Dear Case Management Professional:

Thank you for your interest in the American Case Management Association (ACMA). ACMA is a non-profit membership association for case management professionals working in hospitals/health systems. ACMA provides numerous resources to its members including educational events, applicable and practical tools, and a collaborative community of case management professionals all designed to enhance your case management practice.

Included in this packet, we've highlighted several member benefits that are consistently ranked by our members as having high value and relevance to their daily practice:

- **ACMA briefCASE** – ACMA’s weekly one-page e-newsletter keeps you informed of important events, deadlines, and case management practice issues.

- **Collaborative Case Management** – ACMA’s quarterly journal. Each issue includes articles on current challenges, solutions to these challenges, and relevant topics in hospital case management.

- **Learning Link** - an online list-serve/discussion board that instantly networks you with over 2,800 other hospital case management professionals nationwide.

- **National Hospital Case Management Survey** – this survey is produced biennially and contains comprehensive data regarding hospital case management with a 95% confidence level. This is the only source for national benchmarking data for hospital case management.

- **Organizational Membership & Research Series** - ACMA Organizational Membership is designed to help organizations provide support to their case management departments. In addition to having access to all regular member benefits, Organizational Members also receive discounted dues and a subscription to the *Hospital Case Management Research Series*.

We hope you recognize the value in being associated with ACMA and that you will consider joining our network of over 2900 practicing hospital/health system case management professionals... your organization, case management department, and patients will all benefit.

If you have questions, or need additional information about membership, please contact our office and speak with a member of our membership team.

Sincerely,

Becky Nations
Director
Membership & Business Development
ACMA
What's happening in ACMA and in the field of hospital Case Management? ACMA's weekly email newsletter briefCASE© is your tool to stay informed. briefCASE© is distributed weekly via email to all members and contains the most current ACMA happenings, events, and important dates you need to know - as well as important legislative and research updates.

Collaborative Case Management is a peer reviewed quarterly publication for Hospital/Health System Case Management. Articles focus on solutions to current issues - successful strategies, innovative interventions, effective tools - the education needed by hospital Case Managers to enhance their practice. Through this publication, ACMA continues its commitment to supporting the evolving practice of Hospital/Health System Case Management.

For case management professionals managing many of the challenges of healthcare, a professional network is an indispensable tool. ACMA's Learning Link is a vast electronic network that connects members through an email list serve. Members ask questions and share their experiences, tools, resources, successes and perspectives. When you have a question or challenge, 2,800+ case management professionals are only an email away.

ACMA monitors sources of legislative and research information, and posts updates at least weekly to keep you informed. ACMA's legislative updates allows you to monitor only one source to stay informed of the happenings that will impact your practice.

The Survey is our members' evidence resource for hospital/health system practice. The survey final report is available in the members' only section of this website, and includes data on over 75 elements of the practice at a 95% confidence level. The 2011 survey is available for members in the member-only section of ACMA's website.

In 2007, ACMA added to its previously developed Standards of Practice the newly developed Scope of Services for Hospital/Health System Case Management to create a comprehensive reference document. As hospital case management has evolved, the scope of responsibilities for most departments has increased, and case management has often come to be seen as capable of producing positive solutions and outcomes for a wide variety of hospital needs. This document is not intended to be a formula for Case Management; rather it is a guide when referencing our potential scope of practice. Free to members, available for purchase by non-members.

ACMA educational events are available to all case management professionals, but members receive registration discounts to all chapter and national conferences.

In addition to the resources listed above, ACMA members also have exclusive access to other resources in the members only section of ACMA’s website. These resources include:

- Access to the Clinical Ladder utilized by 2011 Franklin Award of Distinction winner, Memorial Hermann Healthcare System.
- Access to the Final Data Report for Home Health Face-to-Face Encounter Requirement survey conducted by ACMA and shared with CMS.
CBO Report Finds Most Medicare Demos Have Not Reduced Spending

According to a new report by the Congressional Budget Office (CBO), most Medicare demonstrations to enhance health care quality and improve efficiency have not reduced Medicare spending. The report reviews outcomes from six disease management/care coordination demonstrations and four value-based payment demonstrations. The disease management/care coordination demonstrations comprised 34 programs operated by disease management companies, which on average "had little or no effect on hospital admissions or regular Medicare spending." According to the CBO, the only value-based payment demonstration to yield significant savings was the Medicare Participating Heart Bypass Center - read more...

