



# Your Board Your Vote

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## 2018 ELECTION

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### **CMSA BOARD OF DIRECTORS**

#### **Meet the Candidates!**

*Review more information on their Campaign Statement, Biography, Leadership and Honors.*

Case Management Society of America

6301 RANCH DR, LITTLE ROCK, AR 72223 | [WWW.CMSA.ORG/2018BODELECTION](http://WWW.CMSA.ORG/2018BODELECTION)

# MEET THE CANDIDATES

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Please review all candidates before casting your vote.

You may read their information shared here,  
or watch their Candidate Recording at [www.cmsa.org/2018BODElection](http://www.cmsa.org/2018BODElection).

**Director: (2018-2021), 2 positions open**

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# 2018 – 2021 Director

Candidate 1 of 8



## Catherine Campbell, MSN, RN, MBA, CHC, FACHE, CCM

**Employer:** Southeastern Oklahoma State University

**Title:** Professor

**Chapter:** Dallas / Ft. Worth, TX

**Email:** cec5479@me.com

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Hello, I am Catherine (Cathy) Campbell, MSN, MBA, CHC, FACHE, CCM. I am honored to be a nominee for the Case Management Society of America Board of Director position. My current professional role is a professor at Southeastern Oklahoma State University instructing Healthcare Information Technology Systems and Electronic Medical Record supporting the healthcare technology of the future.

My vast executive leadership experience is noted in positions as Chief Executive Officer, Chief Nursing Officer, Director of Case Management, and corporate Case Management Consultant. Consultant expertise, to member facilities, advancing expertise in providing timely care and throughput, has been demonstrated. This expertise has been utilized in multiple facilities to improve patient safety and quality. These executive positions and experience have positioned the growth and leadership utilized by Case Management Society of America in previous Board of Director positions. Previous national CMSA positions of leadership have included: Board of Director, Chapter Leader Chair, Treasurer, Audit and Finance Chair/Committee, Public Policy Committee, and Communities of Practice Public Policy Facilitator.

Professional leadership education has included, Bachelor of Nursing from East Central University in Ada, OK, a Master in Business Administration at Webster University in Ft. Smith, AR, a Master in Nursing with a focus in management and leadership, and currently a Doctorate in Nursing from Grand Canyon University graduating in Spring 2018. Research, education, and innovations are passions felt to improve patient quality care.

My goals and aspirations for CMSA is to continue striving in support of the Case Managers at the bedside with education, supportive growth, and enlisting legislative support state and nationally, to the value of our profession. Currently, I am conducting a population health and case management research project focusing on decreasing the 30-day readmissions. This has often been a directive for Case Managers to address. This and other projects can be a focus to bring to the CMSA table during my tenure.

I will appreciate your vote, to again share my leadership and passion for CMSA, as a Board of Director, continuing my support for Case Managers and CMSA.

# Catherine Campbell BIOGRAPHY

Catherine (Cathy) Campbell, MSN, RN, MBA, CHC, FACHE, CCM has been in Case Management more than 30 years. Aligned with her involvement, are leadership positions have been Director of Case Management, Chief Nursing Officer, and Chief Executive Officer. These roles coincide with ongoing leadership and regulatory requirements at the county, state, and federal healthcare legislation. Cathy’s educational background includes a Master in Nursing leadership and management and Master in Business Administration. She continues to advance her education with studies in healthcare ethics and legalities and advancing of healthcare systems improvement and the future of nursing. Currently, Cathy is completing her Doctorate in Nursing Practice.

Certifications have been achieved in Healthcare Compliance and Ethics, advancing to a Fellow in American College of Healthcare Executives and acquiring certification in Case Management. For the past 5 years Cathy has volunteered as Congressional District Public Policy Advocate for AARP. The position proves a direct line to impending healthcare legislation. As a current member of the North Texas American College of Healthcare Executives, volunteer contributions are membership on the Communication Committee and Membership Committee.

Local Chapter contributions have included Board of Director Member, Annual Conference Committee Chair, Chapter President, Chapter Public Policy Liaison, CMSA Foundation Bridge Liaison, and Chapter Executive Director. National contributions include CMSA Treasurer, Board of Directors, Chapter Council Chair, Public Policy Committee member, a two-year term as the facilitator for the Communities of Practice, and member/chair of the Audit and Finance Committee.

Cathy has contributed her healthcare experience and knowledge by participating as an adjunct faculty member of Western Governors University, Grand Canyon University, and is a Professor at Southeastern Oklahoma State University instructing Healthcare Information Technology Systems and Electronic Medical Record to undergraduates and the Masters in Business Administration Graduate program.

Cathy’s dedication and commitment to the vital role of Case Management has been exhibited in voluntary roles at the local chapter level and at the national level. Case Management is an imperative service throughout the healthcare community ensuring optimal continuum of care is achieved. Our voice at all levels of legislation is a viable entity, which will prove to be continuing values as the uninsured continue to rise.

