



Your Board Your Vote

2023 ELECTION

CMSA BOARD OF DIRECTORS

Case Management Society of America

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MEET THE CANDIDATES

*Review more information on their Campaign Statement,
Biography, Leadership and Honors.*

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2023 – 2027 PRES-ELECT / PRES / PAST PRES

Candidate 1 of 3



Nadine Carter, MBA, BSN, RN, CDMS, CCM

Employer: Global Care Management

Title: Director of Care Management Staffing

Chapter: Atlanta, GA

Email: ncarter3345@outlook.com

Hi, I am Nadine, and I would be honored to serve you as President Elect on the National CMSA Board! I am a Registered Professional Nurse who has been engaged in the field of Case Management since 1987 and a member of CMSA since 1996. I have held various leadership positions in my career, bringing the CMSA Standards of Practice into my varied work environments. I have actively participated as a leader in three local chapters. I am the current national Secretary, and was previous Secretary of the Atlanta, GA chapter being elected to President as of January 2023. Through my participation as a board member and attendance both onsite and virtually at various chapters, I have had exposure to different members throughout the country, which leads me to being well versed in the global needs of the Society' members and the overarching mission of the Society. I am an active participant in the monthly Chapter Leader Coffee Connects where leaders across the country share ideas for best practices throughout the local chapters. I have served on multiple national committees with my current involvement as the Chair of the Membership Committee, where an incredibly talented and diverse group of members are planning and strategizing to foster and grow membership recruitment and retention.

Having forged multiple successful connections with colleagues and peers and my collective years of experience and long-standing affiliation with CMSA, I am prepared to be an effective and proactive President-Elect. I look forward to collaborating with Dr. Colleen Morley to complete her vision for CMSA. It has been extremely rewarding serving in collaboration with Parthenon Management Group. Major accomplishments over the last few years include the robust strategic plan, financial stability, membership growth, public policy involvement, and increased recurring donors to the CMSA foundation just to name a few.

One of my goals is to see continued growth among various disciplines and work settings. Another goal is for CMSA to continue being the primary professional association that case managers can turn to for resources to assist them in being the best professional to manage the needs of their population. Healthcare has become very fragmented and healthcare workers are leaving the profession. Remembering that the patient is the primary focus of healthcare, CMSA needs to mentor and coach healthcare professionals to function within this fragmented system to positively impact healthcare outcomes, including physical and mental needs. Successfully connected with various associations and member groups, including students, the military and international members, will propel CMSA into the forefront of case management organizations. As a result, the members will be the best they can be in their professional lives.

Please remember that this is your professional Association, and you have the right to choose who you think will be the best candidate for the job. Please vote and let your voice be heard!! Thank you for your consideration.

NADINE CARTER, MBA, RN, BSN, CDMS, CCM

BIOGRAPHY

Nadine Carter is a goal and result driven Master graduate with 30+ years of extensive experience in leadership and executive roles in various areas of the healthcare industry including case management, utilization management, managed care, transitional care, acute care, group health, and managed long-term care; 30+ years of experience in Case Management. She possesses keen knowledge of case management, utilization management, transitional management, quality management, population management, risk management, improving of policies to improve efficiency and reduce costs, department logistics, and personnel performances. Nadine also possesses exceptional analytical ability, particularly in developing and managing key performance indicators to ensure quality and financial success. Understands and possesses ability to simultaneously manage prominent levels of compliance, client service and profitability. She has been affiliated with CMSA since 1996, Past President of NJ Chapter 2003-2004, previously served as Secretary and currently as President of Atlanta, GA Chapter; and serving as National CMSA Secretary, 2021-2023. She has also served as a chair and/or member of multiple CMSA national committees. Nadine is a member of the Editorial Review Board for the *Professional Case Management* Journal and applying to become a Fellow Case Manager (FCM) in 2023 through CMSA.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> • Certificate in Recognition in Outstanding Membership Growth, CMSA New Jersey, 2003 	<ul style="list-style-type: none"> • Case Management Society of America, 1996-present • CMSA Atlanta, Georgia, 2016-present • CMSA New Jersey, 1996-2016 • CMSA New York City, 2000-2016 	<p>CMSA</p> <ul style="list-style-type: none"> • Secretary, 2021-2023 • Membership Comm, Chair, 2022-2024 • Membership Comm, Mbr, 2020-2022 • CMSA Strategic Planning Comm, 2021-2022 • CMSA Nominations Comm, Chair, 2021-2022 • CMSA Conference Planning Task Group, Chair, 2020-2021 • CMSA Mgmt Task Force, Mbr, 2020 <p>CMSA Atlanta, GA chapter</p> <ul style="list-style-type: none"> • President, 2023 • Secretary, 2018-2022 • Director, 2017-2018 <p>NTOCC</p> <ul style="list-style-type: none"> • Care Transitions Bundle Task Force, Mbr, 2021-2022

