

Leading Edge:

Advances in Case Management

Presentations

Trends, Issues, and Challenges in Workers' Compensation Case Management

Janet S. Coulter, MSN, MS, RN, CCM, FCM

Workers' compensation case management is a dynamic field that has evolved significantly in response to changing workplace environments, legal landscapes, and healthcare advancements. Key trends include the integration of technology and the impact of regulatory changes. Critical issues include managing mental health claims, navigating complex medical treatments, and ensuring timely return-to-work strategies. Challenges in this field are multifaceted, including balancing cost containment with quality care, overcoming barriers to communication among stakeholders, and managing the rising costs of medical care. There is a need for continuous adaptation to comply with new laws, standards, and technology. This presentation will explore the latest trends, critical issues, and emerging challenges faced by professionals in workers' compensation case management including strategies to improve outcomes for injured workers while maintaining compliance and cost-effectiveness.

Navigating the Alphabet Soup of Diabetes Care: A Patient Centered and Practical Approach to Guideline Implementation

Heidi L. Diez, PharmD, BCACP

With nearly 40 million Americans affected, diabetes—particularly type 2 diabetes (T2D)—is increasingly recognized as a public health epidemic. This presentation will deliver an evidence-based exploration of the six major drug classes used in T2D management, focusing on personalized patient care, practical considerations for real-world application, side effect management, and cost-effectiveness. We will also examine the growing role of technology in diabetes care, offering insights into the latest devices and their implications for primary care practice. As the treatment landscape continues to evolve rapidly, this session aims to equip care managers with valuable resources for clinicians, office staff, and patients, ultimately simplifying the complex task of managing T2D and enhancing patient outcomes.

What's New in Pain Management?

Exploring Pain Management in Contemporary Healthcare, Embracing Alternative Therapies, and Integrating Interdisciplinary Approaches.

Mary Zalinger, PT, DPT, CLT

This discussion will highlight the impact of the escalating opioid crisis on the management of high-impact chronic pain and the push towards alternative therapies. We will review the International Association for the Study of Pain's (IASP) updated classifications of pain and the biopsychosocial model, offering insights into its implications for diagnosis and treatment. Additionally, we will examine the structure of an interdisciplinary pain management program, outlining essential components and best practices for effective patient care. Finally, we will touch on the aim of fostering future collaboration between healthcare providers and case managers to integrate care models, optimize patient outcomes, and advance pain management in today's healthcare landscape.

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Legal Issues in Case Management Donna M Szwabowski RN, BSN, JD

Title: Collaborative Connections: Round Tables on Enhancing Case Management Through Networking

In the dynamic field of case management, the ability to connect and collaborate with peers is crucial for professional growth and client success. Collaborative Connections: Round Tables on Enhancing Case Management Through Networking is an interactive conference session of round table discussions designed to bring together case managers and related professionals. These roundtable discussions will provide a platform for sharing best practices, innovative strategies, and personal experiences that can elevate the quality of case management services.

Participants will have the opportunity to engage in meaningful dialogue, exchange ideas, and build valuable professional relationships. By fostering a collaborative environment, these sessions aim to empower attendees with the tools and insights needed to enhance their networking skills, ultimately leading to improved outcomes for the individuals they serve. Round tables provide opportunities to strengthen professional networks and discover new ways to refine approaches to case management.

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Janet S. Coulter, MSN, MS, RN, CCM, FCM



Janet S. Coulter, MSN, MS, RN, CCM, FCM is a board-certified transplant case manager with a wide variety of experiences including educator, administrator, team leader, and Director of Case Management. Janet holds a Master of Science in Nursing from West Virginia University and a Master of Science in Adult Education from Marshall University. Janet has been a recipient of the CMSA National Award of Service Excellence and Southern Ohio Valley CMSA Case Management Leadership award. She was inducted as a Fellow of Case Management in 2022.

Janet has been active in CMSA at the national and local levels. She is currently President of CMSA. She recently served as Chairperson of the Editorial Board of CMSA Today, Chairperson of the Nominations Committee, and Vice-President of the CMSA Foundation. Janet has presented concurrent sessions and posters at several CMSA Annual Conferences. She has served as a CMSA Board of Directors member, Secretary of the CMSA Board of Directors, a member of the CMSA Executive Committee, and CMSA Chapter Presidents' Council Representative to the CMSA Board of Directors. Janet has participated in or chaired several CMSA Committees including the CMSA Writer's Workshop Committee, Membership Committee, and Education Committee. Janet has a passion for writing and she has published many articles in CMSA Today, Care Management, and the Professional Case Management Journal. She has written several CMSA blogs two of which were among the top five CMSA blogs read in 2022. In addition, she recently published a chapter in A Practical Guide to Acute Care Case Management: The Day to Day "How To Be An Acute Care Case Manager" Resource and a chapter in Improving Lives Together: Case Managers Leading the Way. She also served as a reviewer for the Core Curriculum for Case Management Third Edition.

Janet continues to be active in the Southern Ohio Valley Chapter of CMSA. She has served as a founding member, Board of Directors member, Vice President, President-Elect, Secretary, and Chairperson of numerous committees. In addition, Janet recently completed serving a fifth term as President.

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Navigating the Alphabet Soup of Diabetes Care: A Patient Centered and Practical Approach to Guideline Implementation

Heidi L. Diez, PharmD, BCACP

Kurt Kazanowski is an accomplished health care executive in the areas of hospice, home care and post-acute care services. He has served in executive roles for the following organizations, Hospice of Michigan, Seasons Hospice, VITAS and Trinity Health Services to name a few. He currently is Managing Partner for Hospice Advisors, a boutique hospice and home care consulting, training and education firm that assist organizations serve more people, grow and give the gift of hospice and home care. Kurt also is an author, speaker and health care entrepreneur as he owns a successful personal care home health company in Plymouth Michigan called Caregiving Experts. His recent books, "A Son's Journey: Taking Care of Mom and Dad" and "The Seven Pillars of Growth" provide a platform for his professional speaking. Kurt holds a BSN from Mercy College, a Masters in Health Service Administration from Wayne State University and is a member of the National Speakers Association.

What's New in Pain Management?

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Mary Zalinger, PT, DPT, CLT



Mary Zalinger is a Senior Physical Therapist with 10 years of clinical experience in complex pain, orthopedics, and oncology rehabilitation. She graduated from Bradley University with her undergraduate degree in 2011 and went on to complete her clinical doctorate degree in physical therapy in 2014. She is a certified lymphedema therapist, working for 8 years in treating primary and secondary lymphedema with a clinical interest in breast cancer and head and neck cancer rehabilitation. She is also a board certified orthopedic clinical specialist through the American Board of Physical Therapy Specialties. She currently works in the Shirley Ryan AbilityLab's interdisciplinary Pain Management Center, where she is able to combine her clinical expertise and passion in treating complex pain and chronic conditions. Outside of clinical care, Mary is a member of the APTA Oncology Research Committee, helping the advancement and translation of oncologic rehabilitation research into clinical practice. She has also served in the APTA Orthopedic Section's Pain Special Interest group; having helped develop clinical pearls for practicing clinicians on the implementation of pain mechanisms into clinical practice. Mary also serves as Associate Faculty in Northwestern University's Doctor of Physical Therapy program and has experience in leading educational lectures with the Leukemia and Lymphoma Society and The Parkinson's Foundation. In her free time, Mary enjoys sailing and traveling. You can find her competing with her sailing team on Lake Michigan and recently traveled to France for the Paris Olympics.

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Legal Issues in Case Management

Donna M Szwabowski RN, BSN, JD