



4thThursday eNews

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Orlando, Florida.
www.centralfloridacmsa.org

Message from the Board



By Marilyn Doty RN, MSN, CCM, President.

Greetings CMSA Central Florida!

We have an exciting program scheduled for this month's Chapter Meeting. The topic will be on Medical Indications for Botox and our sponsor is Allergan, the drug's manufacturer. We hope you all can join us for this interesting and informational meeting! As always, we sincerely appreciate our sponsors and your continued support.

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In the latest volume of Professional Case Management (July/August, 2007), it talks about "CM Intelligence" as being our own brand of intuitive knowledge, skills and expertise. In addition to the requisite knowledge demonstrated through competency of practice and the specific criteria required by the Commission for Case Manager Certification to become a certified case manager, an enhancement of internal qualities compliments and marks a successful case manager. Read more about "CM Intelligence" on Page 3.

Please see *Message from Board* on page 2

KEEP THE DATES-2007

Aug 23rd

Topic: Botox: Medical Indications
Speaker: TBD
Lunch Sponsor: Allergan
Contact: Tim Holderman 407-297-0122

Sep 27th

Topic: HIV
Speaker: Charles Illian RN, BS, CIC
Lunch Sponsor: Cornerstone Hospice
Contact: Janet Cobia 1-888-728-6234

Oct 25

Topic: Behavior Change/ Smoking Cessation
Speaker: TBD
Lunch Sponsor: Monica Searcy 407-973-6949
Contact: Pfizer

"There is nothing that wastes the body like worry, and one who has any faith should not worry"
Mahatma Gandhi.

BECOME A MEMBER
National Office
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Chapter Notes

By Darlene Armstrong RN, BSN, Secretary

Chapter Meeting Highlights...

If you did not attend the prior meeting, here's what you missed:

July 26, 2007

Central Florida-Orlando area

- ❖ President, **Marilyn Doty**, called the meeting to order at 11:55am.
- ❖ **Brenda Randall**, Treasurer, reports: Income -\$720: Expenses-\$650
- ❖ **Lisa Bloder**, membership chair, reminded attendees to RSVP if they plan to attend the meetings for food counts to be accurate. If you have any membership issues, please contact her.
- ❖ **Donna Findley**, Nominations chair, reported that we are actively seeking a candidate for Case Manager of the Year through the end of August. The applications are available on the website. The winner will be announced at the September meeting.
- ❖ There were 78 persons present including guests
- ❖ Door Prize winners were: **Gladys Rivera, Pauline Inez, & Jackie Snook**. Membership reimbursement winner was **Christine Turner**.
- ❖ The meeting was sponsored by **Ambient Health Care**.
- ❖ The speaker was **Gilda Easter**, who spoke about Nutrition in the Home.
- ❖ The meeting was adjourned at 1pm.



"Fix it or forget it!"

Anonymous

MEETINGS

4th Thursday of every month.
Educational offering with
CEU & CCM

Location: Bahia Shrine
Auditorium,
2300 Pembroke Dr.
Maitland. 32701

RSVP- Member-free
Non-member-\$10

Non-RSVP- Member-\$5
Non-member-\$15

First time guest--FREE

RSVP to: -Lisa Bloder-407-
466-7326 or

Via website @

www.centralfloridacmsa.org

By Brenda Randall RN, CCM, Treasurer

Treasurer Report for the Month of July 2007

Income	\$ 25.00
Expenses	\$ 3583.50

[Message from the Board Cont'd from page 1](#)

With all this said, the value of staying current and abreast of changes and information in the case management profession is even more reason to be involved with CMSA and the Central Florida Chapter.

Please remember that first time attendees are welcome to the monthly meetings as our guest and at no charge. Feel free to invite friends and colleagues who may have an interest in attending our meetings and/or joining our Chapter. We are beginning to line up sponsors, speakers and topics for the 2008 schedule. If you have special interest in particular topics, please let us know. I look forward to hearing from you and seeing you each month!

