

NURSES' NOTES

Volume Thirteen, Number Four

President's Message

by Sheryl Riley, RN, OCN, CMCN



With this message, I hope to conclude my business as president with many thanks to all of those great people in our organization who have helped and participated along the way, recognize the growth that we have accomplished and look towards the fu-

ture. It is difficult to believe, but my two year term is coming to a close. Though sometimes cliché, it is all too true "time flies when you are having fun". There are so many people that have made my time as president a true pleasure, but let me just highlight a few standouts.

First and foremost I must thank Katie Eads for her unwavering support and whose guidance led to an incredibly smooth term in office. There are many pieces to the puzzle of being president, but with your help I was able to fit them together seamlessly. This certainly assisted me through difficult decisions and times. Secondly, Dr Williams, I wish to thank you for believing in me and showing your support. Thirdly, I must mention Patti, my taskmaster, always making sure I was present for conference calls, taking great meeting minutes and also being an ear to bend when needed. I would be remiss without mentioning the Board of Directors. I am truly appreciative of the support you all gave me during my term, both members past and present. I am certain that your hard work and dedication will continue in the coming years. Lastly, I would not have been able to be as effective as president if the company I work for ECI and my NY Team did not allow me the necessary time to participate and hold this rank in such a prestigious organization. It has truly been my privilege and honor to serve as your President for the last two years. Your willingness to speak up and stay active keeps us growing.

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The Best Example of Leadership is to Lead by Example

by Michael Garrett, RN, MSN, CTT+

Whether you are called a Corporate Executive, a Hospital Administrator, a Case Manager, a Utilization Review Nurse Specialist, or any other job title, it is imperative you have perfected, at least to some degree, basic leadership skills. In the current business climate, almost every single position in the Managed Care world incorporates the qualities of a leader into the job description.

Many feel that you must be a Manager or Supervisor or Executive of some type to be a Leader. Nothing could be further from the truth. Certainly not everyone can be the "boss," and not everyone has staff members reporting to them. Nevertheless, even in what some may feel is the very lowest position, the characteristics of "leading" are so important. One of the best ways to exemplify good leadership is to live your values and principles each and every day. Never back down on what you know is honest and true. Treat others with respect and dignity, and give them credit for having the knowledge they have. Of course, their thoughts and feelings about a particular subject may not agree with yours, but respect their right to have those thoughts and feelings. And understand that it is all right to agree to disagree.

Recognize and respect diversity. It is a wonderful thing that we are not all the same; what a boring world this would be if we were. Instead, we come from different backgrounds, different cultures and different ways of living life. Leaders use these differences in the people they work with and to good advantage for all. Leaders will understand that the diversity in all of us only helps to bring a freshness and vitality to the workplace.

One of the most important qualities of being a good leader is to not be afraid of getting your hands "dirty." If you have employees working under you, do not give them any task or job that you would not do yourself. Of course, for those in management, delegation is important, but many times we need to remember our "roots" - we all started "at the bottom." We have all "been there" at some point in our careers, and we know what it is like to "work in the trenches." We need to remember

that those who may be new to the business or profession, or new to our staff or work area, may not have the experience we have, and they may need some help becoming acquainted with the normal processes and workflows. New staff members are not monsters or burdens; a good leader will help them assimilate easily, whether they are your employees or your co-workers. We all know change is inevitable --- and lately we have all seen a great deal of change, with most likely more to come. The very nature of change means it will have an impact --- sometimes good, sometimes not so good. One of the things leaders will do when change occurs is thoroughly explain the change to those they manage or work with. It is very disconcerting to introduce a change with no explanation or instruction. This type of action only serves to undermine trust, and loss of trust can be devastating to a team.

Being a good leader does not mean you must become "one of the guys" --- but it does mean you must keep everything in perspective. You must remember and understand who your staff and co-workers are, and where they come from. You must realize they may have different ideas than you --- but that their ideas may have tremendous merit, and at least deserve to be heard. You must seek to gain and keep the trust and respect of those around you by showing you care, you respect them for their uniqueness, and you appreciate their contribution. And it never hurts to remember what TEAM means --- Together Everyone Achieves More.

