

The voice of the Case Manager

CMASANOW

CMASA & CMSA Conferences 2023

11TH ANNUAL CMASA CONFERENCE
award winners

COLLABORATION
why collaboration is important

THE SWITCHED-ON CASE MANAGER
impact of load-shedding on patients

THE CHALLENGE OF AGING
The 'active aging' concept

NATIONAL HEALTH INSURANCE (NHI) BILL
why, what, how?

Note from the desk of the NOC Chairperson

Yvonne Bredenhann - South Africa



Good day to all the wonderful Case Managers

I hope you have all recovered from our amazing conference and networking done back in May.

What a great 3 days spent learning, and networking with long lost friends. It was so nice to see that the current trend of value-based care, from rehab, stepdown, mental health to acute facilities are focusing on preventing re-admissions and treating our patients holistically.

Once again a very big thank you to all our sponsors, I promise, I will not be on bell duty again next year!

To the amazing EXCO and NOC, thank you for all your hard work behind the scenes from packing bags and handing out tokens, it made CMASA conference 2023 a great one.

Watch out for our feedback survey in the coming weeks, this allows us the opportunity to constantly improve and make sure we are kept on our toes. This is your chance to assist us to make CMASA even bigger and better for us all.

I was privileged to be able to attend the **CMASA conference in Las Vegas** from the 27/06/2023 until the 30/06/2023. With 76 hours' worth of travel, time and many miles added to our takkies it was an unbelievable adventure.



The CMASA conference was a packed 4 days with so many learning and knowledge sharing opportunities. Some of these learnings will be shared with you in the upcoming editions of this newsletter, so keep your eyes open. Just to

whet your appetite, these from mentoring, the generational gaps, to diversity and equality in the workplace to of course the use of cannabis in the workplace.

Carol's presentation was, as always, awesome and with the topic made sure for laughs and the Americans and the accents could not understand the term "load shedding" it was asked repeatedly if we meant "load sh^\$^ing or how we plan the amount of fiber we take in to prevent unloading out of scheduled periods. 😊

For me the best was when someone asked why the elderly or sick do not go out in the night to switch on the generator, was it because the animals would attack us or if it was just unsafe.

Over all it was encouraging to see and hear that they have the same or similar challenges to South Africa and that in the end we are Advocates for our patients and employers.

It was a remarkable experience and one never to be forgotten, and for those who were wondering yes we did see Elvis, yes we did donate to Vegas, and no! no one got married.

In addition, a special thanks to all that made this trip possible, as well as a special thanks to Monkey, our travel friend, for keeping us safe and on track.



I would like to wish you all an awesome week and see you at the next chapter meetings!

"Advocacy is not about winning. When you change the way, you look at things, the things you look at change" – Quote stolen from CMSA

Glorianne

Winners at the 11th Annual CMASA Conference



**Case Manager of the Year
2023**

Emilia Haikwiyu



**Case Manager of the Year
2023 Runner Up**

Richard Onokoko



**Service Excellence &
Innovation Award 2023**

Erna van Rooyen



**DUXAH/CMASA Student of
the Year 2023**

Menzi Shongwe

Collaboration

By Alison Brandes

What is Collaboration?

Collaboration, in a Case Management setting, is a work style that helps Case Managers to work together to achieve a common goal in ways that benefit the patient and their families. Collaboration is an essential part of teamwork and helps a successful team function most effectively.

Why is Collaboration important?

Collaboration improves the way the whole team works together, and problem solves. This leads to more innovation, efficient processes, increased success, and improved communication. Through listening to and learning from team members, patients and families, you can help each other reach the goals and needs of the patient.

Basic principles

1. Focus on the situation, issue, or behavior, and the patient.
 - Take a broad perspective.
 - Avoid putting others on the defensive.
 - Consider other points of view.
2. Maintain the self-confidence and self-esteem of others.
 - Let others see that you have confidence in them.
 - Recognize accomplishments.
 - Encourage people to express their ideas.

3. Maintain constructive relationships.
 - Use every interaction as an opportunity to build relationships.
 - Acknowledge problems openly and honestly.
 - Share information.
4. Take initiative to make things better.
 - Look for opportunities for improvement.
 - Stay informed.
 - Act as if there is a solution to every problem.
 - Plan ahead.
5. Lead by example.
 - Follow through on your commitments.
 - Admit your mistakes.
 - Push yourself and others to try new ways of doing things.

