President’s Column

Happy Spring everyone, I think! The weather sure has been unpredictable of late. One thing you can count on is the NEOCMN Board is working hard already on plans for next year’s annual conference and events planned for the remainder of 2011!

The 2011 annual conference has come and gone! Thanks to the Conference Committee for such an excellent job! I can report to you that it was another success, despite the attendance numbers being a little down from last year. It is interesting to note that approximately 50% of the people who attended the conference were nonmembers! We reached out to these attendees, encouraging them to join NEOCMN. We hope you will do the same! We will have the final counts available at the next member meeting in May. We are aware of time constraints and financial difficulties keeping members from attending, but we do encourage you to begin making plans to attend next year’s conference on April 26-27 and to bring a guest. Many of our workplaces offer CEU offerings, if you can find the time.

Letter continued on page 10.

Managing Change for Maximum Impact and Minimal Stress
By Jean Gatz

The managers filed into the room, anxiety written all over their faces. Because their hospital was going through tremendous change, these worried leaders had come together to learn how to manage the process. I began the session with a detailed (and anonymous) list of worries, fears and concerns their employees had shared with me.

At this point one manager spoke out rather gruffly. “Well, this is all news to me. How did you get this information?” With a smile I replied, “I asked questions and listened to what your people told me.”

Why run for NEOCMN Office?

Why run for an office of NEOCMN?

- To have the opportunity to see first hand how the organization is run
- To challenge yourself to learn something new
- To network and make new contacts
- To be part of something bigger than yourself and to support the organization that has supported you
- To be recognized by the membership for your contribution in helping to maintain a successful and professional organization

- To participate in a rewarding experience that will enrich your professional career
- To have an advanced status to add to your resume
- To have the opportunity to use your creativity to give fresh ideas and add a new perspective to the NEOCMN Board
- To have the opportunity to function in a leadership role, and to collaborate with other motivated and intelligent professionals.

If you would like to sit with or speak with a particular officer at the next membership meeting, or have questions related to running for an office, please call Gale Franko at 440 821-2749.

(Continued on page 3.)
General Meeting Minutes
March 16, 2011

The meeting was called to order by President, Karen Hooven at 6:15 PM.

Names were drawn for a winner and an alternate to attend the annual CMSA Conference in San Antonio, Texas from June 14-17, 2011. All member names as of Monday, March 14, 2011 were entered into the drawing. Aloise Weiker-Gref’s name was pulled as the winner and Wanda Ali-Matlock’s name was pulled as the alternate. NEOCMN pays for the CMSA Conference registration, airfare and hotel expenses; all other expenses are the responsibility of the winner. (Editor’s Note: Aloise Weiker-Gref is unable to attend the conference, therefore Wanda Ali-Matlock will attend.)

Treasurer’s Report

Discussed the importance of making a meeting reservation by the Friday prior to the NEOCMN meeting in order to keep costs down.

Education & Planning Committee Report - No report

CCM Review Class Update

The CCM Review Class update is Saturday, April 6, 2011. (See page 6 for a registration form.)

Nominating Committee Report

Discussed the Board Officer positions that will be up for election starting in 2012. Please consider running for an office or nominate someone that you would feel would be a fit for one of the open offices.

Conference Committee Report

Pamphlets for NEOCMN’s annual conference are available at the registration table. There are many exciting speakers this year. Nursing, Certified Case Management and Social Work continuing education hours will be available.

Special Events Committee Report

The annual golf outing is July 29, 2011. A number of golf courses are being considered. (Editor’s Note: Since the General Meeting, the Board has voted to remain at Astorhurst Country Club Golf Course.)

Legislative Committee Report

Jane Perkins was on a conference call with Ohio Nurses Association regarding an urgent Nurses Day at the Statehouse scheduling conflict. (See article below for update.)

Membership Committee Report

We have a total of 254 members with 15 new members who joined at the meeting. Please remember that our membership has changed to a rolling calendar year.

We did not have meeting exhibitors at the March meeting. Please remember to visit vendors when they exhibit at our meetings.