2023 – 2027 PRES-ELECT / PRES / PAST PRES

Candidate 2 of 3



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

Employer: American Health Holding/Aetna/CVS

Title: Transplant RN Case Manager

Chapter: Southern OH Valley CMSA

Email: janminard@aol.com

My name is Janet Coulter and I would like to thank you for considering me for the position of President Elect of CMSA. I am committed to the advancement of case management, and I am passionate about case management and CMSA! I am dedicated to providing quality patient care and quality mental health services along with accessible, affordable health care. I am so proud to be a part of this amazing organization! CMSA is actively expanding the case management body of knowledge, bringing value and integrity to our profession, and strengthening the quality of case management through evidence-based practice. We are in a unique position to continue to have a major impact on improving health care outcomes as well as the growth and evolution of our profession. I strongly support CMSA's focus on growing our membership, developing leadership at the local and national levels, protecting the title of "case manager", contributing to the body of knowledge by facilitating research and expanding evidence-based practice, and increasing the public's knowledge and perception of case management. As President Elect. I would continue to support these efforts. I am passionate about CMSA! I have been an active member of CMSA and my local chapter - Southern Ohio Valley CMSA -for over 22 years. At the local level I have served in several leadership positions including five terms as President, two terms as Secretary, multiple terms as a Director, Chair of numerous committees and Chair of one of our fall conferences. I was honored to be the recipient of Southern Ohio Valley CMSA's Excellence in Case Management Leadership Award.

In addition, I have been active at the national level serving as a Board member, member of the Executive Board of Directors, Secretary, Member at Large, and Chapter Presidents' Council Representative. I have been active on several national committees including Membership, Education, and Multi State Licensure. And I am a past Chair of the Education Committee and past co-chair of the Membership Committee. I am currently Secretary of the CMSA Foundation. In addition, I have actively participated in CMSA's Annual Conferences for the past several years presenting concurrent sessions as well as posters. And - most importantly - I was honored to be the recipient of CMSA's National Award of Service Excellence.

Among my passions are CMSA Today and CMSA blogs. I am very involved in CMSA Today having written several articles that were published and serving on the Editorial Board for several years. I am currently Chair of the CMSA Today Editorial Committee. I have also had articles published in Care Management and Professional Case Management. In addition, I was honored to have a chapter published in Dr. Colleen Morley's book *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 CMSA Chicago's book *Improving Lives Together: Case Managers Leading the Way*. I have regularly written blogs for CMSA and was pleased to have two of my blogs in the top five CMSA blogs of 2022.

My past experiences as a CMSA Board of Directors officer and member have been very valuable and have given me an understanding of how the CMSA Board of Directors operates, how the meetings are conducted, and the roles of the officers and directors. This would greatly enhance my understanding of the role and responsibilities of President Elect. In summary, I feel that my passion for CMSA and case management along with my past experiences would make me an asset to the CMSA Board of Directors.

JANET S. COULTER, MSN, MS, RN, CCM, FCM

BIOGRAPHY

Janet Coulter was inducted as a fellow of case management in 2022. She 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.

Janet has been active with CMSA at the national and local levels. She has presented concurrent sessions and posters at several CMSA annual conferences. Janet has been the CMSA Chapter Presidents' Council Representative to the CMSA Board of Directors. In addition, she has served on the CMSA Board of Directors as Secretary and a member of the Executive Committee, and has participated in or chaired several CMSA committees including the CMSA writer's workshop committee, membership committee, and education committee.

She has published many articles in CMSA Today, Care Management, and the Professional Case Management Journal. 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 has written several CMSA blogs. Two these were among the top five CMSA blogs read in 2022. She is currently the chairperson for the editorial board of CMSA Today and secretary of the CMSA Foundation.

