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RIDGEMOOR CASE MANAGEMENT SERVICES, INC.
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EDUCATION / CERTIFICATIONS:

- 2004: Certificated Life Care Planner (CLCP)
 Certificate No. 0755, valid until 10/31/2012
- 2004: Certified Brain Injury Trainer (CBIT)
 Certificate No. 690, valid until 2/10/2012
- 1995: Certified Rehabilitation Registered Nurse (CRRN)
 Certificate No: 10002, re-certified 1999/valid until 2014
- 1994: Certified Case Manager (CCM)
 Certificate No: 00017623, re-certified 2004/valid until 2014
- 1984-89: Certified Critical Care Registered Nurse (CCRN)
- 1989: Bachelor of Science in Nursing, University of the State of New York, Albany,
 New York
- 1980: Licensed in the State of Michigan to practice as a Registered Nurse (RN)
 License Number: 4704132909, valid until 3/31/2013
- 1980: Associates Degree in Nursing, Ferris State University, Big Rapids, Michigan
- 1976: Licensed Practical Nurse (LPN) Certificate, Northwestern Michigan College,
 Traverse City, Michigan

PROFESSIONAL MEMBERSHIPS:

Rehabilitation Insurance Nurses Council (RINC)-West Michigan Chapter, Past President
American Association of Rehabilitation Nurses
Southwest Michigan Association of Rehabilitation Nurses
West Michigan Brain Injury Providers Council
Case Management Society of America - National
Case Management Society of America - West Michigan Chapter
International Association of Rehabilitation Professionals in the Private Sector (IARPPS)
Michigan Brain Injury Provider Council

PROFESSIONAL NURSING EXPERIENCE:

Ridgemoor Case Management Services, Inc November 1987 to Present
Established this case management and medical bill review service in 1987. Trained professional staff in these areas. Currently supervise a staff of eight professionals in rehabilitation case management. Participate in medical bill review activities and expert testimony. Also continue to be directly involved as a rehabilitation case manager and life care planner with a significant number of catastrophically-injured clients.

Crawford and Company Rehabilitation November 1985 to November 1987
Consulted with injured clients and insurance companies to promote return to medical stability and productive living with an emphasis on those who have experienced severe multiple injuries including traumatic brain injury. Performed also in the area of medical and chiropractic bill review.

Nurses Unlimited, Grand Rapids, Michigan July 1985 to November 1985
Supervised and coordinated home care services for clients with a variety of health maintenance needs including traumatic brain injury, spinal cord injury, and pediatric home ventilator management. Accomplishments included establishing formal protocols for home ventilator management and staff education in this area. Collaborated with auto and medical insurance representatives to confirm coverage for specific plans of care.

Butterworth Hospital, Grand Rapids, Michigan February 1985 to July 1985
Provided primary intensive nursing care to acute surgical and trauma patients with an emphasis on neuro trauma. This included family support and education regarding complications of the injury.

Visiting Nurses, Orlando, Florida September 1984 to February 1985
Provided care to the catastrophically ill and/or injured in the home, including ventilator management. Home care involvement included significant family education concerning procedures and investigation of available medical insurance benefits for this service.

PROFESSIONAL NURSING EXPERIENCE (CONTINUED):

Lee Memorial Hospital, Ft. Myers, Florida May 1983 to August 1984
Held a position as Assistant Head Nurse. Coordinated the efforts of staff to ensure optimum care of patients in a fifteen bed surgical and trauma intensive care unit. Responsibilities included staff orientation, education, and supervision including performance reviews. Approached family members when appropriate concerning organ donation and coordinated these efforts. Certifications included Advanced Cardiac Life Support (ACLS) and Critical Care Registered Nurse (CCRN).

Sun City Medical Center, Sun City, Florida December 1982 to April 1983
Held a temporary charge nurse position in a recently opened hospital as a charge nurse of an extremely busy combined surgical and coronary care unit. Frequently assisted with complex cardiac procedures.

Traveling Nurse Corporation, Malden, MA September 1981 to November 1982
Relocated to several areas throughout the United States to work for two to four month periods. A working knowledge of critical care nursing was expected and charge nurse roles were assumed in most hospitals. This includes a Japanese hospital in Hawaii where few patients spoke English.

Munson Medical Center, Traverse City, Michigan June 1980 to September 1981
Received extensive training in all aspects of coronary intensive care nursing. Responsibility included care of cardiac patients in a coronary intensive care setting.