The speaker for the evening was Heather Ligus, BA who presented "Stress Management in Older Adults".

The meeting adjourned at 7:30 PM.

Submitted by, Sheryll Jarus

Nurses Day at the Statehouse

Due to circumstances beyond their control, the Ohio Nurses Association and the rest of the sponsors of Nurses Day at the Statehouse have decided to reschedule the event for June 7, 2011.

Registrations will carry over to the June 7th date. They apologize for any inconveniences this may cause and appreciate your understanding. If you have any questions or concerns, contact Molly Ackley at 614-448-1041 or mackley@ohnurses.org.
Utilization Coordinator Manager

St. Vincent Charity Medical, a dynamic urban medical center, is seeking a Utilization Coordinator Manager for its quality and resource management department. The manager will lead our Utilization and Denials Committee, ensure compliance with CMS and other regulatory bodies, provide training to physicians and other staff related to medical necessity, and evaluate level of care and appropriateness of stay status.

Requirements: BSN, Master’s Degree preferred. Current RN license, previous management experience and one to three years utilization review experience required. Experience with Milliman’s and/or Interqual guidelines is also required. PC skills (MS Word, Excel) also preferred. Apply online at www.stvincentcharity.com

1. Your leadership team must speak with one voice. Discussion - mild, heated, or somewhere in between - must first take place among your leaders. Consensus must be reached before anyone takes information down the line. If you’re speaking with more than one voice, confusion and chaos will surely follow.

2. Your staff doesn’t know as much as you know. When there is no information forthcoming, people invent their own. Gossip and rumors run rampant. Open, honest, direct and inclusive communication can stop hearsay before it has a chance to work its way through every department and division.

3. No one can read your mind and know what you need or want from them. It’s your job to clarify roles and responsibilities, set ground rules for achieving goals, and communicate the time frame in which those goals must be accomplished.

4. You may have had time to digest certain information and get comfortable with it, but your staff probably hasn’t had the same opportunity. Be prepared to explain (clearly, concisely and honestly) what needs to happen and how the process will work.

5. Remember that everything you say and do sends a message. Since actions do speak louder than words, don’t send mixed messages. If your words and actions don’t match – if they aren’t congruent – people realize they can’t trust you. Once trust breaks down, communication breaks down. At that point, effective leadership is no longer possible.

To lead change and make it work, you must develop a plan to manage the dynamics of change at every level. It’s about taking the lead to ensure that management and staff work together. I’ve worked with leaders at every level in healthcare to successfully lead their people through change. The Good News is that they all survived! And so will you!

Reprinted with permission from Case in Point, Dorland Healthcare Information, Anne Llewellyn, Editor-in-Chief.

Jean Gatz, keynote speaker and author. Find more articles on this topic at www.jeangatz.com. For questions or feedback, email jean@jeangatz.com.
17th Annual NEOCMN Golf Outing
Friday, July 29, 2011
Astorhurst Country Club, 7000 Dunham Road, Walton Hills, OH 44146 • (440) 439-3636
Proceeds benefit continuing education sessions offered by NEOCMN.

Modified Shot Gun Start/Scramble

• 9:45-10:50 AM  Registration
• 11:00 AM  Shot Gun Start
• 4:15 PM  Dinner

Need more information?
Contact Laura O’Neill • 1-800-363-6266 • oneill397@windstream.net

Check type of sponsorship:
  □ Gold - $500 (4 golfers)
  □ Silver - $300 (2 golfers)
  □ Bronze - $200 (1 golfer)
  □ Single Golfer $90
Above includes cart, lunch, dinner & 2 beverage tickets.
  □ Dinner Only $30 (4:15 PM)

Deadline is 7/15/11.

Send form & payment to:
NEOCMN, POB 461044,
Cleveland, OH 44146-1044
OR
fax to 330-468-1014
(if paying by credit card). Receipts are emailed.