At the end of the day, everything that a case manager (hospital or funder) does, is in the best interest of the patient.

Collaboration is the keyword to success.

Our Patients/ Members need to know that we are working together to ensure that they are safe and so let's collaborate to make this work.

References:

<https://www.lumapps.com/employee-experience/collaboration-in-the-workplace-benefits-strategies/>

https://my.uopeople.edu/pluginfile.php/57436/mod_book/chapter/223013/PrincForCollaborativeWkplc.pdf

The Switched-on Case Manager

By Carol Garner

An extract from the presentation made at the CMSA conference in June 2023

With the impact of Load shedding, we plan our lives around cooking, travel, eating and various normal activities but have we ever considered the patients on electrical devices such as oxygen concentrators.

Will their last breath be indeed their last?

Oxygen concentrators do not have battery back-up and patients are forced to use oxygen cylinders during load shedding, however these cylinders do not last the full outage over 2 days and need to be refilled. What do patients do that live 100s of km away from the nearest depot?

Backup power supply is expensive and out of the financial means of our average elderly patient, they cannot have a generator on at 2am because the neighbours will complain, they cannot have it inside because of the fumes.

An Inverter, the size required to power a concentrator, will cost in the region of R20 000

Solar power costs in the region of R250 000

As case managers we have the responsibility to keep the patients breathing and this takes creativity and some serious negotiating power.

We know that the cost of an admission for respiratory distress is expensive and far outweighs the cost of the backup systems.

The first thing we need to do is identify which of our patients are at risk this will require extracts from IT staff at schemes or at the suppliers. Only once we know the volume we are dealing with; can we make a plan.

The next step is to check with each patient what back up system they have on hand, this will require a call or a home visit. It's easier for new patients about to be discharged as the conversation can be had beforehand.

As Case Managers our responsibility is to prepare a financial proposal to the schemes to indicate the cost of assisting with back up supply vs the cost of admission. Some schemes are open to providing an additional benefit for the inverter or generator.

It is our responsibility to empower our patients to make good responsible decisions, we need to provide them with all the information required and ensure they understand.

We live in times of crisis with regards to power supply and we cannot sit back and wait for the inevitable.

To date approximately 50 patients have died in the past 3 months due to lack of oxygen, some of these patients were always going to die but they should never have died due to lack of breath.

Don't keep yourself or your patients in the dark.

Be switched on!

CMSA Conference Las Vegas 2023

By Carol Garner



It was so great to reunite after the pandemic, like us they have had very little face to face engagement since 2020.

There were about 1000 delegates which is half the normal number as some people are still scared of travelling.

The conference is divided into 1 main session per day with awesome speakers and then many con-

current sessions that we could choose from.

Each concurrent session was hosted by a CMSA member who delivered a presentation on a relevant topic for case managers.

These topics included mentorship, leadership, career growth, self-development, stories from across the seas and many, many more.

There was a short time for sightseeing but once you have seen 1 casino with hundreds of slot machines you have seen them all.

The USA delegates love having us attend their conference, they were so welcoming and interested in what we had to say.

This annual conference is a real treat, and I am so pleased that we were able to attend.





CMSA has always been committed to the partnership and collaboration with our International colleagues especially CMSA USA.

We now have the opportunity to join the society at an affordable rate

Why Join?

The Case Management Society of America (CMSA) is the leading, oldest, and largest membership association providing professional collaboration and education across the healthcare continuum.

As a member, you gain exclusive access to benefits such as timely information through publications, events, and access to 150+ complimentary continuing education courses 24/7*. In addition, you'll join a vast community of Case Managers practicing across the care continuum and at every level of practice.