LPN - Various Acute Hospitals September 1976 to June 1980
Was employed as a licensed practical nurse (LPN) in several acute facilities providing direct care and medication administration.

Nurse Aide/Attendant July 1973 to September 1976
Was employed in acute and long-term facilities providing direct patient care under the direction of a registered nurse. Also provided live-in attendant care to persons with quadriplegia and closed head injury.

PROFESSIONAL EDUCATIONAL ACTIVITIES:

“Osteoporosis Treatment-Latest Research,” presentation by Debra Seitsma, Ph.D., RN, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, November 8, 2011, 1 contact hour.

American Association of Nurse Life Care Planners 2011 Annual Conference, Kansas City, Missouri, October 21-24, 2011, 17.5 contact hours.

“BIAMI 31st Annual Conference,” sponsored by the Brain Injury Association of Michigan, Lansing, Michigan, September 23, 2011, 4 contact hours.

“Medical Marijuana,” presentation by Stanley Szecienski, DO, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, September 20, 2011, 1 contact hour.

“Wound Care Issues and Hyperbaric Oxygen,” presentation by Denise Sernick of Metropolitan Hospital Wound Clinic, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, March 22, 2011, 1 contact hour.

“MRSA & C.diff – Hospital to Home,” presentation by Russell J. Lampen, DO, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, January 24, 2011, 1 contact hour.

“Pain Management Basics for Nursing Licensure in Michigan (CE391-60),” online presentation by G. Jay Westbrook, RN, MS, CHPN, sponsored by Gannett Education, January 23, 2011, 1 contact hour.

“8th Annual Natural Supplements: An Evidence-Based Update,” presentations by physicians, chiropractors, dieticians, and acupuncturists, sponsored by Scripps Health, San Diego, California, January 14-16, 2011, 15 contact hours.

“Neurogenic Bowel, Bladder and Sexuality; Secondary Effects of SCI,” presentation by Brian Sheridan, OTR, sponsored by Rehabilitation Insurance Nurses Council, Grand Rapids, Michigan, November 23, 2010, 1 contact hour.

“Understanding Diversity in Health Care Delivery,” presentation by D. John Lee, Ph.D., sponsored by Michigan Brain Injury Provider Council, East Lansing, Michigan, October 12, 2010, 1 contact hour.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

“No Fault Update,” presentation by Attorney David Campos, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, September 28, 2010, 1 contact hour.

“Cultivating Pearls of Wisdom,” 30th Annual Conference, sponsored by the Brain Injury Association of Michigan, Lansing, Michigan, September 23, 2010, 5.5 contact hours.

“Let’s Talk Bones and Joints,” presentation by Dr. Scott S. Russo, Dr. Randolph B. Russo, and Dr. John D. Maskill, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, May 13, 2010, 3.0 CEU’s.

“Options for Independence: Occupational Therapy In-Home Evaluation,” presentation by Renee Thompson, COTA, CAPS, and Joanne Feutz, OTR, CAPS of Disability Advocates of Kent County, sponsored by Michigan Brain Injury Provider Council, May 11, 2010, 1 contact hour.

“Health, Hope, and Freedom – 25 Years of Collaboration: From Coma to Community,” 25th Annual Western Michigan Brain Injury Network Symposium, sponsored by Mary Free Bed, Grand Rapids, Michigan, May 7, 2010.

“Neuro-Rehabilitation of Visual Impairments After Acquired and Traumatic Brain Injury,” participated via videostreaming conference, sponsored by National Rehabilitation Hospital, April 27, 2010, 2.0 contact hours.

IALCP Life Care Planning Summit 2010, sponsored by IARP, Atlanta, Georgia, April 17-18, 2010, 11 CEU’s.

Garan Lucow Miller Grand Rapids Spring Breakfast Seminar, with presentations including “Working with Criminal Lawyers to Improve Your Case,” by Douglas R. Mullkoff, “Probate Considerations,” by Michael J. Swogger, “Medicare Update on SCHIP Extension Act Section 111 Reporting,” by Lori A. Ittner, “Wage Loss,” by Mark G. Stephanic, CPA, “Third Party Auto Tort Claims Case Law Update,” by Mark R. Mueller, “Handling Catastrophic PIP Claims: Housing, Transportation, Attendant Care,” by David N. Campos, and “Michigan Auto No-Fault First Party Update,” by L. Ladd Culbertson, held at Frederik Meijer Gardens and Sculpture Park, Grand Rapids, Michigan, April 15, 2010.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

“Disruption in Normal Childhood Development Secondary to TBI and PEDs Treatment Strategies,” presentation by Dr. Mariann Young, Rainbow Rehabilitation Centers, Inc., sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, March 23, 2010, 1.0 contact hour.

