



**CMSA**® *The Hampton Roads Chapter*

## The Wave-Hampton Roads Case Management

### Welcome New Members!

**Janet Heath**  
**Tenika Crew**  
**Phyllis Richardson**  
**Lori Oletta**



### 2013 Was a Very Good Year

2013 proved to be an outstanding year for HRCMS membership growth. The final numbers are in and thanks to everyone's continuous efforts thru out the year we increased our ranks by **35 new members**.

Special recognition goes out to Angela Mitchell who came thru with 9 new members in November to cap off an already respectable gain. As a result of her last month push Angela is the winner of our membership drive contest and will be awarded free registration to our conference this fall.

Catherine Fearn was next in line with 5 new members to her credit.

HRCMS is the premier case management organization in Hampton Roads. As a member you should be proud of that and everything we do for case management as a profession. We're well on our way to gaining the recognition we deserve so let's keep the momentum going in 2014 and tell the world who we are, what we do and why they should join us in 2014.

### News & Notes from President

Elaine Bruner

Rain, wind, sleet and snow...I am ready for more sun, less sloppy days. How about you? The inclement weather offered me time to work on several chapter tasks and consider my first newsletter entry as your 2014-2015 President. As I pondered several ideas, I could not do better than Nancy Skinner's words in the recent *CMSA Today*. The essence of Nancy's message is change: change in healthcare delivery, change in reimbursement, and change in health benefits. Nancy emphasizes how care coordination and case management are integral to the rapid changes our healthcare system is experiencing. I'd like to echo her thoughts for HRCMS.

Consider that care coordination is no longer a luxury; it's an essential element of health care delivery. Case managers effectively connect all aspects of care to address the diverse needs of our patients. To excel, we must possess current skills and knowledge. I encourage you to consider these actions. First, stay informed. This newsletter, the CMSA site, and our chapter CE programs offer you the latest information to stay abreast of changes and prepared for challenges. Also, consider how current events, especially state and national legislative issues, impact your case management practice. Our Public Policy committee, chaired by Pat Vajda, will keep us up-to-date regarding the ever-changing landscape in the Virginia Legislature and Congress.

Second, get involved with HRCMS activities. Attend the April CE meeting. Reach out to the Board of Directors with a question. Volunteer to assist with 2014 conference planning. Our 2014 Conference Chair, Gail Brown, is moving forward with the logistics and welcomes all members to bring their talents to create a successful 8<sup>th</sup> annual conference. Contact Gail at [glouisebrown@verizon.net](mailto:glouisebrown@verizon.net).

Finally, advocate for your patients. Bad days at work happen to all of us. What keeps you returning? For me, it has always been the chance to make a difference, no matter how small, in an individual's healthcare experience. Every patient/family/caregiver interaction is an opportunity to promote their wishes as well as learn something new. Be open to the idea that the unbelievable and amazing happens in everyday moments.

My goal is to weather the changes whirling around us, whether it's the Affordable Care Act, Virginia's mental health care system, or homelessness in Hampton Roads, case managers will have a voice. Join me as we impact the changing healthcare system and demonstrate the value of case management. I welcome your feedback and you can reach me at [millereli2@aol.com](mailto:millereli2@aol.com).

## VNA LEGISLATIVE DAY

Patricia Vajda RN, BSN, CCM

On February 12, 2014 I had the privilege to attend Legislative day in Richmond, VA. The day started at the Richmond Marriot where despite the impending snow, more than 350 attendees were in attendance. Speakers included **Dr. William Hazel**, Virginia secretary of health and human services, and **Janet Haebler**, American Nurses Association's associate director, state government affairs. Two well-received panel presentations featured nurses discussing their legislative success stories and also covered how to be an effective legislative advocate.

The Virginia Secretary of Health and Human services William Hazel, MD talked with us about covering Virginia's uninsured and why we need to pass the Medicaid expansion bill. His recommendation is to pass the Medicaid expansion bill and start doing preventative care which will save money in the long term. He also discussed the need for more mental health services and the growing need for this since they have moved people out of institutions and into the public but did not give them any resources to assist with their transition. Some of the recommendations to assist this are increasing outpatient programs and tele-health services to increase compliance with medications. VNA lobbyist James Pickral reviewed some bills that had passed, such as the assault on ED nurses being a Class 1 misdemeanor and automatic jail sentence. He let us know that they were continuing to work on this bill, are trying to include battery and possible expansion to other areas of the hospital.

We were fortunate to walk over to the General assembly and meet with Senator Kenneth Alexander and share some of our views with him regarding the expansion of Medicaid and mental health services. He assured us he was going to do what he could to make sure these issues are heard and acted on this year.

The VNA had a poster presentation and posters were displayed throughout the state on things nurses are doing to improve patient outcomes. It was also announced for the 11<sup>th</sup> year in a row Nurses were identified by Americans as the most trustworthy professionals in Gallop's annual "Honesty and Ethics" survey.

This was my first time I attended and encourage everyone to do this as it was very informative and gave me a deeper insight into how things get done and how we can use our voice to pursue issues we feel are important to the health and safety of our patients and nurses.

The Commission on Case Management Certification is seeking volunteers to serve on its Board of Commission. If interested contact Michelle Kearns.

Our own Millie McNally will be serving on the CMSA Awards Committee as an evaluator for the 2014 Clinical Excellence Awards.

On February 27<sup>th</sup> we held our First Social Networking Session of the Year to welcome our new members. If you did not attend, you missed a great opportunity to meet old and new members. Hope to see you at the next one.

### Membership Survey By Ginny Jacobs

Wonder How Decisions Get Made?  
Wish Somebody Had Asked You!

