

The voice of the Case Manager

CMASANOW

INTERNATIONAL CASE MANAGERS WEEK
08-14 OCTOBER 2023

CELEBRATIONS & TALKS

Gauteng, KwaZulu Natal, Western Cape, UAE

CASE MANAGERS' CHOICE AWARD

nominate your case manager of the month

WHY SHOULD I BECOME A CMASA MEMBER?

what's in it for me?

Note from the desk of the NOC Chairperson

Yvonne Bredenhann - South Africa



Hi to all you awesome Case Managers

Can you believe that we are only 2 months away from the festive season and so much has happened since our last chat.

We celebrated 3 amazing chapter events across the country in celebration of case managers week. All feedback received showed that the hard work does pay off and, in the end, made it all worthwhile. You can read the individual write

ups in the upcoming articles.

Sharon and the board are in full planning mode for the next CMASA conference 2024. Looking forward to seeing you all in Cape Town next year!

If I can be so bold as to ask anyone that knows of a prospective sponsor, please forward this contact information to Sharon or any board member or chapter leaders to assist you and CMASA in securing the sponsorship making 2024 a bigger and even better conference.

I would also like to take this opportunity to remind all of you to please, submit your monthly case manager nominations for the Case Managers of the month award, for those case managers who on a daily basis make a difference in our Patient's lives.

To each and every one please be safe and enjoy the upcoming holidays, and id traveling, be good and make memories!

"Active listening and empathy aren't just crucial for patient interaction – they are vital for collaborating with your colleagues, too! " – Quote stolen from CMSA

Yvonne

International Case Managers Week

8-14 October 2023

Every year during this time, we celebrate Case Manager's week.

Wishing all my fellow Case Managers well, give yourself a pat on the back and say well done for all your hard work and dedication. **Keep going, your patients need you.**

All over the Country during this week CMASA has celebrated Case Managers Week. Here is a glimpse of celebrations and talks.

Gauteng

Reporting by Brenda Naidu (NOC Member)



The theme of this year's CM celebration week was: **Keeping the person at the heart of collaborative care.**

The Gauteng event was held at the Netcare Rehab facility and attended by over 60 attendees who were both paying & non-paying members. It was also the inaugural live streaming of the chapter session to the SADC members and those in the CM community in SA.

The chapter session kicked off with a buffet networking breakfast, before Thud (PR RHP therapy

team), Gugu (Netcare Rehab hospital manager) & Lizette (nursing services manager) welcomed everyone & provided an overview of their services offered, including an invitation to tour the various facility units. They also emphasised that case management is at the heart of the practice at Netcare Rehab/RHP.

The first^t informational presentation was by Cheanine & Thando from Fresenius Kabi (producers of parenteral nutrition) on the **Purpose and benefits of oral nutrition supplementation**. It was interesting to note that most of the nutritional supplements are covered by the Funders, however, appropriate motivation & diagnosis coding is usually required.

The feed tasting, of the different oral supplements, in shot glasses (one could have mistaken it for communion or downing shots on puza Thursday) was awesome & great to know that oral nutritional supplements are lactose/gluten free as well as halal/kosher.

The second presentation on **Iron therapy process**, by the 2 Jackies from Aspen Pharmacare, was very educational and high-lighted how low iron levels are easily misdiagnosed. They also provided clarity with regards to the importance and cost effectiveness of iron replacements including the process & approval of the related supplement, Ferinject.

The third presentation, **Outcomes of collaborative care between case management and the multi-disciplinary therapy team**, was a case study of Miss Ntsako Mathubula, a police woman who sustained a traumatic spinal cord injury

from a gunshot wound resulting in her paraplegia, she spent 2 months as an inpatient at Netcare Rehab. Her care management journey, which included her medical history, therapy by a multidisciplinary therapy team & discharge process in the transition, as well as re-integration into her home environment was presented by the patient herself, Xolani (billings manager), Jessica (occupational therapist & manager of the spinal unit) and Trinesh (physiotherapist outpatient). Miss Mathabula's resilience, determination and spiritual beliefs assisted her in improving her functional status following her injury. This case study has highlighted that a collaborative, holistic and person centric approach is required for excellent recovery outcomes with the appropriate support in place.