“Auto No-Fault Reimbursement Summit for Providers and Patients,” seminar sponsored by CPAN, Novi, Michigan, October 16, 2009.

“Legislative Changes in Medicare Affecting Insurance Companies,” presentation by Attorney Lori Ittner, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, September 22, 2009, 1.0 contact hour.

“Management in the Upper Limb in Motor Neuron Syndrome,” presentation by Adam J. Rush, MD, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, May 12, 2009, 1.0 contact hour.

“Broadening Our View,” 24th Annual Western Michigan Brain Injury Network Symposium, sponsored by Mary Free Bed, Grand Rapids, Michigan, May 1, 2009, 5.75 contact hours.

“Applied Behavior Analysis at Hope Network: Behavior Management Strategies and Techniques for Facilitating Skill Acquisition,” presentation by Jan Allar, MS, LLP, BCBA, Grand Rapids, Michigan, April 30, 2009, 1 contact hour.

“Prosthetic Gait Deviations,” presentation by Mary Free Bed prosthetic specialists, sponsored by Mary Free Bed Orthotics and Prosthetics, Grand Rapids, Michigan, March 25, 2009, 1.0 contact hour.

“WalkAide®, Foot Drop Assistance in the 21st Century,” presentation by Stephen Bloom, DO, and John Flynn, CPO/Clinic manager, sponsored by Mary Free Bed Orthotics and Prosthetics, Grand Rapids, Michigan, February 24, 2009, 1.0 contact hour.

“Optimal Care, Controlling Health Care Costs, and Working Together,” presentations by Becky Lumbert, RN, BS, CDMS, Anetta Tredinnick, AIS, and Rob VandeGuchte, LMSW, CBIS, sponsored by the Michigan Brain Injury Providers Council, Learn Over Lunch Series, Grand Rapids, Michigan, February 10, 2009, 1.0 contact hour.

American Physical Therapy Association (APTA) Annual Insurance Forum, Washington, DC, December 5, 2008.

PROFESSIONAL EDUCATIONAL ACTIVITIES (CONTINUED):

“Creative Hopelessness,” presentation by Dr. Edmund O’Connor, Ph.D., sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, November 18, 2008, 1.0 contact hour.

“Navigating the Forensic Waters,” IARPPS (International Association of Rehabilitation Professionals in the Private Sector) conference in Florida, October 30, 2008 through November 1, 2008.

“One Goal, Many Paths,” 28th Annual Conference, sponsored by the Brain Injury Association of Michigan, Lansing, Michigan, September 25, 2008.

“Enhancing Environments Through Design and Adaptation,” presentation by Diane Bright, OTR of Alliance Therapy, LLC, located at Mary Free Bed, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, September 23, 2008, 1.0 contact hour.

“Biofeedback for Neuromuscular Recovery,” presentation by Bindu Thamman, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, May 20, 2008, 1.0 contact hour.

“Touching the Spirit,” 23rd Annual Western Michigan Brain Injury Network Symposium, sponsored by Mary Free Bed, Grand Rapids, Michigan, April 18, 2008, 6.25 contact hours.

“Neuropsychological Assessment – Multi-Dimensional,” presentation by Lawrence Dugan, Ph.D., neuropsychologist, Grand Rapids, Michigan, March 7, 2008, 1 CEU.

“Mechanical Ventilation with the LTV, Non-Invasive Ventilation for Neuromuscular Diseases, Discharge Planning for the Mechanically-Ventilated Patient, and Current Research in Fall Prevention: An Inter-Disciplinary Perspective” presentations sponsored by Airway Oxygen, Grand Rapids, Michigan, March 4, 2008, 3.0 CEU’s.

“Social Integration Following Traumatic Brain Injury,” presentation by Michael Wolff, Psy.D., sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, January 29, 2008, 1.0 contact hours.