Clearly print name, contact information and circle dinner choice:
Name: ___________________________ Steak OR Chicken
Company: __________________________ Phone: __________________________
Email: __________________________ Phone: __________________________
Name: ___________________________ Steak OR Chicken
Company: __________________________ Phone: __________________________
Email: __________________________ Phone: __________________________
Name: ___________________________ Steak OR Chicken
Company: __________________________ Phone: __________________________
Email: __________________________ Phone: __________________________

Complete if paying by credit card:
Account #: __________________________ Expiration: _____ / _____
Amount Charged: $ ___________ Signature: __________________________
Address of card holder: __________________________

Directions
Coming From East
Take 271 S to Rockside. Turn R on Rockside (W) to Dunham Rd. Turn L on Dunham. Proceed S on Dunham Rd. Astorhurst will be on your right.

Coming From West
480 E to 77 S to Pleasant Valley Rd. Turn right on Pleasant Valley Rd. Proceed E on Pleasant Valley Rd/Alexander Road to Dunham Road. Turn left (N) on Dunham Road. Astorhurst will be on your left.

Coming From South
77 N to Pleasant Valley Rd. Turn left on Pleasant Valley Rd to Dunham Road. Turn L on Dunham. Proceed N on Dunham Rd. Astorhurst will be on your the left.

Coming From North
77 S to Pleasant Valley Rd. Turn right on Pleasant Valley Road/Alexander Rd to Dunham Rd. Turn Left (N) on Dunham Road. Astorhurst will be on your left.
## 2011 Membership Application

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### Membership
- **New**
- **Renewal**

### Who Referred you to NEOCMN?
- [ ] Personal check #
- [ ] Company check #
- [ ] Credit Card
  - MC/VISA/AMEX/Discover

### Payment Information: Individual memberships only, corporate memberships are NOT offered.
- Membership dues are $75 for a rolling calendar year.
- Membership dues entitle individuals to attend general meetings, including a dinner networking meeting; obtain educational CEUs, receive discounted conference and CCM Review registration fees; and benefit from invaluable networking opportunities.

#### Payment Methods: (Check or Credit Card)
- Account Number: ____________________________
- Expiration Date: _________  Amount: _________
- Signature: _________________________________
- Credit card receipt will be mailed to the above address, unless specified otherwise: ____________________

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### Contact Information (Please Print):

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**Home Phone (Number not listed in directory):**

If someone asks for your home number, can we give it out?
- [ ] Yes
- [ ] No

### Educational Information:
- RN, CCM and SW hours are applied for each meeting.

To help us better identify your needs, please check your designations which are listed alphabetically:

- [ ] BA
- [ ] COHN-S
- [ ] LSW
- [ ] RN
- [ ] BS
- [ ] CPHQ
- [ ] MBA
- [ ] RNC
- [ ] BSN
- [ ] CRC
- [ ] M.Ed.
- [ ] R.Ph.
- [ ] CCM
- [ ] CRNI
- [ ] MHSA
- [ ] RRT
- [ ] CCRN
- [ ] CRRN
- [ ] MPA
- [ ] MSN
- [ ] Other: ________
- [ ] CDMS
- [ ] LISW
- [ ] MSW
- [ ] LSW
- [ ] CPMS
- [ ] LPN
- [ ] Other: ________

### Specialty Information:
- Please indicate your specialty, (Case Management, Home Health, Hospital, etc.): ____________________________

### Please indicate if you would like to be on a NEOCMN committee by checking the box next to the committee:

- [ ] **Education** (Help set up speakers for general meetings.)
- [ ] **Conference** (Help prepare for April conference.)
- [ ] **Special Events** (Gather golfers for Golf Outing.)
- [ ] **Nomination** (Encourage volunteers to run for office.)
- [ ] **Membership** (Help increase membership.)
- [ ] **CCM Review** (Meeting with instructor the day of class.)

---

Complete this application and send payment to:

NEOCMN
P. O. Box 461044
Cleveland, OH 44146-1044

---
Contest runs from January 2011 through October 2011.

- Enroll 1-4 new members and be placed in a drawing for a free membership ($75.00 value).
- Enroll five or more members and be placed in the drawing for a free NEOCMN conference day ($100.00 value).

