maine Workers' Compensation arena.

Nancy began her career as an LPN at Eastern Maine Medical Center, before becoming an RN and working in rehab, occupational health, and ortho-neuro.

She went on to work as an RN/clinical field evaluator, RN/sustained rehab/program aide supervisor, and RN/continuous quality improvement coordinator for RiverRidge Brain Injury Brain Rehabilitation Center in Kennebunk, Maine before her venture into the case management realm.

An honor graduate, Nancy has continued her education with course including: *Life Care planning, Organizational Behavior & Management, Principles of Management/TQM, Statistical Analysis, Continuous Quality Improvement, and Strategic Planning*. She has been a Certified Rehabilitation Registered Nurse (CRRN) since 1989. She has also been a Certified Case Manager (CCM) since 1994.

Nancy is active on the board of her Case Management Society of New England (CMSNE) chapter, and has served as president of the Association of Rehabilitation Nurses (ARN) Pine Tree State Chapter of ARN for seven years. She was also Vice President and President of the Brain Injury Association of Maine (BIAM) and was on the Board of Directors for over 13 years.

Nancy was part of the 2010 CMSA Standards of Practice Reference Group. In 2006, she was named the Maine Workers Compensation Summit "Person of the Year."

HONORS & AWARDS

2006 Maine Workers Compensation Summit
"Person of the Year"

2007 CMSNE –
"Dedication & Commitment to the Practice of
Case Management in Maine" recognition

PROFESSIONAL MEMBERSHIPS

CMSA

Association of Rehabilitation Nurses (ARN)

LEADERSHIP POSITIONS

Case Management Society of New England
(CMSNE) Board of Directors
Immediate Past President (2011-2012),
President (2010-2011), President Elect (2009-
2010), Vice President (2008-2009), Co-Chair
Maine Extension (2004-2008)

Association of Rehabilitation Nurses (ARN) past
President of the Pine Tree State Chapter

Brain Injury Association of Maine (BIAM)
Vice President, President, Director



NANCY A. BENOIT Campaign Statement

It would be my honor and pleasure to serve the Case Management Society of America as a Director for the coming 2012-2015 term.

Since joining CMSA and the Case Management Society of New England, I have worked diligently to promote the importance of case management throughout the health care arena.

This has been done through my work as a member of the Board of Directors for CMSNE these past seven years and in my business, where I promote case management as a collaborative process that focuses on accountability for coordinating care, ensuring and facilitating quality, cost effective care, negotiating, procuring and coordinating services, addressing and resolving patterns that have a negative quality-cost impact and creating opportunities to enhance outcomes.

Recent changes in health care coverage and access to services emphasize the importance of case management more than ever.

Unfortunately, there are those who may not yet understand the value of case management or how it can be utilized in a variety of settings. Public Relations and promoting the importance of Case Management is an essential component of what we as case managers must do.

From the acute care hospital to other treatment facilities, doctor's offices, work, school, military and to an individual's home, it would be my goal to expand the understanding and benefit of case management throughout CMSA's geographic setting — not only to our members but the health care community at large.

As a nurse case manager within a Nursing Licensure Compact state, I will provide a collaborative voice supporting the work of CMSA's Public Policy Committee in bringing other states into the compact and will promote CMSA's priorities and goals such as the Case Management Model Act and the Case Management Foundation.

As JFK said:

“Leadership and learning are indispensable to each other.”

The Case Management Society of America is clearly the leadership for case managers around the world, and I would love to serve the members of this organization by becoming a Director.

2012 – 2015 DIRECTOR

Candidate 3 of 4

TINA M. KOWLSEN, RN, BS, CCM

Employer: UPMC Corporate Care Management
Hometown: Pittsburgh, Pennsylvania
Local Chapter: Pittsburgh Chapter of CMSA
Email: kowlsent@upmc.edu



EXPERIENCE

Tina is the Compliance Manager for Third Party Audits in the Corporate Care Management Department at UPMC in Pittsburgh, Pennsylvania.

With more than 33 years of experience in the business of health care, Tina's nursing experience includes medical, surgical, psychiatry, OB/GYN, home health care and the last 25 years in case management.

She is a founding member of the Case Management Society of America, was a participant in the development of the Certification for Case Managers (CCM) and has published in

numerous publications such as McGraw-Hill, Mosby, *Journal of Care Management* and *Continuing Care* magazine. She also served as a contributor/reviewer for Mosby's Case Manager Practice Guidelines.

After becoming a registered nurse, Tina returned to college 10 years later to earn a BS in Business Management. Tina operated her own case management/managed care company in Jacksonville for 15 years until her husband and partner passed away unexpectedly.

She has found her passion for case management again and, in May 2011, was happy to join the Corporate Care Management Department at UPMC as a team member.

HONORS & AWARDS

Who's Who in American Nursing (1990-1992)

PROFESSIONAL MEMBERSHIPS

CMSA
Rural Health Practice Executive Committee at University of Pittsburgh at Bradford
Evergreen Elm, Inc., MH/MR group homes

LEADERSHIP POSITIONS

Secretary, Rural Health Practice Executive Committee at University of Pittsburgh at Bradford
Chapter President, Case Management Society of Florida (1990-1993)
CMSA Legislative Chairman, National and Founding Board Member (1990-1993)
Board Member, Evergreen Elm, Inc., MH/MR group homes (2008-2011)



TINA M. KOWLSEN Campaign Statement

I am slated to run for the Board of Director's position in CMSA's 2012 Board Elections.