International membership fees have been reduced drastically for Africa

To Join go to [CMSA.org](https://www.cmsa.org)

Health Awareness Highlights for 2023

July 2023	
Mental Illness Awareness Month	
3-7	Corporate Wellness Week
11	World population Day
18	Nelson Mandela International Day
28	World Hepatitis Day
August 2023	
Bone Marrow Stem Cell Donation and Leukemia Awareness Month (15 August to 15 October)	
National Woman's Month	
Organ Donor Month	
Child Health Month	
1-7	World Breastfeeding Week
1-7	Rheumatic Fever and Rheumatic Heart Disease Awareness Week
8-14	National Polio Week
9	National Women's Day
12	International Youth Day
26-31	African Traditional Medicine Week
31	African Traditional Medicine Day
September 2023	
Albinism Awareness Month	
Bone Marrow Stem Cell Donation and Leukaemia Awareness Month (15 August to 15 October)	
Cervical Cancer Awareness Month	
Childhood Cancer Awareness Month	
Eye Care Awareness Month (20 September to 17 October)	
Muscular Dystrophy Awareness Month	
Heart Awareness Month	
National Month of Deaf People	
National Oral Health Month	

Health Awareness Highlights for 2023 continued...

September 2023	
Pharmacy Month	
4 Sept- 31 Oct	Human papillomavirus (HPV) vaccination second round
4-8	National Kidney Awareness Week
9	International Foetal Alcohol Syndrome Day
10	International Gynaecological Health Day
14	National Attention Deficit Hyperactivity Disorder Day
15	Sunflower Day
17	World Patient Safety Day
18-24	World Retina Week
21	World Alzheimer's Day
24	World Retina Day
25	World Pharmacist Day
26	World Environmental Health Day
26	World Contraception Day
28	World Rabies Day
29	World Heart Day

The Challenge of Aging

By Dr. Marc Naidoo (Ph.D. Physiotherapy),
Co-Owner of *Physiotherapy @ Home*



The changes experienced as you age are something nobody can adequately prepare you for. Some of these physical changes include weakness, problems with balance, immobility, and stiff joints,

countries, in particular, measures to help older people remain healthy and active are a necessity, not a luxury".

According to the World Health Organization (WHO), the proportion of people older than 60 is growing more rapidly than any other age group.

Although the common rule is that increasing age is related to decreasing well-being and increasing levels of frailty, it is also true that individuals with the same chronological age can vary in health and functional status.

Frailty is a multidimensional concept that influences several domains, such as gait, mobility, balance, muscle strength, motor processing, cognition, nutrition, endurance, and physical activity and it is directly related to adverse consequences that lead to numerous challenges such as falls, disability, and even hospitalization. These adverse outcomes often result in a considerable financial burden and it prudent to adopt the approach of prevention to curtail these expenses. Highlighting this concern, the WHO (2002) purported that, "In all countries, and in developing

Enter the "Active Aging" concept. The concept of active aging suggested by the WHO is defined as "the process of optimizing opportunities for health, participation, and security to enhance the quality of life as people age". The idea underpinning this concept is to maximize function and quality of life for as long as possible by maintaining functional activity and participation.

Regular physical activity is widely recognized as being associated with a reduced risk of several chronic diseases and improved mental health. The WHO health suggests being engaged with physical activity at least three times per week.

There are three main types of physical activity namely aerobic, muscle-strengthening, and balance training.

Aerobic activity is any activity that increases your heart and breathing rate. Some examples of this include brisk walking, running, swimming, cycling, and even dancing. The aim is to do at least

10 minutes of moderate-intensity aerobic activity each time you exercise and accumulate a total of at least 150 minutes spread throughout the week.

Muscle-strengthening activity, sometimes referred to as strength/weight/resistance training or exercise, is an activity that usually includes the use of your body weight, weights, exercise bands, or machines. Some examples of these activities include bodyweight exercises, such as wall push-ups, squats, and calf raises or working out at a gym using weights, resistance bands, and even machines. The aim is to do muscle-strengthening activities two or more days a week to work on all major muscle

groups in the arms, shoulders, abdomen, chest back, and legs.

Balance exercises or training involves doing exercises that strengthen the muscles that help keep you upright, including your core, legs, and back. These exercises are useful in preventing falls and maintaining overall stability. Some examples of these exercises include standing up and sitting down from a chair without using your hands, standing with your weight on one leg and raising the other leg to the side or behind you, and putting your heel right in front of your toe, like walking a tightrope. The aim is to do these exercises several days each week.

