

THE CHAPTER DISPATCH

August 2006

TOPICS IN THIS ISSUE

*(To go directly to a section of the newsletter,
simply click the headings below)*

Important Dates
National Updates
Chapter Reminders
Letter from CPC Rep
Chapter Highlights
Leadership Resources
Committee Resources

National Office Contact Information:

8201 Cantrell Road, Ste 230
Little Rock, AR 72227
phone: (501) 225-2229; fax: (501) 221-9068
website: www.cmsa.org; email: cmsa@cmsa.org

Membership/Chapter Services Contacts:

Michele Lee, ext 20, mlee@acminet.com
Danielle Marshall, ext 19, dmarshall@acminet.com
Claudia Collins, ext 10, ccollins@acminet.com

AT A GLANCE – Important Dates

2006 CALENDAR

Aug 31	2007 Denver Call for Presentations Deadline
Oct 8	National Case Management Week, Oct 8-14
Oct 31	National Board Nominations Deadline

CMSA IHPM Pre-Conference Workshop in Las Vegas

This CMSA one-day workshop has been cancelled. For questions or more information, please contact CMSA National.

2007 Denver Call for Presentations

Submission Deadline – August 31! Don't Delay!

Submit a presentation proposal for our Denver 2007 concurrent (breakout) or poster sessions.

The 5-day conference (June 19-23) will feature educational sessions focusing on current issues, trends, practices, and professional challenges facing case managers, clinicians, managers, educators, and researchers. The organization's Annual Conference provides self-directed learning through classroom sessions, poster displays, exhibits, and numerous networking opportunities. Proposals which deal constructively with the changing healthcare environment and/or represent cutting-edge innovations will be given top priority, as will proposals at the advanced level. Final selections are based on the best fit within the designed curriculum.



If you or someone you know would like specific details and instructions for completing a proposal, go to CMSA's website — www.cmsa.org — then click on "Call for Presentations." Be prepared to enter the following info:

- Title
- Is your presentation considered: *Basic*, *Intermediate*, or *Advanced*?
- Willing to accept responsibility for your expenses?
- Abstract (short synopsis of the presentation, but also written creatively to entice attendees!)
- Bio (background information; possible use as introduction of presenter later)
- Two to three objectives (List what an attendee will learn from your presentation)
- Faculty information (name, credentials, title or position, mailing address, phone, fax, email, etc.)
- Current *curriculum vita* (chronological document showing educational background and speaking experience)

BONUS! As a way to say "thanks," the names of all who submitted CFPs will be entered into a drawing for a ***complimentary conference registration*** (applicable to all speakers noted on the CFP). Also, in the event your proposal is not selected for the final program, your topic may be considered for further development as a continuing education article. If interested, please indicate your interest in this additional opportunity by selecting "YES" in the appropriate box when completing your online proposal.

QUESTIONS?

- *Concurrent or poster sessions*, contact Mary Beth Pruss at mbpruss@acminet.com
- *Symposium*, contact Sarah Friesen at sfriesen@acminet.com
- Get *Texas 2006* Reference Information [\[here\]](#)

2006 National Case Management Week!

Make plans now for *National Case Management Week 2006*! “*One Purpose, Many Paths*” is the theme, so begin plans to celebrate the week of October 8 – 14 to help promote case management and bring attention to the contributions that case managers make to the healthcare industry.

Download your order form today at www.cmsa.org/cmweek.

Products this year include:

- **NEW!** Wristbands – “CMSA One Purpose Many Paths”
- **NEW!** Posters – preprinted 11 x 17 CM Week posters
- T-shirts with CM Week logo
- Coffee Mugs with CM Week logo
- Travel Mugs with CMSA logo
- **NEW!** Ink Pens with CMSA logo
- **NEW!** Oxford shirts with CMSA logo
- Puzzle Pins are back – “Case Managers are the Vital Piece”
- CMSA Member Pin – **new design**



Preview and purchase these items at the Annual Conference in June, or place your orders for a September delivery. Also, visit the National CM Week website at www.cmsa.org/cmweek for updates and information on these topics and more:

- Online tools, such as, flyers, advertising, poster graphics, and guides
- Ideas for planning an event
- How to recognize the case managers in your Chapter or organization
- How to design your own local National Case Management Week promotional piece
- What other organizations support National Case Management Week

Contact your city and/or state government to obtain a Proclamation for CM Week. Sample letters are available to assist you with your efforts.