I am a long time member of CMSA since 1990. As a founding member, I continue to support this organization, its mission and efforts that support our industry.

I have served in the past as:

- President of Case Management Society of Florida 1990-1993
- Legislative Chairman, National and Board Member for Case Management Society of America 1990-1993
- National Case Management Task Force and Steering Committee preceding CCM certification
- Past Advisor for "Continuing Care" magazine, past Peer Review Advisor for "Journal of Care Management" magazine, past Contributor/Reviewer for "Case Management Practice Guidelines" published by Mosby
- Published "Essentials of Case Management" with McGraw-Hill Healthcare Group in 1993

I have over 25 years experience as a case manager with diverse perspectives from the payer and provider.

I created, developed, implemented, and managed a group health and worker's compensation managed care company with my late husband and partner for 15 years. We worked in partnership with third party payers (TPAs), PPO(s), brokers and local, state and national mid-large self insured employers.

I have always had a passion for case management and believe it continues to provide much value in our health care system.

I currently work as a compliance Manager for Third Party Audits in the Corporate Care Management Department at UPMC in Pittsburgh, PA.

2012 – 2015 DIRECTOR

Candidate 4 of 4

JOSE M. SANTORO, MBA

Employer: FFF Enterprises (NuFACTOR, Inc. Division)
Hometown: West Orange, New Jersey
Local Chapter: CMSA NYC Chapter, New Jersey CMSA, Hudson Valley CMSA Chapter, and the NY Capital Region Case Management Society Chapter
Email: jsantoro2@hotmail.com



EXPERIENCE

Jose is the Director of Managed Care for NuFACTOR, Inc., a division of FFF Enterprises, which serves the hemophilia and immune-deficient community, as well as provides extensive vaccine services.

As owner and president of Communication and Teamwork, LLC, he presents numerous workshops to a variety of clients/organizations, including:

- Lady Liberty Charter Schools, Newark, NJ
- Essex County College, Newark, NJ
- Youth Build ECC Training Program, Newark, NJ
- Essex County Vocational Schools
- Medical Cost Management, Inc., Option Care, Infusion Solutions, AETNA, Empire, BC/BS of NY, Horizon, BC/BS of NJ, QUALCARE, University Health Plans, AMERIGROUP, Amerihealth, Americhoice, and others

Through his consulting services, he help clients gain a competitive advantage in areas of sales management, contracts management, business development and various workshops, included but not limited to: *legislative outreach, public policy initiatives, multi-state licensure webinars, sales process, time management, sexual harassment, public speaking, and motivational workshops.*

Having retired from the US Navy Reserves, Jose then worked as Director Managed Care / Director Business Development for Option Care, Inc. He went on to find success as a sales manager, regional sales manager, account manager, and sales vice president for a variety of health-care related organizations, including Option Care, CORAM Healthcare, and Express Scripts Infusion Service.

Jose is active in several professional organizations and is a member of the CMSA Public Policy Committee where he regularly moderates the monthly national update teleconference of CMSA's Multi-State Licensure Task Force.

Fluent in English and Spanish, Jose was recently featured in *I G Living Magazine's* 2010 June/July Issue in the article: "The Roles of Case Manager and Patient Advocate."

HONORS/AWARDS

CMSA NYC Chapter Public Policy Committee's National Public Policy Award for Excellence (2009, 2011)

Navy and Marine Corps Commendation medal (2000)

Navy and Marine Corps Achievement medal (1998)

PROFESSIONAL MEMBERSHIPS

CMSA

American Telemedicine Association, (ATA) Public Policy Committee Member (2006-2008)

National Home Infusion Association, Legislative Committee Member (2004-2008)

Managed Care Network, Inc. Board for strategic planning (1998)

Naval Enlisted Reserves Association Life member since 1995

LEADERSHIP POSITIONS

CMSA NYC Chapter President (2010-2012)
Chapter Board Member since 2006
Chapter Public Policy Committee Chair since 2008

CMSA Multi-State Licensure Task Force Chair

CMSA Public Policy Committee Member

CMSA 2011 National Elections Committee Member

CMSA National PPC Mentor



JOSE M. SANTORO Campaign Statement

As the New York City Chapter President, Mentor, and Chair of CMSA's Public Policy Committee Multi State Licensure Task Force, I have been in the front lines.

I have witnessed an increased interest in CMSA Chapters and in our members becoming engaged, not only in the political process, but also in using various tools as a way to increase membership and accomplish CMSA's mission.

As a Director on the National Board, I can share my many experiences from my business-oriented perspective, as well as provide the leadership required of the position.

Using my experience in building grass roots movements and providing meaningful information through teleconferences, e-mails and other forms of "outreach" strategies, together we can grow our membership, provide guidance for the future, and become more involved in our health care's political debate.

CMSA has gone through some significant changes. We have become more engaged in the National arena and have made significant strides to get all of our chapters involved.

I would like to leave you with the following thought:

***"To know the road ahead,
ask those coming back."***

- Chinese Proverb

Please vote. I would be honored to serve you if I am elected to do so ... There is much work to be done!

All the best!