



# 4<sup>th</sup>Thursday eNews

Apr 2008  
Volume 2 Issue 4

Orlando, Florida.  
[www.centralfloridacmsa.org](http://www.centralfloridacmsa.org)

## Message from the Board



*By Jackie Snook RN, CRRN, CCM, President.*

I recently gave a presentation on handling difficult customers and claimants to a group of Case Managers. I thought I would share some of it with you. All of us at work from time to time encounter difficult customers, claimants, patients, vendors, doctors, etc. Dealing with them can be stressful. Here are some tips to make an encounter with an upset or angry person less stressful for you and them and to encourage a positive outcome.

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First and foremost, if you are in the Customer Service field as all Case Managers are, remember **"A CUSTOMER IS NOT AN INTERRUPTION OF YOUR WORK... THEY ARE THE PURPOSE OF YOUR WORK!"**

You may not have caused customer to be upset, but you are now the release for their frustrations. The most important thing you can do is LISTEN to them. Often just venting and receiving an apology is all the customer wants. With regards to listening, you need to really listen. Be totally focused on the customer and what they are saying. Don't plan your response. Don't assume you know what they are going to

[President's message continued on Page 2](#)

## KEEP THE DATES-2008

**Apr 24<sup>th</sup>**

Topic: Criteria for Specific Non-Cancer Diagnosis

Speaker: TBA

Lunch Sponsor: **VITAS Innovative Hospice of Brevard & Central Florida**

Contact: Victor Sargent

**May 28<sup>th</sup>**

Topic: TBA

Speaker: TBA

Lunch Sponsor: **American Home**

Contact: Carla Pastore 407-834-8700

**June 26<sup>th</sup>**

Topic: TBD

Speaker: TBD

Lunch Sponsor: **Hanger Prosthetics**

Contact: Jennifer Finley 321-258-4280

BECOME A MEMBER  
National Office  
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*"Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well."*

*Voltaire*

<http://www>

# Chapter Notes

By Brenda Randall, RN, CCM, Secretary

## Chapter Meeting Highlights...

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

### Feb Mar 27<sup>th</sup> 2008

Central Florida-Orlando area

- ❖ The meeting was called to order at 11.30am by President **Jackie Snook**
- ❖ The luncheon meeting was sponsored by **Walgreen's/Option Care**
- ❖ **Christina McDaniel** gave an overview of their programs & services
- ❖ The Speaker, **Mary Ann Duda**, presented on the ABC's of Nutrition
- ❖ There were 70 attendees present.
- ❖ The meeting was adjourned at 1.15 pm.



*"The smallest act of kindness is worth more than the grandest intention."*

*Oscar Wilde*



By Patti Dorrell RN, MSN, CCM, Treasurer

Treasurer Report for the Month of Mar 2008

*Income*            \$1141.00  
*Expenses*         \$603.00



MEETINGS  
MEETINGS

Continued From President's message Page 1

say. Don't defend, argue or make excuses. Do not interrupt. Stay Calm.

When customer is done talking APOLOGIZE. Examples of apologies to use: " I am sorry you were inconvenienced" " I am sorry you are upset" "I am sorry you didn't receive the service you deserve"

After the apology determine what action needs to be taken and resolve the issue. If you cannot resolve the issue immediately, tell them you will research it and have someone get back to them. Then make sure someone does get back to them. Watch what you say to all customers. Your words help send the tone of the call. Avoid negative phrases

### Remember, YOU ARE A PROFESSIONAL.

Never take the work or negative issues personally

- Leave your work problems at work.
- Take a break when things get overwhelming.
- Remember the successes you've had.
- Share your problems or situations with others.
- And most importantly ... Smile

Avoid Saying	Instead Say
"Can't"	"Here's what we can do ..."
"I don't know"	"Let me find that answer for you ..."
"No!"	"Let's look at the options ..."
"You should have"	"I understand why you ..."