ACM Certification Application Deadline Reminder

February 15, 2012

The ACM Certification application deadline for the second quarter of 2012 is February 15, 2012. Applications and payment must be received by the ACMA National Office by this date in order to take the exam during April, May or June of 2012. For more information on the ACM Certification and to download the application, click here.

The Early Registration Deadline is Approaching - Act Now and Save

2012 ACMA National Conference

The early registration deadline for the 2012 ACMA National Conference is fast approaching - February 10, 2012! Register now at www.casemanagementconference.com and save $100 on main conference registration!

Valuable Case Management Topics

Conference sessions will examine a variety of pertinent topics specific to hospital case management practice, including: care transitions, readmissions, throughput, benchmarking, safety, the ED, recruitment and retention, progression of care and many more.

Keynote Speaker

increasing your power to change your greatest and most persistent challenges.

For more information and online registration, visit www.casemanagementconference.com.

Make a Tax Deductible Donation to Support Case Management Practice

ACMA is accepting donations for this year's Silent and Live Auctions at the 2012 ACMA National Conference in Denver, CO. Your contributions through events such as these allow ACMA to continue to provide forums for continuing case management education, research that advances the practice, certification development, advocacy and the association's overall work in the practice of hospital case management. NOTE: ACMA is a 501(c)3 non-profit organization and your donation is tax deductible.

If you wish to make a donation, please notify ACMA of your intent to donate by faxing the fundraising and auction donation form to 501-227-4247, and mail the original form along with your donation to ACMA (address provided in the form). To download the Fundraising and Auction Donation Form, click here.

Upcoming Events

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Date</th>
<th>Location</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Southern California Chapter Conference</td>
<td>Feb 16</td>
<td>San Diego, CA</td>
<td>[click here]</td>
</tr>
<tr>
<td>ACMA National Conference</td>
<td>Apr 26-29</td>
<td>Denver, CO</td>
<td>[click here]</td>
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</table>

For more information on ACMA meetings and events visit the online Calendar of Events.
Collaborative Case Management

- ACMA Social Work Fellowship Program Offers a Premiere, In-Depth Educational Experience - Part II of II
- Investing in Case Management Certification - Part II of II
- Questions to Consider when Creating a Transfer Agreement
- $186,000 Worth of Testing and Numerous Unanswered Questions, All Because No One Bothered to Ask
A 76-year-old female was diagnosed with lymphoma early in 2010. She saw the oncologist and elected not to receive any chemotherapy treatment. Over the next several months she became progressively weaker, developed swelling and then started turning yellow, at which point her family brought her to the hospital. In the emergency department, her bilirubin was over 10, and her CT scan showed extensive adenopathy and bile duct obstruction. Clinically, it was clear that she was very ill. More importantly, every person who saw her knew that she was not going to survive her illness.

Despite this, she underwent two CT scans, an MRI, nine radiation treatments, two percutaneous cholangiograms, two ERCP’s, more than a week of TPN and 63 visits from physicians. The patient and her family were repeatedly told “if we can get her well enough for chemotherapy, she might have a chance. Do you want us to keep trying?” Naturally, they said “yes.”

But of course, it was the ultimate paradox – the only thing that was going to make her better was chemotherapy. Yet it was not until 21 days into her hospital stay, when she became barely responsive, that the family was told there was nothing more that could be done. A hospice evaluation was requested, and she died seven hours later.

For 21 days, both the patient and her family clung to the hope that she would get better. But everyone knew that she would not. Furthermore, she received $186,000 worth of tests, utilizing the best technology that someone else’s money could buy. But in the end, was seven hours enough time for her and her family to come to terms with an outcome that was inevitable? Did she have time to say goodbye to her family; say the things she always wanted to say? If she was given a choice, would she have preferred to spend her last holiday season at home with family rather than in the hospital connected to tubes, wearing a hospital gown, being denied food and drink? Unfortunately the answers to these questions will never be known, because no one ever bothered to ask.