State/National speaking engagements support patient advocacy and case management’s expertise in transitions of care. Literary contributions have included ‘CMSA Today’, ‘Mature Texan’, and ‘Texas Case Management’. Case Management continues to be a valuable image within the healthcare profession, facilitating safe quality of care, appropriate transitions, and providing excellent patient/family trusting relationships.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> <li>• Inductee Honor Society of Nursing, Sigma Theta Tau Intl, 2018</li> <li>• Advisory Committee, ANA, 2017</li> <li>• NIH Comm Rep for Dallas, TX Community Engagement and Tissue Pathology Comm, UT SW NIH Kidney Precision Medicine Project, 2017</li> <li>• Volunteer Appt – Public Policy Advocate, Amer Assoc of Retired Persons, 2015</li> <li>• Case Manager of the Year, Dallas / Ft. Worth Chapter of CMSA, 2014</li> <li>• Fellow, Amer Coll of HC Exec, 2011</li> <li>• Manager of the Year, Healthcare Management Assoc, 2002</li> <li>• Outstanding Volunteer Service, State of OK Dept of HHS, 1996</li> <li>• Certified in HC Compliance - 2016</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Society of America (CMSA), 2008-present</li> <li>• Dallas/Ft Worth Chapter of the Case Management Society of America (DFWCMSA), 2008-present</li> <li>• American College of Healthcare Executives, 2000–present</li> <li>• AARP Public Policy, 2006-present</li> <li>• American Nurses Assoc, 2016-present</li> <li>• Sigma Theta Tau, 2018-present</li> </ul>	<p><b>CMSA</b></p> <ul style="list-style-type: none"> <li>• Treasurer, 2014-17</li> <li>• Finance &amp; Audit Comm, 2013-18</li> <li>• Board of Director, 2013-14</li> <li>• Chapt Pres’ Council Rep, 2011-12</li> <li>• Public Policy Committee, 2009-11</li> <li>• Communities of Practice, Public Policy Facilitator, 2009-11</li> </ul> <p><b>DFWCMSA</b></p> <ul style="list-style-type: none"> <li>• Board of Directors, 2008-10</li> <li>• Public Policy Liaison, 2010-11</li> <li>• President, 2010-11</li> <li>• Annual Conf Chair, 2010-11</li> <li>• Executive Director, 2011-13</li> </ul> <p><b>National Institutes of Health</b></p> <ul style="list-style-type: none"> <li>• DFW Patient Rep, 2017-present</li> </ul>

# 2018 – 2021 Director

Candidate 2 of 8



## Lauren Danahy, RN, BS, MBA, CCM, LNCC, CCHP

**Employer:** Willamette Nurse Consultant Group  
**Title:** Disability & Catastrophic CM and Legal Nurse Consultant  
**Chapter:** Seattle, WA  
**Email:** lauren@wncgrp.com

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My name is Lauren Danahy and I am truly honored to be running for a national board director position with CMSA. As a registered nurse and certified professional case manager, I have dedicated the last fifteen years of my twenty plus year nursing career to case management. I have held various case management leadership roles in my local chapter that have grown me professionally through experience and skill. This has led me to want to serve the CMSA membership in the role of a national board director so that I am able to serve and give back.

As professional case managers, we are witnessing a tidal wave of major changes to our population across the health care continuum who are now experiencing more coexisting comorbid conditions than ever before. There are many people without the ability to have expensive healthcare that are foregoing taking medications because they can't afford it. There are injured workers who are worried if they'll ever return to a meaningful job. There are new mothers who don't know how they are going to feed and clothe their baby. As professional case managers, we bring value to all of them and many others. Tailoring our approach, touching the hearts and lives of those that would otherwise not have an advocate.

We are all hearing about healthcare reform, well, I want to share with you: we ARE the healthcare reform. That was the message that I have shared with legislators at CMSA Day on the Hill. And, the interesting piece is that THEY AGREED. The legislators themselves have stories about family members that were assisted by professional case managers.

As I advocate passionately for professional case management, I've been truly blessed to have been afforded the opportunity to give back to my local communities in the form of sharing our message about our career paths and what it took to get here. I have students in local community colleges and universities that ask me how to get to where we are professionally because that is what they want to do. I share my knowledge, passion and personal story about what it took and how I got where I am. It is time to consider doing the same. As we have all seen, the demographic of case managers across the nation is aging out of the full-time work force, it is up to each of us to share our stories, our calling for the work and our knowledge. Let's all move forward and be the change, the catalyst in someone else's life.

I have been fortunate to be able to be involved in OMCMG and giving back by chairing committees, planning and speaking at chapter educational events, and holding various chapter board positions over the years. Through these experiences, I have grown personally and professionally.

CMSA's mission is to advocate for patients' wellbeing and improved health outcomes through fostering case management growth and development, impacting health case policy and providing evidence-based tools and resources.

In closing, there are three goals to accomplish during my term:

- Empower our members to do outreach to hopeful future professional case managers and create unique opportunities for future members of CMSA.
- Create new and exciting world class educational offerings for our membership that they are interested in.
- Promote the work of all professional case managers and the current issues we face by continuing to work in Public Policy.

Let's continue to unite within our profession so that we can keep advancing with our strength and be heard. Thank you for your consideration and thank you for voting.

## Lauren Danahy BIOGRAPHY

Lauren Danahy is the Principal of Willamette Nurse Consultant Group (WNCG). In her current position, she is a working case manager and is also responsible for overseeing a team of case managers whose primary focus is Workers' Compensation Case Management. There are also other branches of WNCG that include: chronic disease case management, long term care case management and currently in development, a home care branch that will focus on geriatric case management. Prior to her current position, Lauren worked for a Fortune 500 company specializing in case management in the semiconductor industry for Occupational Health. She also worked for national companies holding positions from staff level nurse to C-Level.

Lauren is a native Bostonian transplanted to the Pacific Northwest by way of serving in the military. Lauren has enjoyed her 20+ year nursing career that has spanned across diverse clinical settings. Lauren's nursing career began after completing a six-year service commitment in the U.S. Army Military Police Corps. She has presented locally, regionally and nationally on topics including: case management best practices, multistate licensure, effective utilization of case managers in workers' compensation, effective case management of traumatic brain injuries, catastrophic case management, public policy, various roles of nurse case managers, niche roles for nurses, the value of obtaining the CCM credential, and mentoring new nurses as they transition into their professional roles. Lauren has been published in peer-reviewed journals.

