

*Continuing
Education*



*Networking
Opportunities*

for Healthcare Professionals

September 2004

Enhancing professional skills and relationships for Austin-area
Nursing Professionals, Social Workers, CCMs, CRCs, CDMs and Home Health Administrators

Join us for our next meeting

September 14 ★ 11:15 a.m. - 1 p.m.

North Austin Medical Center ★ 2nd Floor Auditorium

This month's meeting will be held at North Austin Medical Center Auditorium on the 2nd floor, Tuesday, September 14th, 2004. (Click here for [MapQuest Directions](#)) The meeting will begin at 11:45am preceded by lunch from approximately 11:15-11:45am.

You can RSVP on our web site, www.austin-cma.org Click on "RSVP", complete the information, and you are done. If you do not have internet access, please call the RSVP phone line, 860-8184, and leave a short message with the number of people attending. Visitors are welcome for a \$5.00 charge, which includes lunch and the CEUs.

Topic: **Noncompliant Patients: A Case Manager's Best Practices for Patient Compliance**

Speaker: Jaron Winston, M.D., Senior Adults Specialty Healthcare Medical Director since 1989 of St. David's Pavilion Legends Program for Older Adults www.stdavidspavilion.com Board Certified Geriatric Psychiatrist and Researcher in Alzheimer's and related dementia

NEWSLETTER

If you are sponsoring in the month of October, please e-mail Rose Vera your topic and sponsor information at Newsletter@austin-cma.org and thank you to everyone for your responses.

"Oktoberfest" for Case Management A Harvest of Knowledge and Networking

Mark your calendars for **Thursday, October 28!** It is time for the ACMA Annual Conference. The committee has been working very hard to ensure that we have great speakers lined up to fill the day. In addition to the presentations, you will be able to network with your peers and visit over 50 vendor booths. There will be door prizes, lots of great information and good food.

Registration forms are NOW available on line. All members will also receive a participant brochure in the mail. This is a very cost effective way to receive CEU's, so invite someone you know!

ACMA again welcomes Dr. Winston to explore this worrisome topic which daily impacts case managers' careers. Patient noncompliance with treatment of every general or specialty area of health care is emerging as a growing challenge, with greater consequences for patients' well-being and as liability risks to all health care providers. Dr. Winston will lecture ACMA, using his decades of experience with patients resisting needed care. He'll inform us about what causes patients' resistance to following recommended treatment protocols, the risks we may face in our efforts to case-manage, and the best practices and strategies to integrate into case management to remedy this alarming situation. **Sponsor: A&P Quality Care Sleep Diagnostics and Medical Equipment** with Perry Sanford, RRT and Laura Moscatelli, 5555 N. Lamar, Austin, TX 78751 <http://www.apqualitycare.com>

A&P Quality Care Sleep Diagnostics and Medical Equipment is a locally owned operation, specializing in respiratory medical equipment, DME supplies, specialty pediatric equipment and sleep study diagnostics for both adults and children. They are committed to offering the utmost in customer care and service. They accommodate customer needs by offering:

- Insurance Pre-Authorization (and they accept over 50 providers)
- Onsite discharge Planning and RT evals
- CPR review for caregivers of apnea patients
- Sleep diagnostic studies
- Spanish-speaking staff members
- They are available 24 hours and 7 days a week
- If for some reason they can not meet a customer's need, they customarily refer to other quality companies similar in nature to help solve problems.

CEUs: St. David's Institute for Learning is providing CEUs for this seminar for nurses and social workers. CCM credit will be obtained as needed by those CCMs attending. St. David's Institute for Learning is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity meets Type I criteria for mandatory continuing education requirements toward relicensure as established by the Board of Nurse Examiners for the State of Texas.

JOB ANNOUNCEMENTS

Manager - Clinical Specialist Division.

Large, national healthcare corporation, based in San Antonio, seeks **Manager - Clinical Specialist Division**. Individual must be an RN (licensed in the state of Texas), preferably a Certified Case Manager with at least 10 years of experience in the field. Responsibilities include: review of clinical information to determine medical necessity for initial product placement and continuing coverage for MCO patients; communication with MCO case managers who have questions or concerns regarding the authorization of product; and training of internal staff regarding clinical documentation. Minimal report development will be required.

For information, contact Bonnie Define MA, Healthcare Search Consultant, The Manning Search Group, 800-203-3106 or see www.manningsearchgroup.com

Care Coordinator

Care Coordinator needed P/T M-Fri. from 10 am - 4 pm. Duties include: scheduling, customer svc., personnel management, and coordination of documentation. Send resumes by fax to (512) 452-8282, or email to visiting_angels_austin@yahoo.com.

Free CEU Seminar

WHEN: Tuesday, September 21st, 2004
12:00 - 1:30 p.m.

WHAT: Free CEU Seminar & Lunch
1 Contact/Clock Hour for RNs/LVNs, Social Workers, CCMs

WHERE: Arden Courts of Austin
Alzheimer's Assisted Living
11630 Four Iron Drive
Austin, TX 78750
(off Hwy. 183 & Spicewood Springs Road)

WHO: Lyn Shank, CSA

In addition to being a Certified Senior Advisor with **Texas Assurance Care**, Lynn Shank is one of 250 people nation-wide selected by Center For Medicare and Medicaid (CMS) and American Society on Aging (ASA) to train other professionals on the new Medicare Part D benefit and the Medicare Discount Card options. She is a contributing writer for many senior related publications and is a frequent speaker on topics related to issues concerning the aging population.

TOPIC: Understanding Medicare Supplement Insurance & Medicare Part D Changes

This program is designed to provide a clearer understanding of coordination of Medicare and Medigap insurance for professionals working with seniors. We will discuss the Legislation that is driving the Medicare Part D drug benefit and other changes currently scheduled for 2006 and beyond.

Attendees may also have the opportunity to obtain additional CE credits (depending on their credential) by completing a follow-up test on line for Medicare Advisor certification.

R.S.V.P. to Barbara at 918-2800 by Noon on 9/21/04

Membership News

2004 annual membership rosters are still available at every meeting at the membership table. Please feel free to pick up your copy.

This year the board voted to do an "insert" to the roster noting all changes instead of printing a new roster. This will help to reduce expenses. Look for the "Insert" in October.

2004 ACMA Officers and Committee Chairs

President

Cindy Lawless, Odyssey Hospice, president@austin-cma.org
512/310-0214

Vice-President

Lillian Phillips, LMSW, Home Care Supply
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Scheduling & Education

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