



# Chapter Dispatch

AUGUST 2011

## Call for Papers: San Francisco 2012

CMSA is currently building its schedule of events and sessions for its 2012 Conference at the Moscone Center in San Francisco, CA — June 19-22, 2012.

CMSA is committed to creating the best conference with the assemblage of the highest quality speakers and experts in the health care arena. If you are interested in submitting a presentation proposal, please visit [www.cmsa/cfp.com](http://www.cmsa/cfp.com). **Submission deadline is September 11, 2011.**

## Member-Get-Member



CMSA Member-Get-A-Member Campaign

Get your thinking caps on and get ready to recruit for the Fall Member-Get-Member Campaign that will begin in September. Our goal is to pump up the volume and get 250 new recruits. Join the challenge and spread the word to prospective members

about all that CMSA offers. Tell every one you know about the benefits of being a CMSA member.

We all know that the best tool is *word of mouth*. So, why not phone a friend to tell them about CMSA? Then, invite a colleague to go with you to your local chapter meeting. And don't forget to send an email to coworkers with a link to CMSA's website.

It's fun and easy to spread the news about how CMSA membership is a valuable investment in your career!

### Recruit a member and be entered in a drawing for

- One Year CMSA membership (local chapter dues not included)
- Get one entry for every member you recruit.

### Recruit 5 members and receive

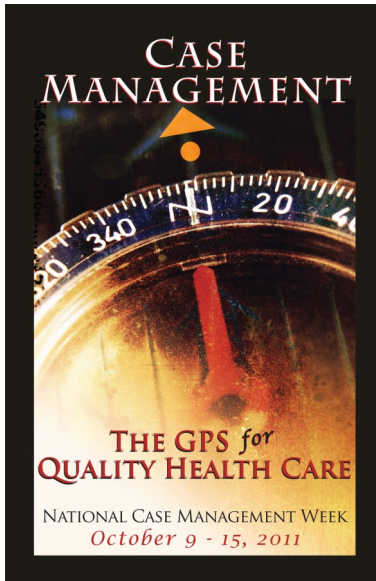
- One Year CMSA membership (local chapter dues not included)
- get one entry for a 2012 National Conference registration for every 5 recruits.

### Top recruiter will receive

- 2011 National Conference registration
- (top recruiter will not be entered in drawing for conference)

New Prize  
Structure!

# 2011 National Case Management Week



Whether through the use of a traditional compass or a modern global positioning system (GPS), the journey is smoother when tools are utilized that help us locate and steer more efficiently toward our destination. Similarly, Case Managers are valued experts at helping patients and clients effectively navigate the often-precarious road to quality health care!

It is not too early to begin planning your chapters CM Week events now. The CM Week Guide is full of ideas for events, also there are several templates for you to bring publicity to your event such as sample Proclamation request letters and press releases. Go to [www.cmsa.org/cmweek](http://www.cmsa.org/cmweek) There you'll find more information about the exciting CM Week and CMSA products shown below, as well as helpful resources to assist you in making your 2011 celebration the best one yet!

Order your products by September 15 to ensure delivery in time for CM Week 2011.

## Promotional Products

Our exciting collection of gifts is sure to make this year's celebration the best ever! This year we have

- T-Shirts
- CMSA Key chains
- CM Week Lapel pins
- Re-usable Shopping Totes
- Luggage tags

## Chapter Leadership Council Survey



We want to hear from you. In order to improve your experience as a member of the Chapter Leadership Council your input is requested. All comments and suggestions will be taken into consideration and will be applied toward making the experience of a CMSA Chapter Leader easier. Click here to give up your input on your experience in being a member of the Chapter Leadership Council. Follow the link below to complete the

survey: [https://www.magnetmail.net/forms/preview\\_form.cfm?fid=29546](https://www.magnetmail.net/forms/preview_form.cfm?fid=29546)



The hot summer is soon to come to a close – at least we in the 'hot' states hope so.

It is a busy time of year with school starting soon, chapter functions resuming, and holiday celebrations so close ahead.

The cut in Medicare/Medicaid benefits are still on the table without a final dilemma being resolved. This reduction can affect Case Managers delivery of safe quality transitions and identifying available community resources. It would be most beneficial to

keep your eye on the situation for your professional position and knowledge base to care for your patients/clients.

Our President, Mary Beth Newman, on Face book, posted information on a projected role of long distance care-giving , A study was published recently in the Oncology Nursing Forum examines the concept of "distance care-giving. The study examines the **issue of distance care-giving** .

