

The voice of the Case Manager

CMASANOW

ANNUAL CMASA CONFERENCE 2025
registrations are open

CASE MANAGER WEEK CELEBRATIONS
Gauteng, KZN & Western Cape

NEW HEALTH TERMINOLOGY SYSTEM
CMASA's response

**BUSINESS IMPLICATIONS OF MENTAL
HEALTH INITIATIVES**
healthy mental environment for case managers

CMAKE SUMMIT
humanizing digital health

Note from the desk of the NOC Chairperson

Yvonne Bredenhann - South Africa



Good day to All you amazing Ladies and Gents

Once again it's time for my quarterly letter and when our awesome editor asked or rather begged me for the 100th time I realised that we are closer to Conference 2025 after our successful conference 2024. Wow time does not stand still!

So, thanks to each and every one for your monthly nominations for the Caressa Choice Case Manager of the Month, for going over and above for our patients, and to those who take the time to do the write up, thanking you for

recognising the difference we are making.

Highlights to share for this last quarter:

Another successful ISIG online sessions, where Canada had shared their processes and challenges.

Case Managers week celebrations held across the country and even as far as the far far east in Springs, where we shared to the nursing units that there is a career option after bed side nursing.

To each chapter congratulations on each event, to the speaker and organisers it does not go unrecognised the hard work and arrangements that go into these special events and when booked speakers don't pitch how you just go with the it and do as case managers do best – we just DO IT!!

Than you to all our sponsors and the board for all the hard work and planning and arrangement behind the scenes, and we look forward to your continued support.

Case Managers are the hardest working individuals in my opinion, we are either in fight and flight mode, either with Dr's, funder or hospitals but in the end, we are making a difference to Our patients, funders and Dr's.

I would also like to take this opportunity to wish everyone a happy end of the year and may 2025 be even better, if you are traveling remember to make as many memories as possible and see you all in 2025.

Warmest Regards

Yvonne



2-4 APRIL 2025

WORKSHOP
& CONFERENCE



Health that Cares

Patient-centric care in a digitalised world

Have you registered yet?

Full details available on the [website](#)

VENUE:	Coastlands Conference Centre, Umhlanga, KZN
WORKSHOP COST (2 April 2025):	Member: R 1 950.00 Non Member: R 2 700.00 <i>Includes Lunch & Tea Breaks</i>
CONFERENCE COST (3-4 April 2025):	Member: R 2 150.00 Non Member: R 3 300.00 <i>Includes Lunches, Tea Breaks & Gala Dinner</i>
EARLY BIRD DISCOUNT:	R 100.00 <i>If full conference fee is paid by 28 February</i>
GALA DINNER & AWARDS THEME (3 April 2025):	Bollywood Night
OTHER COSTS:	Conference Day Fee: R 1 750.00 <i>Includes Lunch & Tea Breaks</i> Partner Dinner: R 610.00 Buffet Dinner & Soft Drink: R 460.00 <i>(Pre & Post Conference)</i>

NB!! Please note that our banking details have changed.

Register Today

Case Manager Week Celebrations

It was that time of year that we salute all Case Managers for their dedication and hard work.

Various celebrations were held in the different provinces. Here are some:

Gauteng CMASA Case Managers Celebration

Venue: Arwyp Hospital

Date: 17 October 2024 – put 1st

A lovely morning was spent taking time out for ourselves; “a rare thing” as Case Managers amongst our various roles very rarely get to look after ourselves.

Self-Care tips and tricks was shared by our opening Speaker Mandisa Dlamini of Dube Pottas. Dube Pottas offers onsite social services at various hospitals. A thoroughly enlightening and eye opening presentation allowed all delegates to touch bases with their inner selves.

This was followed by a very interactive session with lots of spoils from the National BioProducts Institute’s Leith Kwaan. Immunoglobulins and polygam therapy - highly needed yet costly products was discussed with an interesting presenting. The was much needed and productive gaging by the response and questions for Leith.

Tea was an opportunity for old and new friends to confer while enjoying coffee and yummy treats. The second half of the morning took us back to Self-Care and an extremely enamouring session with our very own Amore Nortjie.

Thereafter we took time out to practice the tips and tricks from our two speakers on self-care.

This session was most enlighting and our delegates spent quality time interacting with one another and sharing their realities at the various facilities. Lunch was a further networking opportunity with sumptuous eats.

