

The Facilitator

A bimonthly publication of the Case Management Society of New England - January 2011

President's Message



Happy New Year to all. As we begin 2011 it's a time to reflect on where we've been and where we are headed in the future, managing the needs of the organization and its members while being mindful of the unique challenges in today's healthcare arena and the economic constraints we all face. Mirroring CMSA's efforts, we will be continuing to expand and improve the many ways we work to support our members and further develop this organization. In this new year we will continue the work begun in 2010 by Sheila Bennion with the initial review-update of our bylaws. CMSA has made several revisions to their bylaws, specifically within the terms of office for their Board of Directors. We

will be reviewing this issue as well exploring how best to serve our members without overburdening our wonderful board volunteers. Our Board of Directors has also updated and revised a number of policies including the Public Policy Committee Guidelines, the policy on posting jobs on the website/newsletter and the Director at Large position description. All of these changes can be viewed on our website under Resources.

Communication is a key element in everything we do, both in our personal and professional lives. CMSNE strives to communicate with its members on multiple levels through our newsletter, website, e-mail blasts and event notices. I am happy to announce that CMSNE is now located on [LinkedIn](#), please take the time to join our group there. We are also developing a number of additional communication tools including a member survey to better assess your educational needs/desires and post-card updates as we develop new programs. Every member of CMSNE that completes and signs the Member Survey by 2/18/11 will be entered into a drawing for a complimentary registration for the Building Strategies Conference on 3/9/11. The video CEU programs on our web site will be changing in February; don't miss this wonderful and free opportunity to gain valuable knowledge and CEU's from our website at your convenience!

We are pleased to announce that with the completion of the dissolution of the Green Mountain Chapter of CMSA, case managers within the state of Vermont can now join CMSNE. The Board of Directors will be looking to ensure that future educational opportunities are developed to include this region of CMSNE and would welcome volunteers from this area to join one of our many committees. We will also be joining the "pin exchange" being developed by CMSA for the Annual Conference in Santa Fe and will offer this pin to our members during our Annual Conference this fall. Thank you to Gina Martin for her work in coordinating the development of our organizational pin design.

I look forward to the coming months and hearing from you, our members

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with any thoughts, concerns or recommendations you have for the continued growth of CMSNE

Nancy Benoit, RN, CRRN, CCM, President 2010-2011

CMSNE Building Strategies Conference



Riding the Wave of Change: Preparing for the Challenges of 2011

Wednesday, March 9, 2011
The Lantana, Randolph, MA

We are excited to announce our upcoming Building Strategies for Success conference scheduled for Wednesday, March 9, 2011 from 8:30 am to 4:00 pm at The Lantana in Randolph, Massachusetts.

This conference will help prepare Case Managers for the anticipated challenges related to healthcare reform and access to resources. Conference speakers will address communicating with and caring for our ever-changing diverse multicultural population, as well as help Case Managers better understand the importance of advanced directives and proxies.

Additional conference discussions will help Case Managers learn to explore the 'art of encouragement' and learn skills that help encourage others to embrace self care and self advocacy, as well as skills that can be applied to Case Manager's own personal and professional lives.

For more information, visit our website:
<http://www.cmsne.org/events/strategies.php> or visit us on Linked In.

We look forward to seeing you there!

CMSNE Annual Conference News



Bridging Gaps Creating Opportunities for New Models of Care

Thursday, September 29 and Friday, September 30, 2011
DCU Center Convention Center, Worcester, MA

The conference committee is in the process of confirming general session speakers, which includes topics on medical care utility and quality of life from the caregiver's perspective, patient end of life decision making and how to support and not judge them, transition of care along the continuum and humor techniques for the case manager to successfully deal with patient care

3/9/11 - **12th Annual Building Strategies Conference - Riding the Wave of Change: Preparing for the Challenges of 2011**
Randolph, MA

4/9/11 - **Annual Hospital Based Conference - Patient Centered Care Strategies in the Acute Setting and Beyond**
Dedham, MA

4/29 & 4/30/11
Preparing for CM Certification -
Stoughton, MA

[Job Postings](#)

[CMSA Website](#)