Lauren has been a very active member of the OMCMG chapter having served on several committees in various positions including Chair of the Public Policy Committee where she has been active in attempting to advance Nurse Licensure Compact legislation in Oregon. Having participated in the last several CMSA Day on the Hill summits, Lauren was able to educate local legislators on the Case Management Model Act and Standards of Practice, Case Management Week Resolution, National Nurse Act, Telehealth Improvement Act, 21<sup>st</sup> Century Cures, Helping Families in Mental Health Crisis, Multistate Licensure as well as educating legislators about the value that professional case managers bring to healthcare in the way of care coordination and reducing healthcare costs. Lauren also served as a Member at Large, Treasurer Elect, and Treasurer. Lauren has relocated her membership to the Washington State Chapter (WMCMA) as of the beginning of 2018 due to an increase in case management activity for WNCG in that area.

Lauren's professional interests include advancing the knowledge about professional case managers, public policy and advocating for catastrophically injured workers within her case management practice. She received an MBA in Healthcare Management from Marylhurst University, RN to BS completion degree in Nursing from Oregon Health and Science University graduating Cum Laude, and LPN Diploma from Tennessee Technology Center at Dickson.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> <li>• Certificate of Appreciation, Valuable Contribution to the BizConnect, School to Career Pilot project, Assisting High School Students with Career Exploration, 2010</li> <li>• Certificate of Appreciation, Leadership and Scholarship in the Practice of Occ Health Nursing; Sigma Theta Tau Intl Honor Society of Nursing: OHSU School of Nursing Beta Psi Chapter, 2007</li> <li>• Certificate of Appreciation, Commitment to Occupational Health and Safety; Center for Research on Occ and Env Toxicology (CROET), 2007</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Society of America (CMSA), 2011-present</li> <li>• Oregon Medical Case Management Group (OMCMG), 2011-17</li> <li>• Washington Medical Case Mgmt Assoc (WMCMA), 2018-present</li> <li>• Workers' Comp Claims Assoc of OR (WCCA), 2011-present</li> <li>• American Assoc of Legal Nurse Consultants (AALNC), 2013-present</li> <li>• OR State Bar, Assoc Mbr, 2013-present</li> <li>• OR Health and Science Univ (OHSU)- Mbr of School of Nursing Alumni Assoc Advisory Council, 2014-pres</li> <li>• American Legal Nurse Consultant Cert Board (ALNCCB), 2016-present</li> <li>• OR State Assoc for Occ Health Nurses (OSAOHN), 2007-10</li> </ul>	<p><b>OMCMG</b></p> <ul style="list-style-type: none"> <li>• Treasurer, 2017</li> <li>• Public Policy Comm Lead, 2014-17</li> <li>• Treasurer-Elect, 2016</li> <li>• Mbr at Large, 2014-16</li> </ul> <p><b>ALNCCB</b></p> <ul style="list-style-type: none"> <li>• Mbr at Large, 2018-21</li> <li>• President, 2017</li> <li>• President-Elect, 2016</li> </ul> <p><b>AALNC</b></p> <ul style="list-style-type: none"> <li>• Journal of Legal Nurse Cons Editorial Review Panel, Mbr, 2015-present</li> </ul> <p><b>OSAOHN</b></p> <ul style="list-style-type: none"> <li>• Director, 2007-10</li> </ul>

# 2018 – 2021 Director

Candidate 3 of 8



## Colleen Morley, DNP, RN, CMCN, ACM

**Employer:** West Suburban Medical Center  
**Title:** Director of Case Management Services  
**Chapter:** Chicago, IL  
**Email:** cmmorley@hotmail.com

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My name is Colleen Morley DNP, RN CMCN ACM and I have been in the Case Management arena for over 14 years; in managed care (PPO and Managed Medicaid HMO) and acute care (inner city safety net, suburban and for profit) environments, which gives me a unique perspective on how different case management programs/settings can and should work together for the benefit of the patient/client/member. I believe very strongly that as a Case Manager, we have a mission to educate our clients on the benefits of Case Management. To that end, I have participated in PSAs on a local healthcare-oriented radio show, given presentations to local senior groups on the value of Case Management and lend the voice and perspective of case management to local nursing organizations.

As a leader in Case Management, I feel we have a mission to our members to be “advocates for the advocates”; to support, educate and promote Case Management and the value we have at all levels; from clients to employers to local & state government and the federal government; to have input into what defines our scope of practice; what the qualification for the title of Case Manager are and a voice to best advocate for our clients in issues of concern (transitions of care, Observation status issues)

As a mentor in Case Management, I always encourage Case Managers to get certified in whatever field or certification is appropriate for them. I was the first RN at BCBSIL to become CMCN (Certified Managed Care Nurse) and successfully advocated for this to be included in the clinical ladder for promotion. I seek out educational opportunities for my staff and encourage them to attend. If the topic cannot be found, I research and develop the education presentation or encourage them to do so. And pilot projects are of special interest to me; as demonstrated by the culmination of 8 years of work on readmissions reduction, implementing a multi-focal strategy for my DNP practice project.

Case Management has so much to offer Healthcare in the way of initiatives, quality improvement and changing the way all people look at the healthcare delivery system. We need to bring Case Management into the public eye.

I consider myself an “idea person”, with the ability to critically analyze a situation and identify gaps and potential solutions. My peers refer to me as the “Energizer Bunny of CM” for my efforts on behalf of CMSA Chicago in various board positions, most recently President Elect 2017-19. I would be honored to serve on the CMSA National Board of Directors and am thrilled to be included in the ballot for consideration on the 2018 ballot. I look forward to serving the Board and all CMSA membership.