Looking forward to 2025 and new adventures with the Gauteng CMASA members.

A very merry Christmas and Happy Holidays to all .



KZN Case Management Chapter Meeting at Midlands Specialist Private Hospital

Date: 18 October 2024

Location: Midlands Medical Centre, KwaZulu-Natal

In a significant step towards enhancing collaboration and communication among case management professionals, the KwaZulu-Natal (KZN) Case Management Chapter held a meeting at the Midlands Specialist Private Hospital.

Organized by the Sharona Maipath, Rina Bharath and the team from the facility, this gathering brought together a diverse group of practitioners dedicated to improving patient care and outcomes in the region.

Purpose of the Meeting

The primary goal of the meeting was to foster discussion on current challenges and innovations in case management practices. The Chairperson Tanuja Ranjit emphasized the importance of shared knowledge and resources among members, stating, "Collaboration is key to our success in navigating the complexities of healthcare delivery."

Agenda Highlights

The agenda was thoughtfully crafted to ensure a productive session. Key topics included:

1. Updates on Case Management Best Practices: Members shared insights on recent developments and evidence-based

practices that are proving effective in various healthcare settings.

2. Networking Opportunities: The meeting served as a platform for professionals to connect, share experiences, and build relationships that could enhance interprofessional collaboration.
3. Workshops and Training Initiatives: The chapter discussed upcoming training programs aimed at equipping case managers with the skills needed to adapt to an evolving healthcare landscape.
4. Feedback on Local Healthcare Policies: Attendees provided input on local policies affecting case management, highlighting the need for advocacy and support from the chapter.

Engagement and Participation

The meeting was well attended, with professionals from various healthcare backgrounds contributing their perspectives. Expert speakers Dr Rishan Deonarian (surgeon), Dr H Asmal (oncologist) Vuyelwa Mpala (podiatrist), Pranisha Deonarian (dietician) Sheena Raghavjee (attorney) played a pivotal role in facilitating discussions, encouraging participation, and ensuring that all voices were heard.

Participants expressed gratitude for the opportunity to connect with peers and engage in meaningful dialogue. "This meeting is a reminder of the strength we have as a community," one attendee remarked. "Together, we can tackle the challenges we face in our respective practices."

We had the privilege of liaising with Carol Garner

Case Manager Week Celebrations

CMASA Exco Chairperson. As the meeting concluded the Chairperson of KZN Chapter Tanuja Ranjit outlined future initiatives for the KZN Chapter. Plans for additional workshops, community outreach programs, and advocacy efforts were discussed, aiming to strengthen the case management profession in KZN.

The chapter's commitment to continuous improvement and professional development was evident, and members left the meeting inspired and motivated to implement the ideas and strategies discussed.



In summary, the KZN Chapter meeting at Midlands Specialist Private Hospital not only served as a vital networking opportunity but also highlighted the dedication of its members to enhancing patient care through collaborative practice. The leadership of Tanuja Ranjit and Farishna Inderlal (secretary) was instrumental in organizing this successful event, setting the stage for future engagements that will benefit the entire healthcare community in the region.

Western Cape CMASA Case Managers Celebration

Venue: Santro Home, Riverglades, Parklands

Date: 19 October 2024

What a great event. We had 4 speakers at the event and even 2 exhibition stands. Our celebration was not as well attended as we had hoped, but it was none the less a good event.

Speaker 1

Sr Dee, is a Specialist in **Osteomate Care**, spoke about care of a stoma patient and skin complications.

Speaker 2

Margot from **Diabetes SA** gave a talk on the importance of foot care in Diabetic patients.

Speaker 3

Palawan of **Dementia SA** spoke about the care of someone with Dementia.

Case Manager Week Celebrations

Speaker 4

Ryan from **Physio@home** gave an interesting talk about mobility in the Elderley and what to look out for to prevent the risk of falling.

The exhibitions were held by **Hollister, Medis, Equity** as well as **Diabetes SA**. Thank you for showing us your products and for providing us with brochures, pens, etc.

We thank **Antoinette** from **Santro Nursing Home** for organising the evening and providing the Sponsorship.



