



Care Managers Share Highlights of Patient-Centered Work

CCWNC is fortunate to have Care Management employees who have given many years of service to our mission of promoting positive change for individuals, providers and the community. They engage people and families on their path to health improvement, and in walking alongside them, are rewarded to see the difference their contributions make in someone's life.

Sherry Noto has been with CCWNC's Care Management Department for 19 years. Currently the Pediatric Program Manager, she remembered working with an adult patient many years ago who could not read due to multiple learning difficulties. After securing a grant for transportation to the Literacy Council with Sherry's help, this patient learned to read and count money, a significant step for her financial independence. The reward for Sherry, still remarkable after all these years, was the noticeable transformation of the patient's self-confidence and self-awareness.



Sherry Noto, 19 years
serving CCWNC patients

We all hope for such linear successes to identified problems, and we know that they can and do happen. Hannah Blankenship's memory of a care management highlight reminds us that under-resourced populations sometimes face cyclical problems as well, and that our systems and responses must be able to accommodate this. Over her 7 years working as a Care Manager in Yancey, Mitchell, and McDowell Counties, Hannah has engaged a family whose needs would surface periodically due to disability and financial insecurity. While working with multiple community agencies to obtain basic resources such as heating assistance in the winter or air-conditioning in the summer, Hannah also encouraged her patient to seek a recommended mammogram. At first this was not high on her patient's priority list, but, Hannah shares, "eventually she went for one and found out that she has breast cancer. She had surgery and is now receiving chemotherapy. She recently received the good news that her cancer has stopped spreading." Being there for patients at times and in ways that they need us contributes to trust in the health system and in the common goal of healing and wellness.



Hannah Blankenship,
7 years serving
CCWNC patients

CCWNC Care Management teams are connectors, listeners, advocates, educators, nurturers, and go-getters. The patients they serve are resilient, curious, persistent, resourceful, hopeful and so much more.