Word Search

Cities of The World

L	N	I	R	O	B	I	R	A	K	A	C	N	A
I	O	V	R	C	B	L	D	O	N	N	A	E	W
S	C	E	A	I	A	E	B	L	E	O	P	E	A
T	E	I	S	N	L	I	O	N	W	L	E	D	S
A	G	S	L	A	C	N	R	M	Y	E	T	R	H
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AUSTIN
PARIS
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BARCELONA
ADELAIDE
BLOEMFONTEIN
NIROBI
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WASHINGTON
CARDIFF
CAPE TOWN
MILAN
SYDNEY
SEOL
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ROME
DALAS
CAIRO

National Health Insurance (NHI) Bill

Extracted from NDOH Publication: <https://www.parliament.gov.za/project-event-details/54>

Why the NHI Bill?

The objective of the NHI Bill is to provide universal access to quality health care for all South Africans as enshrined in the Constitution. The Constitution recognizes healthcare as a fundamental human right. It states that “everyone has the right to have access to health care services, the State must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of these rights and no one may be refused emergency medical treatment.”

The NHI Bill seeks to achieve this by ensuring that:

- No one is deprived of the above-mentioned rights because of their socio-economic status.
- One public health fund is created with adequate resources to plan for and effectively meet the health needs of the entire population, not just for a selected few; and
- The ultimate goal is to achieve Universal Health Coverage (UHC).

What is the NHI Bill and how will NHI benefit South Africans?

The NHI fund will cover South Africans of all races, rich or poor and legal long-term residents. There will be one pool of healthcare funding for private and public healthcare providers alike. The cost of our healthcare system, which is currently the most expensive in the world, will be reduced.

When people visit healthcare facilities, there will be no fees charged because the NHI fund will cover the costs of people’s medical care in the same way that medical aids do for their members.

NHI will narrow the gap between the rich and poor in terms of standards of healthcare. South Africans will no longer be required to contribute directly to a medical health scheme to get quality health care.

The NHI Fund will be funded from:

- General taxes,
- Contributions of persons earning above a set amount, and
- Monthly contributions made by the employees to the fund.

Employers will assist the NHI Fund by ensuring that their workers’ contributions to the NHI fund are collected and submitted, in a similar manner to UIF contributions.

What will happen to members of medical aid schemes and private healthcare providers?

NHI will not replace Medical Aid Schemes, members will be free to continue with their medical schemes if they still wish to. When the NHI is fully implemented the role of medical schemes will change as they will provide cover for services not reimbursable by the NHI Fund.

Recipe

Croissants



Ingredients:

6 cups cake flour
6 Tbsp Cremora (milk powder)
2 pkts instant dry yeast
2 level tsp salt
½ cup sugar
2 eggs
2 Tbsp oil
4 Tbsp butter (slightly melted)
1 cup of water(lukewarm)
1 cup of milk(lukewarm)
2 Tbsp oil
2 Tbsp plain yogurt
500g butter (roll into a square between 2 sheets of plastic) Fridge temperature

Method:

In a big mixing bowl, add all the dry ingredients, mix well.

Mix all the other ingredients in a jug and mix well then add it to the dry ingredients. Knead it by hand or in a machine for about 10 minutes into a soft, elastic dough.

Oil a big bowl and place the dough inside, rub some oil on the top, cover & leave to proof for an hour or until just doubled, then place in the fridge. Leave overnight.

Place your dough on a lightly floured surface roll it into a big square. Place the butter square in the centre, then fold creating an envelope and use minimal maizena for dusting making sure that the butter is covered. Turn it around and roll it out into a rectangle. Dust with maizena.

Do this 1 more time, then rest it in the fridge for an hour. Turn it around so the underside stays down every time you roll it.

Do this 2 more times by rolling out the dough. Turn it around, then fold, 2 times resting in between 2 folds until 6 folds are done now. Leave it to rest in the fridge overnight again. Roll the dough into a rectangle, cutting it into 10 pieces and working with 1 at a time. Roll it into a rectangle. Cut it lengthwise into wide strips and make a diagonal cut from top to bottom into each strip, making triangles.

Make a tiny slit in the centre of the wide side. Place your filling on the wide side and roll up, creating a croissant. Stretch the tail as you roll it up or shape it round, roll out into a Roti, then cut into 8 pizza slices and fill from wide side.

Place on a baking sheet. Keeping space in between for it to rise and leave it to proof for about 1hr then brush with egg wash and bake in a moderate oven for +-20 minutes, or till golden brown (or not too brown for freezing because it must go back into the oven after it's thawed). Let it cool down completely before freezing.