Membership Fees 2025

We have been fortunate enough not to have increased membership fees since 2023. However we will need to do a 10% adjustment for 2025 and the new annual fees will be:

Individual Membership: R440.00

Corporate Membership: R4400.00

Corporate Membership Benefits:

- Individual members employed by the corporate will receive a 10% discount on their fees - ie. R396.00
- The corporate members logo will be uploaded to the website home page
- Acknowledgement at the annual conference and meetings

Individual Membership Benefits:

- Attendance to Chapter Meetings
- Quarterly Digital Newsletter
- Advertising of vacancies
- Discounted fees for the annual workshop & conference
- Entry into the Case Manager of the Year awards
- Entry into the monthly Caressa Case Manager Choice Awards
- Discount of 10% when registering a CM course with Duxah
- Access to attend the CMSA International Special Interest Group online sessions
- Networking with likeminded colleagues
- Access to experienced Executives of the Association

New Initiative for 2025

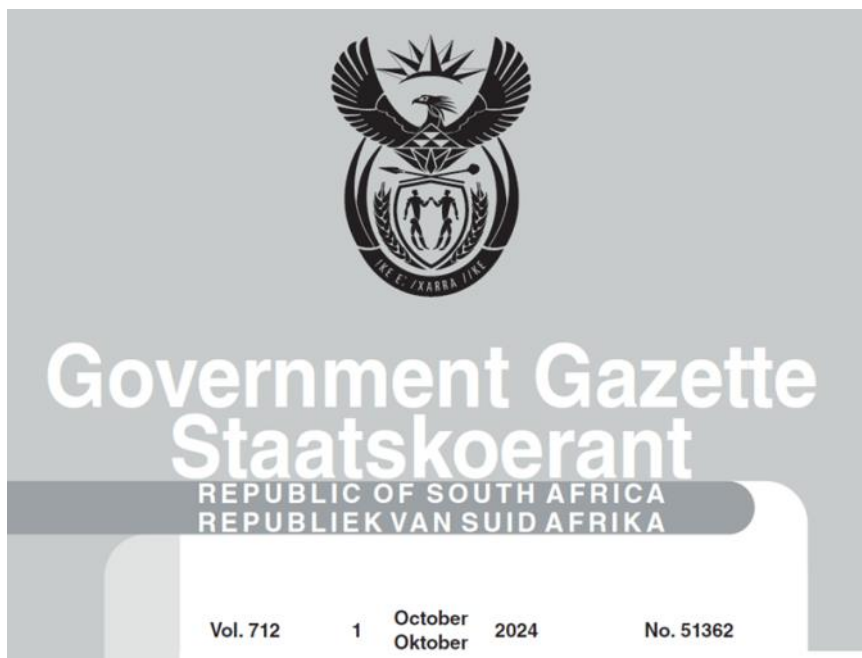
Recruit a new member and you will get a R140 discount on your membership fee.

All you have to do is get a new member (ot previously part of CMASA) to register and pay their 2025 membership fee and the discount is then applied to your membership fee.

Membership Fees for 2025 will be invoiced in January.

Health Terminology System for South Africa

By Erna van Rooyen, CMASA – Board of Directors: Training;
Netcare Coding Training and Compliance Manager RN, CPC, CCMSA



NOTICE OF INTENTION TO INTRODUCE HEALTH TERMINOLOGICAL SYSTEMS IN TERMS OF SECTION 74 OF THE NATIONAL HEALTH ACT, 2003 (ACT No. 61 of 2003): COORDINATION OF NATIONAL HEALTH INFORMATION SYSTEMS

All role-players in the national health sector are encouraged to familiarise themselves with the selected terminological systems and to participate in the technical consultations required to phase in these systems.

On 1 October 2024, the intention to introduce a new Health Terminology System for South Africa was published in the Government Gazette.

CMASA fully supports the introduction of these national standards, recognizing their potential to significantly enhance the efficiency and quality of healthcare delivery and to enable Universal Healthcare Coverage.

Standardized health terminologies are crucial for ensuring accurate communication, reducing errors, equitable charging and improving patient outcomes across the healthcare system.

Case Managers and Clinical Coders, throughout the industry, will be affected directly by this change.

While the road forward is not painted yet, it is important that you are all aware of this change that is on the horizon.

The different companies that we work for will have time to respond to this initiative within 3 months.