Rules:

1. Contest open to members only. Become a member and start referring others! Tell new members to write your name on their membership application form.
2. You cannot refer an existing member or a renewing member.
3. Membership is open to all health care professionals involved with or interested in the practice of case management.
4. NEOCMN applies for continuing educational units for RN, CCM and social work. Educational opportunities are offered, as well as networking.
5. The contest ends October 31, 2011. Winners names are drawn at the November meeting. (Prizes may not be taken in cash.)

<table>
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| **General Meetings** | January 19  
| | March 16  
| | May 18  
| | July 20  
| | September 21  
| | November 16 (Members Only)  |
| **Conference** | Thursday, April 14 & Friday, April 15  
| | LaCentre Conference & Banquet Facility,  
| | Westlake  |
| **Golf Outing** | Friday, July 29  
| | Astorhurst Country Club, Walton Hills  |
| **CCM Review Class** | Saturday, August 6  
| | Sheraton Cleveland Airport Hotel  |
NEOCMN presents . . .

Certified Case Management Review Class
Saturday, August 6th

Instructor: Anne Llewellyn, RN.C, BHSA, MA, CCM, CRRN

Anne Llewellyn is a leader in the healthcare field as a critical care nurse, catastrophic case manager and educator since 1978. Ms. Llewellyn earned her Nursing Degree from Hahnemann University, Philadelphia, PA, her Bachelor’s Degree in Health Care Administration from Barry University, Miami, FL in 1995, and her Master’s Degree in Training and Development from St. Francis University, Joliet, IL in 2006.

Ms. Llewellyn is co-author, Case Manager Review and Resource Manual: The Essence of Case Management published in 2001 and updated in 2005 by the Institute for Research, Education and Consultation (IREC) and the American Nurses Credentialing Center (ANCC).

Ms. Llewellyn has written and lectured nationally on topics related to patient safety, quality of care, and case management. Llewellyn is Past President of the Case Management Society of America (CMSA) and continues to be an active member of her local chapter. She is also a member of the American Nurses Association and the Emergency Nurse Association. Ms. Llewellyn was a founding member of The Center for Practical Health Reform.

Location: Sheraton Cleveland Airport Hotel
5300 Riverside Dr., Cleveland, OH 44135 (On airport grounds)

Hotel phone - 216.267.1500 (Free Parking - Parking Pass Validation)

Time: Saturday, August 6th from 8:00 to 4:00
Lunch on own time. Hotel has restaurant. Coffee service available.

Complete and return form with payment to NEOCMN, P.O. Box 461044, Cleveland, OH 44146-1044.
If paying by credit card, you may fax form to Laura O’Neill at 330.468.1014.

| Name:                     |                      |
| Home Address:             |                      |
| Phone:                    |                      |
| Email:                    |                      |
| Professional License #:   |                      |

Credit Card Information:
Account #: __________________________ Amount $ __________________________
Expiration: _________________________

Cost:
NEOCMN Members $110
Non-NEOCMN Members $185

Registration & Payment Deadline is July 20, 2011.
NO REFUNDS after July 27, 2011.

Questions? Call NEOCMN’s voice messaging system at 1.800.363.6266.

All receipts are sent via email. Please provide an email address.
From the Nominating Committee...

INTERVIEW WITH CURRENT AND PAST NEOCMN OFFICERS

By Nomination Chair, Gale Franko

Legend:

BB  Bobbie Birch, Past-President 2009
BL  Bob Larocca, Treasurer 2010-2011
CW  Cheryl Waters, V. P. 2011/President 2012
GF  Gale Franko, past Secretary 2009, Nomination Chair

KH  Karen Hooven, President 2011
NK  Nina Kimpton, past Secretary 2010
PG  Peggy Greenlee, Past-President 2010

What made you want to run for office?

BL  I felt I wanted to give back something to the organization and thought it would be something I could do. It would also give me insights into the inner workings of the Board and the organization from a different view.

KH  I wanted to be more involved in the organization; and Peggy told me I would be good at it so I figured what the heck!