Legislative Affairs Communities of Practice Online Forum

CMSA developed a Legislative Council in Spring 2005 as a grassroots committee to begin learning about health policy and how CMSA can become more knowledgeable and educate members on issues going on in today’s healthcare industry, particularly case management. In these efforts, one of their recent goals has been accomplished – to bring CMSA members a means of sharing knowledge and seeking involvement! CMSA has added the Legislative Affairs Communities of Practice to their list of CoP’s. This online forum allows members to open discussions, share articles and files, link websites and participate in polls. This feedback will be useful to not only the members, but also the Legislative Council to determine member needs, interests and resources needed to help our members become more educated on the legislative process and involvement.

CMSA National Board Nominations

MEET ... SERVE ... GROW... MAKE A DIFFERENCE!
Begin Your Adventure to Become a 2007-'08 Board Member.
[\[Information here\]](#)

It's easy to get things started ... simply click on the CMSA nominations form [link](#) at www.cmsa.org under Your Career, then return your completed forms to the CMSA National Office by October 31.

Serving on the CMSA Board of Directors is your opportunity to get involved with your professional case management organization on a national level. As you may know, CMSA is an international not-for-profit Section 501(c)(6) professional society governed by an elected Board supported by appointed task forces and staffed by a professional association management company. And as a leading organization for case management professionals, CMSA prides itself on seeking dedicated and qualified future leaders to serve each year as officers or directors.

Upon being elected, you'll have the chance to meet interesting people, gain valuable leadership experience, and be a part of something worthwhile. Why not consider giving your fellow case managers the chance to benefit from your leadership abilities and people skills ... you'll not only allow yourself the opportunity to increase your networking and to take on new challenges, you'll be helping the case/care management field increase in value and growth!

Read what other CMSA officers have said about their personal experiences on the National Board:

"To serve my fellow members has fulfilled my professional dream of success and allowed me to give back to the organization which gave so much to my professional life and to me." Susan Rogers, RN, BSN, CCM, CMSA Immediate Past President

"As President of my local CMSA chapter in Houston, I got the opportunity to meet the Board at our annual conference. They were such strong mentors for me, and they always encouraged me to take the bigger step and help make CMSA a better organization. It was by their example that I was motivated to run for office." Claire Lauzon-Vallone, RN, MBA, CCM, CMSA Secretary 2005-'06; CMSA Houston Past President 2003-'04

"Being on the CMSA Board has brought me lifelong memories and friends and a level of professional growth that I never could have achieved on my own." Sherry Aliotta, RN, BSN, CCM, CMSA Past President 2004-'05

If you're interested in a national position or know of someone who would make an excellent leader, mail or fax each of the completed forms you'll find included in CMSA's 2007 National Election Nomination Packet located online at www.cmsa.org, under Career. Or contact RVDB@acminet.com for more information.

Deadline is OCTOBER 31, 2006!

CHAPTER REMINDERS

CSC Registered Agent Invoices

In July, CMSA's Registered Agent (Corporation Service Company or CSC) will mail an invoice for services to each affiliated chapter for this next year, beginning Sept 1, 2006 to Aug 31, 2007. Corporations are required by the DC Statute to engage the services of a registered agent. Also, most states require that you have a registered agent when you incorporate within your state, as well. Each chapter is incorporated in DC as a Domestic Corporation but in your state you would be registered as a Foreign Corporation. Your invoice may reflect services for DC (Domestic) and maybe local (state) fees (Foreign) – if you used CSC for the local agent.

The invoices may go to your chapter Treasurer, President or Executive Director. Please make sure that these invoices are passed along to the proper person for payment and processed to keep the chapter in good standing with DC. This is very important.

Chapter Officer Updates

Many chapters have recently undergone elections for a new term. Please be sure to get the names, titles and email addresses of these new officers, board members and committee chairs to CMSA National to update the Leadership Database. This information is used to determine who to include on correspondence, reports, chapter checks disbursement, chapter contact information, etc.... For the official Officer Update Form, please visit www.cmsa.org, under Membership, then Chapters, then Chapter Resources. Please complete and fax to 501-221-9068 or email mlee@acminet.com.

Medical Guide Resource for Military Facilities

For any of your members who may have a need to work closely with a Military Treatment Facility, this Medical Management Guide may be just the right resource.