The fourth presentation, **Person Centred Care**, by **Dr Wayne Gordon**, who is also a pastor at Sandton Bible church in JHB, continued the theme from the Netcare/RHP presentation of keeping the person at the heart of care management.

Dr Gordon's own personal encounter of a medical injury on duty switched his approach from being medically centred to patient focused. He also challenged case managers to ask pertinent questions that are person centred relating to physical, psychosocial, spiritual & cultural aspects of the care management process. He concluded his excellent

presentation with a prayer.

The CMASA Gauteng chapter event ended with a lucky draw & the winning attendee won a gift hamper sponsored by Fresenius Kabi.

The Gauteng chapter was educational, inspirational & motivating. A big thank you to all those who were in attendance and also to our online viewers.



Special thanks to our speakers & sponsors without whom this CM celebration would not have been possible.

Sponsors

- Netcare Rehab/RHP for the venue
- Aspen Pharmacare for the catering
- Nedbank, Netcare Rehab, RHP & CMASA for the corporate gifts

[View live stream of the Gauteng meeting](#)



International Case Managers Week

8-14 October 2023

KwaZulu Natal

Reporting by Annie Moodley (Chapter Committee Member)



On 11 October 2023, the KZN Chapter Meeting during National Case Managers week, convened at the esteemed Life Chatsmed Garden Hospital in the vibrant city of Chatsworth, Durban.

Distinguished speakers graced our gathering, namely the erudite Dr K Naidu, a Specialist Anaesthetist / Intensivist and the insightful Levina Dwarikapersad, a Life Healthcare Coding Support Specialist. Additionally, our key sponsor Dayalu Care made an integral and meaningful contribution to the proceedings. All presentations were aligned with our overarching theme for the case management week, which was centred on “Keeping the Person at the Heart of Collaborative Care”.

Dr Naidu expounded on the intricacies of managing mechanically ventilated patients. His seminal talk explored the finer nuances of this medical procedure and the potential risks and complications that are associated with it.

Mrs Dwarikapersad, in turn, provided an in-depth analysis of the future of coding, with a focus on the impending implementation of ICD 11.

These enlightening presentations left our attendees with much to contemplate, ponder over and achieve.

Our valuable attendees also had the opportunity to interact with each another and with Dayalu Care, a Home Nursing Agency in the KZN region, learning about the critical role Dayalu plays in collaborative care.

Carol Garner, the distinguished Exco Chairperson of CMA-SA, graced our gathering, captivating our audience with her sobering insights into the indispensable role that case managers play in collaborative care.

Our gathering attracted 30 case managers from various institutions in KZN who were treated to a sumptuous lunch and thoughtful gifts from CMA-SA.



Whilst the event was spear headed by the KZN committee, with Annie Moodley being the event coordinator, the success of this event is attributable to the enthusiastic participation and unwavering support of all attendees. Their presence augurs well for the exciting times ahead for KZN. We look forward to more such events that will foster collaboration, knowledge sharing and innovation in the field of case management.

International Case Managers Week

8-14 October 2023

Western Cape

Reporting by Marthie Kruger (NOC Member)



The Case Management Week event held at Faircape Health in Tokai, organized by CMASA, and generously sponsored by Faircape Health, was a resounding success.

The event, which revolved around the crucial theme of "Keeping the Patient at the Centre of Care," featured insightful speakers from the multi-disciplinary team. With a high turnout, it was clear that this topic resonated with healthcare professionals and practitioners.



The engaging discussions and valuable insights shared by the speakers left attendees thoroughly satisfied and enlightened. In addition to the enriching content, the event also delighted partici-

pants with an array of delectable food, making it a truly memorable and well-rounded experience.

The positive feedback from attendees underscores the event's effectiveness in advancing the cause of patient-centered care in the healthcare community. It is our hope that events like these will continue to grow the membership of CMASA in the Western Cape, fostering a stronger and more united community of healthcare professionals dedicated to improving patient care.