The different coding systems that are listed in the Gazette include:

- a. International Classification of Diseases version 11 (ICD-11): This will replace ICD-10
- b. International Classification of Health Interventions (ICHI): This will replace CPT®/CCSA and RPL and other Government coding system such as UPFS
- c. International Classification of Functioning, Disability and Health (ICF)
- d. Anatomical Therapeutic Chemical Classification System with Defined Daily Doses (ATC/DDD)
- e. Logic Observation Identifiers, Names, and Codes (LOINC)
- f. Systemized Nomenclature of Medicine Clinical Terms (SNOMED-CT)
- g. Global Medical Device Nomenclature (GMDN)
- h. National Pharmaceutical Product Interface (NAPPI®)

There are key areas of concern that should be considered which include but are not necessarily limited to:

- a. Stakeholder Engagement
- b. Resource Allocation
- c. Readiness of ICHI [Still in Beta at WHO]
- d. Appropriateness of LOINC and SNOMED-CT
- e. System integration
- f. Standardization Across Sectors
- g. Comprehensive Training
- h. Monitoring and Evaluation

Where does this leave us, as case managers?

The first important question to answer is “has your company responded?” While this normally happens at EXCO level, it remains an important point that we, as an Industry, respond to the communication that was sent out by the DoH.

As CMASA we will continue to participate in Industry meetings and guide you where we can. Regular updates on the process will be published in the newsletter going forward, to keep us abreast of what is waiting for us in future.

Business Implications of Mental Health Initiatives

By Mebelo Medupe, RN, Ph.D., MBA candidate (University of Johannesburg)



Case managers play a critical role in managed healthcare by organizing, coordinating patient care and improving health outcomes. However, the mental health of these professions is critical but often overlooked within the managed healthcare environment.

They have to frequently work with patients, their families and healthcare providers who may be feeling a lot of stress, frustration, or rage because of health-related problems, costs, or complicated care procedures. Because of this, case managers may have to successfully manage their emotions and defuse uncomfortable situations. For instance, in some contexts like the road accident fund, in which case managers work directly with claimants and service providers, there may be barriers to communication which may leave them feeling misunderstood, emotionally abused and neglected. Furthermore, case managers have a lot of documentation, assessments, and treatment plans to manage in addition to managing a high number of clients. Consequently, leading to exhaustion, and trouble concentrating on the needs of specific clients.

A study by Wu et al. (2021) shows that creating a supportive workplace culture is essential for

improving individual's mental health. Therefore, maintaining a healthy mental environment for case managers is critical to providing continuity of high-quality services, cost containment, improved patient care, a more sustainable workforce, maintaining productivity among staff, improving efficiency within the managed healthcare setting, job satisfaction, and a more robust bottom line.

The following are some of the significant business implications of improving the mental well-being of case managers:

1. Enhanced Job Performance

Improving the mental wellbeing of case managers can lead to higher job satisfaction and motivation. Research shows that mentally healthy employees are more productive, engaged, and committed to their work, resulting in better care coordination and patient outcomes (Brower & Danise, 2023, Kyan health, 2023, Wu et al., 2021).

2. Reduced Burnout and Turnover

Case managers often face high levels of stress, which can lead to burnout and high turnover rates. By implementing mental health support programs, organizations can help mitigate these issues, reducing staff turnover and maintaining continuity of care for patients.

3. Improved Patient Outcomes

When case managers are mentally well, they are more effective in their roles. This can lead to

better patient interactions, improved adherence to treatment plans, and enhanced overall patient wellbeing. According to Amaliyah et al. (2021) studies have shown that a positive work environment correlates with better care delivery.

4. Increased Resilience

Mental wellbeing initiatives can foster resilience among case managers, equipping them with coping strategies and tools to handle workplace stressors. This resilience enables case managers to navigate challenges more effectively, maintaining high standards of care even in difficult situations (Mayo clinic, 2023).

5. Better Team Dynamics

When case managers feel supported and mentally well, it can improve team dynamics and collaboration. Positive mental health contributes to open communication and a supportive work culture, enhancing teamwork and the sharing of best practices among healthcare professionals (indeed, 2023).

6. Stronger Advocacy for Patients

Case managers who are mentally healthy are better positioned to advocate for their patients' needs. They can more effectively navigate the complexities of the healthcare system, ensuring that patients receive appropriate resources and support.