Janet continues to be active in the southern Ohio valley chapter of CMSA. She has served as a founding member, board of directors, vice president, president-elect, secretary, and chairperson of numerous committees. In addition, Janet recently completed serving a fifth term as president.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> • Fellow Case Management, CMSA, 2022 • Award of Service Excellence, CMSA, 2015 • Excellence in Case Management Leadership Award, Southern OH Valley CMSA, 2012 	<ul style="list-style-type: none"> • Case Management Society of America, 2006-present • Southern OH Valley CMSA, 2006-present • Marshall University Alumni Association, 2007-present • National Kidney Foundation Medical Advisory Board, 2012-present • Life Center Donate Life Ambassador, 2019-present • Prescription Drug Abuse Action Group, 2010-2016 	<p>CMSA</p> <ul style="list-style-type: none"> • CMSA Today, Chair, 2022-present • CMS Caregivers Comm, Liaison, 2021-present • Editorial Board, CMSA Today, 2015-present • Secretary, 2019-2021 • Membership Comm, Co-Chair, 2018-2019 • Public Policy Liaison to CMSA, 2012-2018 • Membership Comm, Mbr, 2015-2017 • Director, 2014-2017 • Education Comm, Chair, 2016-2017 • Multi-State Licensure Comm, 2013-2017 • Member-At-Large, 2015-2016 • Chapter Presidents' Council Rep, 2012-2013 • Annual Conf Comm, Co-Chair, 2012-2013 • Education Comm, Mbr, 2012-2013 <p>CMSA Foundation</p> <ul style="list-style-type: none"> • Secretary, 2022-2024 <p>Southern OH Valley CMSA Chapter</p> <ul style="list-style-type: none"> • President, 2010-2012 & 2018-2021 • President Elect, 2009-2010 & 2017-2018 • Vice President, 2008-2009 • Past President, 2012-2013 & 2021-2022 • Secretary, 2014-2015 • Director, 2023-present



Mark Evans, MA, CCM, CLCP, CRC

Employer: Encompass Health
Title: Director of Case Management
Chapter: Detroit, MI
Email: markdevans66@gmail.com

Hello...my name is Mark Evans and I am running for the office of President Elect in this year's CMSA election. I have held a variety of leadership positions in my career and I have served on the Board of Directors for CMSA at both a local chapter level and at the National level. I have also served on and led local and national committees for CMSA and other organizations.

I was fortunate to be elected to serve on the national Board of Directors in 2020. It was at a time that presented tremendous challenges for CMSA. Not only were we dealing with the challenge of running the organization through the pandemic, but we were also navigating our way through a change in our Association Management Organization.

Under the tremendous leadership of our past president, Melanie Prince our current president, Colleen Morley and our Executive Director Amy Black, CMSA is well-positioned for the future. Our Board of Directors have developed a strategic plan that will allow us to continue to be the premier professional association for Case Managers now and into the future. As President Elect, my mission would be to continue to lead CMSA on this strategic plan, promote membership, continue to provide industry leading educational opportunities and to make sure that we are no longer the best kept secret in the healthcare industry.

I also believe that it is our responsibility to develop future leaders that will continue the good work going forward.

It would be a great honor to serve as your next President-Elect of CMSA. I have had a passion for Case Management for over 30 years and I believe that I will serve you well as we continue to move forward. Thank you for your consideration.

MARK EVANS, MA, CCM, CLCP, CRC

BIOGRAPHY

Mark Evans, MA, CCM, CLCP, CRC is the Certified Director of Case Management at Encompass Health Rehabilitation Hospital in Toledo, Ohio. Mark has worked in healthcare since 1988 and in Case Management since 1993. Throughout his career, Mark has worked exclusively in both inpatient and outpatient rehabilitation with a great emphasis on brain and spinal cord injury.

Mark has held senior level leadership positions wherever he worked. He has led teams, managed projects and developed strategic initiatives for organizational growth and success. Mark has been involved with CMSA leadership at both a local level in Detroit and at the national level. He has held director level positions as well as committee participation and leadership.

Mark received his undergraduate Bachelor's degree from Eastern Michigan University in Ypsilanti, Michigan and his Master's degree from Wayne State University in Detroit, Michigan. He is a Certified Case Manager, Certified Life Care Planner and a Certified Rehabilitation Counselor.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none">• Leadership Award, Rainbow Rehabilitation, 2017	<ul style="list-style-type: none">• Case Management Society of America, 2009-present• CMSA Detroit, 2009-present• Brain Injury Association of Michigan, 1990-2022• Michigan Brain Injury Provider Council, 2008-2021	<p>CMSA</p> <ul style="list-style-type: none">• Director, 2020-present• Awards Comm, Chair, 2019-2022• Sponsorship Comm, Vice Chair, 2022-present <p>CMSA Foundation</p> <ul style="list-style-type: none">• Director, 2020-present <p>CMSA Detroit</p> <ul style="list-style-type: none">• Past President, 2019-2020• President, 2017-2019• Member at Large, 2013-2015 <p>Brain Injury Association of Michigan</p> <ul style="list-style-type: none">• Golf Committee, Chair, 1998-2000

