



**CMSA**  
CASE MANAGEMENT SOCIETY OF AMERICA  
The Rio Grande Chapter  
PO Box 30092  
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# The Link

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The Rio Grande Chapter of  
The Case Management Society  
of America**

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## Calendar of Events

The Rio Grande Chapter of CMSA meets monthly on the **THIRD** Thursday of the month. Breakfast Meetings are held at Best Western Rio Grande Inn. The Inn is just off I-40 West-bound and exit at Rio Grande Blvd. going South. The Inn is on the right (west) side of the street. Plenty of parking on the north side of the building. Phone: 843-9500.

Join us for a breakfast buffet starting at 7:30 and the presentation from 7:45 to 8:45 a.m. RSVP to Gloria Martinez-Newton via e-mail: [havencare@qwest.net](mailto:havencare@qwest.net) or phone: 275-2275 **by NOON Monday prior to the meeting.**

## 2007 MEETING AGENDA

- May 17 Legislative Update by Joie Glenn, Executive Director of NM Association of Home Care and Hospice. Sponsors are OptionCare, KCI and Alliance HHC
- June 21 COPD: Assessing the Impact, Optimizing Management and Outcomes by Angie Policarpio, RN,BSN. Sponsored by Boehringer Ingelheim Pharmaceuticals.
- July Networking Meeting with some fun games.

**MARK YOUR CALENDARS!!!!**

**The 2007 CMSA Rio Grande Chapter Conference,**

**"Case Management: A Rainbow of Opportunity"**

**will be held on Thursday, October 4 and Friday, October 5, 2007 at the Wyndham Airport Hotel in Albuquerque, NM.**

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**web sites**

**Local**

[www.cmsanm.com](http://www.cmsanm.com)