Ronald Hirsch, MD, FACP, has been the Medical Director of Case Management at Sherman Hospital in Elgin, IL for four years. He earned his MD from the Chicago Medical School and completed his Internal Medicine Residency at Kaiser Permanente Medical Center in Los Angeles, CA. He is also certified as an HIV Specialist. During his career he has been published in numerous medical journals and was a guest on the Jerry Springer Show in 1996.

Learn from the Link:

Dr. Hirsch initially shared this article with fellow ACMA members on Learning Link, ACMA’s email list serve. Through Learning Link, members ask questions and share their experiences, tools, resources, successes and perspectives. When you have a question or challenge, more than 3,000 case management professionals are only an email away.

Have you subscribed? Click here to learn more.
For case management professionals managing many of the challenges of healthcare, a professional network is an indispensable tool. ACMA’s Learning Link is a vast electronic network that connects members through an email list serve. Members ask questions and share their experiences, tools, resources, successes and perspectives. When you have a question or challenge, 2,800+ case management professionals are only an email away.

Since its creation in 2003, Learning Link has connected ACMA members nationwide through nearly 100,000 posts. The following is a partial list of the more popular topics discussed on Learning Link recently:

- Anybody have a model for Complex Care Teams?
- Carotid Artery Stenting
- Case Management Staffing Ratios?
- Continuity Assessment Record and Evaluation (CARE) Tool
- GIP transfers
- Inpatient denial for TURP
- Patient Placement Nightmare!
- Preventing Admissions
- Scope of CM when discharging travelers
- Social Work Caseload/Average Pts seen per day
- Assistance getting someone to the country of INDIA
- Case Management Protocols
- Chest Pain
- Clogged PEG Tube
- Effectiveness of Long Stay Review Committee
- InterQual PCI Observation vs Intermediate Critical Care
- Humana Medicare Now Requesting Use of Code 44 Insurances with No Provision for Admission
- IP vs Obs
- Job Description Appeals Specialist
- Outpatient procedures
- Surgical Admission Orders
- Wording of Admission Status
- Medicare Inpatient list - Web based help
- Status orders

Below are a few examples of how ACMA members have found Learning Link to be an invaluable resource in their daily practice:

- **Janet Blondo,** Assistant Director for Care Management at Providence Hospital in Washington, D.C. asked her peers on Learning Link if they were aware of any facilities in the U.S. that accept patients on a ventilator with active Tuberculosis. Within three days of posting the question on Learning Link, Ms. Blondo’s patient was discharged to a Long Term Acute Care Hospital that was less than two hours away from her facility.

  *Ms. Blondo responded to the group with the following: This proves how valuable an ACMA membership can be to an organization. Thank you, fellow ACMA members, for your willingness to share your expertise to help us help our patients.*

- **Candi L. Pospisal,** Manager of Nursing Case Management at Children’s Hospital & Medical Center in Omaha, NE, sent a message to the Learning Link community requesting assistance with locating resources for a newly blind 18 year old patient. By the next day she had received responses from four of her colleagues recommending six different resources.

  *Candi replied to her colleagues with the following: Thanks again for everyone that provided input. I truly appreciate it. That’s the beauty of being part of such a terrific community.*

Do you need tools, job descriptions or assistance in placing patients? **Join ACMA TODAY** to begin connecting with your peers on Learning Link.
The Only Source of Comprehensive National Benchmarking Data for Hospital Case Managers

The flagship project of ACMA practice research in hospital Case Management, the Survey is conducted through a biennial randomized study of over 400 hospital Case Management departments, and produces 95% confidence level data on over 75 elements of the practice. The data has been used in countless organizations around the country for benchmarking, resource justification and practice improvement. ACMA conducts and publishes extensive secondary research combining Survey data with sources, such as CMS-reported outcomes data.

2011 NATIONAL HOSPITAL CASE MANAGEMENT SURVEY

The 2011 Survey contains a number of figures and findings relevant to Case Management practice, such as staffing, caseload, and FTE distribution. Results are only available to ACMA members and survey respondents.

HOW THE SURVEY IS USED

“I have used the survey results successfully in discussions with my Vice President to demonstrate that we were on the low end of staffing patterns when compared to organizations of similar size. This was the first time she had seen inpatient comparisons.”

