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Filing date: **06/09/2009**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

Proceeding	91177234
Party	Plaintiff Cardinal Health 303, Inc.
Correspondence Address	Joseph R. Dreitler Bricker & Eckler LLP 100 S. Third Street Columbus, OH 43215-4291 UNITED STATES mtrue@bricker.com
Submission	Plaintiff's Notice of Reliance
Filer's Name	Mary R. True
Filer's e-mail	jdreitler@bricker.com, mtrue@bricker.com, trademarks@bricker.com
Signature	/Mary R. True/
Date	06/09/2009
Attachments	West Notice.pdf (29 pages)(1893345 bytes)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

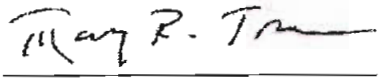
1. CARDINAL HEALTH 303, INC. Opposer v. THE ALARIS GROUP, INC. Applicant	: : : : : :	Opposition No.: 91-177,234
2. CARDINAL HEALTH 303, INC. Opposer v. THE ALARIS GROUP, INC. Applicant	: : : : : :	Opposition No.: 91-177,365
3. CARDINAL HEALTH 303, INC. Opposer v. THE ALARIS GROUP, INC. Applicant	: : : : : :	Opposition No.: 91-177,366
4. CARDINAL HEALTH 303, INC. Opposer v. THE ALARIS GROUP, INC. Applicant	: : : : : :	Opposition No.: 91-177,367
5. CARDINAL HEALTH 303, INC. Petitioner v. THE ALARIS GROUP, INC. Registrant.	: : : : :	Cancellation No.: 92-048,172

NOTICE OF RELIANCE PURSUANT TO 37 C.F.R. § 2.122(e)

Opposer /Petitioner Cardinal Health 303, Inc., gives notice of its reliance on the attached Declaration of Patricia A. West, R.N., B.S.N. and supporting exhibits which are being submitted and relied upon to show the use of products bearing the Alaris trademark in the home health care setting, and the potential for overlap with the services offered by Applicant/Registrant.

Dated: June 9, 2009

Respectfully submitted,

By: 

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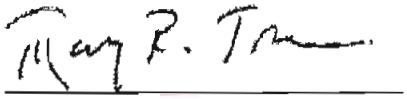
Attorneys for Opposer
Cardinal Health 303, Inc.

CERTIFICATE OF SERVICE

I hereby certify that a true copy of the foregoing was served upon the following attorney of record for Applicant by electronic and First Class Mail, this 9th day of June 2009:

Kristine Boylan
Merchant & Gould
3200 IDS Center
80 South 8th Street
Minneapolis, Minnesota 55402
kboylan@merchantgould.com



Mary R. True

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

1. CARDINAL HEALTH 303, INC.	:	
Opposer	:	
v.	:	Opposition No. 91-177,234
THE ALARIS GROUP, INC.	:	
Applicant	:	
2. CARDINAL HEALTH 303, INC.	:	
Opposer	:	
v.	:	Opposition No. 91-177,365
THE ALARIS GROUP, INC.	:	
Applicant	:	
3. CARDINAL HEALTH 303, INC.	:	
Opposer	:	
v.	:	Opposition No. 91-177,366
THE ALARIS GROUP, INC.	:	
Applicant	:	
4. CARDINAL HEALTH 303, INC.	:	
Opposer	:	
v.	:	Opposition No. 91-177,367
THE ALARIS GROUP, INC.	:	
Applicant	:	

5. CARDINAL HEALTH 303, INC.	:	
Petitioner	:	
v.	:	Cancellation No. 92-048,172
THE ALARIS GROUP, INC.	:	
Registrant	:	

STIPULATED TESTIMONY OF PATRICIA WEST

Pursuant to the Stipulation of April 29, 2009, between the parties as to means of taking testimony, filed with the TTAB and in accordance with the TTAB Rules of Procedure, I, Patricia West, state that as a witness for Opposer/Petitioner, if called I would testify as follows:

1. I am the Director, Clinical Marketing, Clinical Technologies and Services, Cardinal Health 303, Inc. San Diego, CA, and have held this position since November 2007.

2. I have been employed by Cardinal Health 303, Inc. San Diego, CA and its predecessors in interest (the "Company") since 2000. From 2000 through November 2007, I was the Clinical Nurse Manager for Alaris products. In that role, I applied my working knowledge of clinical workflow and the hospital/medical environment to support new product development and marketing activities.

3. I am a graduate of University of Toronto school of nursing and hold a Bachelor of Science degree in nursing. A copy of my CV is attached hereto as Exhibit A.

4. During my career I have seen the number of home care patients increase dramatically. In my professional opinion, this is due to health insurers goals to cut costs,

increasing technological advances in products suitable for use in the home health care setting, and the benefits to the patient of receiving home care when appropriate, rather than having to spend extended periods of time in an acute care facility.

5. As a result of this increase in home care for patients, nurses who attend to home care patients have had to develop numerous skills for patient care. I am very familiar with the types of therapies that home health care nurses are required to provide. From 1989 through 1995, I was a nurse clinician with Coram Healthcare. As part of my job responsibilities, I provided expert home infusion nursing care to patients and families in their homes, including clinical assessment, care planning patient and family education, and administration of fluids. Many patients require some level of intravenous infusion of nutrients, hydration, and/or anti-infective and other medications, which requires that home nurses know how to use infusion therapy equipment and related products, including Alaris infusion pumps, systems and parts made by my Company.