“Panel Discussion on Recent Trends in Workers’ Compensation and Auto Claims,” presentation sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, November 27, 2007, 1.0 contact hours.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

“Celebrate!ADHD® Proactive Needs Therapy™ Expert Training Workshop,” Grand Rapids, Michigan, October 5, 2007.

“Dreams to Outcomes,” 27th Annual Conference, sponsored by Brain Injury Association of Michigan, Lansing, Michigan, September 28, 2007, 4.0 contact hours.

2007 – Psycho-Legal Aspects of Rehabilitation, “The Delicate Balance,” presentation sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, May 15, 2007, 2.75 contact hours.

“Ethical Considerations for Rehabilitation Professionals,” 22nd Annual Western Michigan Brain Injury Network Symposium, sponsored by Mary Free Bed, Grand Rapids, Michigan, April 27, 2007, 6 contact hours.

“Assisted Technology for Spinal Cord and Traumatic Brain Injuries,” presentation by Sister Kathryn Mullarkey, FSE, MA, CRC, LPC, ATP of Mary Free Bed, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, March 27, 2007, 1 contact hour.

“Workers’ Compensation Seminar,” presentation by Dr. Harvey Ager and Appellate Commissioner Greg Przybylo, sponsored by Bleakley, Cypher, Parent, Warren & Quinn, PC, Grand Rapids, Michigan, March 16, 2007.

“Lansing Breakfast Seminar,” including Medicare/Medicaid Liens, No-Fault Update, and Claims Handling presentations, sponsored by Garan Lucow Miller, PC, Lansing, Michigan, February 26, 2007.

“Auto No-Fault 2007,” presentation by CPAN (Coalition Protecting Auto No-Fault), Kellogg Hotel & Conference Center, East Lansing, Michigan, February 15, 2007.

“Prosthodontics and Oral Rehabilitation,” presentation by Stephen Doezema, DDS, sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, January 23, 2007, 1 contact hour.

“2006 International Conference on Life Care Planning; Practical Applications in Life Care Planning: A Day-to-Day Approach,” Marriott Marquis, Atlanta, Georgia, October 14-15, 2006.

PROFESSIONAL EDUCATIONAL ACTIVITIES (CONTINUED):

“Neurofeedback: Treatment for Brain Disorders,” presentation by Rosalyn Baker, LMSW, LMFT, MAC, Neurotherapist/Psychotherapist of Fountain Hill Center for Counseling and Consultation, sponsored by the Michigan Brain Injury Providers Council, Grand Rapids, Michigan, October 10, 2006.

“Behavioral Challenges With Recipients of Total Care,” presentation by Martin Waalkes, Ph.D., sponsored by West Michigan Rehabilitation Insurance Nurses Council (RINC), Grand Rapids, Michigan, September 26, 2006, 1 contact hour.

2006 – Life With A Spinal Cord Injury – A Journey Towards Independence, Mary Free Bed Rehabilitation Center, Grand Rapids, Michigan, September 22, 2006, 6.25 contact hours.

21st Annual West Michigan Brain Injury Network Symposium, “Long Term Consequences of Aging With Brain Injury,” Mary Free Bed Rehabilitation Center, Grand Rapids, Michigan, May 19, 2006, 6.75 contact hours.

“2006 Life Care Planning Summit: A Celebration of Life Care Planning,” key note speaker, Jeff Kreutzer, Ph.D., sponsored by University of Florida/MediPro Seminars and The Care Planner Network, Chicago, Illinois, May 6-7, 2006, 16 clock hours.

Vac dressings and wound care presentation by Teresa Farah, MSN, NP of St. Mary’s Wound Center, sponsored by West Michigan RINC, Grand Rapids, Michigan, March 28, 2006, 1 contact hour.

“What a Case Manager Should Know About the Treatment of Addiction in Patients with Chronic Pain,” presentation by Bruce Springer, MD, sponsored by Case Management Society of America, Grand Rapids, Michigan, February 21, 2006, 1.5 contact hours.

“Assessment and Treatment for Community Based Rehabilitation of Acquired Brain Injury: The Applied Behavior Analysis Model,” presentation by Craig Bitter, MS, and Todd Strong, MS, BCBA, sponsored by Michigan Brain Injury Providers Council, Grand Rapids, Michigan, February 14, 2006.