Sincerely,

Marilyn Doty

Dollars & Cents



Feature Article

Continued from President's message on page 1

Do you have CM Intelligence?

Professional Case Management (July/August, 2007) suggests that "CM Intelligence" is a case manager's unique brand of intuitive knowledge, skill and expertise.

Elements of CM intelligence include "**Touch**" as in "having the right touch", having nothing to do with physical touch but rather the ability to communicate with physicians, patients, families, and any other involved party in such a way that everyone "feels" heard. Being able to convey that you are really listening and that you really care even when the message is not what the patient would ideally like to hear, is a gift and a skill that will still help them to feel heard, understood, and know that their needs are being met in the best way possible.

Another element is "**Read**", as in "having a good read on things". Knowing how to approach a physician, family member, payor or other personnel who may be upset or challenging in a way that effectively advocates for the patient and engages open communication can be a powerful talent and skill of CM intelligence.

Having a "**Sense of Urgency**" is another element that is needed to manage competing priorities and operate with a global understanding not only within the complexities of a particular case but also the complexities among several cases. As priorities change and shift, having a sense of urgency allows for agility and quick responsiveness.

Case managers also need "**Openness**" and acceptance in their interactions with others of various ethnicity, age, religious preference, language and culturally diverse backgrounds. Being aware of things such as body language, cultural customs and decision-making are key elements of CM intelligence.

Another skill is "**Empowered Neutrality**" which means being neutral and objective with obliged advocacy to empower patients and their families to make informed decisions. As advocates of what is in the best interest of the patient, CM's can sometimes get caught up in the wants and desires of the patient and/or the family.

A healthy "**Boundary Development**" allows CMs to still advocate while maintaining perspective of the patient's needs and resources available under the constraints of the person's benefits. To a large extent, treatment is determined by the patient's coverage and benefits.

Having "**Benefits Savvy**", another element of CM intelligence, assists the CM to obtain the best possible care and treatment resources for the patient within the reality of their coverage. CM intelligence, the intuitive skills and level of savvy that comes with knowledge and experience, helps the CM to address the needs of patients and families in the complex field of healthcare that we live in.

Submitted by Marilyn Doty RN, MSN, CCM

Case Management Week:

October 7-13, 2007

[more information](#)



"Finish every day and be done with it...you have done what you could: some blunders and absurdities no doubt crept in: forget them as soon as you can. Tomorrow is a new day: you shall begin it...serenely, and with too high a spirit to be cumbered with your old nonsense."

Ralph Waldo Emerson

BULLETIN BOARD



Donna Findley
Nominations Chair

Central Florida Case Manager of the Year 2007!

Please take time to honor a colleague for dedicated work! Nominations are open for Central Florida Case Manager of the Year for 2007!

Don't forget your hard-working case manager colleagues who deserve to be nominated as Case Manager of The Year for our Central Florida Chapter of CMSA. Our Chapter is planning to present this award to the deserving individual of our Chapter at the September 27th Chapter meeting, just prior to Case Management Week in early October 2007.

Nomination forms are being placed on our web site. Documentation and completed forms are required by September 5, 2007.

Please fax to Patti Dorrell at: (407) 228-0033.

Please contact me w/ any questions @ (407) 919-6233.

Your fellow case manager will appreciate the recognition for all their hard work!

Sincerely,

Donna Findley, RN, BSN, CCM

Contemporary Forums

Oncology Issues & Trends

September 26, 2007
Walt Disney World
Orlando, FL

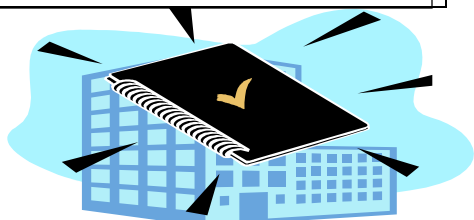
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Reference # 775



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American Lung Association

Presents:

The **Orlando Asthma Walk**

September 15, 2007
Blue Jacket Park

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www.orlandoasthmawalk.com

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