7. Cost Savings for Healthcare Organizations

Investing in the mental wellbeing of case managers can result in significant cost savings for healthcare organizations. Reduced turnover and burnout lead to lower recruitment and training costs, as well as decreased absenteeism and healthcare costs associated with stress-related

conditions (indeed, 2023).

8. Enhanced Professional Development

Programs focused on mental wellbeing often include training in self-care, stress management, and resilience building. These skills not only benefit the case managers personally but also enhance their professional capabilities, leading to better patient care.

9. Cultural Shift in Healthcare Organizations

Focusing on the mental wellbeing of case managers can contribute to a broader cultural shift within healthcare organizations, prioritizing mental health and wellbeing at all levels. This can lead to more comprehensive mental health policies and practices that benefit the entire workforce (Rise, 2024).

10. Greater Focus on Preventive Care

When case managers are supported in their mental wellbeing, they are more likely to emphasize preventive care and early intervention for their patients. This proactive approach can improve health outcomes and reduce long-term healthcare costs.

11. Crucial for organisational success

Mental well-being is crucial for organisational success as it reduces absenteeism rates, attraction of top talent and reduced turnover as employees will most likely stay within the organisation (Brower & Danise, 2023, Indeed, 2023 and Kyan health, 2023).

Conclusion

Improving the mental wellbeing of case managers is not just beneficial for the individuals

involved; it has a ripple effect that can enhance the quality of care delivered to patients, reduce organizational costs, and create a healthier work environment. By prioritizing the mental health of case managers, managed healthcare organizations can foster a more effective and compassionate healthcare system.

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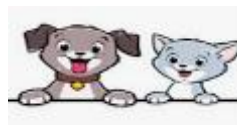
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Inner Strength

If you can start the day without caffeine or pep pills,
If you can be cheerful, ignoring aches and pains,
If you can resist complaining and boring people with your troubles,
If you can eat the same food every day and be grateful for it,
If you can understand when loved ones are too busy to give you time,
If you can overlook when people take things out on you when, through no fault of yours, something goes wrong,
If you can take criticism and blame without resentment,
If you can face the world without lies and deceit,
If you can conquer tension without medical help,
If you can relax without liquor,
If you can sleep without the aid of drugs,
If you can do all of these,
Then you are probably a dog or a cat."



Case Manager Association of Kenya Summit

By Carol Garner, Exco Chair



It was an absolute privilege to join our

friends in Kenya for their 6th summit, held at Lake Naivasha, a 2-hr drive from Nairobi.

The venue is based on the banks of the lake and hosts families of hippos, we were able to get very close with these giants and the babies are so cute.

The development and changes in CMAKE were so encouraging, the energy and passion for case Management was tangible.

There were 150 delegates registered from all sectors of the industry and it was 2 days full of a wide diversity of speakers, but the main common touch points were, communication and humanizing the digital world while embracing advancement.

Their challenges are similar to ours with insufficient resources in Case Management, overservicing and fraud.

I was joined by Sharon who was able to give great advice to the organisers and the technical team on improvements to streamline the conference especially with regards to time keeping of both delegates and speakers. The party was fun with many different 60 style costumes and then a famous entertainer surprising the delegates after the awards ceremony.

I look forward to seeing CMAKE continue to grow from strength to strength.



Humanizing Digital Health: Bridging Technology and Compassion

The rapid advancement of digital health technologies has revolutionized the healthcare landscape, enabling more efficient diagnostics, remote monitoring, and data-driven decision-making.

From wearable devices and telehealth platforms to AI-powered diagnostics, these innovations have brought significant improvements in access and efficiency. However, a critical challenge remains ensuring that the human touch is not lost in the pursuit of technological advancement. Humanizing digital health means integrating empathy, patient-centered care, and user-friendly design into digital health solutions to make them more relatable and effective.

The Need for Human-Centered Design

Digital health solutions must prioritize user experience to truly benefit patients and providers. Human-centered design involves creating tools and platforms that are intuitive, accessible, and tailored to the needs of different user groups. For patients, this means simplifying complex interfaces and using plain language to present health data. For healthcare providers, it involves designing systems that streamline workflows rather than add administrative burden. The goal is to reduce friction and make technology a natural extension of the healthcare experience.