2023 – 2025 SECRETARY

Candidate 1 of 1



Paul Jeffrey Borja, RN, PHN, MBA, DNP, EdD, PhD, CCM, ACM-RN, CMAC, CNML, FACDONA, FAACM

Employer: Kaiser Permanente Sacramento Medical Center

Title: Assistant Nurse Manager

Chapter: Sacramento, CA

Email: Paul-Jeffrey.P.Borja@kp.org

Hi, my name is Paul Jeffrey Borja. I have been in healthcare close to 18 years. I hailed from a small town in the Philippines where I had obtained my undergraduate degree in nursing and completed higher degrees in business, nursing, and education. As you may have already seen in my profile, I had also shown expertise in multiple facets through certification. My experiences encompass a wide scope of the continuum- acute care, long-term care, skilled nursing, acute rehabilitation, home health, education, case management, leadership, and IPAs.

I was very fortunate to have been awarded by the Kaiser Permanente Sacramento Comprehensive Stroke Committee the Continuity of Care Excellence Award in 2017 and 2018 for leading the Case Management Department's Standards Committee that devised the Initial Intake for Stroke patients that highlighted social determinants of health, early depression screening and follow-up, and caregiver availability and adequacy. I had participated in various process improvement projects within the department, as well as, within the hospital setting. I currently serve as an Item Writer/Developer/Reviewer for the Commission on Case Management Certification, Advisory Council Member for California Coast University's School of Management, and Job Analysis Committee Member for the American Organization of Nursing Leadership.

But above all of that, you can see that I had put education, training, and service at the forefront. With my combined education and experience, I know that I can contribute as CMSA's National Secretary. I would like to employ the lean methodologies in improving processes within the Society, strengthen community outreach and develop new strategies in reaching more Case Managers in different settings.

I am truly invested in this profession and would love to be able to highlight all the work that CMSA had put in, promote certification, engage in legislation/lobbying related to the practice of Case Management, and highlight membership to CMSA to practicing Case Managers.

Being chosen to be a candidate alone is a great privilege for me. It is with pride that I represent Case Managers of Asian-descent, and LGBTQIA community. It would be an honor for me to be of service to all of you, who not only spent your hard-earned money to be part of CMSA, but also your heart and soul in the promotion and practice of Case Management. Let me be your voice and your hands in speaking and working towards the success of the Society and the people we serve. Thank you! Salamat po!

PAUL JEFFREY BORJA, RN, PHN, MBA, DNP, EdD, PhD, CCM, ACM-RN, CMAC, CNML, FACDONA, FAACM

BIOGRAPHY

Paul Jeffrey Borja completed his Bachelor of Science in Nursing from San Juan de Dios Educational Foundation, Inc. in the Philippines and has always loved being a servant-leader. He is a Past President for the Association of the Children of Mary Immaculate and Society of St. Vincent de Paul and also served as a Public Relations Officer for Rotaract Club District 3810.

Paul Jeffrey became a Licensed Vocational Nurse in 2005 and a Registered Nurse in 2007. He obtained his Public Health Nurse Certification in 2008 and had the opportunity of caring for the geriatric and adult populations in long-term care, acute care, acute rehabilitation, and nursing case management. He has completed multiple degrees including a Graduate Certificate in Organizational Leadership, Master of Business Administration in Healthcare Management, Doctor of Philosophy in Organizational Leadership, Doctor of Nursing Practice and Doctor of Education. He has also obtained specialty programs from Brown University' Case Management Certificate, and University of Rochester's Care Management Education Program.

Paul Jeffrey has been fortunate to show expertise by certification as Certified Case Manager (CCM), Certified Nurse Manager and Leader (CNML), Accredited Case Manager (ACM-RN), Case Management Administrator Certified (CMAC), Certified Director of Nursing Administration (CDONA), Case Management-Board Certified (CMGT-BC), Fellow-Academy of Certified Directors of Nursing Administration (FACDONA), Fellow-American Academy of Case Management (FAACM). He is also a Six-Sigma Black Belt Professional.