“Vascular/Interventional Radiology,” presentation by Michael Knox, MD, FACR of Spectrum Health, sponsored by West Michigan RINC, Grand Rapids, Michigan, January 24, 2006, 1 contact hour.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

“What Case Managers Need to Know about Effective Biofeedback Applications for Restoring Motor Function in Persons with Central Nervous System Damage,” presentation sponsored by Mary Free Bed Rehabilitation Hospital, Grand Rapids, Michigan, October 7, 2005.

25th Annual Conference Anniversary, “Our Mission Continues,” presentation sponsored by The Brain Injury Association of Michigan, Lansing, Michigan, September 29, 2005.

“Personal Transportation and Independent Driver,” presentation by Mary Free Bed Driver’s Rehabilitation, sponsored by West Michigan RINC, Grand Rapids, Michigan, September 27, 2005, 1 contact hour.

Insurance Rehabilitation Study Group (IRSG), Exploring Medical Advances, Chicago, Illinois, May 2-4, 2005.

“Youth with Disabilities: The State of Transition,” sponsored by National Conference of State Legislatures, Teleconference, April 27, 2005.

“American Reinsurance Services, Inc. & Best Doctors,” American Reinsurance Catastrophic Care Conference, Rehabilitation Institute of Chicago, April 11-12, 2005.

“Orthotics and Prosthetics,” presentation by Dave Firlik, certified prosthetist, sponsored by West Michigan RINC, Mary Free Bed Rehabilitation Hospital, Grand Rapids, Michigan, March 22, 2005.

“Evidence Driven Medical Care,” presentation by Dr. Peter Herkner, sponsored by West Michigan RINC, Grand Rapids, Michigan, January 25, 2005, 1 contact hour.

University of Florida / Medipro Seminars – completed 128 hours post-graduate program in Life Care Planning, December 20, 2004.

International Conference on Life Care Planning 2004, “Solutions for the 21st Century,” sponsored by University of Florida / Medipro, New Orleans, LA, October 9-10, 2004.

Attorney Panel with Defense and Plaintiff Auto No-Fault and Workers’ Compensation Attorneys, sponsored by RINC/Mary Free Bed Rehabilitation Center, Grand Rapids, Michigan, September 28, 2004, 1 contact hour.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

ABI – Treatment From a Psychiatry Perspective,” presentation by Ted Mauger, MD, sponsored by Michigan Brain Injury Providers Council, Grand Rapids, Michigan, September 14, 2004.

“A Woman with Brain Injury: She has Unique Needs,” presentation by Julie Smith, MSN, RN, CRRN, CM, sponsored by Michigan Brain Injury Providers Council, Grand Rapids, Michigan, May 11, 2004.

“Risks, Right, Reality,” 19th Annual West Michigan Brain Injury conference, Grand Rapids, Michigan, April 30, 2004, 6.9 contact hours.

“Neuropsychological Assessment,” presentation by Jacobus Donders, Ph.D., ABPP, sponsored by RINC/Health Partners, at Mary Free Bed Hospital, Grand Rapids, Michigan, March 23, 2004.

“My Mom Does That For Me,” Emancipation With Brain Injury, presented by Martin Waalkes, Ph.D., and Jill Reichardt, OTR, at Hope Network, Grand Rapids, Michigan, February 10, 2004.

Certified Brain Injury Specialist-Examiner training/exam, presented by the American Academy for Certification of Brain Injury Specialist (AACBIS) and the Brain Injury Association (BIA), Lansing, Michigan, October 15, 2003.

“Chronic Wound Care,” presentation by Dr. Passinault, general surgeon, MD, sponsored by West Michigan RINC, Grand Rapids, September 23, 2003, 1 contact hour.

“Review of Dementia,” presentation by Jacobus Donders, Ph.D., sponsored by Michigan Brain Injury Providers Council, September 9, 2003, 1 contact hour.

“Current Issues in Vocational Rehabilitation,” presentation by Janine Holloman, sponsored by RCMS, Grand Rapids, Michigan, July 28, 2003.

“ResCare Premier’s Brain Injury Seminar,” presentation by Michael Langford and Susan Woitas, sponsored by ResCare Premier, May 29, 2003, 1.5 contact hours.

Annual Spring Breakfast Legal Seminar on No-Fault Auto Insurance, sponsored by Garan Lucow Miller, Grand Rapids, Michigan, May 22, 2003, 3 contact hours.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

“Post Traumatic Pain,” presentation by Barbaranne Branca, Ph.D. of Michigan Head Pain & Neurological Institute, sponsored by Michigan Brain Injury Providers Council, May 13, 2003, 1 contact hour.

