

2025 NATIONAL BOARD ELECTION



MEET THE CANDIDATES

OPEN ROLES

- **President-Elect**
- **Secretary**
- **Director**
 - 2 seats

As a CMSA Member, your voice is important in selecting the Board of Directors that will lead your professional organization. Before voting, please familiarize yourself with each candidate. They have shared their campaign statement, bio, and highlights of their achievements and leadership experience.

PRESIDENT-ELECT CANDIDATES



RAINE ARNDT-COUCH
DSW, JD, LCSW, CCM



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



RAINE ARNDT-COUCH
DSW, JD, LCSW, CCM

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EMPLOYER: BLUE SHIELD OF CALIFORNIA

TITLE: DIRECTOR, SOCIAL SERVICES MANAGEMENT | MEDI-CAL POPULATION HEALTH MANAGEMENT

CHAPTER: CMSA SOUTHERN CALIFORNIA

EMAIL: RAINEARNDT@GMAIL.COM

Hello, I am Dr. Raine Arndt-Couch, clinical social worker, certified case manager, current CMSA National Director/Member-at-Large, and Director of Social Services for Blue Shield of California's Medi-Cal Population Health Management Department.

With a passion for health equity and integrated care, I have 20 years' experience in clinical social work, case management, health care policy, and leadership roles.

I'm pursuing the role of CMSA President-Elect for two main reasons: First, I have personally benefited from CMSA's valuable programs, which have strengthened my abilities as a case management professional. As a true servant leader, I see no better way to give back to CMSA than to commit additional time and energy toward sustaining the growth CMSA has achieved in membership engagement, educational offerings, public awareness, and policy advocacy. Second, I believe representation and diversity matter. I feel called to offer my distinct social work perspective and experience to serve CMSA and influence sustained interdisciplinary collaboration and engagement across our diverse membership.

In addition to actively serving on the CMSA National Board, I have demonstrated experience driving large-scale change management initiatives and programmatic interventions, preparing me to take on this critical leadership role. If given the opportunity to serve as CMSA President-Elect, I am committed to building on current organizational activities that demonstrate the value of case managers and improve public awareness about our expertise and essential role in helping individuals and populations attain better health outcomes.



Lastly, I pledge to build expanded pathways for emerging interdisciplinary case managers and case management leaders to provide necessary succession planning. I am passionate about engaging and nurturing the next generation of leaders to ensure the continued strength and resilience of CMSA and the case management profession now and into the future.

Thank you, and please exercise your vote so we can reach CMSA's goals together!

Dr. Raine Arndt-Couch Biography

Dr. Raine Arndt-Couch, DSW, JD, LCSW, CCM (she/her) is the Director of Social Services Management for Blue Shield of California's Medi-Cal Population Health Management Department. With a career spanning 20 years, Dr. Arndt-Couch has brought her expertise to clinical social work, case management, health care policy, and leadership roles, serving diverse populations across the healthcare continuum. Her academic achievements include a Master's in Social Work (MSW) and a Juris Doctorate (JD) from the University of Hawai'i at Manoa, as well as a Doctorate in Social Work (DSW) from the University of Southern California.

Rooted in health care social work, Dr. Arndt-Couch is passionate about enhancing case management practices via collaborative, whole-person care interventions and systemic changes aimed at achieving health equity. This has included spearheading numerous programs that bridge gaps between medical, social, behavioral, and community services, thereby improving patient outcomes and ensuring equitable care delivery.

Dr. Arndt-Couch has been an active member of the Case Management Society of America (CMSA) since 2015 and has served on the National Board as Director/Member-at-Large since 2022. She is a member of the CMSA Today Editorial Board, contributing to the dissemination of valuable knowledge and advancements in the field of case management. Through her professional publications and presentations at CMSA conferences and other forums, Dr. Arndt-Couch has shared her insights on interdisciplinary collaboration and innovative case management approaches, contributing to the professional development of her peers and the continuous improvement of case management practices.

Dr. Arndt-Couch's involvement with CMSA has been instrumental in driving the organization's membership growth and engagement. She has demonstrated a commitment to nurturing the next generation of case management professionals and leaders from varied disciplines, focusing on critical succession planning to ensure the sustainability and resilience of the case management workforce. Her desire to lead CMSA is fueled by a deep commitment to making a meaningful impact in the lives of those she serves and fostering a future where the case management profession continues to evolve and thrive.



Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Part of Something Bigger Award	US Department of Health and Human Services	2021
Integrated Case Management Training Scholarship Recipient	CMSA Foundation	2020
Policy Fellow	The Network for Social Work Management	2019-2020
Center of Recognized Excellence (CORE) Award-Growth Pillar	Sharp Healthcare	2017
Center of Recognized Excellence (CORE) Award-Growth Pillar	Sharp Healthcare	2016
Social Worker of the Year Award, Linda White Memorial Scholarship	Sharp Healthcare	2016

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA Southern California Chapter	2022	Present
CMSA Maryland Chapter	2021	2022
The Network for Social Work Management	2019	Present
Society for Social Work Leadership in Health Care	2019	2023
CMSA National	2015	Present
CMSA San Diego Chapter	2015	2021
National Association of Social Workers	2013	2023
Kamehameha Schools Class of 2001 Scholarship Board	2011	Present

Volunteer/Leadership Roles

Organization	Title	Term
CMSA Today Editorial Board	Board Member	2024-2026
CMSA National	Director & Member-At-Large	2022-2025
CMSA National Strategic Planning Task Group	Member	2021-2022
CMSA Boot Camp	Content Developer & Instructor	2021-2022
The Network for Social Work Management	Policy Fellows Program Administrator	2020-2021
Kamehameha Schools Class of 2001 Scholarship Board	Board Chair	2011-Present



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

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EMPLOYER: CAPE COD HEALTHCARE

TITLE: CASE MANAGER TRAUMA

CHAPTER: CASE MANAGEMENT SOCIETY OF NEW ENGLAND

EMAIL: REDSOXN01@COMCAST.NET

My name is Jenny Quigley-Stickney MSN, RN, MHA, MA, CCM, ACM-RN, GMAC, CPHM, FCM. I am asking today for your support for electing me to the role of President-Elect for CMSA.

As a current member of the CMSA Board of Directors, serving on the Executive Board as CMSA Treasurer for the 2023-2026 term, I have had the pleasure of working firsthand with the leaders of the CMSA community and the PMG management group. During this time, I have dealt with both the highs and lows of managing a large corporate organization and developed strategies working alongside the PMG management group to help CMSA stay in the lead as the oldest and most prestigious case management organization.

In my tenure with CMSA, I have worked with the sponsorship committee helping to recruit new vendors enhancing CMSA sponsorship. Working for the CMSA Today Editorial Board provided the opportunity to evolve my professional writing, allowing me to publish professional case management articles and collaborate with case managers to develop writing skills.

Recently, I joined the future trends committee as their liaison focusing on the development of AI and its effects on the profession for utilization management, telehealth and personal monitoring health systems.

As the leader of the Finance Committee, I have been tasked to look at new ways of managing finance, redefining revenue to be inclusive of both members and nonmembers and leveraging all opportunities within the organization to evolve members into a shared mission of value.



On a personal note, I remain energized and passionate for the professional field of case management committed to providing leadership and strategic development of our community to lead us to financial strength while evolving our organization towards a future of growth.

Education of case managers and maintaining a focus on professionalism is the soul of our association. I am committed to helping the organization continue to develop professional webinars for both members and nonmembers to complete professional pathways for all case managers advancing from novice to leaders within our field.

Educationally, I have a Master's degrees in Healthcare Administration, Nursing and Counseling. Each has helped me to earn skills I bring to the position of president-elect. The MHA provided strategic thinking skills, organizational management and finance. I am a firm supporter of the CMSA organization working as treasurer on the Executive Board.

At the Chapter level, I have maintained a role as co-chair for the CMSNE Public Policy Committee supporting legislation in the six New England states promoting the role of professional case managers collaborating with the Massachusetts Hospital Association, and ANA public policy PAC.

CMSA has always been the oldest professional case management community created for case managers by case managers. This organization, 35 years in its making, has a special soul, it is a melting pot of case managers across the continuum of care, representing diversity of members with a range of generations. If chosen, I am committed to honor the CMSA role of president-elect, keeping our organization in the forefront of our profession, moving toward growth and innovation while maintaining standards and ethics for a strong professional case management community.

Jenny Quigley-Stickney Biography

Jenny has been active with CMSA/CMSNE for over 25 years, serving currently as CMSA National Treasurer on the Executive Committee 2023-2026 and prior to this role, served as a Board of Director for CMSA National from 2021-2023. Prior to working for CMSA National she served as the President of CMSNE & Chair for both CMSA and CMSNE Public Policy Committees. Jenny is active in the CMSNE New England states serving as co-chair for Public Policy promoting the advancement of the Nurse Licensure Compact, and Telehealth legislation for the health care professional.

She has a passion for public policy and believes that legislation helps advance the field of professional case management. Jenny expanded her role, as she has worked on the National Board to becoming a member of CMSA Editorial Board 2021-current, CMSA Strategic planning committee for organizational development, Chair CMSA Finance Committee 2023-2026 and CMSA Sponsorship Committee 2022-current.

Jenny has been employed at all levels of the transitions of care, working with traumatic brain Injury, stroke and spinal cord for over 25 years in acute rehabilitation hospitals, hospital at home program and Outpatient Program Director for traumatic brain injury. She recently has shifted her work in professional case management back to her first love, acute care, focusing on vascular and trauma care in ICU and step-down unit for Cape Cod Healthcare.



Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Case Management Fellow (FCM)	CMSA	2023
CMSA National Award of Service Excellence	CMSA	2023
CMSNE Award for Service Excellence	CMSNE	2022
Award CMSA Public Policy	CMSA	2021

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
Sigma Theta Tau International Honor Society of Nursing	2002	Present
CMSA National & Case Management Society of New England	1994	Present
American Nurses Association & Public Policy Committee	2000	Present
Massachusetts Nurses Association	2012	Present
National Brain Injury & Mass Brain Injury Association	1987	2022
Mass Mental Health Counseling Association & Public Policy Committee	1987	1995

Volunteer/Leadership Roles

Organization	Title	Term
CMSA National Executive Board of Directors	Treasurer	2023-2026
CMSA Finance Committee	Member	2022-Present
CMSA Editorial Board	Member	2021-Present
CMSA Sponsorship Committee	Member	2021-Present
CMSA Board of Directors	Board of Directors	2021-2023
CMSA Public Policy Chair & Committee	Committee Chair	2018-2020
CMSA National & Case Management Society of New England	Co-Chair	2013-Present
CMSA National & Case Management Society of New England	President-Elect/Past/Vice President/Director	2013-2018

SECRETARY CANDIDATES



PAUL BORJA

RN, MBA, DNP, EdD, PhD, PHN, CCM,
CMAC, CNML, ACM-RN, CMCN,
CMGT-BC, CDONA, CLMME, CLSSBB,
FACDONA, FAACM



SAM WALKER

DNP, RN, CCM, FCM, FNP



PAUL BORJA

RN, MBA, DNP, EDD, PHD, PHN, CCM, CMAC, CNML, ACM-RN, CMCN, CMGT-BC, CDONA, CLMME, CLSSBB, FACDONA, FAACM

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EMPLOYER: ADVENTIST HEALTH LODI MEMORIAL

TITLE: DIRECTOR OF CARE MANAGEMENT

CHAPTER: SACRAMENTO

EMAIL: DRPJBJORJA@GMAIL.COM

Hello everyone! My name is Paul Borja. Ever since I can remember, I have always loved being a servant-leader. What started out as serving in religious organizations became my ultimate passion. So, when it was time for me to choose a career, I made the move to choose nursing.

I became a Licensed Vocational Nurse in 2005 and a Registered Nurse in 2007. I obtained my Public Health Nurse Certification in 2008. I have had the opportunity to care for the geriatric and adult populations in long-term care, acute care, acute rehabilitation, and nursing case management. I have completed multiple degrees in Nursing, Organizational Leadership, Healthcare Management, and Education. I also obtained specialty programs in Case Management from Brown University and the University of Rochester.

I am proud and overwhelmed with joy to receive multiple certifications in Case Management, Nursing Leadership, and Lean Six Sigma Black Belt. With a passion for Case Management and nursing leadership, I took the next steps in advocating these practices by receiving fellowships in the Academy of Certified Directors of Nursing Administration and the American Academy of Case Management.

I have served as an Item Writer/Developer/Reviewer for the Commission on Case Management Certification since 2018 and as a Job Analysis Member for the American Organization of Nursing Leadership since 2022. California Coast University has tasked me to be an Advisory Council Member for the School of Business and Management since 2018. I have served as Chapter President for the Sacramento CMSA since 2024 and National Secretary from 2023 until now.

Kaiser Permanente Sacramento Medical Center Comprehensive Stroke Committee awarded me the Continuity of Care Excellence Award for two years (2017 and 2018) for leading the Case Management Department's Standards Committee, which led to the creation of the Stroke Initial Intake Assessment that highlighted social determinants of health, early depression screening and follow-up. In 2024, I was announced as the Aidin CM Spotlight Award and Management and Strategy Institute's Project Management Rising Star Award recipient.



Dr. Paul Borja Biography

My name is Paul Jeffrey Borja. I am originally from the Philippines, where I started my humble beginnings. I completed my Bachelor of Science in Nursing from San Juan de Dios Educational Foundation, Inc. in the Philippines. Ever since I can remember, I have loved being a servant-leader. I was a Past President of the Association of the Children of Mary Immaculate and Society of St. Vincent de Paul. I also served as a Public Relations Officer for Rotaract Club District 3810. Then, I knew I was called to serve.

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

I had 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), Certified Managed Care Nurse (CMCN), Certified Lean Six Sigma Black Belt (CLSSBB), Certified Process Improvement and Process Mapping Expert (CPIPME), Certified Lean Management and Manufacturing Expert (CLMME), Fellow-Academy of Certified Directors of Nursing Administration (FACDONA), Fellow-American Academy of Case Management (FAACM).

I have served as an Item Writer/Developer/Reviewer for the Commission on Case Management Certification since 2018 and as a Job Analysis Member for the American Organization of Nursing Leadership since 2022. California Coast University has tasked me to be an Advisory Council Member for the School of Business and Management since 2018. I have served as Chapter President for the Sacramento CMSA since 2024 and National Secretary from 2023 until the present.



Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Project Management Rising Star Award	Management and Strategy Institute	2024
Aidin CM Spotlight Award	Aidin	2024
Certificate of Recognition for Advisory Council Membership	California Coast Univeristy	2023
Fellow	Academy of Certified of Directors of Nursing Administration	2022
Raise the Roof Award	Kaiser Permanente Sacramento Medical Center	2021
Continuity of Care Excellence	Kaiser Permanente Sacramento Medical Center	2017, 2018
Fellow	American Academy of Case Management	2014
Six-Time Mercy Touch Award	Dignity Health Mercy General Hospital	2010, 2011, 2012, 2013, 2014
Inductee	Sigma Theta Tau International	2010

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
Sacramento Sierra Nurse Leaders	2024	Present
Society of Internationally Educated Nurses in North America	2024	Present
Philippine Nurses Association of America	2024	Present
Philippine Nurses Association of America, California Capital City	2024	Present
Association of California Nurse Leaders	2023	Present
American College of Healthcare Executives	2023	Present
California Association of Healthcare Leaders	2023	Present
American Organization for Nursing Leadership	2018	Present
CMSA National	2017	Present
CMSA Sacramento Chapter	2017	Present
California Nurses Association	2014	Present
Sigma Theta Tau Honor Society of Nursing	2010	Present



Volunteer/Leadership Roles

Organization	Title	Term
American Organization for Nursing Leadership	Job Analysis Committee Member, Credentialing Center Nomination Committee Member, Item Writer	2024-Present, 2025-Present, 2025-Present
CMSA, Sacramento Chapter	Board Director President	2023-2024 2024-Present
CMSA National	National Secretary	2023-Present
CMSA Today	Editorial Board Member	2023-Present
CMSA DEIB Committee	Board Liaison	2023-Present
CMSA Rising Care Manager Recognition Committee	Task Force Member	2023-Present
Commission for Case Manager Certification	CCM Item Writer/Developer/Reviewer	2018-Present



SAM WALKER
DNP, RN, CCM, FCM, FNP

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EMPLOYER: PROVIDER PARTNERS HEALTH PLAN

TITLE: INDIANA DIRECTOR OF CLINICAL OPERATIONS

CHAPTER: CICMSA

EMAIL: SAMWALKERRN123@YAHOO.COM

My name is Samantha Walker, and I am running for the position of National Secretary for the Case Management Society of America (CMSA). I am a dedicated nursing leader with over 25 years of experience in case management, operations, and healthcare innovation. My passion for this field and commitment to advancing the role of case managers have been key drivers in my career. In 2023, I was honored to receive the National Case Manager of the Year award, and in 2024, I was inducted as a Fellow Case Manager—milestones that reflect my dedication to excellence in case management.

I am running for National Secretary because I believe in the power of connection, collaboration, and leadership to shape the future of our profession. I have seen firsthand the positive impact CMSA has on its members and the broader healthcare community, and I want to contribute to this momentum by supporting its mission and ensuring its continued success.

My professional experience includes strategic planning, business development, and leading initiatives to improve operational efficiencies. As President of the Central Indiana CMSA Chapter and a past member of the CMSA National Board of Directors, I have demonstrated my ability to foster meaningful relationships, drive member engagement, and advocate for our profession. These experiences have prepared me to effectively manage the responsibilities of National Secretary.

As National Secretary, I will aim to enhance CMSA's communication strategies, increase member engagement, and support initiatives that promote professional growth and innovation in case management. Together, we can build on CMSA's strong foundation and ensure it remains a vital resource for case managers across the country.

Thank you for your consideration. I look forward to the opportunity to serve and work alongside you in advancing the future of case management. Together, we can continue to elevate the case management profession and make a lasting impact on healthcare delivery.



Dr. Sam Walker Biography

Samantha Walker is an accomplished nursing leader and Certified Case Manager with over 25 years of experience in healthcare operations, business development, and clinical management. Her extensive career includes driving innovation, strategic growth, and quality improvement across managed care, case management, and nursing leadership roles.

In 2023, Samantha was honored as the National Case Manager of the Year, recognizing her dedication to advancing case management practice. She was also inducted as a Fellow Case Manager in 2024, highlighting her commitment to professional excellence and leadership.

Outside of her professional pursuits, Sam has a zest for life and enjoys connecting with nature through hiking, outdoor activities, and sunbathing. Her love for animals is a constant source of joy, and she takes pride in landscaping her yard—she even enjoys mowing the grass! An enthusiast of old sports cars and music, Sam also loves traveling to explore new places and cultures.