Special Thanks to the Annual Building Strategies Sponsors

[Autism Speaks](#)

[Braintree Rehabilitation Hospital](#)

[Coram Specialty Infusion](#)

[Crotched Mountain](#)

[Electromed](#)

[Genzyme](#)

[Golden Living Center - Norwood](#)

[Hebrew SeniorLife](#)

[Home Care New England](#)

[Kindred Healthcare](#)

[Lakeview NeuroRehabilitation Center](#)

[Medical Resources Home Health Corp.](#)

[New England Home Therapies](#)

[New England Sinai Hospital](#)

[Partners Home Care](#)

[Pfizer](#)

[Sanofi-Adventis](#)

[Shire HGT](#)

issues.

Please consider visiting our web site and completing a Call for Papers and share how you and/or your organization have created opportunities for new models of care. [Click here to download a copy of the Call for Papers Application.](#)

A special session focusing on Autism, our year long social initiative will be held on Thursday afternoon.

The Exhibitor Prospectus will be available in February for those interested in displaying at the conference.

For additional information contact the CMSNE Chapter office at CMSNE@comcast.net

Sheila K. Bennion, Co-chair CMSNE Annual Conference

Annual Hospital Based CM Conference

CMSNE 7th Annual Hospital Based Case Management Conference
Patient Centered Care Strategies in the Acute Setting and Beyond

SAVE THE DATE: Saturday April 9, 2011

The conference planning committee is very excited about this year's program. We are pleased to be returning to the fabulous [Newbridge on the Charles/Hebrew Senior Life](#) in Dedham, MA on Saturday April 9 for a full day of learning, collaboration, and growth.

Topics include Recovery Audit Contractors (RAC's), Care Transitions, and Substance Abuse/Addiction. In addition to our excellent speakers, we have a number of new sponsors that will be present for you to meet and learn with throughout the day. We purposely moved the conference date back for this year to minimize conflicts with graduations, weddings, etc. So grab your colleagues and come on down to the one conference each year that is designed especially for hospital based case managers!

Special thanks to the program sponsors:

[Electromed](#)
[Gentiva](#)
[Hebrew SeniorLife](#)
[Lakeview NeuroRehabilitation Center](#)
[Neighborhood Diabetes](#)
[North Shore Hospice](#)
[Sostek Home Care](#)

Your feedback is needed to help plan for your Professional Education and Networking Needs

In an effort to meet the needs of our membership, the CMSNE Board of Directors has created a brief survey to assist us in developing future programming and to assure effective communication. Please take a few minutes to complete the survey.

To take the survey click on this link:
<https://www.surveymonkey.com/s/LPQF53R>

As an incentive, all those that complete the survey by 2/18/11 and provide

[Spaulding Rehab Network](#)

[Special Thanks to our CMSNE Corporate Sponsors](#)

[Braintree Rehab & New England Rehab Hospital](#)

[Boston Home Infusion](#)

[Concord Orthopaedics](#)

[Critical Care Systems](#)

[Fallon Community Health Plan](#)

[Genzyme Corporation](#)

[Kindred Healthcare](#)

[New England Sinai Hospital](#)

[Spaulding Rehab Network](#)

[Whittier Rehab Hospital](#)

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us with their contact information will be entered in a raffle for one complimentary registration to the 3/9/11 Annual Building Strategies Conference.

Thanks in advance for taking the time to complete the survey so that we can better serve you.

CMSNE 2010-2011 Board of Directors

CMSA's 21st Annual Conference & Expo CMSNE Coordinating Group Rate Discount

You'll enjoy four days jam-packed with education, networking, and celebration of professional case management. CMSA's Annual Conference will help you gain the knowledge you need about up-to-date case management and health care trends that are essential for your professional practice. Focusing on the hottest topics in health care and the impact being felt, our event offers the latest information on health care reform, best practices, program outcomes, consumer issues, information technology, public policy, advances in treatment modalities, and much more.



In addition to great educational opportunities, the Annual Conference boasts an impressive Expo Hall experience. You'll have generous opportunities to meet with vendors from across the nation. Over 300 exhibitors will be present who know that case managers are drivers of care management services and resource procurement, as well as movers and shakers in the health care industry.