Mary R. McCarthy, MS, FACHE, CPHQ | Director, Quality Management
Swedish American Hospital | Rockford, IL

“At McLeod Health we were happy to see the National Survey data in reference to salaries, as we were starting a new Case Management model, and we had no idea what each discipline should be paid. Our staff was soon upgraded to the national standards for our number of beds, as well as our region. The entire Survey is an excellent tool for Case Management operations.”

Cassandra Brunson, LBSW | Corporate Director, Discharge Planning
McLeod Regional Medical Center | Florence, SC

“The ACMA survey data has helped our health care organization research a variety of different topics, from our Case Management department reporting structure, to FTEs and salaries. I was successful in securing raises for our staff on two separate occasions, with the ACMA Survey data being the key piece of information to support the increases.”

Diane K. Buswell, RN, MSN, ACM | Director, Clinical Finance
Samaritan Health Services | Corvallis, OR

SAMPLE 2011 SURVEY SLIDE ON REVERSE SIDE
### Question 54

#### Case Management Department FTEs

As hospital size increases, so does the average number of FTEs in the case management department.

#### Key Finding:

**Case Management Department FTEs**
ACMA Organizational Membership is designed to help organizations provide support to their case management departments. A minimum of 10 members is required for a Hospital Organizational Membership, and 35 members are required for a Health System Membership.

In addition to having access to all regular member benefits, Organizational Members also receive discounted dues and a subscription to the Hospital Case Management Research Series.

**Discounted Dues**

Organizational membership costs $115 per person versus the $135 that individuals pay. The savings to an organization with multiple members can be substantial as outlined below:

For a single hospital (a savings of $200):
- The cost for 10 employees to join as individual members @ $135.00 = $1,350.00
- The cost for 10 employees to join as organizational members @ $115.00 = $1,150.00

For a health system (a savings of $700):
- The cost for 35 employees to join as individual members @ $135.00 = $4,725.00
- The cost for 35 employees to join as organizational members @ $115.00 = $4,025

**Hospital Case Management Research Series**

A key benefit of Organizational Membership, the *Hospital Case Management Research Series* takes ACMA’s Hospital Case Management research a step further by examining statistical correlations on important case management topics, such as how key outcomes correlate to staffing practices, reporting structure, or case prioritization methods. These findings are published in a subscription-based quarterly report series.

Whether you subscribe to the *Hospital Case Management Research Series* and gain memberships for your case management staff, or gain the *Hospital Case Management Research Series* through your organization’s commitment to staff membership – your organization, case management department, and patients will all benefit.

For more information on Organizational Membership, contact Becky Nations at ACMA via phone at 501-907-2262 or via email at bnations@acmaweb.org.
I am already a National member and I am joining a local chapter. My Membership number is: ____________________________

(For Chapter membership processing, please complete your membership number, Section A and Section E only)

SECTION A: CONTACT

First Name: ____________________________ MI: ____________________________ Last Name: ____________________________

Birth date: __________ / __________ / __________

Title: ____________________________ Credentials: ____________________________

Department: ____________________________ Organization: ____________________________

IMPORTANT: Please provide both home and work contact information. (Please type or print)

BUSINESS Mailing Address: ____________________________

City: ____________________________ Province/County: ____________________________

State: ____________________________ Zip: ____________________________

Phone: ____________________________ Fax: ____________________________

Country: ____________________________

Email: ____________________________

HOME Mailing Address: ____________________________

City: ____________________________ Province/County: ____________________________

State: ____________________________ Zip: ____________________________

Phone: ____________________________ Fax: ____________________________

Country: ____________________________

Email: ____________________________

ACMA allows Members to customize their mailing preferences.
Please indicate at which of the above addresses you want to receive each ACMA correspondence.

