



AMERICAN CASE MANAGEMENT ASSOCIATION

# **National Case Management Week Celebration Ideas**

**Submitted by ACMA Members**

## Celebration Idea 1:

**Participants:** **More than 30 people**

**Approximate cost of the event(s):** **\$250+**

### **Celebration description:**

- Lunch and case presentations of complex cases by staff members.
- Appreciation and Awards **Luncheon:**
  - State Senator Steve Austria was the Keynote Speaker.
  - The hospital CEO gave the Welcome Address.
  - The hospital VPMA delivered the Closing Remarks.
  - Deserving staff members were recognized for going above and beyond their duty.
  - Their photos/activities were taken and made into PowerPoint slides that were displayed on the auditorium screen.
  - We had cake and desserts.
- Case managers were given thank you cards, lunch/coffee shop coupons, pens, calculators and free monogrammed lab coats.
- We created a storyboard with case managers' photos/activities.
- We also created an **annual award** in honor of a colleague who passed away this year.

### **Submitted by:**

*Teresa I. Gonzalvo – Director, Integrated Care Management  
Good Samaritan Hospital, Dayton, Ohio*

## Celebration Idea 2:

**Participants:** **More than 30 people**

**Approximate cost of the event(s):** **\$250+**

### **Celebration description:**

- We had a different **celebration each day:** Breakfast, a catered lunch, afternoon break snacks and after lunch dessert.
- We posted information regarding Case Management week on our hospital-wide computer system and asked hospital employees to thank their Case Manager or Social Worker this week.
- We ordered **giveaways** and had drawings each day.

- Each staff member received a Case Management **lapel pin**. Some of the above was funded by the hospital and some was funded by the managers of the department.

**Submitted by:**

*Debbie Woodford – Director, Outcomes Management  
St. John's Hospital, Springfield, IL*

**Celebration Idea 3:**

**Participants: More than 30 people**

**Approximate cost of the event(s): \$250+**

**Celebration description:**

- We created a **bulletin board display** recognizing each Case Management team member - community case manager, social workers and hospital case managers. The display included abstracts specific related to each discipline.
- We also have a **drawing** for a fall basket. To enter the drawing each participant received an information sheet about Case Management and a four-question entry form to complete and submit. This fostered many questions about our role in the hospital. On Friday we drew a name for the basket and served cake to hospital employees. We posted the name of the winner with a summary of the responses we received on the entry form. Our goal is to **increase awareness of role of Case Management** and to dispel the perception of "Utilization Review."
- We purchased the **ACMA banner**, Case management kits for the 7 members of our team and 250 **ACMA pens to give away**.

**Submitted by:**

*Linda Charrier – Director, Case Management  
Redington-Fairview General Hospital, Skowhegan, ME*

#### Celebration Idea 4:

**Participants:** **More than 30 people**

**Approximate cost of the event(s):** **\$250+**

**Celebration description:**

- **Display case** with poster of all dept staff and accomplishments supporting hospital initiatives located outside of hospital cafeteria.
- Hosted **information booth** in front of display case with candy and other "giveaways" with an opportunity for other healthcare staff/patients/families to recognize a Patient Resource Manager/Case Manager from their service by writing a message on a "foam" star which is then placed on the large picture windows by the cafeteria. (This was almost full by Wednesday!)
- Hosted a **reception** for the dept **after work** on Wednesday with food/beverage culminating in an award ceremony for individual recognition nominated by staff internal to our department (Patient Resource Management), selected by the Department Shared Governance Council for Team Work and Innovation.

**Submitted by:**

*Donna Peter – Director, Patient Resource Management  
Duke University Hospital, Durham, NC*

#### Celebration Idea 5:

**Participants:** **More than 30 people**

**Approximate cost of the event(s):** **\$250+**

**Celebration description:**

- We had a **celebration** for all employees, network-wide, at a **local restaurant**, with a **live band** and lots of food.
- Everyone received an **appreciation gift** and the **Case Manager of the year** at each site and the Case Management **Manager of the Year** were announced.

- Each day of the week we had **breakfast or lunch** provided to the staff. We also had a couple of **CEU presentations** at lunch time.

**Submitted by:**

*Pam Howard – Case Operations Management  
Seton Family of Hospitals, Austin, TX*

**Celebration Idea 6:**

**Participants: More than 30 people**

**Approximate cost of the event(s): \$250+**

**Celebration description:**

- We celebrated with daily themes. **Monday** we celebrated ourselves with expressed thanks to co-workers via notes.
- **Tuesday** we celebrated our external customers with our Vendor Fair breakfast honoring them.
- **Wednesday** we celebrated with our internal MD and ancillary services, who hosted a breakfast for us, stopped by with goodies, and placed ads in the paper.
- **Thursday** we celebrated in the afternoon with a dessert extravaganza party.
- **Friday** we celebrated ourselves again with a wrap up of the week and gifts.