Paul Jeffrey has served as an Item Writer/Developer/Reviewer for Commission on Case Management Certification since 2018 and as a Job Analysis Member for the American Organization of Nursing Leadership since 2022. In 2018, he was also asked by the California Coast University to take on the responsibility of an Advisory Council Member for the School of Business and Management and has served ever since.

Kaiser Permanente Sacramento Medical Center Comprehensive Stroke Committee awarded Paul Jeffrey the Continuity of Care Excellence Award in both 2017 and 2018 for leading the Case Management Department's Standards Committee that led to the creation of the Stroke Initial Intake Assessment that highlighted social determinants of health, early depression screening and follow-up.

Amidst all of these, his heart goes to serving the patients and family members, helping improve the practice of Case Management, advocating for change in the healthcare system, creating opportunities for certification, highlighting the specialty, and fostering utilization of evidence-based practices.

In his free time, he enjoys karaoke, shopping and looking for new places to explore with his husband and 5-year-old son. He also loves dancing with friends. Paul Jeffrey is an avid K-pop boy group BTS fan who collects their merchandise. In fact, he belongs to the Sacramento BTS Army group which works on projects to raise funds for certain non-profit organizations.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> • Raise the Roof Award, Kaiser Permanente Sacramento Med Ctr, 2021 • Continuity of Care Excellence Award, Kaiser Permanente, Sacramento Med Ctr, 2017 & 2018 • 6-Time Mercy Touch Award, Dignity Health Mercy General Hospital, 2010-2014 	<ul style="list-style-type: none"> • Case Management Society of America, 2019-present • CMSA Sacramento, 2019-present • Sigma Theta Honor Society of Nursing, Sacramento Univ, 2010-present • Academy of Certified Case Managers, 2017-present • American Case Management Association, 2020-present 	<p>CMSA Sacramento</p> <ul style="list-style-type: none"> • Director, 2019 <p>CCMC</p> <ul style="list-style-type: none"> • Item Writer / Reviewer, 2018-present <p>CA Coast University</p> <ul style="list-style-type: none"> • Advisory Council, Mbr, 2019-present <p>American Organization of Nursing Leadership</p> <ul style="list-style-type: none"> • Job Analysis Comm, Mbr, 2022-present

2023 – 2026 TREASURER

Candidate 1 of 1



Jenny Quigley-Stickney, MSN, MHA, MA, BSN, RN, CCM, ACM-RN, CMAC, CPHM

Employer: Cape Cod Healthcare
Title: Case Manager Vascular Trauma Unit
Chapter: Case Management Society of New England
Email: redsoxno1@comcast.net

My name is Jenny Quigley-Stickney and I am one of your current Board of Directors and have served as the liaison in the past to the Executive Committee and currently a member of the CMSA Finance Committee. I am running this year for the Treasurer position for CMSA Board of Directors 2023-2026.

As a current member of the CMSA Board of Directors and past Executive Board of Director's Liaison to the Executive Committee, I have had a front row seat over the last three years to the inner workings of the Treasurer. I requested this year to be mentored by Patricia Noonan, the current CMSA Treasurer and volunteer for the finance committee, to learn more about the role and develop my skills if elected for this position. I will provide a seamless transition to the next Treasurer.

Educationally, I have three Master's degrees, one of which is in Healthcare Administration, where I was educated in budgeting and financial oversight for a healthcare organization. Prior to coming to CMSA, as a Board of Director member, I worked for over fifteen years with the Case Management Society of New England ("CMSNE") chapter, holding all of the executive positions and being chairperson of public policy. In each of these roles, I contributed to the organizational budget. As President, President-Elect and Past President, I was responsible for completing organizational oversight and financial integrity for the chapter.

As CMSA Treasurer, I will provide financial management and oversight to the Board of Directors. I will manage the budget that the Board of Directors rely on. I will prepare financial reports and file the necessary legal forms. The position requires a person of great trust and integrity. Potential donors and grant-makers often request the organization's budget and financial reports, which show the financial health of the organization and its spending habits. I will prepare financial reports that are clear, accurate and timely. An effective treasurer is always thinking about how the organization's finances meet the overall mission of the organization. As treasurer, I will participate as required in the annual audit.

On a personal note, I am a firm supporter of CMSA, the oldest organization for case managers created by case managers for case managers. The CMSA organization maintains financial integrity while keeping the organization aimed at future projects to grow and evolve our organization. I see the challenges of this position keeping the Board of Directors up-to-date monthly for BOD meetings. Highlighting specific areas, the board members focus on and reflect on membership goals, sponsorship and partnership goals, educational products, and technology acquisitions for the analytical development of the organization. If elected, I am interested in attending the ASAE organization CFO program for organizational development to further our growth as an organization and support CMSA strategic goals for finance. Please support me for my candidacy for treasurer 2023-2026.