**National**

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

**MARK YOUR CALENDARS!!!!**

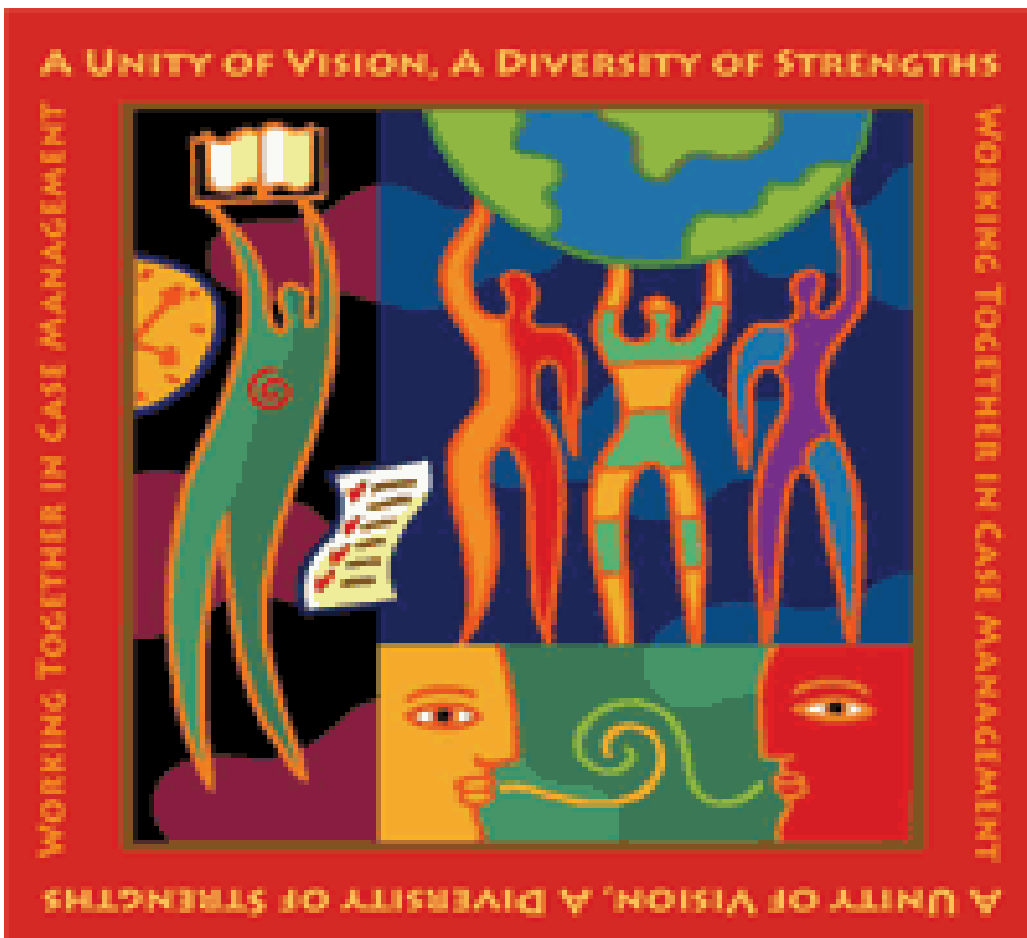
**October 4 & 5, 2007**

**The 2007 CMSA Rio Grande Chapter Conference,**

# "Case Management: A Rainbow of Opportunity"

will be held on Thursday, October 4 and Friday, October 5, 2007  
at the Wyndham Airport Hotel in Albuquerque, NM.

TRACKS: Disease Management; Finance; Rehabilitation;  
In-Patient CM and Cultural Diversity.



**2007 Conference &  
EXPO: DENVER, CO  
June 19-23, 2007**

If it's your job to assess, plan, facilitate or advocate for options and services to meet an individual's health needs through communication and available resources to promote quality cost-effective outcomes, then **CMSA's Annual Conference & Expo is designed expressly for you.**

CMSA's Annual Conference & Expo brings you the very best speakers, the most relevant educational sessions, the hottest new products and the most productive networking functions all in one easy-to-navigate and surprisingly

Register on [www.cmsa.org](http://www.cmsa.org)

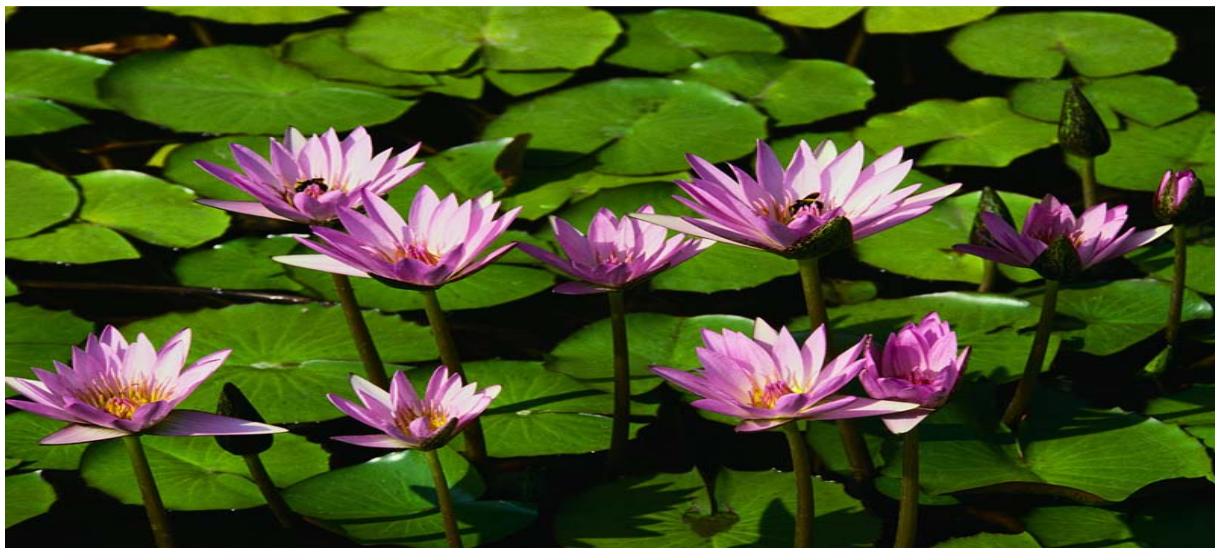
## How to Beat Serious Stress - From CMSA Library

Every day of our lives we face events that cause us stress. Although most of these events are minor in the grand scheme of things, there are situations that clearly can be considered major sources of stress -- such as an impending marriage or divorce, or trouble at home or work.

"In combating serious stress, one should first carefully appraise the seriousness of the situation and the adequacy of one's coping resources," explains Kenneth B. Matheny, Ph.D., A.B.P.P., professor of counseling psychology at Georgia State University in Atlanta.

When you're faced with a highly stressful event in your life, the following strategies will help you cope.