With a passion for helping others and a deep appreciation for life's simple pleasures, Sam continues to make a meaningful impact on those around her, both professionally and personally.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Fellow Case Manager	CMSA	2024
National Case Manager of the Year	CMSA	2023
National Leadership Society	Omicron Delta Kappa	2019
The Honor Society of Nursing	Sigma Theta Tau International, Lambda Sigma Chapter	2018

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2018	Present
American/Indiana State Nurses Association	2018	Present
Sigma Theta Tau International	2018	Present



Volunteer/Leadership Roles

Organization	Title	Term
Central Indiana CMSA	President	4 years (Present)
Central Indiana CMSA	Secretary	2 years
Central Indiana CMSA	Board of Directors	3 years
CMSA National	Board of Directors	2022-2024
Tots & Paws	Volunteer	1 year
Toys for Tots	Volunteer	1 year
Girl Scouts	Volunteer	8 years (Present)

DIRECTOR CANDIDATES



ERIN CUNNINGHAM
BSN, RN, CCM



MARK EVANS
MA, CCM, CRC, CLCP, CBIS, FCM



KAREN HOOVEN
BSN, RN, CRRN, CCM



SHELLEY O'BRIEN
MSW, LICSW, CCM, FCM



LISA SIMMONS-FIELDS
DNP, MSA, RN, CCM, CPHQ, FCM



ERIN CUNNINGHAM
BSN, RN, CCM

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EMPLOYER: SELECT MEDICAL

TITLE: REGIONAL DIRECTOR OF CASE MANAGEMENT

CHAPTER: CMSA FORT WAYNE

EMAIL: RAMSCREKE@FRONTIER.COM

Hello, I am Erin Cunningham Certified Nurse Case Manager, I am seeking your vote for a National CMSA Board of Director position. I have been a member of CMSA since 2008, serving my local chapter throughout the years as a Board of Director, CMSA Foundation Chapter Ambassador, and Chapter President. I have also volunteered on the Education Committee, creating informative and inspirational events at the local and national levels. I have participated in a poster presentation at the 2021 National Conference and a concurrent presentation at the 2021 and 2023 National Conference. These events have kept me engaged for the role we play in our healthcare continuum.

I am committed to empowering case managers through case management certification. I have enjoyed offering in-services that meet the case management community and client needs in order for case managers to stay abreast of new and existing services. Through my commitment, I offer weekly study groups to case managers in my organization in their preparation of the CCM exam. I am on a committee member that developed a professional career ladder for case management in my organization for both the Inpatient Rehabilitation and Critical Illness Recovery Divisions.

In my role as a Board of Director, I want to assist CMSA in continuing to provide exceptional educational and social opportunities to our members, thereby supporting professional growth.

Thank you for your consideration.



Erin Cunningham Biography

Erin Cunningham BSN, RN, CCM is the Regional Director of Case Management for Critical Illness Recovery Division with Select Medical. Prior to this role, she has held positions in acute care as Case Manager, facilitating Utilization Review, Interdisciplinary Team care coordination, and bedside nurse. Erin held a Unit Manager position for a 63 skilled bed unit at a 385 bed Long Term Care facility facilitating MDS, managed wound care and developed on-going plan of care for residents. Erin has over 30 years of nursing experience. Her clinical specialties include Med/Surg, Geriatrics and wound care. She received her ADN at Miami University in Oxford, Ohio and BSN at Miami University in Oxford, Ohio.

Erin is passionate about education and sharing knowledge of resources to ensure the healthcare community is connected and up to date with all available services to ensure a sustainable service for the population we serve. Erin believes it is an honor and privilege to be a part of a patient's healthcare experience.

Erin Cunningham served as a Board Member for Fort Wayne chapter in 2010, 2019, 2025; Chapter President Elect 2020-2021, Chapter President 2021-2022 and Past President 2023-2024. Throughout the years of membership with Fort Wayne Chapter, Erin offered her support and talents to the Education Committee.

Erin branched out to volunteer on the National Awards Committee to learn the process and celebrate chapters in their achievements and Vice Chair for the 2024-2025 Committee. Erin believes in the power of Case Management and is a Friend of the Foundation; a proud recurring donor. Erin is a founding member and Executive Board Committee member for the Midwest CMSA Education Coalition created in 2022.

Erin has contributed to the education in Case Management as a contributing author for the book "A Practical Guide to Acute Care Case Management: The Day to Day "How to Be an Acute Care Case Manager" Resource by Colleen M. Morley; published February 14, 2022. An article published in CMSA Today August 20, 2024 edition on Development of a Clinical Advancement Program to Promote Career Growth. Presented a poster presentation and concurrent sessions at the National CMSA Conference.

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
MidWest Case Management Society of America Education Coalition	2022	Present
CMSA National	2008	Present
Case Management Society of America, Fort Wayne chapter	2008	Present



Volunteer/Leadership Roles

Organization	Title	Term
CMSA Fort Wayne Chapter	Board Member	2025-2027
CMSA Fort Wayne Chapter	President-Elect President Past President	2020-2021 2021-2022 2022-2024
CMSA Awards Committee	Committee Member	2022-Present
Midwest CMSA Education Coalition	Executive Board	2022-Present
CMSA Foundation	Chapter Ambassador Friend of the Foundation	2018-2020 2019-Present
CMSA Fort Wayne Chapter	Board Member	2010-2012 2018-2020
CMSA Fort Wayne Chapter Education Committee	Volunteer	2012-Present



MARK EVANS
MA, CCM, CRC, CLCP, CBIS, FCM

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EMPLOYER: HOPE NETWORK

TITLE: REGIONAL OPERATIONS DIRECTOR

CHAPTER: CMSA DETROIT

EMAIL: MARKDEVANS66@GMAIL.COM

Hello, my name is Mark Evans and I am running for CMSA's Board of Directors.