## Colleen Morley BIOGRAPHY

Colleen Morley DNP (c), MSN, RN, CMCN ACM is the Director of Case Management Services for West Suburban Medical Center in Oak Park, IL and Westlake Hospital in Melrose Park, IL under the Tenet System.

Previous roles include:

- Manager of Care Coordination for Chicago Family Health Centers (FQHC)
- Director of Case Management for MetroSouth Medical Center in Blue Island IL
- Director of Case Management at St Bernard Hospital in Chicago
- Director of Utilization Management and Care Coordination for Meridian Health Plan of IL.
- Director of the Care Management Department at Provena Mercy Medical Center in Aurora, IL
- Manager of Medical Services at BCBSIL

Colleen has over 19 years of nursing experience. Her clinical specialties include Med/Surg, Oncology and Pediatric Nursing. Her passions in nursing include promotion of professional development and continuing education and studying the readmission issue to develop solution programs.

She is active with CMSA Chicago; currently serving as President Elect for 2017-19 and has been on several national level committees for CMSA (Education, Awards), ACMA (Membership) and AAMCN (Education and Membership). Additionally, she currently holds the position of Director on the ANA-IL Board of Directors, serving as Legislative Committee Chair and PAC Trustee. She was named Nurse Leader of the Year in 2010 by the American Association of Managed Care Nurses for her contributions in significantly updating and revising the CMCN certification curriculum in 2009-10. Colleen has been a frequent contributor to AAMCN's *Nurses' Notes*; has been published in *Case in Point's Caseload Handbook* edition and most recently in *American Nurse Today* in June 2017 on Communication and Collaboration Across the Interdisciplinary Team.

She has presented posters at CMSA National and teaching sessions at national level care coordination events and has recently launched her own healthcare education consulting firm, Altra Healthcare Consulting, specializing in writing and presenting continuing education programming for RNs and SWs.

She received her ADN at South Suburban College in South Holland, IL; BSN at Jacksonville University in Jacksonville, FL, MSN from Norwich University in Northfield, VT and has recently completed her Doctorate in Nursing Practice at Chamberlain University, with official graduation on 3/17/18.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> <li>• Managed Care Nurse Leader of the Year, AAMCN, 2010</li> <li>• Inductee, Nurse Leader, Sigma Theta Tau, 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Society of America (CMSA), 2008-present</li> <li>• CMSA Chicago, 2008-present</li> <li>• American Case Management Association (ACMA), 2010-2017</li> <li>• American Nurse Association – Illinois (ANA-IL), 2017-present</li> <li>• American Assoc of Managed Care Nurses (AAMCN), 2006-present</li> <li>• American Assoc of Heart Failure Nurses (AAHFN), 2009-2013</li> </ul>	<p><b>CMSA</b></p> <ul style="list-style-type: none"> <li>• Education Comm Mbr, 2015</li> <li>• Awards Comm Mbr, 2017-18</li> </ul> <p><b>CMSA Chicago</b></p> <ul style="list-style-type: none"> <li>• President-Elect, 2017-19</li> <li>• Membership Secretary, 2016-17</li> <li>• President-Elect, 2012-13</li> <li>• Secretary, 2011-12</li> <li>• Public Policy Liaison, 2011-12</li> </ul> <p><b>ANA-IL</b></p> <ul style="list-style-type: none"> <li>• Director, 2017-20</li> <li>• Legislative Committee Chair, PAC Trustee, 2017-20</li> </ul> <p><b>AAMCN</b></p> <ul style="list-style-type: none"> <li>• Membership Comm Mbr, 2015-pres</li> <li>• Education Comm Mbr, 2009</li> <li>• Cert Curriculum Review Comm, 2009</li> <li>• Editor / Educator, 2009</li> </ul> <p><b>ACMA</b></p> <ul style="list-style-type: none"> <li>• Membership Comm Mbr, 2015-17</li> </ul>



# 2018 – 2021 Director

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## Andrea Norton, BSN, RN, CCM

**Employer:** Sharp Healthcare  
**Title:** RN Case Manager  
**Chapter:** San Diego, CA  
**Email:** andrea.norton@sharp.com

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Dear CMSA Colleagues,

My name is Andrea Norton, and I am asking for your support in the upcoming election for the position of Director on the National Board of CMSA.

I am your current Millennial Advisor to the Board of Directors for CMSA. At the local level, I am Founder, and current Chapter President of CMSA- San Diego Chapter.

I joined CMSA in 2015 as a way to keep updated on issues that influence my daily practice as a case manager, and access educational credits for CCM licensure. I was aware of CMSA's mission of offering professional collaboration; advocating for their patients, promoting case management, involvement in health care policy and providing resources.

I became inspired to create a CMSA presence within the San Diego community. After some background work and consultation, I organized our first chapter meeting, which was a success. One year and three months since our first chapter meeting, our application to the Department of Consumer and Regulatory Affairs (DCRA) for CMSA - San Diego, to be officially incorporated, was accepted! I currently serve as Chapter President, leading in the continued development of our local CMSA-San Diego chapter. I am working to grow our local chapter membership, strategizing successful marketing techniques to ensure we host events that entice our case management community, as well as maintain and grow our vendor relationships.

My goal is to promote the growth and value of case management and to support the evolving needs of the case management professionals.