- **Avoid unnecessary changes in your life.** Instead, reserve what energy you do have for dealing with the stressor at hand. If possible, stabilize your work and home environments while working out the primary problem.
- **Quiet your mind.** In times of stress, the mind makes things appear worse than they are by creating endless versions of impending disaster. Because the body can't tell the difference between fact and fantasy, it responds with heightened physical response.
- **Keep in the present.** You can calm both your mind and your body by keeping your mind in the present, which is seldom as stressful as an imagined future or regrettable past. To keep your mind in the present, center your attention on your breathing, a sound or visual pattern, a repetitive movement or meditation.
- **Courageously and aggressively face the stressor.** Resist any temptation to ignore the stressor. Instead, carefully appraise the seriousness of the problem without magnifying it out of proportion. Ask yourself, "What is the worst thing that is realistically likely to happen?" Then remind yourself of all the good things that will still be a part of your life even if the worst occurs. In addition, confirm your view of the stressor by talking with others. Make a special effort to speak to family, friends or co-workers who have dealt with similar experiences.
- **Take inventory of your coping responses.** Confidence is a valuable ally in combating stress, and it builds on memories of past successes. Review successes you've had with other stressful life situations. Recall some of the specific things you did to cope.
- **Take action.** Commit yourself to a reasonable course of action to deal with the stressor. Action is a powerful stress-reducer. Research shows that the body lowers its production of epinephrine, a powerful stress hormone, when a person shifts into action. Don't avoid taking action because you fear you'll make the wrong decision. Remind yourself that there are many different ways of successfully dealing with a stressful situation.
- **Take time out to relax.** At least once or twice a day, take time to decompress by relaxing -- perhaps by listening to soothing music, taking a walk, gardening, reading or exercising. You could also choose to perform a more formal relaxation technique such as deep breathing or meditation.



## Thank you to our 2007 April May and June Sponsors



Boeringer Ingelheim



### **CCM Preparation Class Exam Interest Questionnaire**

- 1) Are you taking the CCM Exam this year?     Yes     No
- 2) Are you taking the CCM Exam in the Spring of 2008?     Yes     No
- 3) Are you interested in a CCM Preparation Course?     Yes     No
- 4) If so, would you like it the day before the October Conference?     Yes     No
- 5) Would you like a 5 week early evening course?     Yes     No

NOTE: It is imperative that we know if you are interested so that we can begin planning.  
Please e-mail [stanleytkgs@comcast.net](mailto:stanleytkgs@comcast.net) or [frustagl@comcast.net](mailto:frustagl@comcast.net)

# Parent interviews may prevent child obesity

## NEW YORK (Reuters Health) -

Researchers are developing a potential new weapon in the battle against obesity: training pediatricians and dietitians in a special interviewing technique designed to motivate parents of overweight kids to make healthy changes in their family lifestyles.

The technique, **motivational interviewing**, involves asking open-ended questions (for example, "could you tell me how you feel about your weight?"), listening and repeating the interviewee's answers, and encouraging them to recognize what is holding them back from making changes, Dr. Robert P. Schwartz of Wake Forest University School of Medicine in Winston-Salem, North Carolina, the study's lead author, told Reuters Health.

What you want to do is get the patient to take responsibility for their behaviors," Schwartz said in an interview. "What motivational interviewing does is help people get unstuck from their ambivalence."

Motivational interviewing has been used successfully to help people with substance abuse problems, but employing the approach to address physical activity and nutrition is something new, he added.

Schwartz and his team conducted a pilot study of the approach with 91 children aged 3 to 7 and their parents. The children were either overweight or normal weight but had an obese parent. They were randomized to a control group, given safety handouts; a minimal intervention group, which had one motivational interviewing session with the pediatrician; or an intensive group, made up of two sessions with either a pediatrician or nutritionist.

Six months later, the researchers found, there were drops in body mass index percentile for children in each group, but these reductions weren't statistically significant. One third of patients dropped out of the program overall, and dropout rates were particularly high in the intensive group, half of whom left the program.

Parents of children in the minimal intervention group said their children cut down on eating snacks after the interview session, while those in the intensive group reported eating out less often. There were no significant differences among the groups or before and after the intervention in terms of time spent watching TV, amount of fruit and vegetables consumed, or consumption of sweetened drinks. However, 94 percent of parents said the interview sessions "helped them think about changing their eating habits."

Schwartz and his team are now planning a larger, longer-term study of the intervention, after making a number of changes to the program, such as cutting down on paperwork for clinicians, adding a training DVD, and building in more phone interviews. They plan to enroll 600 overweight children 2 to 8 years old, and to follow them for five years.

"This was a feasibility study to try to work out the bugs in doing this, and we certainly found many," Schwartz said.