Preferred Mailing Address: __________

Business: Membership Information (Membership card, renewal notices, etc.) ☐ ☐

Conference Brochures and Information ☐ ☐

Preferred E-Mail Address: __________

Business: ACMA briefCASE (weekly e-newsletter) ☐ ☐

Membership Information (renewal notices, special correspondence) ☐ ☐

Learning Link (ACMA member list serve – online network) ☐ ☐

Collaborative Case Management Magazine ☐ ☐

SECTION B: EDUCATION & LICENSE INFORMATION

UNDERGRADUATE INFORMATION

School: ____________________________

Major: ____________________________ Date Completed: ____________________________

GRADUATE INFORMATION

School: ____________________________

Major: ____________________________ Date Completed: ____________________________

License Number: RN: ____________________________ and/or SW: ____________________________

Please check all that apply

SOCIAL WORK: ☐ License or Certification

☐ BSW ☐ MSW ☐ DSW ☐ PhD

☐ Associate Degree in Nursing ☐ DNSc ☐ Baccalaureate in Nursing ☐ Master

☐ Master in Nursing ☐ PhD ☐ EdD

NURSING: ☐ Diploma ☐ Associate Degree in Nursing ☐ Associate

☐ Associate Degree in Nursing ☐ Bachelor of Science in Nursing ☐ Master

☐ Bachelor of Science in Nursing ☐ Master’s in Nursing ☐ EdD

OTHER: ☐ EdD

SECTION C: ASSOCIATION

Please mark any areas of interest in which you desire to participate:

☐ Annual Meeting/Conference Planning

☐ Credentialing Issues

☐ Grant Writing

☐ Membership Service Development

☐ Membership Recruitment

☐ Professional Development/Mentorship

☐ Fundraising

☐ Publications

☐ Legislative Issues

☐ Other: ____________________________
Please check all that apply in both sections.

1. Profession:
   - Nurse (RN)
   - Social Work
   - Physician
   - LPN
   - Other

2. Practicing Function:
   - Practicing Professional – Case Managers with a daily case load
   - Leadership - management or oversight of Case Management services
   - Clinical Documentation Specialist – professionals who provide Clinical Documentation Services for Hospital/Healthcare Systems within case management services
   - Public Service Agent - Professionals providing or responsible for Case Management Services outside a Hospital/Healthcare System and work directly for a public service agency that does NOT provide any billable services
   - Physician Advisor - Physicians who work with a Hospital / Health Care system supporting the practice of case management
   - Student - Individuals who are enrolled in a full time academic program – Nursing, Social Work, or Allied Health or those having completed their academic program within the last year. Student membership is limited to a two (2) year period
   - Other (please specify): ____________________________

SECTION E: PAYMENT INFORMATION

You can enjoy many of the same membership benefits throughout the year at a convenient, local level.
Add the Chapter’s dues to your ACMA national dues and indicate on the Total Amount Enclosed line at right.

<table>
<thead>
<tr>
<th>Chapters</th>
<th>Annual Dues</th>
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<tr>
<td>Connecticut</td>
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<td>Georgia</td>
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<tr>
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<td>Missouri/Kansas</td>
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<td>Wisconsin</td>
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</table>

(You must be a National ACMA member to join a local Chapter. However, you can join the National ACMA and Chapter Membership is not required.)

If paying for more than one membership, please send all applications together with payment.

☐ I have enclosed ACMA National dues in the amount of $135.00

OR

☐ I have enclosed ACMA National dues in the amount of $60.00 (students only)

OR

☐ I have enclosed ACMA Organizational Membership dues of $115.00

(Discount applies to ACMA Organizational Members only. An organization must have 10 or more members to qualify for Organizational Membership. Contact the ACMA national office for more information or www.acmaweb.org/fororganizations)

☐ (Optional) Yes, I want to join ACMA’s _____________ Chapter.

I have enclosed my local dues of $___________.

TOTAL AMOUNT ENCLOSED $___________________

Payment Method: ☐ Check / Money Order (Payable to ACMA) ☐ VISA ☐ MasterCard

Card Number: ___________ - ___________ - ___________ - ___________

Expiration Date: ___________ / ___________

V-Code ___________ (Last 3-digits on back of card)

Name as it appears on card: __________________________________________

Signature: _________________________________________________________

Your ACMA membership will be valid for one full year from the date the application is received.

REQUIRED: I attest that I meet the membership criteria as outlined above and the information on this application is accurate and current.

Applicant Signature ___________________________ Date __________________

Please return this application to ACMA - fax to 501-227-4247 or mail to the address below. For questions, call ACMA at 501-907-2262.

ACMA  ●  11701 West 36th Street  ●  Little Rock, AR  72211

Provided the application and payment are complete, please allow two (2) weeks for processing.