At the national level as Millennial Advisor, I bring a new strong voice that represents our younger, evolving case manager member population within CMSA. I serve on both the Membership and Website Development taskforce committees, advocating for new strategies to connect with our Millennial population of Case Managers, while remaining steadfast CMSA's core mission. I am excited for our members to see our current changes, and the continued evolution of CMSA that we have ahead!

My years of Leadership and direct Case Management experience has given me the tools essential for a Director position on the National Level. I am honored to serve CMSA and would like to thank our CMSA Members for their support and enthusiasm, as well as the National CMSA Board of Directors and Management Team for their guidance and mentorship along the way.

As Director and with your support I believe that this organization can continue to grow and enhance all of our professional lives.

Thank you for your consideration. If you have any questions please do not hesitate to contact me.

Sincerely,

Andrea Norton

## Andrea Norton BIOGRAPHY

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Andrea Norton, BSN, RN, CCM, is a dedicated leader for the profession of case management in the San Diego community. She has been a NICU Staff Bedside RN, a case manager team Lead, and currently is an RN Case Manager for Sharp Health Care in San Diego, California.

Andrea holds a Bachelor’s of Science in Applied Arts and Sciences Nursing from San Diego State University, graduating Magna Cum Laude. She is the Founder of the CMSA- San Diego Local Chapter, a journey for her that began in 2015 and has had monumental success. She currently serves as Chapter President for CMSA- San Diego, her goal to promote the growth and value of case management and to support the evolving needs of the professional case manager.

Andrea has been active in CMSA at the national level as well, currently serving as Millennial Advisor and on both the Membership and Website- Development committees.

Andrea is the recipient of the 2016,2017 Community Pillar Core Award, and 2017 People Pillar Core Award at Sharp Healthcare in recognition for her leadership in Case Management and in 2017 presented to case manager professionals at the CMSA National Convention, in Austin, Texas.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> <li>• Community Pillar CORE Award, Sharp Healthcare, 2017</li> <li>• People Pillar CORE Award, Sharp Healthcare, 2017</li> <li>• Community Pillar CORE Award, Sharp Healthcare, 2016</li> <li>• Quality Pillar CORE Award, Sharp Healthcare, 2015</li> <li>• Growth Pillar CORE Award, Sharp Healthcare, 2014</li> <li>• Quality Pillar CORE Award, Sharp Healthcare, 2014</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Society of America (CMSA), 2015-present</li> <li>• CMSA San Diego, 2015-present</li> </ul>	<p><b>CMSA</b></p> <ul style="list-style-type: none"> <li>• Millennial Advisor to the BOD, 2017-present</li> </ul> <p><b>CMSA San Diego</b></p> <ul style="list-style-type: none"> <li>• Founder, June 2015</li> <li>• President, 2015-present</li> </ul>

# 2018 – 2021 Director

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## Laura Opson, RN-D, LNCC, CCM

**Employer:** Opson Legal Nurse Consulting

**Title:** Owner and President

**Chapter:** Seattle, WA

**Email:** [laura@opsonlegalnurse.com](mailto:laura@opsonlegalnurse.com)

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My name is Laura Opson and I am asking for your vote for me for the position of Director for our CMSA National Board.

First about me personally, my nursing career started in 1985 and from the beginning, I recognized the need for and I took action by learning coordination of care across the health care spectrum, first working as a bedside nurse then later working in Public Health venues. Like so many of you all out there, I learned Case Management in the field. One of those areas of learning to manage care was when my daughter was diagnosed as an infant with cancer, and there were no Case Managers. I had to do it.

Fast forward 30 years and much experience in between, I am currently owner of a private Case Management and Legal Nurse Consulting company in Seattle Washington working with catastrophically injured patients. Additionally, I support Legal Teams as a Legal Nurse Consultant where I assist the team to understand complex medical care and needs; a type of Case Management but with a slant.

In 2013, I joined CMSA and my local chapter WMCMA of western Washington and have been active with them ever since. I attained my CCM in 2017. I was first elected to the to my board in 2014 and followed that as elected secretary for the past two years and am current President Elect. Additionally, I have chaired my local Public Policy Council working at the state and local levels to relay concerns that all Case Managers have and promote Case Management as a profession to our legislators.

I have been a welcome presenter at local WMCMA conferences, presented posters at CMSA National in 2016 and 2017, and many others. I will be a speaker at CMSA National in Chicago and hope to see you there, too.

I am running for this position because I believe that Case Managers are THE leaders and THE influence of tomorrow in health care. To that end, as your elected CMSA National Board Director, I will work with CMSA to further professional Case Management for Social Workers and Nurses to promote the goals of CMSA of advancing higher quality ethical and evidence-based best practices for Case Mangers.

In short, the more knowledge and tools we have in our tool box the better for our patients and better for us as Case Managers. Recognition of Case Managers is long overdue as a profession and while we have made progress thankfully due to the efforts of CMSA, more work needs to be done and I will continue that effort as your National Board Director.

As you consider your vote for your leaders, please consider placing your vote for me because I am a known dedicated leader and professional in Case Management. As your National Board Director, I have your goals in mind.

Remember, YOUR VOTE is your RIGHT and it is your VOICE. Thank you for taking the time to consider voting for me for your CMSA Board Director. Lastly, when you are in Chicago at National in June, please take a moment to say hello and share your Case Management stories with me.

Thank you for your vote for me.

## Laura Opson BIOGRAPHY

Laura Opson started her career as an RN in 1985 with the goal of improving outcomes for critically ill adults, then children and eventually neonates by coordinating care across the health care spectrum. She worked at the bedside learning and enjoying the nuances of acute patient care then branched out to work in public health including Head Start programs. Recognizing the needs to improve services, Laura sought to improve programs and wrote grants to expand the Head Start programs and make them richer by improved services for young children and their families. In 2005, she was an invited member of the Washington State Education Review Committee where she was a chief medical reviewer for the early learning Benchmarks Program.