**Submitted by:**

*Christy Whetsell – Director, Care Management  
West Virginia University Hospitals, Morgantown, WV*

## Celebration Idea 7:

**Participants:** **More than 30 people**

**Approximate cost of the event(s):** **\$250+**

**Celebration description:**

- Developed a theme for the week “YOU and the excellent TEAM WORK that Care Coordinators perform each day!” Spotlighted daily were the different teams in our model.
- Each team **member was photographed** and their “All Star” framed photo was hung in the conference room for that day. By the end of the week, the entire staff in the department had been honored.
- Each day **drawings were made for Most Valuable, Most Spirited and Most Enthusiastic Players.** Winners were given a printed award to wear for “their day” and won a small gift item.
- Special meals were part of the celebration, starting with a Monday “**Kick-Off Breakfast,**” Tuesday “**Tea Time,**” Wednesday “**Tail-Gate BBQ**” Luncheon, Thursday “**International Cuisine**” Luncheon, and Friday “**Chocolate Lovers Feast.**” All provided a time for group recognition, socialization and fun!
- Also a “**Golden Memories**” contest was a fun part of the activities with old nursing graduation or nurse pinning photos.
- Each staff member was given **engraved bags** as their gift.

**Submitted by:**

*Marilyn Callies, Director, Care Coordination  
Baylor University Medical Center, Dallas, TX*

## Celebration Idea 8:

**Participants: 25 - 30 people**

**Approximate cost of the event(s): \$250+**

### **Celebration description:**

- A kick off **breakfast**. We highlighted what Case Management is all about, and then went on to describe each respective area's workflow and how it impacts and supports the Case Management departments.
- We then gave out **gift bags** that contained magnet Post Its, Case Management Pens, and the purple Case Management Pedometers. We had divided our department randomly into 3 equal teams and had a **week long Step challenge**. At the end of the week the Steps were tabulated and each member of the winning team, 8 members logged over 260,000 steps, were awarded a \$10 gas card at a celebration luncheon.
- We also had **random drawings** for miscellaneous items as door prizes. The event was well received and we have extended our Step contest for an additional 3 weeks.

### **Submitted by:**

*Kristy Porter, Project Manager, UPMC Corporate Management  
UPMC Health System- Corporate Care Management, Monroeville, PA*

## Celebration Idea 9:

**Participants: 25 - 30 people**

**Approximate cost of the event(s): \$250+**

### **Celebration description:**

- The main event was a **luncheon midweek** which was preceded by formal invitations inviting them to a luncheon in their honor. Lunch was **catered** by an Italian restaurant and was delicious. Desserts were a variety of different small cakes, tiramisu, red velvet, carrot, etc. Door prizes were awarded, and it was a relaxed time. Our VP of Patient Care Services spoke briefly at the beginning of lunch to thank everyone for their hard work.

- All regular staff working were scheduled with a **10 minute chair massage** that afternoon, and an extra float person was scheduled to go around, lighten the load and help everyone out.

**Submitted by:**

*Lisa Fallara, Director, Case Management  
Mount Carmel St. Ann's, Westerville, OH*

**Celebration Idea 10:**

**Participants: 25 - 30 people**

**Approximate cost of the event(s): \$250+**

**Celebration description:**

- Each day of the week, the department secretary **organized our many home care agencies**, who often seek our attention, **to come and bring breakfast or lunch along with an in-service**. The staff could attend if they wished, and many enjoyed the food/treats.
- On Wednesday, the department hosted its own **luncheon**. Each case manager received a gift of a **votive candle holder** (autumn theme) and a **brand new lab coat** embroidered with their name, credentials and the hospital's new logo.

**Submitted by:**

*Amy Tanner – Director, Case Management  
City of Hope, Duarte, CA*

**Celebration Idea 11:**

**Participants: 10 - 15 people**

**Approximate cost of the event(s): \$250+**

**Celebration description:**

- The **case management poster** was hung on our department door along with a yellow, purple and green banner that says "Happy Case Management Week." Under the posters, a **photo of each case**

**manager** was attached "scrapbook style" along with the bios - education, certifications and highlights of experience.

- The manager of the department sent a **hand written thank you card to each case manger's family** for the support they provide.
- On Monday, we had **lunch with the executive administrative team.**
- On Tuesday, the whole department **closed for an hour "field trip"** to a new, ready to open hospice house in the community.
- Wednesday we went to **dinner** together (each paying his/her own way).
- On Thursday, we had **lunch with the nursing managers and directors** (lunch provided by a local physician).
- On Friday, we had a **"lunch and learn" from several vendors.**
- **Each day, the team members were given little gifts** (pen, calendar, pedometer, team photo).
- Each case manager made a **poster board for the units they work** to highlight the new regulatory changes in healthcare.