Empathy in Telehealth and Remote Care

Telehealth has emerged as a powerful tool for expanding access to care, especially during the COVID-19 pandemic. Yet, virtual consultations can sometimes feel impersonal or detached compared to in-person visits. Humanizing digital health in this context involves training healthcare professionals to maintain a compassionate presence during virtual consultations. This can be achieved through eye contact via the camera, attentive listening, and allowing space for patients to share their concerns fully. Additionally, follow-up communications via text, email, or phone can help reinforce a caring relationship.

Leveraging AI with a Human Touch

Artificial intelligence (AI) has become a key player in digital health, providing predictive analytics, diagnostic support, and personalized treatment recommendations. While AI can analyze large datasets with speed and accuracy, it lacks the human intuition and empathy necessary for comprehensive care. To humanize AI applications, it is important to ensure that they support, rather than replace, the human aspects of healthcare. For example, AI-driven insights can be used to inform discussions between healthcare providers and patients, rather than delivering results directly to patients without contextual understanding.

Building Trust Through Data Privacy

Trust is a cornerstone of any healthcare relationship, and digital health solutions must uphold this by prioritizing data privacy and security. Patients are more likely to engage with digital health tools if they feel their personal information is safeguarded. Clear communication about data usage policies, consent for data sharing, and measures taken to protect sensitive information are crucial for building and maintaining trust. Humanizing digital health means not only using technology to improve care but also ensuring it respects patients' rights and autonomy.

The Future of Humanized Digital Health

As digital health continues to evolve, the integration of empathy, compassion, and patient-centered principles will be essential for its success. Future developments should focus on

creating digital tools that augment the human experience rather than detract from it. This includes embracing emerging technologies like augmented reality (AR) for immersive therapy sessions, personalized health coaching through AI, and digital platforms that facilitate social support networks for patients.

Ultimately, humanizing digital health is about finding a balance where technology enhances the quality of care while preserving the empathy and personal connection that form the foundation of effective healthcare. It's not just about treating conditions with algorithms and devices, but about treating people with dignity and respect, no matter how digital the interaction may be.



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 started with the **Caressa Case Managers Choice** awards last year in June, where every month we asked for nominations for a case manager, this should be done by a colleague. The monthly award was a R1000 cash and at Conference one of these monthly winners will get a grand prize of R20 000.

Congratulations to the October 2024 Award Winner:

Sharona Maipath

of Midlands Specialist Private Hospital

Please remember to send your nominations directly to casemanageroftheyear@caressa.co.za
by the 28th of the month.

Recipe

Christmas Salad

Christmas is my favourite time of year. Giving and receiving gifts feels wonderful and seeing the joy on everyone's faces when they open their presents.

Most of all, I love all that food! I enjoy spending time in the kitchen with my family preparing recipes. This Christmas Salad is easy to prepare, and you can make it ahead of time and leave it in the fridge.

Most of all, I love all that food! I enjoy spending time in the kitchen with my family preparing recipes.

Ingredients:

- 1 head broccoli chopped into florets
- 1 head cauliflower chopped into florets
- 1 red onion thinly sliced
- 2 cups cherry tomatoes halved

Dressing:

- 1 cup mayonnaise
- ½ cup sour cream
- 1 tbsp sugar



Instructions:

Add veggies into a salad bowl.

In another bowl, whisk together mayonnaise, sour cream and sugar. Pour over veggies and toss together. Chill in the fridge one hour before serving.

Note from the desk of the Exco Chairperson

Carol Garner



Greetings,

As we draw towards the end of 2024 we can look back with gratitude, we had chapter meetings in all 3 provinces as well as great case manager week celebrations.

The recipients of the Caressa Choice Case Managers awards have been well deserved and I look forward to seeing the next few. Remember to nominate a colleague but please bear in mind they have to be paid up members of the association to qualify.

Invitations for conference are out, it promises to be another great event, we have tried to keep the costs as low as possible to help.

Speakers and sponsors are already lined up and we have set out an invitation for you to put forward a proposal, case managers want to hear from their peers. Don't be shy if you need help putting a presentation together, we are all willing to help.

Very exciting news, we have been asked to have a chapter meeting in Bloemfontein, there are approximately 35 case managers there so that is being planned for early next year.

I look forward to seeing you all soon.

Until then

Stay Passionate about your Profession.

Carol