Laura Opson is a Registered Nurse (RN), Nurse Delegator (ND), Legal Nurse Consultant Certified (LNCC) and Case Manager (CCM). As a private Case Manager, Laura works with patients and their families who have survived catastrophic injuries with a focus on survivors of Traumatic Brain Injury. She provides medical expertise and consultation for attorneys and their Legal Teams and catastrophically injured clients as a Legal Nurse Consultant. Laura writes Life Care Plans outlining future costs for long-term care.

Laura is a recognized leader in Case Management and has a demonstrated record of organizing to get results in her professional career. Since 2013, Laura has been an active member of CMSA and her local chapter, WMCMA in Western Washington State since 2013. She has held a board position since 2013 and served as Secretary for her board for 2016 and 2017. Laura has been elected as President elect for 2018, a position she will step down from in order to serve as CMSA Board Director. She has been chair of her local chapter Public Policy Committee since 2015 where she is active in advocating for whole care delivery with recognition of the Case Manager as a main pivot point. She has served on the by-laws committee of her local chapter. She is and has been an active participant on the CMSA awards committee.

Laura has expertise in mentoring and furthering career development in other professionals; she actively mentors others seeking to further their careers in Case Management and Legal Nurse Consulting.

Laura Opson has been a welcome guest speaker sharing her expertise on topics concerning medical education, Legal Nurse Consulting and Traumatic Brain Injury including the effects of Brain Injury on returning Veterans. She has provided informational poster sessions at local and for the past two years at National CMSA conferences.

Laura is mom to three wonderful grown up children and began her career in response to understanding the support that families but also the Nurse and Case Manager needs after her first child was treated for and survived cancer and again with her second child. When Laura is not working or volunteering, she enjoys yoga, raises backyard chickens, nurtures her gardens and enjoys reading and listening to audio books.

Professional and continued interests concern Public Policy and advocacy for Professional Case Management. As a CMSA National Director, Laura will work closely with other members with established goals of collaboration across the health care continuum to help the membership reach their full potential.

<b>Professional Memberships</b>	<b>Leadership Positions</b>
<ul style="list-style-type: none"><li>• Case Management Society of America (CMSA), 2012-present</li><li>• Washington Medical Case Mgmt Assoc, (WMCMA), 2012-present</li><li>• Brain Injury Alliance of Washington, 2010-present</li><li>• Pacific NW Neuropsychological Society (PNNS), 2013-present</li></ul>	<p><b>CMSA</b></p> <ul style="list-style-type: none"><li>• Awards Committee Mbr, 2017-2018</li></ul> <p><b>WMCMA</b></p> <ul style="list-style-type: none"><li>• Public Policy Comm, Chair, 2013-2016</li><li>• Mbr at Large, 2013-2015</li></ul> <p><b>March of Dimes</b></p> <ul style="list-style-type: none"><li>• Board Mbr, 2005-10</li></ul>

# 2018 – 2021 Director

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## Rita Richter, RN, BSN, CCM

**Employer:** University of Kansas Health System

**Title:** Manager, Care Management

**Chapter:** Kansas City, MO

**Email:** rrichter@kumc.edu

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I, Rita Richter, am dedicated and passionate about case management – caring for patients, patient’s families, co—workers, family and friends. I believe in CMSA and feel I have ideas and experiences to share to help support this organization.

I began my career as a case manager in 2006 and obtained my CCM in 2009. Providing case management services for Commercial, Medicare, Medicaid and the non-insured patients, has educated me to serve people from all aspects of life. Currently, I manage a large Ambulatory Care Management Program that encompasses Chronic Care Management, Transitions of Care and Integrated Behavioral Health, for the University of Kansas Health System. My experiences have taught me to be able to work in a variety of settings – individually, as a team player, and in partnership with other organizations or committees.

Case Management is more than “just a job” to me – it is my passion. Networking with other case managers across the United States, being an active member of CMSA, promoting the Case Management Model Act, and adhering to our Bylaws. I have the tools to be the best possible care manager I can be. I love what I do and I want to share what I have learned to help as many other case managers as I can. I feel I can accomplish this by becoming more involved in CMSA as a Director on the National Board.

My parents taught me to be a doer not a bystander. As a professional case manager, I believe we must promote and support our specialty to protect the future of Case Management. I promise to commit myself to work diligently to do just that! I believe when one makes a commitment, one follows through with that commitment, and I would be honored, if given the opportunity, to serve you.

## Rita Ritcher BIOGRAPHY

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Rita received her Bachelor of Science Degree in Nursing from Avila University, and has been in health care more than 20 years. She became a certified case manager in 2009.

She currently works at the University of Kansas Health System as the Manager of the Chronic Care Management Program which also encompasses Transitions of Care and Integrated Behavioral Health Programs. Her previous work history includes working as a case manager at Coventry Health Care of Kansas, and was instrumental in the development and implementation of a tele-monitoring program for CHF and COPD as well as an Advanced Illness Program.

Rita has served on the CMSA – KC Board in 2015 as the chapter Secretary, 2016 President – Elect, 2017 Chapter President, 2018 Past President. Rita is currently the 2017-2018 Chapter Presidents’ Council representative for CMSA.