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President's Message

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This year was marked with incredible success of retaining membership as well as growing it. Total membership increased approximately 38% over the course of 2008. Now that is what I call a great success. I believe this growth is a direct result of hard work on the part of the AAMCN staff and the membership. Getting the word out, talking it up and letting people know we are the only association for Managed Care Nurses.

As many of you are aware, we just completed the Fall Managed Care Forum, with a record exhibit hall turnout. Even with the slow economy, we had increased attendance from last year. WOW!! We have begun to tally the reviews from the conference with an overwhelming response of excellent. People were pleased with the speaker selection, the topics covered as well as the vendors. Apparently, our agenda, speakers and location really gave healthcare professionals a reason to come to the conference. In other good news this year, the four nurses who took the certification exam this fall can proudly say they all passed and are now Certified Managed Care Nurses.

In its second year, the Managed Care Nurse of the Year award went to Jan Gilbert. We are pleased and proud to honor Jan with this award. Please keep those in mind who you think deserve next year's award.

I want to take this moment to congratulate and lend all of my support to our new President LaNita Knoke. We are so proud and pleased that she will be taking over in January 2009. LaNita is a long standing member of AAMCN and has been a supporting member of our team not only during my Presidency but also for previous presidents. She has also served and chaired for the Leadership Committee, Conference and other important roles within AAMCN. I am certain she will continue the legacy that I inherited from those before us and continue to help the organization grow to further success in years to come.

I have been a member of AAMCN for the past 12 years and I will continue to stay involved in every way I can. Again, it has been my distinct honor and privilege to be your President over the last 2 years. I will miss my role but I will continue to support, and help AAMCN grow because I believe we are the only association that is the true voice of Managed Care Nurses everywhere.

Remember we are only limited by our own short sightedness,

Sheryl

Nurse Leader of the Year Award!

The Leadership Institute of the American Association of Managed Care Nurses (AAMCN) is pleased to announce the 2008 Managed Care Nursing Leader of the Year, Janet (Jan) Gilbert, MSN, BSN, CMCN. Though she was unable to attend the conference, Ms. Gilbert's award was announced at the Fall Managed Care Forum Pre-Conference on November 5, 2008 at the Paris Hotel in Las Vegas, NV.

Congratulations Jan!

Congratulations New CMCNs!

Julie Ann Brubeck, RN, CMCN
Anthem - Wellpoint

Victoria Lane Burk, RN, CMCN
Wellpoint

Tammy A. Davis, RN, CMCN
Anthem BCBS of MO

Debra Ellingson, RN, CMCN

Mary S. Gross, RN, CMCN
Anthem

Phyllis E. Guest, RN, BSN, CMCN
Anthem

Marissa A. Harper, RN, BSN, CMCN
United Health Group/AmeriChoice

Regina A. Johnson, RN, CMCN
Anthem

Cindy A. Jones, BSN, RN, CMCN
DMBA

Lynn E. Keough, LPN, CMCN
Humana

Anne Marie Leja, RN, CMCN
Humana

Mari E. Miceli, RN, CMCN
Wellpoint (Unicare State Indemnity Plan)

Susan H. Moore, RN, BS, CMCN
Anthem Blue Cross/Blue Shield

Janice W. Mosby, BSN, RN, CMCN
DMBA

Mary L. Plowman, RN, CMCN
HMC, Anthem Blue Cross Blue Shield

Amber L. Reeder, RN, BSN, CMCN
Anthem BC/BS/Wellpoint/HMC

Lana Kay Richmond, MSN, CMCN
WellPoint - HMC

Joanne Smith, RN, CMCN
Florida Memorial Health Network

Joyce E. Thiem, RN, CMCN
Texas Children's Health Plan

Janet Treadwell, RN, MSN, PhD, CMCN
Texas Children's Health Plan

Diane K. Woodington, LPN, CMCN
Humana

Stacey A. Zukowski, LPN, CMCN
Humana

Mary A. Bonton, RN, BSN, CMCN
AmeriChoice by United Healthcare

Welcome New Members!