I have been working in healthcare for over 35 years, mostly in neurorehabilitation. I have held a variety of leadership positions at every organization I have worked at.

I have been a member of CMSA for many years. I began my journey into CMSA leadership in 2010 at my local chapter in Detroit. I served in a variety of roles on the board of directors including President from 2016 – 2019. In 2020, I was elected to serve on the National Board of Directors. That was a time of growth and transition for CMSA as we navigated our way through Covid and began our relationship with Parthenon as our association management partners. I have also had the privilege of serving on several national committees including Awards, Sponsorship and Finance. I am the current chair for the Sponsorship committee. I was also honored to be a part of the 2023 class of Case Management Fellows.

I was first introduced to Case Management in 1994. I was immediately hooked. This job gives us an opportunity to really have an impact on people and change lives. It can be so challenging and aggravating, but in the end, we know that we are doing good work. CMSA offers our profession the opportunity to develop best practices so that we can advance this profession and the people we are entrusted to care for. I am humbled to be considered for this opportunity to serve on the Board of Directors and believe that my experience and background will help to continue to guide our mission and keep us moving forward.

I would love to see CMSA expand our reach to everyone that identifies themselves as a case manager, or care coordinator. It is such an important part of our health care system. Our patients need to have well-informed advocates that will help guide them through our complicated system. My goal is to help CMSA be able to serve as the industry leader in Case Manager education and to grow our influence on public policy.



Mark Evans Biography

Mark has an extensive career in both inpatient and outpatient rehabilitation with a heavy concentration in neurorehabilitation.

Mark has over 30 years of experience in healthcare. He currently works at Hope Network Neurorehabilitation in Michigan as the Regional Operations Director. Prior to that, Mark was the Director of Case Management at Encompass Health and prior to that, Director of Clinical Administration and Case Management at Rainbow Rehabilitation.

Mark has served on local and national boards for CMSA as well as Davenport University and non-profit foundations. He has also served on several national committees and is the current Chair of the Sponsorship committee at CMSA.

Mark received his undergraduate degree at Eastern Michigan University and his graduate degree at Wayne State University in Detroit.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Leadership Award	Rainbow Rehabilitation	2017

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
Michigan Brain Injury Provider Council	2014	Present
CMSA National	2011	Present
CMSA Detroit	2011	Present



Volunteer/Leadership Roles

Organization	Title	Term
Michigan Brain Injury Provider Council	Board of Directors	2024-Present
CMSA Sponsorship Committee	Chair Vice Chair	2024-Present 2022-2024
CMSA Detroit	Treasurer President Vice President Member-At-Large	2023-Present 2016-2019 2014-2016 2012-2014
CMSA Finance Committee Member	Member	2023-Present
CMSA National	Board Member	2020-2023
CMSA National Awards Committee	Chair	2018-2020
Davenport University	Advisory Board Member	2018-Present



KAREN HOOVEN
BSN, RN, CRRN, CCM

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EMPLOYER: CLEVELAND CLINIC MEDINA HOSPITAL

TITLE: MANAGER OF CARE MANAGEMENT DEPARTMENT

CHAPTER: CLEVELAND

EMAIL: HOOVENK@CCF.ORG, KAREN.HOOVEN@GMAIL.COM

Hello! My name is Karen Hooven, and I am running for the Director position for CMSA. I have both CRRN and CCM certifications. Currently, I am employed at the Cleveland Clinic where I am the manager of the Care Management Department at the Cleveland Clinic Medina Hospital, a 145 bed community hospital. I'm retired from Metro Health Medical Center, a level one trauma center, where I worked for 30 years.

I am the recipient of several case management excellence awards for Cleveland Clinic. In 2024, I won the Lifetime Achievement Award in Case Management for the Cleveland Clinic enterprise. I am the co-founder and current president of the Cleveland Chapter of CMSA. We formed the chapter over 11 years ago. I am also a founding member of the Midwest Education Coalition. The Cleveland Chapter is one of seven chapters who make up the Coalition. And, I'm currently the vice chair for the CMSA National Membership Committee.

I have over 25 years of case management leadership experience. My passion for this field of practice developed as I grew in my knowledge of case management. Case Management is a commitment to yourself, the system, patients and families. My belief is that if anyone chooses to embrace this field of practice, you must make a commitment to it. This commitment is one of dedication and continued learning.