CW  I had been approached several times to run for this office. I felt that I was more comfortable with our network and decided to accept.

How were you involved with NEOCMN prior to this?

PG  I had served on the Board in many different positions; first, by volunteering to assist with the educational piece.

CW  Education and Planning Committee Co-Chair

NK  I was a regular member of NEOCMN for 14 years.

GF  I had just joined NEOCMN a couple of months prior to the election

What was your biggest concern related to running for this office?

BB  Since I had served as an officer in previous years, I felt as if I was prepared to address NEOCMN’s concerns

KH  If I would do a good job for the organization. I didn't want to let anyone down.

PG  If I could make an impact on this organization.

CW  The time needed to do a good job in the role.

What were/are your duties?

BL  Make bank deposits, work closely with the Business Manager, report the financial status to the membership, review the profit/loss statements, endorse checks for organization expenditures, and give input to Board regarding pertinent issues.

KH  Keeping in touch with our Business Manager, answering questions from Board and conference members, networking, writing the article for the newsletter, keeping up-to-date so am prepared for the Board meetings and general meetings, keeping the board and committees running smoothly.

NK  Reviewing the post-event evaluation comments, taking notes at General and Board meetings (one or the other per month) and then transcribing them and getting them to Laura (our Business Manager) electronically.

(Continued on next page.)
How did the Board help you in your duties?

BL  They give their input as to what financial information is deemed to be disclosed in the general meetings, and any other financial matters that may come before the Board.

BB  The President is like an Orchestra conductor, the committee chairs and officers are the performers who make NEOCMN operate smoothly.

GF  They were very supportive and patient with me, as I was not familiar with the people, the lingo or the workings of NEOCMN.

How much time do you put into this position?

BL  Approximately 6-8 hours/week. Other duties such as reviewing the profit-loss statements for meeting presentations may increase the time involved.

KH  I put a lot of time and effort into this position. It is a lot of hard work. Maybe more than I anticipated. I am also an active Co-Chair on the Conference Committee.

NK  2-3 hours a month.

What misconceptions, about the office, did you have?

BL  If anything, how much time was going to be required for all the activities and if I was going to be able to understand all the aspects of fulfilling my duties as Treasurer.

BB  That I had to have all the answers, I didn't and we have a very talented and hard working Board - we were able to find the answers and create a synergy.

KH  I didn't have any misconceptions. Maybe, more work than I thought.

What was the most rewarding part?

BL  Feeling like I am really contributing something worthwhile to the Board and organization, utilizing my skills and background.

BB  Serving NEOCMN and our members. I enjoyed meeting and socializing with the members at the meetings and conference.

KH  Seeing NEOCMN continue to flourish and that everyone is dedicated to keep it going! I really enjoy when members tell me they love the organization and that I am doing a good job.

NK  It was fun to see how things run "behind the scenes" and be able to have input on some of the topics.

What was the most difficult part?

BL  Making sure I allocate my time and get the deposits in timely. Determining what to deliver in the meeting reports when appropriate.

NK  There was nothing really challenging.

Additional comments:

BL  I really enjoyed the time spent and the interaction with all the different personalities on the Boards, as it is a 2-year term. Being privy to the inner workings of the Board and the organization is worth the additional effort for the experience.

BB  Treasurer and Secretary are a great introduction to the Board and the decision-making processes.

GF  Even though we worked hard, we always had a great time at the Board meetings. I don't think I've ever met a more dedicated, fun and intelligent group of people.
The positions of Vice-President 2012, President-Elect 2013, Secretary 2012 and Treasurer 2012-2013 are open for the next year. Here are duties of these positions:

**President**

The President serves as Chairman of the Board of Directors. The President also serves as a member ex-officio, with right to vote, on all committees except the Nominating Committee. The President communicates to the membership such matters and makes such suggestions as in the President’s opinion tend to promote the welfare and increase the usefulness of the corporation. The President serves one (1) year on the board as Vice-President, President-Elect; one (1) year as President and one (1) year as Past President.