Jeanne Alexander, RN, BSN, CCM
Highlands Wellmont Health Network

Ellen Aliberti, RN
United Health Care - HPN

Adaline Allred
Kindred Healthcare

Karen Astley-Moore, RN, BSN, OCN
D K Pierce and Associates

Celeste Bahia, RN
Operating Engineers Local 825

Mary Barone-Leitch, BSN, CPUM, CPUR, CCM
Shaller Anderson, an Aetna Company

Tonyce Bates, RN
Amgen

Jhenessey Bathan
Kindred Healthcare

Karen Beamer, RN
Humana

Sharon Bennett, RN, URCM
Bethesda Memorial Hospital

Suzy Bick, RN
Anthem/Wellpoint

Marilyn Bleza
Kindred Healthcare

Linda Bognolo, RN

Donna Booth-Dillon, RN
SHPS, Inc.

Susan Breitenberg, BS, RN

Stacey Brocklehurst
Capital BlueCross

Stephanie Brundage
Kindred Healthcare

LaThrease Bunton, RN
Anthem/Wellpoint

Shannon Callahan-Mynatt, RN
HMC Wellpoint

Margaret Elaine Cannon, RN

Susan Clubb, RN
Universal American Corp. Heritage Health
Systems

Karen Coomer, RN, BS, CMCN
Anthem

Catherine Couch, RN
Anthem/Wellpoint

Charlotte Craver, RN
Value Options, Inc.

Gwendolyn Dale Mc Fate, RN, BSN
Universal American Corp. Heritage Health
Systems

Lisa Davey
HMC/Wellpoint

Jeffrey De Lay, RN
Genesee County CMH

Lynn Deerman, MSN
Enhanced Care Initiatives

Gwen Duffield, RN, CCM
Aetna

Maxine Ffrench
Gulfquest

Margaret Folse
BCBS of Louisiana

Karen I. Foore, RN, BS, MA, CPHQ, CCM,
CPUR, CPUM
Fallbrook Hospital

Vanessa Foote, RN, CCM
Highlands Wellmont Health Network

Carol Frost, RN
HMC Wellpoint

Sherry Galow, LVN
Tx. HealthSpring Insurance Co.

Kathleen Gilmore, RN
Anthem

Tamara Gray
Kindred Healthcare

Robert Greenberg, RN
Kindred Healthcare

Tracey C. Gunderson, ADN
Community Health Plan of Washington

Beverly Hansen, RN
Enhanced Care Initiatives of AL

Marsha Hass, RN, BS
Westwind Options

Susanne Henry
Gulfquest

Judy A. Herbstreit, RN
Humana Inc.

Delphine Hill, BSN
Blue Cross Blue Shield of Georgia

Darlene Holzbach, RN
Humana, Inc.

Linda Hopkins, RN
HMC

Marjorie Horner, RN
Great-West Healthcare/Cigna

Ginny Hourigan, RN
WellCare

Deborah Jacobs
Gulfquest

Cindy Johnson, BSN, CCM
Mercy Health Plans

Kathleen Johnson, RN
GEHA

Paulette Jones, RN

Ruth Devine, Assoc.

Shirlene Kassing, RN, BSN
St. Elizabeth Hospital

Maude King-Bruce, RN/AAS

Diane K'Meyer, RN
Swedish Covenant Managed Care Alliance

Janet L. Koch, BSN
HTP Wound Management

Leslie Lailer, BSN
Boston Medical Center HealthNet Plan

Heidi Larson, RN
UCare

Katherine Lassiter, RNC, CMCN
HealthSpring, Inc.

Peggy Lee, RN, BSN
Universal American Corp. Heritage Hlth. Sys.

Jean Maitland, RN
Anthem

Shirley Martinec, RN
Scottsdale Healthcare Shea

Lisa McCormick, RN
AMERIGROUP Corporation

Kathy McCullar
Gulfquest

Debra Meloy, CMCN
Aetna

Maureen Menacher, RN
Genzyme Corp.