JENNY QUIGLEY-STICKNEY, MSN, MHA, MA, BSN, RN, CCM, ACM-RN, CMAC, CPHM

BIOGRAPHY

Jenny Quigley-Stickney is a professional case manager serving over 35 years in roles across the continuum of healthcare. She manages traumatically injured patients traumatic brain injury, CVA and spinal cord working in acute rehabilitation, hospital-based home care, outpatient rehabilitation case and acute care management for vascular and trauma patients. Jenny has served as both a patient case manager and advocate. She facilitates navigation for both the patient and family through all levels of transitions of care to promote successful health outcomes.

Professionally, Jenny has been heavily involved in politics with the Nurse Licensure Compact and telehealth bills to promote new models of healthcare in the state of Massachusetts and Rhode Island. Jenny has been an active member locally for the Case Management Society of New England (CMSNE) serving on the board for the last 15 years. Jenny has held many roles at CMSNE from Director, Vice President, President-Elect, President and past President. Jenny served the chapter working on the Hospital-based Conference and Annual CMSNE conferences. Recently, awarded the CMSNE Service excellence award for her work in New England Public Policy for the last 10 years.

Jenny has also presented both locally for the Case Management Society of New England and nationally for the Case Management Society of America (CMSA) regarding public policy legislation. Jenny is the past chair of the CMSA Public Policy Committee and has been active over the last 15 years with CMSNE Public Policy Committee as chair and co-chair. Jenny collaborates locally with both the Massachusetts Nurse Association and Massachusetts Hospital Association for passage of the enhanced Nurse Licensure Compact and telehealth legislation and lobbying.

Jenny currently serves on the Board of Directors for CMSA working on the CMSA Today Editorial Board, CMSA strategic task force, Finance Committee, Sponsorship Committee, and liaison to the Educational Committee.

Jenny received her BS at Boston College, Master's in Counseling from Lesley University, Nursing degree at Cape Cod Community College, BSN, MSN/MHA at the University of Phoenix and plans to start soon on her doctorate in nursing.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> • Award of Service Excellence, CMSNE, 2022 • Margaret Leonard Public Policy Grant, CMSA Foundation, 2019 • Case Manager of the Year, CMSNE, 2014 • Sigma Theta Tau Honor Society of Nursing Inductee, STTI, 2008 	<ul style="list-style-type: none"> • Massachusetts Brain Injury Association, 1987-present • Case Management Society of America, 1992-present • Case Management Society of New England, 1992-present • American Case Management Association, 2002-present • Sigma Theta Tau International Honor Society for Nursing, 2002-present • Massachusetts Nurse Association, 2012-present • Massachusetts Chapter American Nurses Association, 2012-present • American Congress of Rehabilitative Nursing, 1995-2011 • Massachusetts Mental Health Association, 1987-1995 	<p>CMSA</p> <ul style="list-style-type: none"> • Director, 2020-2023 • Treasurer Mentee, 2022-2023 • Finance Committee, Mbr, 2022-2023 • CMSA Today Editorial Brd, 2020-2023 • Sponsorship Comm, Mbr, 2020-2023 • Strategic Taskforce, Mbr, 2021-2022 • Public Policy Comm, Chair, 2018-2020 • Public Policy Comm, Liaison, 2016-2018 <p>CMSNE</p> <ul style="list-style-type: none"> • Public Policy Comm, Chair, 2015-present • Past President, 2017-2018 • President, 2015-2017 • President-Elect, 2014-2015 • Director, 2010-2011

2023 – 2026 DIRECTOR

Candidate 1 of 2



Vivian Greenway, PhD, MSA, BSN, RN, PAHM, CCM

Employer: Blue Cross Blue Shield of Michigan

Title: Clinical Performance Improvement Coordinator

Chapter: Detroit, MI

Email: vgreenway@bcbsm.com

I am Dr. Vivian Greenway and a candidate for a CMSA Board of Director position. I have over 30 years in the health care arena and over 20 years in case management.