**Submitted by:**

*Lola Saxby – Manager, Case Management  
South Lake Hospital, Clermont, FL*

**Celebration Idea 12:**

**Participants: 20 - 25 people**

**Approximate cost of the event(s): \$150 - \$250**

**Celebration description:**

- We celebrated with a **luncheon** provided on site for the Case Managers.
- At the luncheon, we held a **"Joke Contest"**. The only rule was that the joke must be care management related. Many of the staff participated. We all laughed and enjoyed ourselves. We recognized the talent and creativity our team possessed. Our point to emphasize was that we need to remember to have fun and keep a sense of humor in our work as we deal with stresses and challenges related to our expertise. We had **prizes** for those with the best jokes.

**Submitted by:**

*Cheryl Chiprean, Director, Care Management and Social Services  
UPMC Passavant, Pittsburgh, PA*

**Celebration Idea 13:**

**Participants: 10 - 15 people**

**Approximate cost of the event(s): \$150 - \$200**

**Celebration description:**

- The NCMW celebration was initiated with an **informational e-mail house-wide on the Friday before** the week began, informing the hospital staff about Case Management week and the upcoming events. **Emails** had been written to be distributed house-wide **at strategic times the coming week** reminding the staff of the following events: (Our hospital staff participated, and our door prizes and giveaways were donations).
- **Monday:** Kick off with **informational displays** in our mezzanine area, tri-fold presentation board displays on CM, careers in CM, certifications, observation status, current documentation projects, Important Message from Medicare, CM theme of year, etc.; Initiation of a **food drive** to benefit FISH ministries, (a charitable organization in our county that provides assistance to many of the patients that we discharge that need assistance w/medications, rent, utilities, etc.). Donations were 5 cans for 1 ticket to enter a drawing. The **end of week grand prize drawing** was for a \$50 VISA gift card (donated by a vendor).
- Throughout the week, a house-wide email contained **1 question per day about CM**, with the answer located on one of the displays. The first correct response won a donated door prize. CM staff **has saved vendor giveaways** throughout the year to place on tables for giveaways, as well as flyers, etc, brought in by vendors specifically for CM week. **Posters were also placed in elevators** and other strategic locations.
- **Tuesday: "THANK YOU" Day**, this year targeted our organization's home health, (which does a lot of our indigent referrals) and our physicians, with presentation of huge, beautiful floral arrangement for the HH, and a **THANK YOU banner letter signed by entire CM staff placed on every nursing unit in the doctors' area.**

- **Wednesday: Breast Cancer Awareness display/corsage day-** Beautiful pink ribbon floral corsages, handmade by one of our talented Case Managers, were worn all day by the CM's, and the questions that were asked about the corsages provided the CM's with the opportunity to **give education about Breast Cancer awareness**, reminders about mammograms, and invitations to visit the display on the mezzanine to see and pick up additional information.
- **Thursday: Catered luncheon** sponsored by a local LTAC hospital for the CM/SW staff, **CE presentation, and a gift to the CM's.**
- **Friday: Case Management T-shirt day-** CM's wore NCMW T-shirts that were included with their gift given to them by the CM department. This day also celebrated the culmination of food drive, and as a final "thank you," snacks and goodies at case managers' desks.

**Submitted by:**

*Michelle Snell, RN Case Manager, Team Leader  
Presbyterian Hospital of Greenville, Greenville, TX*

**Celebration Idea 14:**

**Participants: 15 - 20 people**

**Approximate cost of the event(s): \$50 or less**

**Celebration description:**

- The Child Life Department and Social Work Services gave a "**tea for the Case Management Department**". Their staff brought in teapots and teacups, a variety of teas, and finger foods. They covered several round tables with tablecloths. They brought in a variety of hats, gloves, and scarves, which we wore. Digital photographs were taken of the case managers in their "finery". It was a playful event and the case managers had fun and felt recognized.

**Submitted by:**

*Rhonda Cofield, Director, Case Management  
All Children's Hospital, St. Petersburg, FL*

## Celebration Idea 15:

**Participants: More than 30 people**

**Approximate cost of the event(s): \$50 or less**

### **Celebration description:**

- Began the week with **flowers and special recognition** at our morning meetings, as well as posters posted throughout the facility.
- There was a **special lunch with CNO, special lunch with department, vendor celebration** of Case Managers, and **gifts** every day of the week.
- There was also **Social Work special lunch and gift**.
- **Administrative emails** were sent to Case Managers.
- Nurse Managers presented **gift certificate and plants** to Case Managers.
- **Pictures displayed** in a special recognition display case in the hospital.

### **Submitted by:**

Renee Heinley – *Director, Care Management*  
Mercy Health Center, Oklahoma City, OK