**Vice President/President-Elect**

The Vice President serves as President-Elect and succeeds to the presidency. The Vice President performs the duties of the President in the event of the President’s inability to serve and the Vice President has other duties as may be delegated by the Board of Directors. The Vice President shall be an ex-officio, without vote, a member of all standing and Board committees.

**Secretary**

The Secretary records minutes of the Board of Directors meetings and the general meetings.

**Treasurer**

The Treasurer is a two-year position. The Treasurer is responsible for all funds, accounts and securities of the corporation and the collection of all dues, and assessments, fees and charges if any, and the deposit and disbursements of all moneys in the name of the corporation in such banks, trust companies or other depositories as shall be selected by the Board of Directors. The Treasurer shall report the financial condition of the corporation at all meetings of the Board of Directors and at each fiscal year.

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**Thank YOU Reviewers!**

A special thank you to the reviewers who reviewed the Conference and May educational events.

Thank you to ~

- Patricia Bates - Conference Day 1
- Charlene Szunyog - Conference Day 2
- Patricia Bates - May Meeting

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**Donated Cell Phones For DVC**

Used cell phones are made into smaller, more concealed phones for emergency calls. Cell phones & batteries are needed, chargers, cases, and manuals are not.

Contact Bobbie Birch with questions at 440-526-2081.

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**Meeting Stats**

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<tr>
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Brochures / Flyers are NOT to be distributed at General Meetings UNLESS you are the General Meeting Exhibitor.

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NEOCMN, Case In Pointe!, May 2011 www.neocmn.org Page 10

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**Letter continued from page 1.**

to attend them. Many CEU offerings can be found online, free of charge, if you can find the time to sit down and complete them. Keep in mind, the two days for the conference offer almost 13 CEU’s combined, good food, lots of time for networking, and information on resources you will certainly find helpful for your business and/or clientele from the speakers and the vendors. Remember that this conference is our one big fundraiser for the year. The proceedings from the conference determine our annual dues, quality of speakers, food, and educational offerings.

We are still looking for members who would like to participate in the committees! The Education Committee, Conference Committee, Nominating Committee, all the committees need members! Please consider joining. Speaking of the Nominating Committee, it is time to think about running for an office! Stop any of the Board members for information on their role, how much time they invest, and the job responsibilities with the office. It is time well spent and lots of fun! I will not kid you, there is a time commitment involved in all the positions and committees, but it is time well spent. I’ve learned so much as your president and have made some good friends as well!

Upcoming events: In June, I will be attending the CMSA national convention in San Antonio and will be reporting back in upcoming newsletters and meetings.

On July 29th we will be playing GOLF! I have already requested the day off work and encourage you to do the same. I invite you to join my team. I understand there are two teams: the “I am a serious golfer and plan to win” team and the “I only golf twice a year so will plan to lose” team and the “I only golf twice a year so will plan to have fun” team. My team is the latter, see Randy for the former!

Anne Llewellyn will be teaching the CCM Review Course on August 6th. October 12th we will once again hold a mini conference featuring Dr. Congeni as the main speaker. It will be held at SWGH. Plan to attend all or some of these offerings and join in the fun.

Thanks and see you at the May meeting!
Next Meeting Date

The next general meeting is May 18, 2011. The speaker for the evening is Kristina Austin, BA, M.Ed., LSW whose topic is "The Impact of Cancer: Strategies to Enhance Coping Skills."

The meeting location is St. Michael's Woodside, 5025 East Mill Road, Broadview Heights, Ohio. St. Michael's phone number is 440-526-9696.

Call 800-363-6266 by May 13th to RSVP.
RESERVATIONS ARE MANDATORY

About Our Exhibitors

1-888-OHIOCOMP

1-888-OHIOCOMP is a Managed Care Organization that provides the medical management of claims filed with the Bureau of Workers' Comp. To accomplish this, our nurses work with the injured workers, physicians, employers and the BWC. 1-888-OHIOCOMP has been selected by the Plain Dealer as one of the Top Workplaces in Northeast Ohio for the past two years. We take pride in delivering great customer service and comprehensive case management. 1-888-OHIOCOMP has been a Weatherhead Top 100 fastest growing company for 6 years, and is proud to sponsor the May NEOCMN meeting.