*"Customers don't expect you to be perfect. They do expect you to fix things when they go wrong."* Donald Porter

4<sup>th</sup> Thursday of every month.  
Educational offering with  
CEU & CCM

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

*New Rates Feb!*

**RSVP-** Member-free  
Non-member-\$15  
**Non-RSVP-** Member-\$5  
Non-member-\$20  
 First time guest—FREE

**RSVP to:** -Darlene Armstrong  
@ 866-838-1580 or  
Via website @  
[www.centralfloridacmsa.org](http://www.centralfloridacmsa.org)

## Government News

FROM THE CLINICAL KNOWLEDGE CENTER  
Beware the Prevalence of Diabetes Mellitus

Tuesday March 25th sees the **20th Annual American Diabetes Alert Day**. Diabetes mellitus (DM) is a growing concern in the United States with around 200,000 deaths each year directly attributable to this disorder.

There is an increased risk of comorbid type 2 DM (T2DM) in patients with various psychiatric disorders. For instance, the prevalence of T2DM in people with schizophrenia is estimated to be at least 2-3 fold higher than for the general population.

In one study, people with T2DM were shown to have depression prevalence rates of 20% compared with only 4% in healthy controls ( $p = .04$ ). Comorbidity can adversely affect both conditions and may lead to an early death. This is evidenced by an investigation that compared people with a single diagnosis versus a dual-diagnosis of T2DM and depression. They found that a dual-diagnosis conferred a 2.5-fold increased likelihood of death over a period of 8 years...

Courtesy of CME Outfitters, LLC. [www.cmeoutfitters.com](http://www.cmeoutfitters.com)



Join today: [www.cmsa.org](http://www.cmsa.org)

### Florida based company charged in Fraud Case

Acculab Laboratories and its owner, Joseph DeGregorio, will pay \$461,000 to settle allegations that the Sarasota, Fla.-based Company submitted false Medicare claims, the Department of Justice (DOJ) said March 17.

The feds say the company submitted claims for services that were not ordered, were not provided, were not medically necessary or were improperly unbundled. The original complaint was filed in 2003 by a whistle-blower who alleged that “Acculab management directed her to enter ICD-9 diagnosis codes on patient requisition forms when there was no diagnosis code listed, and to change ICD-9 diagnosis codes when the diagnosis code had been rejected as not payable,” the feds’ amended complaint explains.

The relator was employed by Acculab as a phlebotomist and will receive \$92,200 of the settlement, the feds say. An attorney for DeGregorio says in a prepared statement that the defendants were confident they could win at trial, but settled to avoid the costs and delays of litigation. “To date the government has failed to show any nexus between the alleged conduct and Mr. DeGregorio and has based its claim on little more than an accounting error which defendant company Acculab attempted to correct,” the statement adds. Visit [www.usdoj.gov](http://www.usdoj.gov).

Visit <http://www.aishealth.com/GNOW/032408.html#gnowsix> for more information.

Reprinted from the March 24, 2008, [REPORT ON MEDICARE COMPLIANCE](#).

*“I come in the office each morning and stay for long hours doing what has to be done to the best of my ability. And when you’ve done the best you can, you can’t do any better. So when I go to sleep I turn everything over to the Lord and FORGET IT.”*

Harry S Truman

### Study finds that CPOE can reduce medication errors by as much as 70%

Mass. Study Finds Computerized Physician Order Entry Can Yield a Significant Reduction in Dangerous Medical Errors. The study finds that Massachusetts hospitals could prevent 55,000 dangerous medication errors every year and save \$170 million annually if all hospitals in the commonwealth use CPOE systems. According to the study, one out of 10 patients admitted to hospitals participating in the study suffers from a preventable medication injury such as a severe allergic reaction or dangerous interaction among medications.