Also, having a **Public Policy Liaison** in each chapter, then developing a **Public Policy (PP) Committee**, is advantageous to keep apprised of Washington, D.C. healthcare business. PP not only keeps your liaison apprised of D.C. business, but allows good communication to the chapter members and the importance of being part of the organizational force to maintain a united front of Case Managers. If there are questions regarding a liaison assignment, please contact me. There are forms online to complete the application process.

We need your input....watch your emails for the CPC Leadership Survey coming to you The purpose of the survey is to identify the chapter leaders' educational priorities.

**Online Communities** (formerly COP's) has an all new face-lift providing more interaction with members and providing information while eliminating the need to re-invent the wheel. Networking is a Online Communities is networking line right at your finger tips. Sign on and take a look! Everyone has to re-register for the COP with your profile, picture-if wanted, etc. You will use your email for user name instead of the CMSA.org user name. Browse this site – there is something for everyone, 'Enjoy!!'

I hope everyone has read their monthly CMSA newsletter. CMSA has an opportunity to win a \$10,000 prize in a photo contest. The picture of the Knibbe Ranch horses is beautiful and deserves this award. The directions to vote are listed in the newsletter letter and with everyone's participation we can win. To avoid searching through every page, go to **page 25** and click on 'vote.' Please take the time to participate and vote. Please help out CMSA! [Cast your vote for CMSA's Photo today](#)

**Don't forget CM week recognizing all your Case Managers.**

**Have a great month – talk to you in the fall!**

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# Chapter Highlights

## Greater Grand Rapids/Kalamazoo, MI

The GGRK chapter is very excited about their educational presentations and integration of community involvement!

The GGRK chapter continues to plan an all day education conference addressing Health Care Reform. It will be held in Grand Rapids, Michigan on Friday, March 2, 2012 at the Thousand Oaks Country Club Conference/Banquet Room.

On September 20, 2011 the chapter is pleased to be offering another educational opportunity. Susanne Michalic, RN, BSN, MS will be presenting "The Use of Electrical Stimulation in Bone Healing," to chapter membership at that Bluff Banquet and Conference Center in Grand Rapids, MI. Additionally, attendees will be educated on the volunteer opportunities available at the Catherine's Health Center in Grand Rapids, Michigan. The Catherine's Health Center is a non-profit, community based free clinic dedicated to the wellness and preventative care. The primary patient population served is the working poor who cannot afford insurance. Volunteer activities include working at the clinic and the donation of needed items.

On November 17, 2011 an education presentation will be provided by Dr. Steven Jefferson, pulmonologist on the topic of "Ethics," to the GGRK membership at Borgess Hospital in Kalamazoo, MI. Attendees will be asked to donate food or money to the Kalamazoo local food pantry, Loaves and Fishes, in place of the usual meeting fee.

A free CSMA membership will given away at every GGRK chapter education meeting!

A CCM Case Management Prep Course will be offered on March 3, 2012 in Grand Rapids, MI. B.K. Kizziar will be presenting this course. She is a Registered Nurse, Board Certified Nurse Case Manager and Certified Case Manager. B.K. was named Case Manager of the Year. She is very active in case management education. She speaks frequently on case management at regional and national levels, published in professional journals, sits on the Editorial Advisory Board of "Case Management Advisor" and is completing a case management text book.

# Key Member: Secretary

The secretary of a board or committee is a key player in the health of the group. This is the person who manages the work of the group and records decisions made by the group. Boards often have a secretary who is elected.

It is useful to have a person who is not a board member take the actual minutes and then work closely with the elected secretary to craft a final document. This person is referred to as the minute's secretary. This allows the elected individual to participate fully in meeting discussions. Keeping accurate records requires attention to detail. It is hard to take notes and follow a spirited conversation. Hence the minutes secretary to take the notes.

The minutes for the board are a legal document and need someone skilled at note taking. The elected individual can always edit, clarify, and correct as needed. Minutes are usually signed by the secretary and chair/president. But, what other things might a secretary do to make a meeting go smoothly?

## Before the Meeting

1. Consult with the President/Chairperson on the order of business for the meeting. It helps when everyone knows what is to come.
2. Be sure there is a system to create a notice of the meeting for members and other stakeholders.
3. Have copies of the agenda distributed prior to the meeting
4. Circulate to all members (a) any reports to be discussed at the upcoming meeting and (b) a copy of the agenda, minutes from the previous meeting
5. Make sure that any reports or information requested at the last meeting is available.