HIPAA Inservice, sponsored by RCMS, April 21, 2003, 1 contact hour.

“Shoulder Impingement,” presentation by Ralph Costanzo, MD, sponsored by West Michigan RINC, Grand Rapids, Michigan, January 28, 2003.

“Validity Testing,” presentation by Jerry Broderick, physical therapist from Accelerated Rehabilitation Center, sponsored by RCMS, January 20, 2003, 1 contact hour.

“Brain Gym: What Is It?” presentation by Mary Free Bed Hospital and Rehabilitation Center, sponsored by Michigan Brain Injury Providers Council, December 10, 2002.

University of Florida / Intelicus Life Care Planning Program for Catastrophic Case Management, Module 5, "Pulling It All Together," and Module 6, "Forensic Rehabilitation," Chicago, Illinois, November 7-10, 2002.

“Unusual Symptoms Following Mild Head Injury,” presentation by Jacobus Donders, Ph.D., sponsored by Michigan Brain Injury Providers Council, Grand Rapids, Michigan, September 10, 2002.

“Taking a Proactive Approach to Case Management,” presentation by Attorney Lori Ittner, sponsored by Case Management Society of America, West Michigan Chapter, May 21, 2002.

American Physical Therapy Association (APTA) Insurance Forum, Washington, DC, July 12, 2001.

University of Florida / Intelicus Life Care Planning Program for Catastrophic Case Management, Module 1, "Comprehensive Overview: Tenets and Methodology," June 14-15, 2001, and Module 2, "Spinal Cord Injuries," San Antonio, Texas, June 16-17, 2001.

Insurance Rehabilitation Study Group (IRSG), "2001: A Medical Odyssey," Portland, Maine, May 21-23, 2001.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

Case Management Society of America, West Michigan Chapter, "Legal Issues in Case Management," Grand Rapids, Michigan, May 2000.

Michigan Head Injury Providers Council, "Humor in Recovery," presented by Carol Green, OTR, Grand Rapids, Michigan, May 2000.

Insurance Rehabilitation Study Group (IRSG), "Medical Issues - 2000 and Beyond," New Orleans, Louisiana, April 2000.

Hope Network vocational staff presentation on current vocational placement issues, presented by Maggie Koch, Grand Rapids, Michigan, November 1999.

John Budnick, DO, presentation regarding addiction to prescription sedatives and narcotics, sponsored by West Michigan RINC, Grand Rapids, Michigan, November 1999.

Nursing Education of America, "Fibromyalgia and Myofascial Pain Syndrome," 30-hour home study course, August 1999.

Insurance Rehabilitation Study Group (IRSG), "Medicine in the Millennium," San Francisco, California, May 1999.

Keith Javery, DO, presentation regarding current pain issues and treatment, sponsored by West Michigan RINC, Grand Rapids, Michigan, May 1999.

Michigan Head Injury Providers Council, "Brain Injury and Substance Abuse," presented by Cheryl Feldt, MS, LLP, Grand Rapids, Michigan, April 1999.

Michigan Head Injury Providers Council, "Differential Diagnosis of Alzheimer's and Brain Injury," presented by Dr. Ken Hasseler, psychologist, Grand Rapids, Michigan, January 1999.

Insurance Rehabilitation Study Group (IRSG) Spring Meeting, "It's Not Just Rehabilitation," Memphis, Tennessee, May 1998.

Midwest Pain Society 22nd Annual Scientific Meeting, Chicago, Illinois, April 1998.

Dr. Ed Kremer, psychologist, presentation "Evaluation of the Injured Worker," sponsored by West Michigan RINC, Grand Rapids, Michigan, April 1998.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

Restorative Nursing Seminar, presentation by Airway Oxygen, January 1998.

Insurance Rehabilitation Study Group Spring Meeting, "Expanding Expertise,"
Charleston, South Carolina, May 1997.

Mary Free Bed Highlights Presentation, "Neuropsychological Assessment of the Mild
Head Injury Patient," Grand Rapids, Michigan, May 1997.

Intersection 1995, Medicine, Law, and the No-Fault Auto Accident Patient, Lansing,
Michigan, October 1995.

Dr. Karen Pape and Dr. Andrea Kuldaneck presentation regarding new ways to treat brain
injury, combined with Dr. Peter Lewitt's video presentation regarding Botox
injections in the treatment of spasticity, sponsored by West Michigan RINC, Grand
Rapids, Michigan, April 12, 1995.