I am dedicated to my staff, the patients that we care for, the chapter that I lead and to continued growth as a leader and case manager. I would like to help CMSA retain and grow its membership. As a Director, I will share my knowledge, my dedication and commitment to case management.

One area of opportunity for case managers is to educate others about what case managers really do. It's amazing to me that our employers and colleagues lack the understanding of our practice. We can educate others. As a Director, I will help you achieve that.

I hope you will consider me for the position of Director for CMSA.



Karen Hooven Biography

Karen Hooven is a highly regarded Registered Nurse Case Manager at Cleveland Clinic Medina Hospital located in Medina, Ohio. Karen is a graduate of Ursuline College in Pepper Pike, Ohio where she obtained her BSN in 1980.

After receiving her nursing degree, Karen was employed at MetroHealth Medical Center in Cleveland, Ohio where she worked for 31 years until her retirement in 2010. She joined Cleveland Clinic Medina Hospital in November 2010. Karen has over 35 years of nursing experience along with over 25 years of hospital-based case management experience. She spent over 11 years as a Rehabilitation Nurse Case manager at MetroHealth Center for Rehabilitation where she coordinated care for patients with Spinal Cord Injury, Stroke, Neurological injuries, Orthopedic injuries, and Brain Injury. Karen is a Certified Rehabilitation Nurse. During her time in Rehabilitation, she served as the president for the local chapter of ARN (Association of Rehabilitation Nurses) for several years. She has presented both posters and podium presentations at the ARN national conference. She was also a member of AASCIN, the Association of Spinal Cord Injury Nurses, where she also presented posters and podium presentations at the national conferences. She is currently the Co-Founder and President of the Cleveland Chapter of CMSA . She has been active with CMSA since 2011 and has her CCM certification. Karen is the Vice Chair of the CMSA membership committee. She is a Board member of the Medina County Senior Adult Foundation. She has written one article for CMSA today and several Blogs.

Karen is the Manager of the Care Management Department at Cleveland Clinic Medina Hospital, a 142 bed community hospital. She manages a staff of 17 Case managers. Karen resides in Medina, Ohio and enjoys spending time with her family and friends, golfing, and gardening.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Caregiver Celebrations Excellence Award	CCF Medina Hospital	2022, 2018
Excellence in Care Management Award	CCF Medina Hospital	2018
Case Management Practice Improvement Award	CMSA	2017

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA Cleveland Chapter	2012	Present
CMSA National	2011	Present
Association of Rehabilitation Nurses	2005	Present
American Association of Spinal Cord Nurses	2000	2010



Volunteer/Leadership Roles

Organization	Title	Term
CMSA Cleveland Chapter	President	2023-Present
	Education Chair	2021-2023
	President-Elect	2022
	Past President	2018-2021
	Co-Founder & Co-President	2012-2018
CMSA Membership Committee	Vice Chair	2024-Present
Association of Rehabilitation Nurses	Chapter President	2005-2007



SHELLEY O'BRIEN
MSW, LICSW, CCM, FCM

WATCH VIDEO



EMPLOYER: KAISER PERMANENTE OF WASHINGTON

TITLE: DIRECTOR OF CASE MANAGEMENT & NETWORK HOSPITAL OPERATIONS

CHAPTER: WCMCMA

EMAIL: SEATTLEMSW@GMAIL.COM

My name is Shelley O'Brien, and I am thrilled to be running for a position on the National CMSA Board. I have spent a life volunteering in a number of organizations going back to my childhood serving in Girl Scouts. My own mother modeled for me the importance of supporting organizations through volunteer efforts and that desire remains with me to this day.

I feel strongly that it is my responsibility to support my professional organization the best I can to further develop others and grow the impact our organization has on professional case managers. I have been fortunate to have strong mentors along the way encouraging me and I see this as an opportunity to pay it forward.

Throughout my career I have had the opportunity to work with both new case managers and social workers early in their development. Through supervision and mentoring I have strived to instill the importance of knowing our value and being able to articulate that to anyone we come in contact with. When given the opportunity to bring an MSW Intern Program to Kaiser Permanente in Washington, I jumped at it! I would love to see the numbers of MSW's obtaining their CCM's increase.

In as much as we as case managers need to express our value, the same is certainly true for social workers. It is essential to providing broad support to those we serve that all voices be represented at the table. That we pull the best practices from one another to benefit our patients or clients. It would be a goal of mine, if I were fortunate enough to serve on the board, to be part of focused efforts to encourage MSW's to seek their CCM and become active members in their local chapters and CMSA.

Thank you!



Shelley O'Brien Biography

Shelley O'Brien, MSW, LICSW, CCM, FCM currently serves as the Director of Case Management & Network Hospital Operations for Kaiser Permanente in Washington. In her role, she oversees the clinical case managers and social workers providing coverage in Kaiser Permanente's affiliate hospital sites.

