

# OMCMG

Oregon Medical Case Management Group  
833 SW 11th Ave, Suite 507, Portland, OR 97205

## Summer 2010

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Greetings OMCMG members and friends:

I have just returned from the 20th anniversary "Dreaming and Doing" CMSA national convention in Orlando, Florida. Yes, it was hot and humid, but it was also a great meeting – with plenty of opportunities to network with members from all over the US and abroad!

The pre-conference leadership workshop; "Creating an Exceptional Member Experience" was a particular favorite of mine. This class was energizing and presented a number of tools and strategies to ensure that our chapter meets the evolving needs and expectations of our members. OMCMG was recognized as a leader in engagement thanks to some of the quick actions we have taken in response to the data received from our online membership survey sent out this past spring. While the recognition was terrific, there is always room for growth.

The 2012 CMSA national convention is scheduled to be held in San Francisco. Board member Carrie Thomas and I envision a convoy of engaged Oregon Case Managers traveling down to California for a week of learning and networking and maybe even an award for membership growth (!) It could happen with a modest commitment from many. Are you interested?

For many years Margaret Horn has been well known to members, board members and others as a leader, friend, shepherd and faithful steward for OMCMG. She has recently decided to enjoy her post-board status and pass on the torch of website responsibility. Our heartfelt thanks go to Margaret for her dedication and many contributions to OMCMG.

With rotating local meeting monthly venues, the November 1st conference, healthcare reform, the multi-state licensure debate, local legislation, employment opportunities and our newly formed public advocacy work group, the website continues to be an integral part of our green communications strategy. I encourage members to forward newsworthy events, awards, articles, photos, milestones, website links and other items of interest for inclusion in both the newsletter and online content. We welcome your submissions. Diane Terrett and the communications team will now be updating the web content so stay tuned for breaking news.

Are you aware that your chapter will have our 21st birthday on July 20th? What vision the OMCMG pioneers had when forming this group before national CMSA was officially in existence. Coincidentally, our 2nd annual Summer Mixer is planned two days later on July 22nd. Great networking accompanied by complimentary food, adult beverages and the opportunity to connect with valued service providers while also earning CE via poster presentations makes this THE premier event of the summer. I hope to see you in the air-conditioned splendor of the Wellspring of Woodburn. Happy birthday, OMCMG!

Lisa Cunningham  
2010 OMCMG President



Oregon Medical Case  
Management Group

#### Mission Statement

OMCMG's mission is to provide a common ground for individuals practicing case management in health-related fields. We seek to provide peer support and education in a relaxed, non-competitive environment. OMCMG strives to promote quality and growth of case management on a local and national level.

# **The Missing Link: Effective Coping Skills**

**As Published in the Case in Point Weekly**

**By Anne Llewellyn, RN-BC, MS, BHSA, CCM, CRRN**

Recently my husband asked me to talk to his friend's wife who was having some serious problems. As we talked, she explained that she has been nervous, has not able to work or sleep, was very irritable and unable to cope with life's little problems.

She has seen numerous doctors and on each visit been given medication to “address” her symptoms. On follow-up she would tell the doctor that the medication was not working, so she was given new medications in the hope that something would work to help her “feel better.” As a result she had an array of drugs for various problems and began to self-medicate in the hope that something would work... I am sure by now you can see where this scenario is going.

One thing I realized as we spoke was that this woman did not have effective coping skills. As we all know, everyone faces problems and stressors as part of life. One of the things that can make the difference between getting through the tough times and tipping over into mental illness are effective coping skills.

Those who don't have effective coping skills do as my friend did: shop around for an answer and many times turn against the very people who love them, and maybe even hurt themselves. Those who have effective coping skills somehow find the patience to work out problems and issues in a logical manner and generally have positive outcomes. As I researched ways to help my friend, I reviewed some of the key elements of effective coping skills. Here are some that are paramount.

## **Talking it Out**

Giving the person the opportunity and a venue to talk is important. Talking allows a person to verbalize feelings, helps them to feel validated and can serve as a springboard to problem solving. For those who don't have insurance or don't have access to a good psychologist, finding a support group is an alternative.

Support groups allow people to express their feelings in a non-threatening manner with others who have similar problems. For those who are not comfortable with airing issues out loud, journaling can provide another outlet for confusing feelings. Sharing specific sections can help bridge the gap to verbal sharing.

