



Gary S. Wolfe

Becoming an FCM–A Fellow in Case Management

The Case Management Fellow Program recognizes case management professionals who have made a significant contribution to case management through leadership, service, innovation, and scholarship.

In 2021 the Case Management Society of America (CMSA) inaugurated the Case Management Fellow Program. Founding Fellows were announced in 2021, and Fellows in the Class of 2022 were announced at the CMSA Annual Conference this year. The Case Management Fellow Program is an exciting development in the professional practice of case management.

The Case Management Fellow Program recognizes case management professionals who have made a significant contribution to case management through leadership, service, innovation, and scholarship. Fellows are the people who make a difference in case management. Those who are selected to Fellowship demonstrate to peers and others their commitment to quality case management. As recognized case management leaders, Fellows act as ambassadors by raising the standards of practice through consistent participation in professional development activities and service to case management. Fellows teach, lead, present, publish, participate, and attend activities. The essential essence of becoming a Fellow is making a significant contribution to the professional practice of case management. Fellows make a difference, either through leadership, service, or scholarly activities. It is a humbling honor to be selected and recognized as a Fellow.

Case Management Fellows represent a diverse community of thought leaders who play an active role in case management; they identify future trends and issues and advance the standards of case

CMSA Founding Fellows

Patricia Agius, BS, RN, CCM, CPHQ, FCM
 Jeanne Boling, MSN, RN, CCM, CRRN, FCM
 Anne Llewellyn, MS, BHSA, RN, CCM, CRRN, FCM
 Catherine Mullahy, RN, BS, CRRN, CCM, FCM
 Mindy Owen, RN, CRRN, CCM, FCM
 Nancy Skinner, RN, CCM, CMGT-BC, ACM-RN, CMCN, FCM
 Hussein M. Tahan, PhD, RN, FAAN, FCM
 Gary Wolfe, RN, CCM, FCM

Class of 2022

Catherine Campbell, DNP, FCM
 Janet Coulter, MSN, CCM, FCM
 Colleen Morley, DNP, RN, CCM, CMAC, CMCN, ACM-RN, FCM
 Patricia Noonan, RN, MBA, CCM, FCM
 Melanie Prince, MSS, MSN, BSN, NE-BC, CCM, FAAN, FCM

management practice through excellence, all with a passion for the professional practice of case management. Being awarded the FCM™ demonstrates a high degree of demonstrated proficiency in professional case management practice and an important contribution to advancing the professional practice of case management. Case Management Fellows show a commitment to knowledge through continuing education and publication and influence the growth of the professional practice.

To apply to become a Fellow, you must submit a written application that details

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What “Quiet Quitting” Really Means—and 6 Ways to Respond

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in the pandemic, I sent each of my team members gratitude journals. In normal circumstances, I probably would not have done something so personal, but this small gift was well received by our team members who had been thrust into the uncharted territory of dealing with so many unknowns while supporting tens of thousands of our certificants.

4. Ask, care, remember. The irony of the remote work environment is that the more physically distant we are, the more personal our connections often became. Zoom calls give us windows into the homes of colleagues, clients, and others. Conversations about what’s going on in people’s lives go beyond small talk and into genuine sharing. To do this effectively, we need to ask questions, show genuine care and

concern, and remember what’s going on with each individual. The key is the follow-up query or comment, whether about a loved one with an ongoing health issue or a wedding or other celebration that was delayed during the pandemic.

5. Have an honest conversation about burnout. At times, discussing “what’s going on” will reveal that a colleague or direct report is feeling burned out. This is time for an honest conversation about what that person really needs. The solution may be as simple as taking off a few days or getting help with a large project. In other situations, though, the problem may be job dissatisfaction that necessitates a change. One professional I know felt so burned out in her position that she could no longer perform that job. She was happy with her employer, so the solution was to find a new position in which she could thrive.

6. Know what programs and benefits are available. As leaders, we need to know what programs and benefits are available to employees, for example, an Employee Assistance Program (EAP) or Family and Medical Leave Act (FMLA). By providing even basic information about these programs and how to access them we can encourage others to get the help they need. We can’t rely on human resources to do it all—they are experiencing burnout too. We can all be advocates for better mental and physical health and wellness by encouraging direct reports and colleagues to find the help and support that is available to them.

Regardless of the name or label we assign to it, the quiet quitting phenomenon is not new, nor is it likely to go away any time soon. As leaders, we can respond by listening, showing compassion and empathy, and helping others explore and express the help they need. **CM**

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your significant contribution to case management. Applicants should capture their education, certifications, experience, leadership achievements, innovations, mentorship, community service, special recognitions, and research as well as the impact of their contributions.

Qualification criteria for becoming a Fellow include:

- Hold a case management certification from a nationally recognized certifying body.
- Current member of CMSA for most recent 5 years.
- Minimum of 10 years in the professional practice of case management.
- Possess a professional licensure or hold an advanced health and human

services degree.

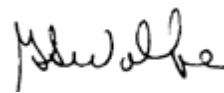
- Make a significant contribution to the professional practice of case management through leadership, innovation, and/or scholarship.

All applications meeting the criteria are reviewed by the Case Management Fellow Selection Committee, and a scoring rubric is used to decide who will be selected as a Fellow. The bar is high because Fellows are the leaders who make a real difference in the professional practice of case management. There are many great case managers and leaders, but becoming a Fellow is the next level of recognition. Becoming a Fellow is the highest recognition for case managers in the professional practice of case management.

The application cycle for the Case Management Fellow Class of 2023 is open until January 14, 2023.

Apply on line at www.cmsa.org.

Earning the designation of Case Management Fellow attests to your expertise and leadership in the professional practice of case management. This impressive credential positions you as a recognized leader. If you think you have made a significant contribution to the professional practice of casemanagement, please apply. If you are growing in your career, use the criteria for becoming a Fellow to guide you so at some point you too might become a Fellow.



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