I am running for office to be effective in the field of change. Having been active on the CMSA National Board for the last two years, I would like to continue to remain diligent in representing the body of members to affect change, to assist in decreasing barriers that attempt to compromise and compress our organization and to be a conduit in assisting to increase CMSA's presence as the premiere organization in which it is. In addition, in the last two years I have been instrumental as the Chapter Council President Representative – aligning myself with our chapter leaders to discuss and work towards promoting best practices that can be implemented within our chapters.

The qualities that I possess that qualify me for the board position, is bringing my years of experience as a leader and case manager to support the organization's initiatives through our mission, vision and values. My objective is to continue to work diligently to implement CMSA's Strategic Plan and to strive to achieve the initiatives set forth to forge CMSA as a premier organization. Although I have obtained numerous academic degrees and certifications, much of my experience has been hands on, direct contact. I view myself as a participative and transformational leader – one who works with all members and bodies of the organization to collectively work together to make decisions and impact change.

The one area that I would like to be influential in (or continuing to be influential in) is in the area of membership. I currently serve on CMSA's National Membership Committee. As we continue to navigate through the challenges that affect our nation, it is evident that chapters are still being greatly impacted, in particularly within membership. Our members are the nucleus of the organization. Members are the heart of the company and through you, we continue to strive and exists. To that end, I would like to continue to be an advocate to support the efforts to grow our membership.

I am Vivian Greenway. Thank you for your consideration in selecting me as one of the Board of Directors when you prepare your Election Ballet.

VIVIAN GREENWAY, PHD, MSA, BSN, RN, PAHM, CCM

BIOGRAPHY

Dr. Vivian Greenway is currently serving her 2nd years as CMSA’s Chapter Presidents’ Council Representative for the chapter presidents to the CMSA National Board. In addition to this Director role for the National office, she has held a number of leadership positions within her local chapter, CMSA Detroit. These included Chapter President (2020-2021), Vice President (2018-2019) and Director at Large (2016-2017).

Greenway’s role in of the organization is instrumental in promoting the welfare and increasing the usefulness and advancement of healthcare case management. Despite the obstacles of the pandemic during her most recent term as chapter president, she successfully navigated and led her committees via a virtual platform; collaborating with national and local presenters to educate healthcare professionals of the case management organization regarding improved client/patient procedures and outcomes.

Dr. Greenway has over 30 years of clinical experience in the acute care and managed care environment with emphasis on clinical education and quality management. Her goal is to continue to lead effectively and, and in that quest, the organization will remain in the forefront – being innovative and exuding excellence as it relates to case management. Over the years, she has worked in leadership and project management positions within healthcare specializing in management of health promotion, disease management and provider education activities. In her current role as a clinical performance improvement coordinator, she organizes and coordinates activities to ensure full compliance with regulatory and licensing agencies and employer groups relative to medical management activities, including accreditation site surveys and regulatory reviews.

Dr. Greenway obtained a doctorate in Human Services and graduated with Distinction, received a Master of Science in Administration, and earned a Bachelor of Science in Nursing. Dr. Greenway was selected and participated as a residency fellow in the Minority Management Development Program which promoted management diversity in managed healthcare. Along with her acquired degrees, she has a Health Services Administration certificate from Central Michigan University; her case management certification (CCM), and carries a distinction of Professional, Academy for Healthcare Management (PAHM). In addition to her continued education, she is also a member of the National Management Association (since 2007).

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none"> • Mentor of the Year, Rhonda Walker Foundation, 2021 • Outstanding Service, Charismata Homes and Company, 2018 • Volunteer of the Year, Rhonda Walker Foundation, 2016 	<ul style="list-style-type: none"> • Case Management Society of America, 2000-present • CMSA Detroit, 2000-present • National Management Association, 2007-present • Michigan Nurses Association, 2022-present • Chi Eta Phi Nursing Organization, 2022-present 	<p>CMSA</p> <ul style="list-style-type: none"> • Chapter Presidents’ Council Rep, 2021-2023 • Director, 2021-2023 • Membership Comm, Mbr, 2021-present <p>CMSA Detroit</p> <ul style="list-style-type: none"> • Past President, 2021-present • President, 2020-2021 • Vice President, 2018-2019 • Director, 2016-2017 • Bylaws Comm, Chair, 2018-2021 • Nominations Comm, Chair, 2020-2021 <p>Rhonda Walker Foundation</p> <ul style="list-style-type: none"> • Planning Comm/Mentor/Volunteer, 2013-present <p>Alpha Kappa Alpha Sorority, Inc</p> <ul style="list-style-type: none"> • Membership, Co-Chair, 2019 • Risk Mgmt, Chair, 2023 <p>National Management Association</p> <ul style="list-style-type: none"> • Mbr Recruitment Vol, 2014-2016