<b>Professional Memberships</b>	<b>Leadership Positions</b>
<ul style="list-style-type: none"><li>• Case Management Society of America (CMSA), 2010-present</li><li>• CMSA -Kansas City (CMSA-KC), 2010-present</li><li>• American Nurse Association (ANA), 2016-present</li><li>• Missouri Nurses Association (MONA), 2016-present</li><li>• American Academy of Ambulatory Care Nursing (AAACN), 2017-present</li></ul>	<p><b>CMSA</b></p> <ul style="list-style-type: none"><li>• Chapter Presidents’ Council Rep, 2017-18</li></ul> <p><b>CMSA-KC</b></p> <ul style="list-style-type: none"><li>• Past President, 2018</li><li>• President, 2017</li><li>• President-Elect, 2016</li><li>• Secretary, 2015</li></ul>

# 2018 – 2021 Director

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## Linda Dillon Rydman, RN-BC, MS, CCM, CPHM

**Employer:** Retiree from VA Medical Ct  
**Title:** Retired Community Care Coordinator  
**Chapter:** Chicago, IL  
**Email:** lgdr@comcast.net

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My name is Linda Dillon Rydman. I have the privilege of being a nominee for CMSA Board of Directors. I have been a member of CMSA both in the Chicago area and in Vermont and New Hampshire since 1999. While in New England, I first belonged to the Vermont Chapter, which then merged with CMSNE, where for several years I worked as a committee member of the Public Policy Committee. There are several areas in which I look forward to contributing if I am elected as a Member of the Board of Directors. These include: **1) Legislation; 2) Growth and education of Case Management professionals, including finding ways to engage and utilize the expertise of retired Case Managers; 3) Applying Case Management models across a variety of health care settings; and 4) Increasing Ethics opportunities, both in activities and education.**

During the time I was a member of CMSNE, and continuing presently, CMSA and CMSNE have promoted Nursing Compact Licensure in Massachusetts, and in other states, and have worked to advance at the Federal level, The Case Management Model Act, which will strengthen the profession and contribute to consistency in practice. I remain committed to these efforts, because greater dependency on technology as well as utilization of ancillary personnel in health care delivery increases the importance of professional case management. It is our responsibility to ensure that there is consistency in both preparation and practice by Case Managers delivering services, as well as appropriate practitioner support within the profession.

While a need for case management expertise increases, we are facing decline in membership. Some of this can be attributed to inability to engage younger case management professionals, but it is also an outcome of an aging population, which has affected several industries, including health care. Outstanding case managers – some of whom were my colleagues – have retired from nursing or social work and no longer belong to CMSA. Our approach to growth must be multi-faceted, engaging both younger health care professionals and finding a way to engage our retired members, whose expertise can support and mentor those entering the profession. We are also fortunate to be part of an important partnership between CMSA and the Commission for Case Manager Certification, embracing both nursing and social work in an effort to enhance our professional growth and educational opportunities.

Long before I was titled Case Manager, I provided case management services through a public health model. For me the model of caring for patient and family needs by coordinating services in the community was the way to deliver quality care. It was exciting and gratifying to work with multiple disciplines, in multiple health and community organizations, to engage patients and families in creating opportunities to meet and sustain their health care needs. Thus, throughout my career I have applied case management principles in a variety of settings and engaged my staff and co-workers in this approach to health care delivery. Now that I am retired, I have time and energy to promote Case Management, helping to find solutions to growth of our profession, and helping to ensure that important legislative efforts are addressed until successfully enacted.

Another special interest of mine is Ethics. My career roles have required me to assume leadership in ethics issues and activities, and it has become an area of particular interest and expertise for me. I was excited to learn last year that Ethics is now a special educational requirement for recertification of the CCM. I hope to have the opportunity to help to develop this area of education in our organization.



## Linda Dillon Rydman BIOGRAPHY

During over 40 years of experience in health care as a Registered Professional Nurse, my career has come full circle. My first role as a Public Health Nurse in rural Illinois, included coordinating care for public health, home health, mental health, school nursing, including special education, migrant health, program development and research. My most recent position as Community Care Coordinator in rural Vermont and New Hampshire, provided case management of Veterans in community placements, contract management, agency surveys, program development, research, and mentoring colleagues throughout the VA system. Between those two positions I enjoyed a rich and diverse career, spanning public and private sectors, clinical and executive roles in many settings in which program development and staff mentoring have been particularly rewarding, writing, and post-secondary teaching. My roles in developing and managing new or existing health care programs, with expertise in community and behavioral health and case management, has resulted in recognition of my strengths in program development and change management. Particularly successful examples of this for which I provided leadership include: development of the Affective Disorders Clinic at the University of Illinois; implementation of quality improvement models within behavioral health in a suburban medical system and development of a case management model for use throughout the system; implementation of a case management model in a large urban Home Health agency; and application of case management principles to an in-patient adult psychiatric unit, which contributed to faster patient engagement and subsequent reduction in length of stay. For two of these examples, I was able to lead staff in development and application of Vision and Mission for their settings through specific group processes. Having had the benefit of a varied and stimulating career, I look forward to an opportunity to contribute to development of Case Management going forward into the future of healthcare.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> <li>Who's Who in American Women, Who's Who Publications, 2007</li> </ul>	<ul style="list-style-type: none"> <li>Case Management Society of America (CMSA), 2000-present</li> <li>CMSA Chicago, 2000 - present</li> <li>CMSA - The Green Mountain Chapter, 2006-2009</li> <li>Case Management Society of New England (CMSNE), 2009-present</li> <li>ANA and VT State Nurses' Assn, 2007-2017</li> <li>ANA and IL State Nurses' Assn, 2017-present</li> <li>American Assoc of Managed Care Nurses (AAMCN), 2004-2017</li> </ul>	<p><b>CMSNE</b></p> <ul style="list-style-type: none"> <li>Public Policy Comm, 2007-17</li> </ul> <p><b>Crisis Prevention Institute</b></p> <ul style="list-style-type: none"> <li>Instructor/Associate, 2001-05</li> </ul>