For the filling:

Make a coconut filling by melting 50g of butter in a pan. Add 2 cups coconut and braise that for a few minutes until it just starts to change colour. Add enough condensed milk to sweeten. When cold, add the same ratio of custard and add pecan nuts.

Creme Patisserie (confectioners custard) recipe:

2 cups milk
4 Tbsp sugar
a pinch of salt
40g butter
2 Tbsp flour
2 Tbsp maizena
1 Tbsp custard powder
1 tsp vanilla essence
¼ cup milk for paste
2 eggs (separated)

Beat egg whites till stiff & keep aside.

Pour the 2 cups of milk into a saucepan. Add the butter, sugar & salt & bring to boil. Make a paste with the ¼ cup milk, egg yolks, flour, custard powder & vanilla essence. Pour the paste into the boiling milk and whisk until it thickens, lower heat & add the egg whites. Whisk until combined, then take it off the heat & leave it to cool before using. For the croissants, add the same ratio custard & coconut filling. Mix until combined.



CMASANOW Advertising Opportunity

CMASANOW Magazine is our very own publication, specifically geared towards the Case Manager. This is a quarterly publication packed with interesting articles, the latest international and local industry news, as well as vital information to help you become the best case manager possible.

Should you or your business be interested in featuring and advertising in CMASANOW, please contact **Carol Garner on 010 592 2347 or email info@casemanagement.co.za**.

Caressa Case Managers Choice Award

We are very grateful and thrilled to confirm a new award for case managers to be known as the Caressa Case Managers Choice Award, we wish to extend our deepest appreciation to Gerrie Scheepers for this award and for his support of Case Management.

Each month between June 2023 and March 2024, a Case Manager of the month will be announced and there will be a monthly prize. From these 10 winners the Case Manager of the year will be selected.

The Case Manager of the year will be announced at the CMASA conference.

The process will be as follows:

1. A colleague must nominate the case manager with a short write up of the circumstances of

her/his reason why the case manager should qualify as the case manager of the month.

2. The cut-off date for the nominations will be the 15th of the month.
3. The winner will be announced before the end of each month.

Prize:

- R 1 000 cash prize for monthly winners
- R 20 000 cash prize for the final winner

NB: this is only open to paid-up CMASA members, so pay your fees!

Entries should be emailed to

casemanageroftheyear@caressa.co.za

This collaboration is very exciting, so let's get those entries in!

Top Money Saving Tips

I'm sure everyone is feeling the crunch financially, what with the rise in costs with Repo rates, petrol, food, etc. Cutting back on small spends throughout your week can save significant amount of money in a year.

Here are a few ideas:

- Create a budget, whether its weekly or monthly
- Plan and prep your meals, to reduce food waste
- Use store loyalty cards e.g.
 - * Clicks points to purchase some of your monthly toiletries
 - * Purchasing petrol at a specific garage that has loyalty points that can be used to put in petrol (Shell V-card)
 - * Make your own gifts
 - * Consider a lift club
 - * Review your home entertainment costs

- * Make smart shopping choices by writing a shopping list
- * Review your bank fees
- * Review your insurance policies
- * Save on water and electricity
- * Revise grooming expenses
- * Limit social outings

What is the 20-30-20 rule?

This recommends:

50% of your money towards needs.

30% of your money towards wants.

20% towards savings—this will also include money you will need to realise your future goals.



Note from the desk of the Exco Chairperson

Carol Garner



Greetings,

Here we are with half of the year behind us, and it's been a very exciting 6 months.

Our annual conference had a bumper attendance at both the workshop and the actual 2-day conference, we are grateful to all the speakers and sponsors for helping make this such an awesome event.

Yvonne and I were able to attend the USA conference this year in Las Vegas, we have come back with new learning opportunities and ideas to make CMASA better than ever. As they say Watch this space!

We are preparing for the next round of chapter meetings and hope that we will see as many of you as possible, without attendance the sponsors become disheartened, and we need to show them the support.

The new monthly case manager award has started to take traction and our first winner was announced, keep those entries coming in. If you don't nominate your colleague cannot win. And to be in line to be nominated, you need to pay your CMASA fees.

Keep up the great work you are doing, the healthcare industry needs you!

Till we meet again

Stay safe, socially distance and wear your masks if you are sick or vulnerable.

Carol