



# AWARD OF SERVICE EXCELLENCE APPLICATION

Nominee Name:

<b>AOSE Criteria</b>	
CMSA Membership Verification: <b>Current CMSA class “A” member type.            Been a member for five (5) years and            currently in good standing:</b>	Membership Type: <input type="text"/> Select CMSA Member: <input type="text"/> Select Dates of Membership: <input style="width: 100px;" type="text"/>
Degrees: <b>List academic credentials/degrees (i.e.,            BSN, PhD, MD, etc...):</b>	Academic Credentials: <input style="width: 100px;" type="text"/>
Certifications: <b>List any current national healthcare-            related certifications (i.e., CCM, CRC,            CCP, etc...):</b>	Healthcare Certifications: <input style="width: 100px;" type="text"/>
<b>Is nominee is actively performing the            primary functions of case management            according to CMSA’s Standards of            Practice for Case Management?:</b>	Select one: <input type="text"/> Select  Describe the current caseload and primary functions: <input style="width: 100px;" type="text"/>

Case Management Program(s):

**Describe program, training, and outcomes for any nominee provided or assisted in product direction or development for case management programs with current or previous employers within the last two years.**

**Program Title:** [Redacted]  
**Description:** [Redacted]  
**Location:** [Redacted]  
**Outcomes:** Select  
**Other:** [Redacted]

**Program Title:** [Redacted]  
**Description:** [Redacted]  
**Location:** [Redacted]  
**Outcomes:** Select  
**Other:** [Redacted]

**Program Title:** [Redacted]  
**Description:** [Redacted]  
**Location:** [Redacted]  
**Outcomes:** Select  
**Other:** [Redacted]

**Program Title:** [Redacted]  
**Description:** [Redacted]  
**Location:** [Redacted]  
**Outcomes:** Select  
**Other:** [Redacted]

Contributions to Patient Centered Solutions:

**Share how this Nominee exemplifies the role of case manager by participating in various task force, committee, or advisory panels advancing integrated care management strategies.**

**List task force, committee, or advisory panels with focus of work and personal/professional contributions toward innovative patient centered solutions to demonstrate quality and cost efficient outcomes.**

1) **Position Title:** [Redacted]  
**Organization:** Select  
**Focus of work:** [Redacted]  
**Contribution:** [Redacted]  
**Other Information:** [Redacted]

2) **Position Title:** [Redacted]  
**Organization:** Select  
**Focus of work:** [Redacted]  
**Contribution:** [Redacted]  
**Other Information:** [Redacted]

<p>Patient Population Programs/Outcomes:  <b>What programs/outcomes demonstrate/illustrate the implementation of assessment, planning, facilitation and advocacy with patients and patient population?</b> [REDACTED]  <b>Describe patient and/or patient population programs and outcomes:</b> [REDACTED]</p>
<p>Service Excellence:  <b>What actions demonstrate service excellence to clients and the case management community on a daily frontline basis? Describe patient and/or patient population programs and outcomes:</b>  [REDACTED]</p>
<p>Case Management Innovation:  <b>Describe innovations, creativity, and resourcefulness incorporated in their case management practice, and the resulting benefits.</b></p> <p><b>Describe Innovations:</b> [REDACTED]</p> <p><b>Describe Benefits:</b> [REDACTED]</p>
<p>Community Service:  <b>Describe community service offered outside of job requirements where they served others in the community by utilizing their case management skills in a non-practice setting.</b>  <b>Describe Community Service:</b> [REDACTED]</p>
<p>Letter from the Nominator:  <b>This is your opportunity to summarize to the awards committee why you feel this Nominee is deserving of the AOSE Award. Please create your letter in the text box below:</b></p> <p>[REDACTED]</p>

# CRITERIA

## A

### Charlotte Metro CMSA Award of Service Excellence

**Minimum Criteria:**

- ★ Must be current Class “A” member of CMSA for five years and currently in good standing.
- ★ Must have at least one national healthcare-related certification at time of nomination. (CCM, CDMS, CRC, CRRN, COHN, etc.).
- ★ Current\* Curriculum Vitae or other form of documentation must indicate that the nominee is actively managing cases at the time of receiving the award.

- ★ Three (3) letters of reference who can provide additional information to support the nominee for this award.

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**Award Criteria:**

- ★ Nominee should have made significant contributions to their current and previous employers, and have demonstrated innovative service to their clients and the practice of case management.
  - ★ Nominee should be recognized as a “thought leader” committed to CMSA’s mission ... *advancing case management*.
  - ★ Three Letters of Recommendation.
    - One letter must be from nominee’s current employer where nominee has been actively case managing cases for at least one year of employment.
    - One should include a complete explanation as to why this case manager is submitted for the Award of Service Excellence.
- Recommendation must include how the nominee’s contributions:
- Advance case management
  - Exemplify the “Standards of Care and Standards of Performance” as defined in CMSA’s Standards of Practice for Case Management †

- Demonstrate service excellence to clients and the case management community on a daily frontline basis
- Incorporate innovation, creativity and resourcefulness in their practice
- Serving others through community service by utilizing their CM skills in a non-practice setting

† *Case management is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality cost-effective outcomes.*  
Standards of Practice for Case Management —  
Revised 2002©