The Medical Management (MM) Guide is now FINAL! A downloadable version of the Guide is available in the links below.

The Medical Management Guide provides specific "how to" guidance for establishing MM programs within the Military Treatment Facilities (MTFs) in accordance with the Department of Defense Interim Medical Management Policy Guidance (HA 04-008). **(For access to this and previous MM policy guidelines, click [here](#) or visit: <http://www.mhsophsc.org/public/spd.cfm?spi=mmguide>).**

LETTER FROM YOUR CPC REP



Hello Everyone!

Hopefully you have all been able to enjoy some time over the summer with your families and have gotten a chance to get a breath. Here in the Northeast we had our share of heat and power losses. That said, here we are gearing up for many active months ahead.

Case Management Week will soon be before us. This is another opportunity to celebrate with our colleagues and reflect on the work and dedication to quality patient care conducted by case managers everyday. Please share with other chapters what you are doing to recognize your members at the local level.

The Legislative Council, under the direction of Peggy Leonard who reported to the Leadership in Dallas in June, has done much in its' first year. The CMSA Officers and Board are also working very hard to get the word out to legislators on the national level about the benefits of case management activities as well as getting "our voice heard" and getting involved in health care policy making and decisions. Based on our knowledge and experience in the delivery of patient care, utilization and outcomes analysis it is important that we are seen as a resource and a voice for our patients and their families.

In the words of our President Connie Commander it is important that each chapter do what it can to get a grass roots campaign going at your state and local levels as well. This will enable us to unite our efforts in getting the message out. Please watch for her Presidents' Letter in the September/October Journal for more details.

Please keep active on the forum on these two important topics.

In September we will be resuming the Chapter President's Council Quick Tip which began last year. This will be another way of communicating and referencing what is being discussed on the CPC forum. "Quick Tips" serves as an assist with chapter operations. It can be helpful to new and established chapters. When questions come up such as those in recent times, i.e. on the use of members paying by credit card, teleconferencing and web based programs there was an exchange of ideas and issues. It is important that we continue to bring your processes and creative ideas forward.

Your suggestions for topics are also most appreciated.

Pat

Pat Agius
2006-07 CPC Rep
CMSA Board of Directors

CHAPTER HIGHLIGHTS

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

Pending Chapters

Lexington, KY

The Bluegrass State Chapter of CMSA has filed their incorporation papers and should be incorporated within the next couple of months. Please be sure to provide an encouraging word and any words of wisdom to them. The current contact is Liz Roberts at ebr2ger@msn.com.

Official CMSA Chapters

Woodbridge, NJ

Summer is unfortunately nearing an end. As such, the chapter will resume educational sessions at the Woodbridge Hilton on September 12, 2006. We are very excited to have Frederic Luskin, PhD who was in Case in Point in the Winter 2006 issue. The talk is entitled, "Forgive for Good" ... Only One Thing I Need to Change. As the Director of the Stanford University Research Project individuals are taught how to manage stress as well as ways to live their lives with greater satisfaction. In light of the recent outcome analysis survey noting stress factors for case managers as well as marking the 5th anniversary of September 11 and recent headlines we are looking forward to Dr. Luskin's presentation.

MANAGING YOURSELF adapted from www.managementhelp.org

Role of a New Leader is Often Very Stressful

The experience of a first-time leader is often one of the most trying in their career. They rarely have adequate training for the new management role. They suddenly have a wide range of policies and other regulations to apply to their Board. Work is never "done".

Guidelines to Manage Yourself

Everyone in leadership has gone through the transition from individual contributor to leader. Each person finds their own way to "survive". The following guidelines will help you keep your perspective and your health.

Monitor Your Work Hours

The first visible, undeniable sign that things are out of hand is that you're working too many hours. Note how many hours you are working per week. Set a limit and stick to that limit. Ask your peers for help.

Recognize Your Own Signs of Stress

Different people show their stress in different ways. Some people have "blow ups". Some people get very forgetful. Some people lose concentration. For many people, they excel at their jobs, but their home life falls apart. Know your signs of stress. Tell someone else what they are. Ask them to check in with you every two weeks to see how you are doing. Every two weeks, write down how you are doing -- if only for a minute. Stick in it a file marked "%*#)%&!#\$".

Get a Mentor or a Coach

Ideally, your past leaders are a very good mentor and coach. Many people have "been there, done that" and can serve as great mentors to you.