International Case Managers Week

8-14 October 2023

Rhona George – Case Manager Al Ain Hospital, UAE

This was the summary of the week, and the information shared was most specifically to highlight what case management actually is, and achievement thus far.

- We prepared literature/summaries and shared throughout AAH each day of the week from Monday.
- Thursday was the open day which was well attended :
 - * Further sharing of CM related information
 - * Giveaways included CM related take-home messages.
 - * Video (played during the three hours) which included pics from previous/and current messages received from both staff and physicians.
 - * Number of staff that attended during the 3 Hours : +84

A further celebration was held at Corporate level, embracing the role of case managers.



Health Awareness Highlights for 2023

October 2023	
Attention Deficit Hyperactivity Disorder Month	
Bone Marrow Stem Cell Donation & Leukemia awareness Month	
Eye care awareness month	
Breast Cancer awareness month	
Mental health Awareness	
November 2023	
Quality Month	
Red Ribbon Month	
Disability rights	
4	National Childrens Day
6	SACD Malaria Day
8	World Radiography Day
9	World Quality Day
14	World Diabetes Day
17	World Prematurity Day
18-24	World ANTIMICROBIAL AWARENESS WEEK
25	International Day for the Elimination of Violence against Women
25-10 Dec	16 days of Activism for no violence against Women and Children
December 2023	
Prevention of Injuries Month	
Sunsmart Skin Cancer Awareness Month (1 Dec to 31 January)	
1	World AIDS Day
3	International Day of Persons with Disabilities
5	International Volunteer Day
10	International Human Rights Day
12	Universal Health Coverage Day

REMINDER

Caressa Case Managers' Choice Award

You still have from **November 2023 to March 2024** to nominate your Case Manager of the Month. A **R1 000** cash prize will be awarded to the monthly winner. In addition, Caressa will also offer a cash prize of **R300** to the person that sends in the winning nomination.

The process :

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.

All the monthly winners will stand the chance of winning the **R20 000** cash prize and awarded the **Case Manager of the Year** title.

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

Entries to be mailed to casemanageroftheyear@caressa.co.za

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

Why Should I Become a Member?

By Carol Garner,, Founding Member of CMASA and Chairperson of the Executive Board of Directors

The questions I hear time and again are:
"Why should I belong to the Case Manager Association of South Africa (CMASA)? What is in it for me?"



The quickest answer is: *what is in it for you starts with you*. You are not an island. We need each other to learn from, guide, and share common challenges because many hands make light work.

How many of you are "Poof, Case Managers," as a friend once said — One day a nurse and then, "Poof," a Case Manager. Who of you knew what you were doing when thrown into Case Management? No formal training was available, yet you needed to do the job.

Instead of asking, "What is in it for me?" The question we should be asking is, "What can I do for others?" We all have something to give, something to share, and something to learn.

We all know how many Case Managers are needed to carry the workload and yet how few are available, especially those who know what they are doing. What better way to learn than from each other? If we join forces and embrace challenges together, the burden becomes lighter and the goals achievable.

Associations, societies, and clubs include like-minded individuals with common goals and purposes. They create opportunities to network, share challenges, and learn from each other during face-to-face meetings and conferences, and now virtually through online seminars and webinars. The global pandemic has changed how we interact and learn with online meeting channels, making learning opportunities far more available now than ever before.

CMASA has partnered with industry specialists to develop content and speakers for meetings, seminars, and workshops. In addition, webinars are available at no cost for members, along with sponsorship of venues.

Additional features include access to educational materials, a free download of the latest version of the International Standards of Practice, and career opportunities (available vacancies and opportunities to recruit staff). Member-only awards and sponsorships are available to members, including discounts on conferences and training courses. CMASA offers quarterly region-

al meetings, focussing on local areas of interest in 3 provinces, and an annual conference where industry-wide topics are presented and discussed.

With resources restricted and not enough Case Managers to fill all the vacancies, a series of one-day workshops has been launched, sponsored by the CMASA, in collaboration with hospital facilities to introduce the concept of Case Management for new and aspiring case managers.