## **Problem Solving**

Another coping skill is the ability to problem solve. Problem solving can be as simple as sitting down with someone you trust and brainstorming a list of possible solutions to a given situation. Asking someone what they've tried before in similar situations and what outcomes they experienced can be very telling. One way to learn how to problem solve is to make a list of problems and brainstorm about the options that might address the problem. Talking about the options and the consequences of each action, both positive and negative, is a way to allow someone to see what will happen as a result of the decisions they will make.

Giving a person space to make decisions is something that a trained therapist will do as part of the education toward positive coping skills. The key for someone who is in crisis is to have a plan to check back frequently with the person to see if the solution is or is not working and to help modify as necessary. The goal is for the person to begin to feel confident about solving their own problems.

## **Stress Relievers**

Finding ways to relax is another important coping skill to reduce stress. If you don't find positive ways to relieve stress, people often turn to activities like overeating, smoking, drinking, drugs, sex or self-medication to mask their pain. The key is helping a person find an activity they like doing. Some people like quiet, relaxing activities like listening to music, drawing or journaling. Others may prefer to be active—running, bicycling, building things. Different activities may be appropriate in different situations, so helping someone develop a plan is important. Encouraging them to try new things to see which work best for them is a good way to start.

Coping skills are generally taught in childhood and developed throughout our lives. Many are not taught these skills as youngsters and grapple through life trying to get by. Others are taught them and lose sight of them through life's struggles. As a case manager, we have an opportunity to assess our patients to see where they are and if they have the knowledge to how to use effective coping skills. Assisting a person to remember or begin the process of teaching coping skills can be one of the keys to an effective outcome when working with patients who are struggling to find their way.

# National Case Management Week

October 10th-16th, 2010 marks this year's week long celebration, recognizing the contributions and commitments Case Managers make and educating the public about the significant work they perform.



has a newly revised 2010 Standards of Practice for Case Management booklet that is a dynamic and timely document which establishes formal written standards of practice from a variety of case management discipline. It is available on the CMSA website. Please visit the website and download your copy at: [www.cmsa.org/SOP](http://www.cmsa.org/SOP).

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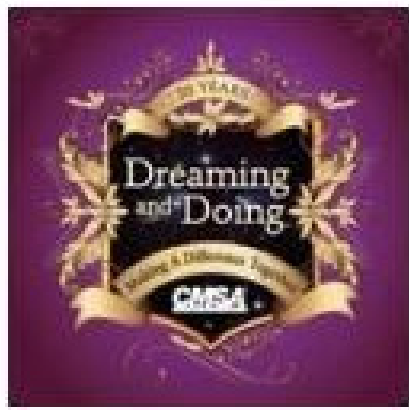


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**CMSA** held their 20th Annual Conference and Expo in Orlando, Florida June 7 through 11 at the Disney's Coronado Springs Resort OCMCMG was represented by their President, Lisa Cunningham and Member at Large, Carrie Thomas.

President Margaret "Peggy" Leonard officially opened the meeting on Tuesday morning in front of approximately 2000 attendees from around the country. She reviewed the past year's accomplishments and discussed the exploration of future opportunities. The general theme centered on CMSA's increased presence in the legislative work for the future of healthcare and the case manager's role in that future. During the opening session, the membership completed what began as an online voting campaign for the proposed governance changes, and passed the term changes

to the Board of Directors. Attendees then met in one of ten different Communities of Practice Round Table sessions, following a networking exercise.

The first keynote session that afternoon addressed The Unsung Hero—The Caregiver with a dynamic presentation by Lee Woodruff, wife of correspondent Bob Woodruff, who sustained a brain injury while imbedded with troops in Iraq. The U.S. Air Force Surgeon General Charles Green followed up with an overview of the military's Medical Home model for case management of the wounded warrior from field to home.

Tuesday evening, attendees and their guests were bused to the Disney Studios theme park for an after hours party featuring buffet dinner, gourmet desserts, music, games, fireworks and unlimited rides on the Tower of Terror and Rock n Roller coaster.

Wednesday morning, the new COPD Case Management Adherence Guidelines were presented at a breakfast symposium, followed by a general session detailing how case management can utilize the growing social media and Internet information resources presented by technology experts Don Dea and Hugh Lee.

Despite healthcare industry's economic struggles, the conference continues to see an increase in the number of vendors participating for the enrichment of the conference attendees as the Expo Center opened Wednesday with a variety of service providers in home health, medical equipment, transportation, rehabilitation services, pharmaceuticals, disease management, facilities and certifications, among others.