San Antonio 2011 promises to be our best conference yet. So, join us in June because CMSA is red-hot and ready to showcase the current trends and exciting developments in case management today.

For additional information [click here](#).

GROUP RATE DISCOUNT - GET AN ADDITIONAL \$100 OFF

CMSNE will again be coordinating a group rate discount for those individuals interested in attending the CMSA Conference this year in San Antonio, TX, June 14-17, 2011.

We will collect conference registrations up until 3/15/11 to combine together to receive an additional \$100 off the registration fee. The early bird registration fee up until 3/31/11 is \$700, you will receive an additional \$100 off for the group rate, then an additional \$100 if you are a CMSA member. That's \$200 off the registration fee.

If you are interested in participating please contact the chapter office at cmsne@comcast.net for further details.

CMSNE Social Initiative - Autism *Coping with Autism from the Families Perspective*



It's not easy to hear the news that your child has autism, and realize that your life will be utterly different than you had expected it to be. Daily life with a special-needs child presents many unique challenges. How do you come to terms with the fact that your child has autism? How do you cope once you get over the initial shock?

No matter how well-prepared you thought you were after months spent worrying about your child's development, and seemingly endless visits with specialists, hearing that your child has autism is usually devastating. Many parents and psychologists describe the diagnosis as a kind of "death." As Sharon Rosenbloom writes in *Souls: Beneath and Beyond Autism*, "With the diagnosis of autism, the dream dies." While of course your child is very much alive, the feeling of loss is nonetheless very real for most parents and families. In many ways, the diagnosis of autism represents the death of both your idealized child and your life as you imagined it would be, full of soccer games and school plays, ballet classes and sleepovers. The diagnosis leaves you facing something entirely new and unknown, and it can feel very scary indeed.

You will most likely experience a wide range of emotions. These may range from shock, anger, and resentment, to fear, worry, and profound sadness. Some parents may feel guilt, while others may actually feel some relief at finally having a diagnosis. One minute you may feel like screaming, and the next minute all you want to do is cry. Each person displays his or her own range and intensity of emotions. Still, you may go through something similar to that of others who suffer a great loss.

This can be a very challenging time. The main thing to remember is that all of these emotions you're feeling are normal. Be patient with yourself. It can be a long time before you are able to feel a sense of acceptance about your child's disability. But most parents who have been through this already will assure you that eventually that time does come.

Caring for Yourself

Give yourself time to heal. You may need to take time off from work while you are grieving. Let yourself cry, scream, or anything else that helps you release your emotions.

Write in a journal. Louise DeSalvo, in *Writing as a Way of Healing*, notes that studies have shown that "writing that describes traumatic events and our deepest thoughts and feelings about them . . . is linked with improved immune function, improved emotional and physical health," and positive behavioral changes.

Begin treatment for your child immediately. Bryna Siegel, in *The World of the Autistic Child*, writes that "starting with treatment is the best way to work through the acceptance of the diagnosis. . . . The sooner the treatment begins, the sooner there will be some positive change in the child and the parents can begin to see that the child's situation is not hopeless."

Talk about your feelings. Discussions with someone you trust, whether a partner, friend, family member, or religious leader, can be a tremendous relief.

Learn facts about autism. With information, you will feel more capable to make the right decisions for your child. Take care not to become overwhelmed, though. You don't need to solve all your child's problems at once.

Maintain daily routines. Routines bring order to family life at a time when it may feel chaotic and overwhelming.

Join a support group. Find other parents who understand what you're going through and can give you advice and direct you to resources. Don't let yourself become isolated.

Do something for yourself every day. Gardening, exercise, art, prayer, anything that makes you feel good.

Don't forget to appreciate your child's gifts. Don't let the word "autism" cloud your feelings toward your child. This is the same little person you loved

and appreciated before the diagnosis

Get help when necessary. Following the above strategies should help keep you from falling apart. However, if you do find yourself so overwhelmed that you are unable to function or care for your child or children, consider seeing a trained psychotherapist who can help you work through your difficult emotions.

Reprinted from Autism Speaks 1/6/11

Public Policy News



The Public Policy Liaison conference call was held December 15, 2010. CMSA Public Policy committee has a goal to have at least two liaison representatives per Chapter.