Learn to Delegate

Delegating is giving others the responsibility and authority to carry out tasks. You maintain the accountability to get them done, but you let others decide how they will carry out the tasks themselves. Delegation is a skill to learn. Start learning it.

Communicate as Much as You Can

Have at least one person in your life with whom you are completely honest. Hold regular meetings with Board and Committee Chairs -- all of them in one meeting at least once a month, and meet at least once every two weeks with each of your direct reports. A common problem among new managers and supervisors (or among experienced, but ineffective ones) is not meeting unless there's something to say. There is always something to communicate, even if to say that things are going well and then share the health of your pets. New managers and supervisors often assume that their employees know as much as they do. One of the first signs of an organization in trouble is that communications break down. Err on the side of too much communication, rather than not enough.

Recognize What's Important From What's Urgent -- Fix the System, Not the Problem

One of the major points that experienced managers make is that they've learned to respond to what's important, rather than what's urgent. Phone calls, sick employees, lost paperwork, disagreements between employees all seem to suddenly crop up and demand immediate attention. It can seem like your day is responding to one crisis after another. As you gain experience, you quit responding to the crisis and instead respond to the problem that causes the crises. You get an answering machine or someone else to answer the phone. You develop a filing system to keep track of your paperwork. You learn basic skills in conflict management. Most important, you recognize that leadership is a process -- you never really "finish" your to-do list -- your list is there to help you keep track of details. Over time, you learn to relax.

Recognize Accomplishments

Our society promotes problem solvers. We solve one problem and quickly move on to the next. The culture of many organizations rewards problem solvers. Once a problem is solved, we quickly move on to the next to solve that one, too. Pretty soon we feel empty. We feel as if we're not making a difference. Our subordinates do, too. So in all your plans, include time to acknowledge accomplishments -- if only by having a good laugh by the coffee machine, do take time to note that something useful was done.

PLANNING TIPS

Liraz Publishing Co, www.liraz.com

Planning is written about and talked about more than it is done. Here are some ideas that will encourage you to plan your activities in advance.

- Force yourself to plan.
- If you fail to plan, you are by default planning to fail.
- Schedule uninterrupted time every day to do your planning.
- Anticipate possible problems you could encounter in your project because of people, material, or mechanical failures. Purposely provide preventive actions and contingency plans in important high risk situations.
- When planning a project, plan in thinking time.
- Plan for tomorrow, tonight. Your subconscious will help organize while you sleep.
- Each day anticipate the sequence of activities that you will do to attain the objectives you are after.
- Think about your entire week. How will important projects be sequenced?
- Do your planning on paper to capture all of your ideas and to be sure none of them get lost. We can only work mentally with about seven pieces of information without losing something. Write your thoughts down and you will be able to utilize everything you think of during your planning process.
- When developing a specific plan, list the activity steps individually on small pieces of paper and then sequence the pieces of paper. Then write the whole plan out in sequential order.
- If you must, leave your office and get away to do your planning in a quiet place where you can think.
- Don't hurry the process. Something will get overlooked.
- When things go wrong, it can generally be traced back to a poor job of planning or failing to follow an existing plan.
- List key words that relate to a project. They will fit into and help you in planning. Keep records of how long it takes to do an activity. You can use this information for future scheduling.
- Whether you call it planning time, thinking time, quiet time or meditation, the payoff in increased productivity is the same.
- Schedule one weekend away each quarter and make it a top priority. Mini-vacations are refreshing.
- Encourage your staff (*board*) to create their own plan and then to explain it in detail to you.
- Sit quietly and mentally rehearse the steps in your plan. Use your imagination to visualize the steps being taken. You will sense where additional steps need to be added and will anticipate problems to prevent.
- Use the first 10 minutes of each day to plan or review your plan for the day.
- When starting a new project or activity, take a moment to quietly review, mentally, the steps you will follow.
- Set your own due dates for projects earlier than the actual deadline.
- Put schedules in writing. Publish them and then follow up with them.
- If you cannot identify the objectives and steps to take to get to a goal, it is "unrealistic."
- Mentally organize before proceeding.
- Stick Post-It-Notes on paperwork to indicate or highlight scheduling and due dates.
- Remember the 6 P's of planning: Proper Prior Planning Prevents Poor Performance.
- Schedule formal planning meetings with your staff regularly.