On Thursday CMSA featured their annual awards. In addition to the various Chapter Excellence and Innovation Awards (see CMSA website for full listing of recipients), the Board awarded Case Manager of the Year to Susan A. Rogers, Award for Service Excellence to Derenda Lovelace and Lifetime Achievement Award to Catherine Mullahy.

Friday morning, the attendees witnessed Teri Treiger accepting the gavel and officially taking office as the 2010-2011 Board of Directors President as she promised to continue championing case management as an integral component of the nation's healthcare. The final keynote session featured author and consultant Ian Morrison and an entertaining look at the ethics and future of the Healthcare Marketplace.

Over the span of the five days, multiple symposium and concurrent sessions were offered with applications to a variety of case management scenarios from workers compensation to military personnel needs to medical home to disease management. Care managers come annually to the conference to obtain education to enhance and expand their practice. But overall, one of the most valuable aspects of attending the conference is the networking opportunities enjoyed by all. Whether standing in line awaiting the opening of a session, or eating lunch at the expo center with a table full of strangers, or waiting in line for the restrooms, case managers from insurance companies, hospitals, or self employed entrepreneurs shared their work, their goals and their dreams while gaining insight on new trends and ways to problem solve similar obstacles. Looking forward to next year in San Antonio.

# WMCMA/OMCMG Joint Conference

On May 1, 2010, the Washington and Oregon Medical Case Managers held their 3rd annual joint conference at the Great Wolf Lodge in Centralia Washington. There was a great turnout from both of the chapters with 22 Case Management Exhibitors who



***Lisa Cunningham and Tess Brown  
OMCMG and WMCMA Presidents***

informed us on community resources, product knowledge and services they have to offer.



***Speaker: Nancy Skinner, RN, CCM  
CMSA Past President***

The attendees were very excited about the keynote speaker Nancy Skinner, RN, CCM, and CSMA Past President. Nancy introduced the topic, "The Next Frontier for Case Management" and brought a lot

of awareness and excitement for the coming future for Case Managers.

This event was such a hit for both Organizations that there are plans for a 4th Annual Joint Conference. The plans are once again, to hold it at the Great Wolf Lodge on Saturday, April 30th, 2011. The larger ballroom has already been secured to accommodate a greater number of people due to the number of attendees this year. There will be a larger booking for reserved rooms



***Visits were made to vendors that  
lined the hallway***

for both Friday and Saturday for those families who wish to stay an extra day. So mark your calendars and don't miss out on a fabulous conference next year.



***WMCMA and OMCMG Board Members Lto R: Sharon Berry, Lisa Cunningham, Tess Brown, Kathy Parry, Gloria Simmons, Cathy Jo Hall, Katheryn Kyllonen, Mary Ellen Pierce, Amy Schmidt, Christie Siddall, Tom Coogan and Leslie Conner***

## UPCOMING EVENTS

July 22, 2010

Subject: Summer Mixer

Time: 4:30p.m. to 7:30 p.m

Location: 1475 Mt. Hood Avenue, Woodburn, OR

August 5, 2010

Subject: PACE Program

Location: Providence St. Vincent Hospital

September 2, 2010

Subject: "Hospice is not a Place"

Location: Providence Milwaukie

October 7, 2010

Subject: TBA

Location: TBA

We will apply for CEU's for certified Case Managers (CCM) and Nursing Home Administration which is accepted by the licensing board for Social Work.

If you have any questions, please call Judy Shaw at 503-224-9460



**OMCMG** OREGON MEDICAL CASE MANAGEMENT GROUP

# 2010 Summer Mixer Thursday, July 22

- Network with case managers and other health care providers from across the Northwest
- Connect with vendors of case management services and products, featuring over 30 booths
- CEU and CCM credits available ~ Poster Presentations
- Enjoy complimentary wine and appetizers

**4:30 p.m. to 7:30 p.m.**  
**Wellspring Center**  
**1475 Mt. Hood Avenue, Woodburn, OR**

**There is no charge to attend the Summer Mixer,  
but please R.S.V.P. to Amy Schmidt by Thursday, July 15.  
Call (503) 505-5865 or email [Amy@RetirementConnection.com](mailto:Amy@RetirementConnection.com)**



# Oregon Medical Case Management 2009 Vendor Fair & Conference

The Sponsor support this year was overwhelming and we greatly appreciate the businesses that so generously came together to help support the Mission of OMCMG: to provide a common ground for individuals practicing case management in health-related fields. We seek to provide peer support and education in a relaxed, non-competitive environment. OMCMG strives to promote quality and growth of case management on a local and national level.

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