**SOURCE:** Archives of Pediatrics and Adolescent Medicine, May 2007.

Suggested by Vicki Dahn, who read the story in Yahoo News.

# The Give-N-Get Program

## NEW AND RENEWING MEMBERS

### NEW

Tramara Fuller  
Kara Dutcher  
Linda Lunn  
Gary Oppedahl  
Roberta Revera  
Denise Stevens  
June Sutton

### RENEWING

Lanna Ballog  
Jan Frustaglia  
Yvonne Maher  
Carla Metzner  
Wynell Tyler  
Fran Briem  
Ellen Clyne  
Vicki Dahn  
Constance Davis  
Linda FitzGerald  
Ray Gonzales  
Gloria Harmon  
Susan Hazeltine  
Deborah Kelly  
Kerin McKellar  
Jacqueline Rhodes  
Stephanie Thompson  
Patricia Wylie



For each article you write for The Link, you will receive a gift. Some ideas:

- A summary of the monthly meeting
- Review of an interesting, educational article
- Changes in case management, rules or trends

Contact Lynette Napier 838-0202 or 363-3361 or [lnapier@phs.org](mailto:lnapier@phs.org) for more information or to reserve your spot in the newsletter, share your knowledge, and receive your prize!

*Would you or your company like to present to our Chapter????  
We'd LOVE to have you!*

As Case Managers, we are eager to be educated about your products and services. Please remember that to meet our educational needs we do ask that you be able to provide a case management focus.

Contact Carolyn Simon for more information;  
[Carolyn\\_Simon@bcbsnm.com](mailto:Carolyn_Simon@bcbsnm.com) or 816-2059.

# Welcome to our 2007 Board

**Susan Hazeltine, RN, President.** She has 16 years of case management experience and 6 years of Marketing experience. Her past experience also includes President of the NMACC. She works for Blue Cross Blue Shield of New Mexico as a case manager.

**Carla Metzner, RN, CCM – President-Elect.** Carla has a varied background in medical and surgical nursing, and has worked for most hospitals in Albuquerque. She worked the longest, for the VA, 20 years. She started as a nurse case manager in Cardiac Rehab, about five years ago, then came to UNM Hospital three years ago to Care Management Services. She received her case management certification in 2005. She is working as an outpatient clinic case manager at UNMH.

**Ellen Costillo, MSA, MPA. Vice-President.** Ellen is the current immediate past-president of the Albuquerque NM Chapter of NASW. She is the supervisor of the Department of Senior Affairs for the City of Albuquerque.

**Lynette Napier, RN, MN, CCM, Past President.** Lynette has been in case management for five years as a nurse case manager with Presbyterian Health Plan. She was previously the Director of a HHC and Hospice agency.

**Kathy Stanley, RN, CRRN, CCM, CPUR. Secretary.** Kathy has been the Secretary for CMS, Rio Grande Chapter, for the last 2 years. She is very active in the program and CCM prep course committees. She also attends meetings and activities. Kathy has held supervisor positions with LifeMasters, Blue Cross Blue Shield of New Mexico and at Saint Joseph Hospital and Rehabilitation Center.

**Karen Cooper, Treasurer.** Karen has had 2 years of experience as the CMSA Rio Grand Chapter treasurer. Karen has 10 years experience in the healthcare field. She has worked in Home Health Care, DME and Home Infusion. She has been the Account Manager for Coram Healthcare for the past four years. She mostly works with hospital and insurance case managers specializing in IV Antibiotics and qualifying patients for Home TPN and Enteral. She was raised in Eastern New Mexico and has been in Albuquerque for the last 11 years.

**Lynn Leninger,, RN, CCM, Treasurer in Training.** Lynn's entire nursing career has been spent at University Hospital starting in 1992 as an extern in the Post Partum Unit. She then worked in the NBICU and SCN for 6 years until joining the case management department in 1999 as an RN Case Manager for the NBICU/SCN and the Mother-Baby Unit doing DC Planning and Utilization Review.

**Cynthia Shelton, MA. Member-at-Large ( Director).** Cynthia has been active in the Rio Grande Chapter of CMSA for the last 2 years on committees and at meetings. Before coming to New Mexico she was active in the Kansas City CMSA Chapter. Cynthia currently works in the Healthcare field in Albuquerque.

**Kris Van Deusen, RN, MSA, CCM, Member-at-Large (Director).** Kris has been in the hospital-based case-management field for over 20 years. She was one of the founding members of the CMSA Rio Grande Chapter. She is currently the supervisor of the Out-patient case-management at UNMH.