



**Award of Service Excellence  
(AOSE) Award**

**Nomination  
Guide**

This guide provides an overview of what to expect when submitting a nomination for the Award of Service Excellence.

## Helpful Hints:

- **The submission deadline is February 14, 2025.**
- Gather all information needed before beginning the electronic submission process.
- Reach out to those writing nomination letters with ample time for them to return before your submission deadline.
  - Link to begin your nomination is <https://cmsa.org/membership/awards/>
  - **Professional References and Letters of Recommendation** – In addition to your Nomination letter, you will need to submit **three (3) letters** from professional individuals who can confirm the basis for this individual to be submitted for this award nomination.
  - *(Share this information with those you are asking to write letters):*  
**Recommendation Letters must include how the nominee’s contributions are impacted in the areas below, including direct patient care (if applicable, nominee does not have to be actively managing cases)**
    - Contributions nominee has made to advance case management.
    - How the nominee exemplifies case management as defined in CMSA’s *2020 Standards of Practice for Case Management*
    - Information on how nominee has directly impacted patient lives through the nominee’s direct management of their cases.
    - Demonstrations of service excellence in the case management community.
    - How nominee has incorporated innovation, creativity and resourcefulness in their practice.
    - Showcase nominee serving others through community service by utilizing their CM skills in a non-practice setting.
- If submitting a CMOY Nomination in addition to a AOSE Nomination, each submission will require a separate set of letters related to the type of award and criteria.
- The Committee members will only score on the responses you provide for each application question. They will not search the CV or letters for the information on those specific questions.
- CMSA will contact the Award Recipient and all nominees once the final results are made.

## **AWARD CRITERIA**

### **Award of Service Excellence (AOSE)**

#### **Minimum Criteria:**

- Must be current Class “A” member of CMSA for two years and currently in good standing.
- Current Curriculum Vitae or other forms of documentation must indicate that the nominee is actively managing cases at the time of receiving the award, or is a mentor or trainer of case managers.
- Three (3) letters of reference who can provide additional information to support the nominee for this award. (See requirements below for the recommendation letters).

## Award Criteria:

- The nominee should have made significant contributions to the practice of case management.
- The nominee should be recognized as a “thought leader” committed to CMSA’s mission ... advancing case management.
- Three (3) Letters of Recommendation.
- At least One (1) of the Three (3) letters should include a complete explanation as to why this case manager is submitted for the Award of Service Excellence, showcasing other minimum required criteria they have accomplished.

## AOSE Nominee may Demonstrate Excellence in Case Management Leadership through any of these Activities:

- Advancing case management
- Exemplifying the definition of case management, as defined in CMSA’s Standards of Practice for Case Management
- Demonstrating service excellence to the case management community on a daily basis
- Incorporating innovation, creativity and resourcefulness in his/her case management practice
- Serving others through community service by utilizing their case management skills in a non-practice setting

## Nomination Questions

In addition to the Nominees contact information, CV, and Letters of recommendation the questions below will be asked on the application form.

- **How many patient caseloads does the nominee currently carry AND describe activities and primary functions. If nominee does not actively manage cases, describe activities that enhance and develop the field of case management (training, mentorship, etc)**
- **Case Management Program(s):**
  - *Describe any content that the nominee has provided or assisted in the development of case management training within the last two (2) years.*
- **Contributions to Patient-Centered Solutions:**
  - *Share how this nominee exemplifies the role of case manager by participating in the various task forces, committees, or advisory panels advancing integrated care management strategies.*
  - *List task forces, committees, or advisory panels with the focus of work and personal/professional contributions toward innovative patient-centered solutions to demonstrate quality and cost-efficient outcomes.*
- **Patient Population Programs/Outcomes:**
  - *What programs/outcomes does the nominee demonstrate/illustrate the implementation of assessment, planning, facilitation, and advocacy with patients and the patient population? (Include a description of the patient and/or patient population programs and outcomes).*
- **Service Excellence:**
  - *What actions does the nominee demonstrate that shows service excellence in the case management community on a daily frontline basis? (Include a description of the patient and/or patient population programs and outcomes)*

- **Case Management Innovation:**  
*Describe the Nominees innovations, creativity, and resourcefulness incorporated in their case management practice. And, describe the resulting benefits.*
- **Community Service:**
  - *Describe the nominee's community service offered outside of job requirements where they served others in the community by utilizing their case management skills in a non-practice setting.*