## At the Meeting

1. Arrive in before the meeting with the minutes from the previous meeting
2. Have copies of relevant correspondence or other business matters

# Key Member: Secretary... Cont



3. Record the names of those who are present, and convey and record apologies received from those who are absent;
4. Read the minutes of the previous meeting, and if they are approved, obtain the President/Chairperson's signature on two copies. Both go in the board minutes book. (Any written reports also go in this book. It is a history of meetings.)
5. Report on action or matters arising from the previous minutes.
6. Read any important correspondence that has been

received;

7. Unless there is a Minutes Secretary

- Take notes of the meeting
- Record the key points
- Make sure that all decisions and proposals are recorded, including name of the person or group responsible for carrying them out.
- Make sure action points are clear

8. Make sure that the President/Chairperson is supplied with all the necessary information for items on the agenda, and remind the Chairperson if an item has been overlooked.

## After the Meeting

1. Prepare a draft of the minutes working with the minute's secretary.

Consult the President/Chairperson and most senior staff member (where relevant) for approval of minutes

# 10 Smart Treasurer Practices

Start something new today. Watch a new practice turn into a good habit and see how much easier things become. Feeling overwhelmed? Pick just one of these to implement each month. By the end of the year you'll be right on track.

## **Have two people count money**

When money is collected, always have two people present, even if it seems unnecessary, even if there are just checks, no cash. At the end of an event have the cash counted twice - by two different people - and then have each person initial a form verifying the amount collected. This should match what is deposited to the bank. If possible, verify the amount of the deposit against the activity: if we sold 10 directories at \$5 then we should have \$50 to deposit.

## **Require two signatures**

If two people must sign each check, then at least two people have agreed as to why the money is being spent. Order your next batch of checks with two signature lines and "Two Signatures Required" printed on the check. Make it a monthly procedure to have someone go through the check copies and ensure that all checks have 2 signatures. Ensure that the list of authorized signers on the account is up-to-date at the bank. Never sign a blank check!

## **Have board members pay by check**

It is not enough to be honest, you also have to appear to be honest. Have board members pay for membership, fund-raising, directory etc. by check. It provides a paper trail and removes doubts that someone with special access to the money may be abusing that privilege.

## **Send bank statements to two people or provide online reporting access**

This demonstrates that the responsibility for fiscal management does not lie with one person, and allows for a backup during out of town emergencies or computer failures. Make sure that the online access is view only - you don't want anyone to be able to move money in and out of your account electronically.

## **Reconcile monthly**

If you haven't reconciled your account against reality (the bank statement) then you cannot trust what the reports say. Make sure that the bank account is reconciled EVERY month. If the Treasurer does this, then ensure that a non-signer on the account verifies the reconciliation each month. Our Treasurer's Compass (see below) tells you what to look for.

## **Report monthly**

The treasurer needs to provide a written report to the board EVERY month specifying the financial activity for that month and for the year-to-date. It is not enough for the Treasurer to say "everything is fine". Board members

need to insist that they get timely accurate information in a format they can understand.

### **Ensure that your group has adequate insurance**

No one should sit on a nonprofit board that doesn't have adequate insurance coverage. Make sure that your payments are up-to-date and that you are covered for all the risks you may encounter. If your board declines to get insurance coverage (don't need / too expensive / too much trouble) then resign. Right now. Before something happens that you may find yourself financially responsible for.

### **Perform a 10-minute audit each month**

A treasurer's report can provide a lot of meaningful information. How do we know it's accurate? How do we know that the report matches reality? A 10-minute audit is a quick and easy way to verify the Treasurer's report. See the Resources tab at [www.MoneyMinder.biz](http://www.MoneyMinder.biz) for a step-by-step PDF.

### **Conduct an annual audit**

You owe it to your membership to do a complete audit at least once per year. There is no substitute for this and no acceptable excuse for not doing it. The new treasurer should not take on duties until a full audit has been performed.

### **Use online treasurer software**

Software that's loaded and used at a single computer station is inadequate in today's world. Financial responsibility rests with the entire board, not just the treasurer. An online system gives the board the opportunity to oversee the treasurer, access financial reports at any time, and participate meaningfully.

Info retrieved from: <http://www.MoneyMinder.biz>

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