# 2018 – 2021 Director

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## Iva Tatum, RN, CCM, CLNC

**Employer:** CommunityCare Managed Healthcare Plans of OK

**Title:** Manager of Case Management

**Chapter:** Tulsa, OK

**Email:** itatum@hotmail.com

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My name is Iva Tatum and I am honored to be selected to run for a director position on the 2018 National CMSA Board. I have been involved in case management since 1995 and have been a member of the National CMSA organization since 2008. I am presently employed by CommunityCare Managed Healthcare Plans of Oklahoma as the Manager of Case Management and it has been my joy to mentor and work alongside many great case managers.

My strong desire to serve on the National CMSA BOD is fueled by my passion to mentor and empower case managers joining the workforce. As a seasoned case manager, I understand the importance of passing on the ethics, dedication and discipline required to promote our profession. I am excited to work alongside new nurses joining our workforce. Advanced treatments and technology is being introduced every day so change is the new norm in our healthcare society. As I complete my career I want to do so by empowering those who will replace me with the tools they need to be successful.

If I am elected as a director for the 2018 National CMSA Board of directors, my goals are to assist you in empowering your chapters to engage in patient advocacy at new levels, to promote educational programs within your chapters, to equip your members to excel in their career paths, and to promote certification among your case managers. I am a strong advocate for case managers to seek certification as it provides them with the knowledge base they need to understand care delivery and reimbursement methods, psychosocial concepts, support systems, quality and outcome measures, ethical, legal and standards of practice. It is this foundation that will build a strong workforce for our case managers of the future.

I would like to thank each of you for your involvements in CMSA and for all you do on a daily basis for your patients. Thank you for your consideration of me for the open board position and if elected I look forward to working with you to make a difference in our healthcare.

# Iva Tatum BIOGRAPHY

Iva Tatum is a certified case manager with 41 years RN experience dedicated to continuous process improvement in the face of rapidly evolving and changing markets.

Ms. Tatum is passionate about assisting patients in the receipt of results oriented care and proactive in finding cost effective solutions to healthcare challenges. She is a seasoned management professional who excels in establishing excellent working relationships with customers, employees, vendors and contractors.

Ms. Tatum is a versatile manager focused on team building and talent development. Her knowledge base includes understanding Medicare Regulations and other regulatory requirements in the healthcare marketplace, as well as an advanced understanding of geriatric healthcare. She is a very strong advocate for geriatric patients as well as persons with complex care needs.

Throughout Ms. Tatum’s career she has been actively involved in patient centered care. She is the Manager of the Case Management department of CommunityCare Managed Healthcare Plans of Oklahoma. She has an active role managing post acute care settings: Long Term Acute Care and Skilled Nursing Facilities. She supervises nurses going to the facilities, meets with the facilities on care improvement strategies and with referring facilities to make sure the referral process is both appropriate and efficient. She actively works to decrease readmission rates to the hospital from home as well as these facilities. Her oversight also includes management of the transplant program, hospice care, utilization management and catastrophic care.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> <li>• 15 Year Service Award, CommunityCare Managed Healthcare Plan, 2016</li> <li>• Performance Excellence Award, CommunityCare Managed Healthcare Plan, 2017</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Society of America (CMSA), 2008-present</li> <li>• CMSA Eastern Oklahoma, 2008-present</li> <li>• National Alliance of Certified Legal Nurse Consultants (NACLNC), 2009-present</li> <li>• Advanced Achievement in Transplant Management, 2011-present</li> </ul>	<p><b>CMSA Eastern OK</b></p> <ul style="list-style-type: none"> <li>• President-Elect: 2014, 2017</li> <li>• President: 2012, 2015, 2018</li> <li>• Past President: 2013, 2016</li> <li>• Conference Chair: 2012-present</li> </ul> <p><b>St. Francis Dialysis Collaborative</b></p> <ul style="list-style-type: none"> <li>• Exec Committee Mbr, 2017-present</li> </ul> <p><b>Tulsa Community Collaborative</b></p> <ul style="list-style-type: none"> <li>• Program Development / Chair, 2013-pres</li> </ul> <p><b>St. Francis Readmission Team</b></p> <ul style="list-style-type: none"> <li>• Committee Mbr, 2013-16</li> </ul> <p><b>St. John Readmission Team</b></p> <ul style="list-style-type: none"> <li>• Committee Mbr, 2013-16</li> </ul> <p><b>Faith Health Partners</b></p> <ul style="list-style-type: none"> <li>• Board Member, 2014-17</li> </ul> <p><b>Skilled Nursing Collaborative CCHMO</b></p> <ul style="list-style-type: none"> <li>• Program Development / Chair, 2013-pres</li> </ul> <p><b>The Transformation of Healthcare Conf</b></p> <ul style="list-style-type: none"> <li>• Committee Mbr, 2013</li> </ul> <p><b>Comprehensive Primary Care (CPC), a CMS Initiative</b></p> <ul style="list-style-type: none"> <li>• Field Staff Consultant, 2013-16</li> </ul> <p><b>Community Neurology &amp; CM, Programs</b></p> <ul style="list-style-type: none"> <li>• Round Table Participant, 2013</li> </ul> <p><b>Fathers House Church</b></p> <ul style="list-style-type: none"> <li>• Women’s Ministry, Chair, 2013-16</li> <li>• Hospitality Director, 2013-present</li> </ul>