The [2011 Public Policy Summit](#) will be held in Washington, DC on April 5-6, 2011. The topic: *Raising the Importance of Quality Care from the Hill.*

[Ashton Randle](#), our lobbyist in Washington and Representative for CMI and Government Affairs Coordinator for CMSA, gave an update of what is currently going on in Washington post-election session, also known as the lame-duck session. Of recent interest was the Virginia Federal Judge who ruled a section of the Health Care Reform to be unconstitutional. There are currently 20 other states who have previously joined in a lawsuit led by Florida's Attorney General questioning the constitutionality of sections of the Health Care Reform Bill. As Case Managers this is an important issue for us all to follow and advocate positively to our Legislators.

[The Case Management Model Act](#) is a major public policy initiative. There is a 3-prong system that needs to be taken for support of the Model Act. The first is Regulatory support, the second Industry support and the third Congressional. Ashton and the CMSA Public Policy Committee have been meeting and discussing the Act with regulatory bodies such as HHS and CMS. They are also discussing the Act with the Industry; URAC was supportive of the Model Act. A webinar was provided and attended by 300 BCBS case managers on the Model Act. Congressional support was given by Wisconsin representative Tammy Baldwin, who has moved to promote the Model Act into the Resolution Process. The Model Act has received bipartisan support from her office.

Carol Gleason requested that all CMSA members and Chapter members sign and send letters to our new Washington Legislators about the Case Management Model Act. These letters can be found on the CMSA website, **OR**, you may contact your Chapter Liaison or Public Policy Committee member, or link here for [a copy of the letter](#).

Our recent letter writing campaign in October/November 2010 resulted in:

- 165 letters were signed to respective Congressmen at the CMSNE annual conference.
- At the RI Extension meeting in November 91 letters were signed and sent
- Another 50 signed letters were obtained through other resources within the Chapter.

While these numbers are good, we as case managers need to stay vigilant with getting our voices heard starting at a local level. One can do this by informing/discussing with friends, employers, family, the public, and our local State legislators the Case Management Model Act.

Our chapter will be submitting an application for the Award of Excellence for Public Policy & Advocacy to be awarded by CMSA at the annual conference this year.

Submitted by [Catherine Mimnaugh, RN, MBA/HCM, CCM](#), Public Policy Liaison

NH Extension News

Happy New Year from the NH Extension!

We will be starting the New Year off with our annual educational program at [Access Sports Medicine and Orthopaedics](#) in Exeter, NH. Their physiatrist Dr. Zipin will be presenting to our group. Their programs always draw a sell out crowd from all over the state but is ideally located for our seacoast case managers.



We have now hosted 2 all day programs. Our first last spring and our second this past fall. They are being received with very positive feedback so by popular demand we will be putting together another for this coming spring on May 5th. Speaker and sponsor information to follow as we are still in the planning stage so stay tuned. Our membership feedback has been telling us that the all day program is better for attendees than our previous morning ½ day programs. Thanks to the generosity of our recent speakers and sponsors we have been able to keep the cost of this program low which has also helped in drawing such a large crowd.

As always we welcome member feedback and encourage members to become more involved in this wonderful extension that provides opportunities for education and networking.

Stay Warm and Safe, [Kari Pillsbury](#) and [Marta Robbins](#).

Maine Extension News



HAPPY NEW YEAR! Winter is here! We are pleased to be your Maine Extension Co-chairs for the upcoming year!

The Maine Extension of CMSNE held its annual celebration of Case Management Week in October at the [Haraseeket Inn](#) in Freeport with a delicious dinner and a wonderful CMAG program on Diabetes. The 2011 Case Management Week celebration will be held at the Haraseeket Inn again so plan on getting your reservation in as soon as you receive the flyer for an exciting evening celebrating the great work you do!

Interesting meetings have been planned for the upcoming months! Please plan to join us! Check the CMSNE website for the ongoing list of programs being held in Maine throughout 2011.

