





Pending Approval: 1 CCM & NYSED SW CEUs

Date:	Tuesday, January 13, 2026
Time:	6:00 PM-7:15 PM EST Please dial in 10 to 15 minutes prior to webinar
Where:	LIVE VIRTUAL WEBINAR: In the comfort of your home or office!
Host Chapter:	
Speaker: 	Laura Ostrowsky, RN, CCM, FCM , spent 20 years from 1999-2019 as the Director of Case Management at Memorial Sloan-Kettering Cancer Center (MSKCC) and is currently teaching with the Case Management Institute and consulting on all things case management. Laura holds a master's degree in Health Planning and Policy from Hunter College. She has been a CMSA member since 2005, and has served on the Board of Directors of the NYC Chapter since 2011, and CMSA National from 2016-2018 and is a current board member of CMSA. Laura has over 30 years of health care experience, including time as a staff nurse, QA Coordinator, Director of UR and QA at Montefiore, followed by directorships in CM at New York Presbyterian (NYP) and Memorial Sloan Kettering Cancer Center.
Title:	<i>Case Management in a VUCA World: Volatile, Uncertain, Complex and Ambiguous</i>
Objectives:	Participants will be able to: <ol style="list-style-type: none"> 1. Define the skills needed to cope with uncertainty 2. Recognize the risks of not embracing change 3. Identify signs that can signify change
Fees & Payment:	CMSA Members: Free. Non-Members \$20.00
Registration Link:	CMSA Northeastern Regional Coalition: https://cmsanerc.org/

IMPORTANT INFORMATION:

- We recommend logging into the webinar 10 to 15 minutes prior to the start of the event.
 - Once the webinar has started, we are unable to help with technical issues.
 - To obtain your CEU Certificate you must attend the entire program.
 - Instructions and the survey access code will be provided at the end of the presentation.
 - You must complete the survey within 30 days of the event to receive your CEU certificate.
- Sorry, there are no refunds or credits for future meetings if a person is unable to attend.