2023 – 2026 DIRECTOR

Candidate 2 of 2



Kathleen Parry, BSN, RN, CCM

Employer: Kaiser Permanente of Washington
Title: Manager, Complex Case Management
Chapter: Seattle, WA and Spokane, WA
Email: Kathleen.e.parry@kp.org

Hello, my name is Kathy Parry, and I am running for a director position on the CMSA National Board. I have been in nursing for over 30 years and have been involved in case management over the past 25 years. I began my case management career in utilization management transitioning to case management after a supervisor told me I was a case manager. I began my case management career in the Medicaid arena transitioning to Kaiser Permanente in 2009 as a case manager in primary care. I transitioned to the manager of Complex case management in 2014 and I continue in this role.

I believe that case management is the best kept secret in healthcare, and I am running to promote professional case management. Over my years in case management the most rewarding work is interacting with clients assisting them with their healthcare needs and watching them succeed with meeting their self-management goals. Networking with other case managers and promoting case management across different healthcare fields is essential to CMSA. I want to play a part in the role of spreading this.

I have been very active in both the Seattle (WMCMA) and Spokane (INW) chapters of CMSA. I have been president twice of the Seattle chapter as well as co-chair on the education committee. I am currently the president of the Spokane chapter. I have become active at the national level serving as a director on the CMSA Foundation board over the past 2 years. I am currently serving on the Membership and Awards committees for CMSA.

I have two goals if I'm elected to the board. The first goal is to promote research and process improvement to the membership. As a winner of the process improvement award, I have come to realize that we perform process improvement everyday and we need to promote this. This shows our value as professional case managers. My second goal is to work on promoting the value of a CMSA membership. This will be done through networking and supporting the work of the membership committee.

Thank you for your time.

KATHLEEN PARRY, BSN, RN, CCM

BIOGRAPHY

Kathleen has been a nurse for over thirty years. She obtained her nursing degree from McMaster University, Hamilton Ontario. Her experience includes psychiatry and medical surgical nursing. She started her career in Toronto, Ontario, moving to Los Angeles and finally settling in the Seattle area. She began her career in case management with utilization review and transitioned to case management after her supervisor told her she was a case manager. She began her case management career in 2004 working with the Medicaid population. She became a Certified Case Manager in 2006. Her case management career transitioned to managed care when she started at Kaiser Permanente in 2009. She worked as a case manager in primary care as well as an inpatient case manager. She was promoted to manager of Complex case management in 2014 and continues in that role.

Kathleen has been active with CMSA locally through Washington Medical Case Management Association (WMCMA) in Seattle, WA since 2008. She served as Director 2009-2011, President 2013 and again 2018-2019. She was co-chair of the education committee, 2010-2020. In this role she worked with partners to develop educational presentations for the members. In addition to her involvement with WMCMA she has become active with Inland Northwest (INW) CMSA Chapter in Spokane. She is currently serving as president, 2020-2024.

Kathleen currently serves as a Director on the CMSA Foundation Board, 2021-2023.

Kathleen was presented the Case Management Practice Improvement award by the CMSA Foundation in 2022 for her work on Reducing Readmissions thorough focused Care Transition Calls. She authored an article on the readmission reductions for CMSA Today, as well as co-authored an article on evidenced based practice with Lisa Parker Williams in 2022.

Kathleen was presented the WMCMA Case Management Excellence Award in 2010.

She presented a poster on Teamcare—case management of chronic disease at CMSA National Conference in 2012. She presented a poster on Patient Safety and Care Coordination with High ED Utilization at the Kaiser Permanente National Nursing Conference in 2019.

Honors & Awards	Professional Memberships	Leadership Positions
<ul style="list-style-type: none">• Case Management Practice Improvement Award, CMSA Foundation, 2022	<ul style="list-style-type: none">• Case Management Society of America, 2007-present• Washington Medical Case Management Association, 2007-present• Inland Northwest CMSA Chapter, 2019-present	<p>CMSA Foundation</p> <ul style="list-style-type: none">• Director, 2021-2023 <p>INW CMSA Chapter</p> <ul style="list-style-type: none">• President, 2020-2024 <p>WMCMA</p> <ul style="list-style-type: none">• Secretary, 2022-2023• President, 2013, 2018-2020• Education Comm, Chair, 2014-2020• Education Comm, Mbr, 2009-2014• Director, 2009-2012 & 2015-2018