Shelley has a background in acute care, hospice and post acute care. She is currently serving as President for the Washington Medical Case Manager's Association and has been an active member of that organization for the past 10+ years. Ms. O'Brien received the 2023 CMSA Foundation Practice Improvement award for the work at Kaiser Permanente to move case management services to a remote platform during the height of the pandemic.

In addition to her work in case management, Shelley has also brought to KPWA an MSW Intern Training Program in affiliation with Pacific Lutheran University in Tacoma, WA. She has served as a practicum advisor for MSW students while living in Missouri and Arizona and looks forward to working with students from PLU and helping to develop future medical social workers.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Case Management Practice Improvement Award	CMSA Foundation	2023

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2015	Present
Washington Medical Case Managers Association (WMCMA)	2015	Present
National Association of Social Workers	2000	Present

Volunteer/Leadership Roles

Organization	Title	Term
CMSA Fellow Selection Committee	Committee Member	2024-Present
WMCMA	President President-Elect	2021-Present 2020-2021
WMCMA Education Committee	Committee Member	2017-2020



LISA SIMMONS-FIELDS
DNP, MSA, RN, CCM, CPHQ, FCM

WATCH VIDEO



EMPLOYER: TRINITY HEALTH SYSTEM OFFICE

TITLE: DIRECTOR, SYSTEM POPULATION HEALTH/CARE MANAGEMENT

CHAPTER: CMSA DETROIT

EMAIL: LSIMMONSFIELDS@GMAIL.COM

I am very honored to be nominated for Director.

I have been a nurse for over 40 years and in Case Management for over 25 years. I started my professional journey working in the hospital setting and critical care but after three children began working on payer side in Utilization Review, Nurse Reviewer, and in Professional Utilization. After which, I had an opportunity for a consultant role for a hospital system. I quickly become passionate about hospital case management and quality improvement.

At the beginning of the multi-payer Michigan Demonstration Project, I shifted to building ambulatory programs and leading community-based care management teams, first locally and now nationally while earning my master's in health service administration and then my Doctoral Nurse Practitioner degree.

I learned about CMSA through my colleagues. I loved the idea of joining an association that supports multi-discipline care teams that improves patient care through advocacy and evidence-based care across the continuum of care delivery.

In 2020, during the COVID pandemic, I became much more active with our CMSA Detroit Chapter focusing on virtual education with our local chapter leaders. Starting in January 2021, I began serving as a Director on the Detroit Chapter board. Over the past three years, I have also had the honor to serve with an incredibly talented group of professionals as President-Elect, and now President.

I believe my current role and collaborative partnerships both locally and nationally focusing on value-based care and innovative case management models and serving as a national director at Trinity Health lends itself well to serving in the Director role at CMSA.

I am known for being a strong advocate and a visionary leader supporting the future of healthcare, the case management profession, and CMSA's mission and vision.

I hope that my passion for this work shows and that you will consider voting for me to represent you.



Dr. Lisa Simmons-Fields Biography

Lisa serves as the Director, System Population Health and Care Management for Trinity Health System, a multi-institutional Catholic health care delivery system spanning 25 states. In this role, Lisa collaborates with leadership across clinical, business, and community health domains to improve the health and well-being of our patient populations. This work includes standardizing evidence-based integrated care coordination programs that supports high quality patient care across the continuum of care.

Lisa has more than 25 years of experience in care management including ambulatory, acute, and post-acute environments. Lisa previously served as the Director of Quality for Ascension SE MI Physician Network leading primary care practice transformation, improving quality, and supporting care team redesign.

Lisa holds a Doctor of Nursing Practice, a Master of Science in Administration, is a Certified Case Manager, and a Certified Professional in Health Care Quality. Lisa has been inducted into the Honor Society of Nursing, Sigma Theta Tau International and most recently the Class of 2024 Case Management of America (CMSA) Fellows.

Lisa is a dedicated to advancing the standards of case management, identifying future trends, and passionately elevating the CM profession. Earning the FCM™ signifies a high level of proficiency and commitment to continuing education and publication. Lisa is known for being a visionary thinker, mentor, author, speaker, and influencer in the case management profession.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Case Management Fellow	CMSA	2024
Strategic Leadership Program	Trinity Health	2023
Sigma Theta Tau International	Honor Society of Nursing	2017

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
American Academy of Home Care Medicine (AAHCM)	2024	Present
Sigma Theta Tau International	2017	Present
American College of Healthcare Executives (ACHE)	2017	Present
American Nurses Association (ANA)	2014	Present
National Association for Healthcare Quality (NAHQ)	2014	Present
American Case Management Association (ACMA)	2012	Present
Case Management Society of America	2010	Present
American Society for Quality (ASQ)	2009	Present



Volunteer/Leadership Roles

Organization	Title	Term
CMSA Detroit Chapter	Director President-Elect President	2021 2022-2024 2024-Present
CMSA Detroit Chapter Education Planning Committee	Committee Member	2020
Madonna University	Population Health Advisory Board Member	2015-2018



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