Well, we are asking! HRCMS wants to hear from you as we plan for the future. So let us hear from you when the surveys go out. Please take a few minutes to fill it out, send it back and we'll have your input as we plan for the future. All feedback gratefully received. Be on the lookout for your survey soon.

### CMS 2 MIDNITE RULE

Beginning October 1, 2013 new guidelines from the centers for Medicaid and Medicare services have gone into place to help determine inpatient and outpatient status based on a two-midnight benchmark and physician certification of the stay. With significant reimbursement penalties on the line, hospital leaders have had to quickly change processes and re-train staff to comply with the new regulation. The change involves the physician documenting when admitting a patient that the stay will need to be inpatient and be for at least two-midnights. They also must document why the stay will require the two midnight stay in their history and physical and what the planned disposition is.

To sum it up the change requires the following documentation by the physician:

1. The attending physician needs to clearly write orders to "Admit to Inpatient."
2. The physician must document that they expect the beneficiary to require care spanning more than 2 midnights in the hospital.
3. The attending physician certification for inpatient level of care.
4. Medical necessity documentation needs to be done daily.

What the physician needs to consider when estimating the length of stay for a patient: How sick or complicated is my patient? What does my patient need in terms of diagnostic testing, therapy, procedures, and consultations? Why does my patient require these services? Where do these services need to be provided? When will my patient be ready to be discharged?

As you can see it is more documentation and planning on the part of the physician but should help them in the long run start to think about a discharge plan in the beginning of the patient's stay and help the Case Manager to facilitate the transition plan in a timelier manner.

**Upcoming Opportunities**

**Healthcare Pearls by Michael Walton & Robert Kohan**

HRCMS and Brightstar Health Care are pleased to present Lessons from the Cat Lady, Ethical Issues in HealthCare Practice on Wed. March 19. Brightstar HealthCare has been a great supporter of our organization. This CEU presentation will be held at the Memory Center 1853 Old Donation Parkway Virginia Beach. Registration is 5-5:30 PM, CE program 5:30-7:30 PM. Please RSVP to Kathryn Bennett at 757-412-1180 or via email [kathrynb@memorycenter.com](mailto:kathrynb@memorycenter.com).

**Central Virginia CMSA Spring Conference**

*Innovation, Collaboration and Advocacy:* Friday, March 21 from 7:30am to 4:30 pm at Lewis Ginter Botanical Gardens in Richmond. Contact Carole Wallis at (804) 512-3894

**Annual Senior Living Appreciation Luncheon**

Free to Case Managers and Social Workers  
 Dates: April 2, 2014 (Peninsula)  
 April 4, 2014 (Southside)  
 To register email: [eventinginc@gmail.com](mailto:eventinginc@gmail.com)

**CMSA's 24th Annual Conference & Expo**

Join CMSA in Cleveland, Ohio June 17 - 20, 2014 for the sole health care event designed to deliver clinical, professional, regulatory and personal growth for the present and future of cross-continuum case management. <http://registration.experientevent.com/ShowCMS141/>

**Save the Date!**

The 8<sup>th</sup> Annual HRCMS Conference will be on Saturday, September 27, 2014 at the Hampton Roads Convention Center.

**2014 Educational Calendar**

April 8, 2014 (Peninsula) - *Sentara Work Hardening Program*  
 June 10, 2014 (Southside)  
 August 12, 2014 (Peninsula)

**Southside Location:** United Way of South Hampton Roads, 2415 Walmer Avenue in Norfolk.

**Peninsula Location:** Sentara Careplex Hospital, 3000 Coliseum Drive in Hampton.

**Nomination Committee**

By Gail Brown

As we move into springtime and everything begins to appear refreshed it is time to start thinking of how we use our time. What better way than supporting your Case Management organization. In July it will be time to fill the Board of Director positions that will be vacant. The open positions include President Elect (VP), and 2 Director Positions. In April we will begin accepting the applications of anyone who is interested in joining the board. We look forward to your participation.

3 Tips to Safeguard Seniors in Flu Prevention this Season and Beyond: <http://bit.ly/1eSTiml>

Identifying the Symptoms of Alzheimer's Plus 10 Warning Signs: <http://bit.ly/HVcDm7>

AARP: A Drink a Day Keeps the...Stroke Away?  
<http://aarp.us/z01wkJ>

**Reminder: New Competency Requirements for Nurses**

The Board of Nursing has adopted regulations related to continued competency requirements for renewal of RN and LPN licenses. Continued Competency Regulations go into effect for all RNs and LPNs on August 1, 2013. These regulations will affect licensure renewals beginning August 1, 2015. View the proposed regulations 18 VAC 90-20-10 et seq. by going to [www.dhp.virginia.gov/nursing](http://www.dhp.virginia.gov/nursing).

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 All state required courses are FREE  
<https://ce.nurse.com/unlimitedce/index.aspx>

**"ED Web"**

**Continuing Education for Case Managers**

**Elaine Bruner, MSN, RN-BC**

Educational Resource Library is located in CMSA's Knowledge Center. It offers 120 online courses with approved credits.

[Click Here to Access the ERL](#)

See a website or CE offering that you want to share? Contact Elaine at [millereli2@aol.com](mailto:millereli2@aol.com).

**2014 Board Meeting Calendar**

- March 20, 2014
- May 15, 2014
- July 17, 2014
- September 18, 2014
- November 20, 2014

**HRCMS President Resignation**

We regret to announce the resignation of President Deborah Johnson on January 15, 2014. Elaine Bruner, President Elect has assumed the responsibilities of leading our organization.