Tadd Meyers

Clarice Moore
Blue Cross Blue Shield of Georgia

Linda M. Moore
Kindred Healthcare

Carol Norton, RN, CCM
Highlands Wellmont Health Network

Patricia Ochenski, RN, BSN
Wellpoint

Lisa Robin Osborne, RN, CCM
Highlands Wellmont Health Network

Shawna Owen, RN
Anthem/Wellpoint IN

Lynette Parker

Audrey Pellicano
Healthfirst

Jason Petros

Daisie Priest
Kindred Healthcare

Janet Reinsel
Johns Hopkins HealthCare

Brenda Roberts, RN
Universal American Corp. Heritage Health
Systems

Amber Rogers, RN
Monida Healthcare Network

Alla Rudnitsky, RN, MSN, CCM
Center for Elders Independence

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New Members Continued!

Bebe Russo, RN
VA Endoscopy Group

Marie Schaefer, RN, CCM

Felicia Session
Gulfquest

Michelle Simmons, RN
Wellpoint

Dana Sparrow, RN, BSN
Universal American Corp. Heritage Health
Systems

Denise Speaks, RN
Managed Health Care Associates, Ltd.

Cathy Sportsman, LPN

Lisa Stoudt, RN
CIGNA Healthcare

Kyle Summers, RN
Blue Cross Blue Shield of Illinois

Judy Testh, RN
Employers Insurance

Patricia Thein, RN
Anthem

Linda Thurston, RN
Health Tradition Health Plan

Katharyn Trevino
Kindred Healthcare

Pamela S. Tropiano, RN, BSN, MPA
CareSource

Jason Tunnell, RN
Anthem/Wellpoint IN

Corinne Van Cleave, RN
HealthSpring, Inc.

Amy Vincill, RN, CCM
Highlands Wellmont Health Network

Deborah Waldie, RN
Glaxo Smith Kline

Anne Ware, RN, MA, CPHQ
BCBS of TN

Denise West, RN, AS

Svon Woods, RN
Anthem/Wellpoint IN

Karen Wooldridge, BSN, RN
Humana

Sandra Lee Young
Kindred Healthcare

Roberta (June) Young, RN
United Health Care - HPN

Funny Nurses Advice

by Jeanette Smith, RN, BS

The things I learned not to do as a new nurse on the nightshift:

1. Never go into a patient's room in the dark without a flashlight

- You may fall over someone on the floor
- Stepping on body fluids isn't pleasant
- Doing the slide in your new Nurse Mate shoes and wondering what the heck is that stuff? Sticks like glue and won't come off even with industrial cleaner from house-keeping!
- Always check under the patient's bed you never know what you'll find
 - Yes, a woman under the bed in the male patient's bed. He was worried about his performance after a laminectomy and wanted to give it a test drive. The patient didn't care that his roommate that could hear them.
- Last rule on dark rooms—never ever lean into a side rail of a confused patient in the dark
 - You may incur the wrath of the Dark Brown Stain gods on your uniform

ii. That nice little bag you taped on the side rail for tissues, the one that the patient didn't use - and now you know they didn't use it!!

2. Never try to jump over the wax on the floor to get into a patient's room

a. Results are exactly what you think and just try to find a pair of scrubs to wear from OB or the Operating Room in the middle of the night.

3. Never venture into the "code" room alone in the ED.

a. If you do hear the metal tables rattle and a moan - RUN!!

4. And finally, one important lesson learned by a new nurse..... At 6 am, when you have been crazy busy all night, make sure you read what you are mixing for the early morning enema. You should mix salt and baking soda, not salt and corn starch. It is fine for gravy but not for an enema. In case you are wondering, I did catch it before I gave it!!!

Nurses' Notes

Nurses' Notes is the official newsletter of the American Association of Managed Care Nurses (AAMCN). For submissions, contact Patti Hulcher at phulcher@aamcn.org or 804-747-9698.