Reprinted from [HEALTH PLAN WEEK](#), Mar 19, 2008

## BULLETIN BOARD

## AMERICAN DIABETIC ASSOCIATION

Presents:

**23<sup>rd</sup> Annual Southern Regional Conference****DIABETES OBESITY CARDIOVASCULAR DISEASE***Clinical Solutions to a complex challenge***May 22-25, 2008**Buena Vista Palace Hotel & Spa  
Lake Buena Vista, Florida

For the latest information, visit the conference website at:

[www.diabetic.org/src](http://www.diabetic.org/src)Questions? Call 407-660-1926 ext. 3037 or 3026  
Registration & payment must be received no later than Friday, May 16, 2008. **On-site registration will only be accepted on a space available basis.**

We extend our most sincere sympathy to the family &amp; co-workers of Patricia Fitzgerald who recently lost her battle with Cancer. She was a longtime attendee &amp; elected Board member of CF-CMSA.

RIP

## CE International

Presents:

**Diabetes**THE 21<sup>ST</sup> CENTURY PANDEMIC

Live online Webinar

**Friday, April 25, 2008**

8.30am-3.30pm CST

For more information- call 1-800-577-5703

Or check online: [www.med2000.com](http://www.med2000.com)

Or attend an onsite seminar:

**Monday, May 12, 2008**

Rosen Plaza Hotel, 9700 International Dr. Orlando

**Tuesday, May 13, 2008**Crowne Plaza Tampa East,  
10221 Princess Palm Ave. Tampa

To register call: 1-800-577-5703

Fax# 817-354-1258

Med2000, Inc is a corporate sponsor of CE International seminars. **Contact: 800-856-0371****Experience the Excitement: CMSA's 18th Annual Conference & Expo**

CMSA's 18th Annual Conference &amp; Expo is the largest case management event of the year and an exclusive opportunity for you to connect with over 300 companies that will be available and ready to share knowledge, insights, and cutting-edge solutions.

Our educational sessions will engage your unique abilities to move from "what is" toward "what can be."

**June 17-20, 2008**

Orlando, FL.

Rosen Shingle Creek Hotel &amp; Golf Club

Register Online Today!

View the Attendee Brochure online in its entirety for complete program information: [www.cmsa.org/conference](http://www.cmsa.org/conference)

ALLERGAN, SynerMed Communications, PENNSTATE &amp; Milton S. Hershey Medical Center College of Medicine jointly present:

**CARING FOR PATIENTS****PRE- AND POST- BARIATRIC SURGERY****Interactive Training for Patient Care Coordinators****A web based learning activity for CEU/CME Credit**

AVAILABLE 24/7 NOW ON THE WEB AT

[WWW.MedCME.org/BariatricCare](http://WWW.MedCME.org/BariatricCare)**There is no fee for this learning activity.**Other CME-sponsored programs are available at: [www.MedCME.org](http://www.MedCME.org) by selecting the "Obesity" tab.

Recommended for Case Managers who coordinate care for severely obese patients who undergo weight loss surgery.



## 2008 BOARD

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Terry Grein	<b>Member at Large</b>	<a href="mailto:Terri.grien@hartfordlife.com">Terri.grien@hartfordlife.com</a>

## 1st Annual Health, Wellness & Safety Fair

Lake Kathryn Estates

**Thursday, October 23<sup>rd</sup>**  
999 Mango Dr. Mango Clubhouse

Casselberry, Fl. 32707  
Thursday: 11am - 3 pm

Come have some fun

**Free Drawings, Door Prizes, and giveaways!**  
**Refreshments will be provided**

For More Information,

**Contact (Barbara Montesi) at**  
**407-699-1513 or fax 407-889-0108**

Email [nanapat41@earthlink.net](mailto:nanapat41@earthlink.net)

*All Donations will go to Hospice of the Comforter*

## CMSA supersaver deadline 4/25!!

If you've not already registered for *CMSA's 18th Annual Conference & Expo*, there's still time to make all your plans.

**BUT DON'T WAIT ... the SUPER-SAVER registration rate ends APRIL 25**, and we're sure that you want the lower registration rate and the sessions, flights, and the hotel room you desire!



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