Partnership with Duxah Training Academy has created a formal training opportunity for both clinical and non-clinical staff to be trained and educated in the world of case management.

Further allegiances with our international associations provide additional opportunities. We can learn from those who have walked this walk before us, or alternatively we can sow into the lives of new associations in neighbouring countries to help them develop.

CMSA has recently taken significant steps to make its membership cost-effective for international case managers by implementing pricing based on World Bank country classifications. Combined with what is available in South Africa, we now have access to even more information and material. CMSA is also launching a Special Interest Group for their international members (the CMSA ISIG) to provide education and networking tailored to their needs. There are endless opportunities for professional growth.

The Case Management world is becoming smaller, and this removes any excuse to avoid growth and development. The system is set up. The opportunities are there. All you have to do is join up and participate.

While this blog is specific to South Africa, the principles, advantages, and benefits are applicable anywhere in the world.

Recipes



Peppermint Crisp Trifle

Ingredients:

250g Chocolate Sponge, Cubed
160g NESTLÉ Milk or Dark Chocolate
1 Can NESTLÉ Dessert & Cooking Cream
1 Can (360g) NESTLÉ Caramel Treat, Mint Flavoured
80g NESTLÉ Peppermint Crisp, Crumbled
1 Packet Coconut Biscuits, Crumbled
250ml Fresh Cream, Whipped
Fresh Mint Leaves

Method:

Arrange the sponge in the base of a trifle dish.

Melt the chocolate in a bowl, over a pan of barely simmering water and stir in the half can of NESTLÉ Dessert & Cooking Cream. Spoon this mixture over the sponge pieces.

Whisk the NESTLÉ Caramel Treat, Mint Flavoured and the remaining half can of NESTLÉ Dessert & Cooking Cream until well combined.

Fold in the NESTLÉ Peppermint Crisp and biscuits crumbs. Spoon over the chocolate base. Cover and chill until required.

Just before serving, whip the cream and spoon onto the trifle. Garnish the trifle with the Peppermint Crisp, biscuit crumbs and some fresh mint leaves.



Air Fryer Chicken Breast

Ingredients:

3 Chicken Breasts, skinless and boneless (about 1.5 pounds)
1/2 Tablespoon vegetable oil
1/2 Teaspoon salt
1/4 Teaspoon ground black pepper
1/2 Teaspoon Italian seasoning
1/2 Teaspoon paprika
1/2 Teaspoon garlic powder

Instructions:

Use a paper towel to pat the chicken breasts completely dry. Generously smear oil evenly all over the chicken. Rub in all the seasoning, including salt, pepper, Italian seasoning, paprika, and garlic powder, and coat the chicken evenly. You can also combine the chicken with seasoning in a large Ziploc bag and shake well to coat.

Set aside for at least 15 minutes to marinate, or refrigerate overnight.

CROSS WORD PUZZLE ABOUT CASE MANAGEMENT

Case Management Week

C A S E M A N A G E R P E Y D L U O V M T X Z M
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Barriers	Interventions	Goals	Medicare
Vendor	Payor	Team Conference	Care Plan
Caregiver	Transportation	Angela	Elba
Barry	Coordinate	Social Worker	Equipment
Physician	Nurse	Home Health	Hospice
Case Manager	Discharge Planning		



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**.



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

Note from the desk of the Exco Chairperson

Carol Garner



Greetings,

What an awesome week of celebrations for Case Manager week, all the chapters went the extra mile, and the meetings were well attended, topical and well hosted.

Well done to the committees you did a fantastic job. It almost seems like we are back to pre-COVID times and networking is once again appreciated.

We held a workshop in Pietermaritzburg for new and aspiring case managers and we had a group of 50. It was such fun and interactive with many reports of the tips and ideas being applied to their daily work. We had new members join the association as a result and most of all they are keen to pursue a career in Case Management.

We have decided to do the same workshop in Gauteng, KZN and Cape Town in November, look out for emails with all the details.

With this being the last newsletter of the year, I trust that you will all have the opportunity to take a break over the festive season and I wish you all well.

Till we meet again

Stay Passionate about your Profession.

Carol