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Legislative Article

by Shelly Martin, BSN, MHSA, CPHQ, CMCN, CCM

Now that the presidential election is over, you may be finding yourself excited or disappointed. Regardless of your state of emotions at this time, we have a clear winner and the people of our country made the choice. It is now time, no matter what side of the aisle you stand, to get involved.

Experts are speculating that in President-Elect Obama's first 100 days in office, he will focus on the economy, healthcare and energy.

Specifically, as it relates to the economy, we're likely to see legislation that supports reducing taxes. Experts agree that he will likely eliminate the small business capital gains tax, implement legislation that will promote job growth and ensure that the financial credit crisis has the necessary oversight.

In terms of healthcare, the Obama administration will reform Medicare, they will likely move toward decreasing the reimbursement

to Medicare Advantage Plans. Legislative experts have predicted that this decrease in funding will likely be a gradual decrease, but none-the-less, a decrease for managed care organizations. Additionally, SCHIP (State Children's Health Insurance Program) will be reauthorized (but with lower limits than initially proposed). Lastly, we could see legislation promoting health information technology.

Energy legislation will focus on reducing gas prices (or maintaining them since they have dropped significantly), promoting renewable sources of energy and curbing energy speculation. At this point, there are no details about how these things will be accomplished, just that they are likely to be concentrated on in the first 100 days of the Obama presidency.

This is the time to stand up and get involved. I believe that our legislators and President-Elect, once again, are focusing on issues within healthcare they know very little about.

Working for a large Medicare Advantage organization, I continue to be disturbed that the government is focusing on the one area where outcomes are significantly better than, profits are not astronomical and services are enormously improved over the product offered by our government.

Getting involved and making a difference means that you call, write and e-mail your federal representatives, Senators and Congressmen and women. Tell them you want to get involved, tell them your ideas and answers. Take a stand for what we know to be the right answers within healthcare, from the people who understand how it works. Other ways you can get involved is by contacting your organizations Governmental Relations department, join political action committees, talk to your colleagues. The time is now to make a difference, if we don't stand up to the challenge and try to make a difference, the decisions and outcomes will be decided for us.

The Value of Mentoring

by Lanita Knoke, RN, BS, CMCN

Mentors come in many forms; generally, we think of business mentors but there are so many other forms both in your professional and personal life. Remembering that your professional life is bigger than your day to day job, you need to look at your career as a whole, not just what you are paid to do everyday. A mentor may be your Grandmother whom you believe taught you everything about how to live your life as easily as it could be, or the supervisor who modeled the leadership skills that formed your career. You need both to be successful, however, generally we do not look at them as the link to the whole.

Starting with the definition, a mentor is an individual, generally older, more experienced, who guides another individual's development. You would expect that this guidance not be for personal gain. The right mentor can be the

most valuable asset in your career; the wrong one can be devastating. A good mentor equates to a coach, always challenging you, inspiring you and demanding that you do your very best. They can improve your confidence and lead to opportunities you had not previously considered. They are familiar with a range of professional options and are able to put aside self-preoccupation to foster the growth of new professionals. I have been fortunate in my life to have many mentors both professionally and personally. There were times however, that I may not have used that terminology when thinking of them, but in essence that is what they imparted to me. I believe sometimes we learn more from those who are contrary to our leadership style.

One of the things I believe we do well as an Association is imparting the value of

mentoring. It is encouraged on the Board of Directors. This is accomplished by pairing new board members with current or past members to gain knowledge and ability making them more successful members of the board. When I joined the Board, my mentor was Shelly who provided me the encouragement to move further within the board and accept the position of president elect. The president and president-elect further their board relationship using this same format, working together over the course of the year. Mentoring in this fashion provides consistency so that the new President has working knowledge of the Association's day to day operations. This has been an invaluable year to me working with Sheryl to gain this knowledge and understanding. With the support and wisdom that both Sheryl and Shelly have provided me, I hope to prove myself worthy. Thank you for this opportunity to be President of this wonderful association. Please do not hesitate to contact me for any assistance.

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