ABSTRACT
Case Managers are routinely confronted by gray areas, which occur when there are multiple stakeholders demanding critical thinking. Regardless of title or profession of origin, practitioners must appreciate that dealing with ethical dilemmas acknowledges there may not be a clear right and wrong, when a conflict occurs. Valuable resources such as the CCMC professional code of ethics, awareness of the 5 basic ethical principles, NASW Code of Ethics and CMSA Standards of Practice, should be viewed as practice guidelines and provide an excellent foundation in all disciplines. They improve the quality of care in the emerging models of care, and transitions of care in practice settings, highlighting the importance of communication among all providers and practitioners.

OBJECTIVES
- Become familiar with the Ethical issues, challenges, and opportunities faced as Managed Care Professionals.
- Apply your acquired knowledge to develop a solution for specific situations.
- Recognize ethical red flags that occur when there is more than one stakeholder or point of view and be more confident in your decision making capabilities concerning Ethical situations.

PRESENTER PROFILES
Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN
Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN. Kathy is a Registered Nurse, a Certified Case Manager, Certified Rehabilitation Registered Nurse and Board Certified in Case Management with the American Nurses Credentialing Center. She holds a Masters’ Degree in Nursing and also a Masters’ Degree in Health Care Administration. Kathy has been a nurse for 39 years beginning with Hospital nursing which included Emergency Room, Labor & Delivery and as a Director of Nursing. Kathy became a Case Manager 24 years ago, creating the 1st Case Management Department for a national hospital, long term care company.

Kathy recently finished a two-year term as the National President of Case Management Society of America. She is currently the Executive Director of CMSA and the Case Management Foundation. She has served on the Role Delineation and Expert Panel Committees of the American Nurses Association Certification Council for Case Management. Over the past 23 years she has served 5 previous Chapter Presidency terms in Houston and is a past Houston/Gulf Coast CMSA Case Manager of the Year. Kathy is active with the National COPD Foundation and author of the CMSA CMAG on COPD. She also serves on the advisory for the NQF and as a board member of URAC.

In June 2016, Kathy was presented CMSA’s prestigious Case Manager of the Year Award. In recent years, she was also selected by SEAK, Inc. and the National Workers’ Compensation and Occupational Medicine Conference as one of the “50 Most Influential People in Workers’ Compensation and Occupational Medicine”.

AGENDA
- 60 Mins: Become familiar with the Ethical issues, challenges, and opportunities faced as Managed Care Professionals.
- 30 Mins: Apply your acquired knowledge to develop a solution for specific situations.
- 30 Mins: Recognize ethical red flags that occur when there is more than one stakeholder or point of view and be more confident in your decision-making capabilities concerning Ethical situations.