ZOLL CMS, (the LifeVest Company)

We provide a wearable defibrillator used for patients that might not meet guidelines for ICD implant or have a changing or transient increase in risk for Sudden Cardiac Arrest.

The LifeVest is used for a wide range of patient conditions or situations, including following a heart attack, before or after bypass surgery or stent placement, as well as for those with cardiomyopathy or congestive heart failure that places them at particular risk.

The LifeVest is covered by most health plans in the United States, including commercial, state, and federal plans. Contact ZOLL 24-hours a day, 7 days a week. www.zoll.com. Click on LifeVest option.

Education

If in need of CEUs from past meetings, send a letter to NEOCMN stating the meeting date of the CEUs missing, along with a self-addressed stamped envelope to: NEOCMN, P.O. Box 461044, Cleveland, OH 44146-1044. Phone calls or e-mails will not be accepted.

Commission for Case Manager Certification
Address: PO Box 17009
St. Paul, MN 55117
Phone: 651-789-3744
Fax: 800-648-1828
Email: support@ccmchelp.org
Website: www.ccmcertification.org

Meeting Exhibitors

NEOCMN is in need of general meeting exhibitors for this year. The cost to exhibit at a general meeting is $500 per table (2 reps) or two vendors can split one table for $250 each (1 rep each vendor). The cost to exhibit at the November networking meeting is $850.

Exhibit fees include appetizers for two (2) representatives at one of the first five (5) continuing education meetings and dinner for two (2) representatives at the November meeting. Fees also include a 50 word company description in NEOCMN's newsletter Case in Pointe!

If interested, please contact Laura O'Neill by phone message (1.800.363.6266) or by e-mail at oneill397@windstream.net.

Be sure to visit and thank our meeting exhibitors:

1-888-OHIOCOMP
and
ZOLL CMS, (the LifeVest Company)
Meeting Location - St. Michael's Woodside

Organization general meetings are held at St. Michael’s Woodside, located at 5025 East Mill Rd., Broadview Hts., OH 44147 near Interstate 77 and Wallings Road. St. Michael’s Woodside’s phone number is 440-526-9696.

Personalized directions to St. Michael’s Woodside can be found on their website http://www.stmichaelswoodside.com or on MapQuest.com.

Meeting Reservations

Reservations are required. Register for a meeting by calling NEOCMN’s voice messaging system at 800-363-6266 by the reservation deadline.

Meeting registration begins at 5:30 PM and continues until the business meeting starts between 6:00 and 6:15 PM. The speaker presentation begins at 6:30 and continues for an hour. Sign-in is required for CEU credit.

2011 NEOCMN Events

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<th>Topic / Speaker</th>
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<td>&quot;Stalking Behavior and Its Victims: Identification and Intervention&quot;</td>
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<td>Speaker: Timothy Beohnlein, MA</td>
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<td>March 16</td>
<td>&quot;Stress Management in Older Adults&quot;</td>
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<td>Speaker: Heather Ligus, BA</td>
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<td>May 18</td>
<td>&quot;The Impact of Cancer: Strategies to Enhance family coping skills&quot;</td>
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<td>July 20</td>
<td>&quot;Alzheimer’s&quot;</td>
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<td>Speaker: Betty Kemper</td>
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<td>&quot;TBA&quot;</td>
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<td>November 16</td>
<td>Networking/Holiday - Members Only</td>
<td>Wed/November 11</td>
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Conference & Exhibit

Thursday, April 26 & Friday, April 27, 2012 from 6:00 - 8:00 PM at LaCentre Conference & Banquet Facility, Westlake

Golf Outing

Friday, July 29, 2011, Astorhurst Country Club, Walton Hills

Mini Conference

"Hot Topics for Infectious Disease" with Dr. Congeni

Wednesday, October 12, 2011 from 6:00 - 8:00 PM at South West General Hospital, Bagley Rd., Middleburg Hts.