Private Duty Nursing: Intake to Discharge sponsored by [Maxim Healthcare Services](#) is scheduled for February 8, 2011 at [Apria Healthcare](#) in Yarmouth, ME. Business Meeting is at 5:00 and Program and Light Dinner at 5:30. CEUs are available for the program. We hope to see you there! Cost is \$10 for non-members, free for members: a great benefit to joining CMSNE!

We look forward to see you at our meetings and hearing from you anytime!

[Arline Waecker](#) and [Judy Underwood](#), Maine Extension Co-Chairs

Rhode Island Extension News

Rhode Island Extension has had a very full year of 6 educational dinner programs in 2010, they were well attended, excellent speakers and with topics that impact every Case Manager in their role.

We want to thank **Teri Treiger, RN, MA, CCM, CPUR**, CMSA President for attending our December 9 dinner program. It was so nice to have Teri visit the RI Extension again, while visiting she gave an update on National CMSA news. Many Case Managers took time to talk with Teri and welcome her, new faces in the room and a lot of time for networking.



The topic for the December 9 meeting was: **Living with a Chronic Illness - A Personal Account**. We wanted to thank our sponsors: Absolute Respiratory Care, Inc. and Hill-Rom for this opportunity.

It was well received and the speaker, Kristin McFall helped everyone to have a better understanding of living with Cystic Fibrosis, it was inspirational and informative! At the December 9 meeting we had a surprise visit from Theresa Chung, RN, CCM from the New York CMSA Chapter, and we look forward to her frequent visits to our RI Extension dinner programs when she is in Rhode Island.

We want to apologize for cancelling our January 11 dinner program due to inclement weather, but the safety of our Case Managers is first and foremost. Currently we are trying to reschedule the **Chronic Low Back Pain & The Continuum of Care** educational dinner program with Dr. Allison Gorski for early March 2011.

Hope to see all of you at our next dinner program.....please continue to encourage all your co-workers in the Case Management arena and colleagues to attend our CMSNE-RI Extension dinner programs to be held in the upcoming year.

Rose and Gina, Co-Chairs RI Extension

Western MA Extension News



Happy Winter from the Western Mass Extension!

Liz and I are excited to present some upcoming educational programs. This year's topics will apply to all case management healthcare disciplines.

Our first program sponsored by the [American Homecare Federation](#), will be presented by Mark Zatycka, VP and Director of Marketing and Public Relations and Diane Eumenidi-Zorda, Director of Pharmacy, both from AHF. The topic, **Hemophilia 101: A Bleeding Disorder from a Clinical and**

Patient Perspective will be presented on February 8th at the Landmark at Monastery Heights in West Springfield. Registration is available online so please sign up early.

Mass Mutual has offered to co-sponsor a full day program on April 28th at their conference center in Chicopee, MA. Topics will include ethical and legal issues in healthcare. Please check the calendar on the CMSNE website for frequent updates and registration. Space will be limited so register early.

Liz and I are looking for interested members to participate in the planning of future Western Mass programs. We are looking forward to speaking with you on how you can become involved with CMSNE and our extension. See you at

the February program!

[Liz Decker](#) and [Kim Ferris](#), CMSNE, WMA Extension Co-Chairs

CMSNE Announces the Creation of an Online Social Networking Group for Case Managers

CMSNE is pleased to announce the creation of an online social networking group with LinkedIn. We welcome members and non-members alike to join the Case Management Society of New England's group on LinkedIn. By joining the group you will be able to stay connected to local chapter events, participate in current hot topic discussions related to case management practice and network with other case managers.

What is LinkedIn?

LinkedIn is the world's largest professional network with over 80 million members and growing rapidly. LinkedIn connects you to your trusted contacts and helps you exchange knowledge, ideas, and opportunities with a broader network of professionals. There is also a weekly webinar that you can join to learn more about LinkedIn: *LinkedIn 101: The basics of LinkedIn: Your Profile, Joining Groups, Settings, Search and more* When: [Wednesdays at 1 pm CST](#) or email: elarning@linkedin.com

To join, simply log onto www.linkedin.com, create an account, complete your profile, then click on Groups and search for Case Management Society of New England.

Please feel free to share this information with colleagues that may be interested in networking with Case Managers through out New England.

For additional information please feel free to contact the chapter office at cmsne@comcast.net