Chiropractor Bruce Serven offered advice and insight on appropriate services, treatments,
and costs, sponsored by West Michigan RINC, Grand Rapids, Michigan, March 14,
1995.

Neuropsychology Assessment presentation by Jacques Donders, Ph.D., Grand Rapids,
Michigan, Spring of 1995.

Association of Rehabilitation Nurses Annual Conference, Orlando, Florida, 1994.

West Michigan Brain Injury Network Annual Conference, Grand Rapids, Michigan,
1986, 1987, 1988, 1991, and 1994.

Combined meeting with Michigan Head Injury Providers Council, panel presentation
regarding traumatic brain injury and electronic diagnostics, sponsored by West
Michigan RINC, Grand Rapids, Michigan, Winter 1994.

Psychologist presentation regarding borderline personality disorder, sponsored by West
Michigan RINC, Grand Rapids, Michigan, Winter 1994.

Dr. William Boike, neurologist, presentation regarding chronic back pain, sponsored by
West Michigan RINC, Grand Rapids, Michigan, November 1994.

Home Ventilator Management presentation by Brian Kolesar, BS, RRT, Grand Rapids,
Michigan, July 1994.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

Love Lift Corporation speaker/demonstration regarding the Love Lift Power Chair, sponsored by West Michigan RINC, Grand Rapids, Michigan, Spring 1994.

Dr. Condit, MD, orthopedic surgeon, presentation regarding Reflex Sympathetic Dystrophy in the upper extremities, sponsored by West Michigan RINC, Grand Rapids, Michigan, Winter 1993.

Combined meeting with Michigan Head Injury Providers Council regarding client advocacy in the areas of Social Security Disability and Supplemental Security Income, sponsored by West Michigan RINC, Grand Rapids, Michigan, Winter 1993.

ICMA Annual Conference, Orlando, Florida, September 1993.

Physical therapist presentation regarding chronic myofascial pain, fibromyalgia, and multiple diagnoses, sponsored by West Michigan RINC, Grand Rapids, Michigan, Fall 1993.

Attorney presentation regarding Auto No-Fault benefits and updated legislation, sponsored by West Michigan RINC, Grand Rapids, Michigan, Spring 1993.

Review of Neuropsychological Evaluation Process, Hope Network, Grand Rapids, Michigan, November 1992.

ICMA Annual Conference, Nashville, Tennessee, September 1992.

Paws With A Cause speaker/demonstration regarding use of a service dog, sponsored by West Michigan RINC, Grand Rapids, Michigan, Fall 1992.

Individual Case Management Association (ICMA) Spring Business Seminar, San Francisco, California, April 1992.

Traveled to Ireland to review available rehabilitation services, October 1991.

National Head Injury Foundation Annual Conference, New Orleans, Louisiana, November 1990.

Michigan Head Injury Alliance Annual Fall Conference, 1988 and 1989.

PROFESSIONAL EDUCATIONAL ACTIVITIES (continued):

The Rehabilitation Training Institute, Orlando, Florida, September 1989 (Life Care Planning and Case Management for Catastrophic Injuries).

PROFESSIONAL PUBLICATIONS:

Is Case Management for You? Southwest Michigan Association of Rehabilitation Newsletter, May 1994.

PROFESSIONAL PRESENTATIONS:

Erikson's Stages: What if You or Yours Has a Brain Injury? BIA, Muskegon, Michigan, November 13, 2007.

Home Health Care Issues: 2006 International Conference on Life Care Planning, Atlanta, Georgia, October 14-15, 2006.

CBIS Training Course: Ridgemoor Case Management Services, October 2005 through May 2006.

Growing Up With a Head Injured Parent: Grand Rapids Chapter of the Brain Injury Association of Michigan, 2000.

No-Fault Insurance Panel Participant: Grand Rapids Chapter of the Michigan Head Injury Alliance, 1993.

Life Long Issues - A Case Manager's Perspective: West Michigan Brain Injury Network Annual Conference, Grand Rapids, Michigan, 1991.

What is Case Management? Munson Medical Center Rehabilitation Professionals Presentation, 1991.

Brain Injury - The Phases of Treatment and Recovery: Auto Insurance Presentation, Lansing, Michigan, 1989; Grand Rapids, Michigan, 1990.