6. Many patients begin receiving care in hospitals that use Alaris medical products and services administered by doctors, nurses and technicians. Over time, many of these patients improve enough to be discharged from the hospital, but still require care in rehabilitation facilities or at home. These patients may still need the types of infusion therapies provided by the Company's Alaris products, and the Company's ALARIS ReadyMed device, in particular, is appropriate and marketed for in-home care. Therefore, the non-hospital market for the Company's Alaris medical products and services has been and will continue to be an important market.

7. I have reviewed the website for The Alaris Group, the Applicant/Registrant in this case, available at http://www.alarisgroup.com/, attached

hereto as Exhibit B. I am familiar with many of the types of case management services they provide through my prior experience with Coram Healthcare. I note that one of the services The Alaris Group provides is "Catastrophic Case Management", attached hereto as Exhibit C, which is described on their website as follows:

> Extreme injuries require meticulous handling right from the start. ALARIS Catastrophic Case Managers are exceptionally qualified to assess the injury, clarify the diagnosis, define the treatment plan and coordinate all necessary services to stabilize the patient. Their timely involvement can expedite the transition from acute care to optimal functioning—and lessen the cost of the loss.
>
> http://www.alarisgroup.com/catastrophic/index.html

8. The type of care described above – particularly the idea of transitioning a patient from acute care to an out-of-hospital setting – is precisely the type of care that would require a nurse case manager who is familiar with and conversant in (among other things) infusion therapies.

9. The Company promotes its products and provides training on their proper use to health care workers of all types, including doctors, nurses, pharmacists and technicians.

10. For this reason, it is likely that health care employees of Applicant/Registrant, The Alaris Group, Inc. have and will use the Company's Alaris medical products and services on patients they are treating and caring for in both home care and rehabilitation facilities.

11. I also reviewed the qualifications of several of the case managers listed on The Alaris Group's website at http://www.alarisgroup.com/minnall.asp, attached hereto as Exhibit D. In my opinion, based on their qualifications, the medical case managers

listed who have RN and/or BSN degrees should be likely to be familiar with and conversant in infusion therapies, and should be likely to be familiar with my Company's infusion therapy products.

12. Given that some of my Company's Alaris infusion pumps can be used in a home care setting for patients, there is a likelihood that my Company's products and services could be used on the same patients who are being treated by employees of Applicant/Registrant.

13. Based on my understanding of the types of services Applicant/Registrant provides under the name The Alaris Group, Inc., it is very possible that its employees could use my Company's Alaris infusion pumps and other Alaris products.

I declare under the penalties of perjury that the foregoing statements are true to the best of my information, knowledge and belief.

3 JUNE 2009

Patricia A. West, R.N. B.S.N.

PATRICIA A. WEST, R.N., B.S.N.

10215 Woodrose Ave.
Santee, CA 92071
H: (619) 562-6829
W: (858) 617-5517

PROFESSIONAL EXPERIENCE

Nov 2007 – Present **Cardinal Health, Alaris Products**
Director – Clinical Marketing

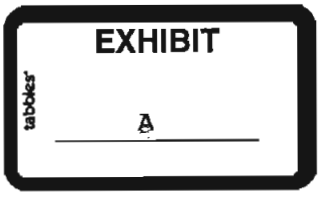
2000 – 2006 **Cardinal Health, Alaris Products**
Clinical Nurse Manager

1999 –2000 **Scripps Clinic**
Hematology Oncology Nurse Clinician

Provided expert clinical nursing care to oncology patients and families in ambulatory care setting, including clinical assessment, patient and family education, chemotherapy compounding, IV access and delivery of chemotherapy, blood products, IV fluids and antibiotics via peripheral IV, central catheter or ports. Responsible for ordering and tracking supplies and pumps utilized for administration of continuous infusion chemotherapy.

1995-1999 **Coram Healthcare**
Nurse Manager

Supervised all branch nursing activities to ensure provision of quality patient care. Responsible for state licensure under Title XXII. Managed admissions, medical records and nursing departments, overseeing 20-25 staff as direct reports. Duties included managing budget, recruiting and hiring, staffing and scheduling, performance appraisals, staff education and orientation, interdepartmental communication and coordination of services with other home health agencies. Managed interagency contracts. Managed employee health program. Successfully maintained department productivity at or above goal and costs within budget. Participated on Quality Improvement committee and company safety program, national standards committee and national forms committee. Participated in Coram's national service redesign team – corporate operations and strategic planning. Led nationwide infusion pump evaluation and selection project in 1997.



Successful JCAHO surveys in 1996 and 1999.
Awarded "Nurse Manager of the Year" 1998.

1989-1995 Coram Healthcare
Nurse Clinician

Provided expert home infusion nursing care to patients and families in their homes, including clinical assessment, care planning, patient and family education, administration of fluids, total parenteral nutrition, medications, chemotherapy (intravenous, intra-arterial and Infusaid), blood products, patient controlled analgesia (subcutaneous, intravenous, epidural/intrathecal), biologic agents, inotropic therapy and enteral feedings. Certified for administration of chemotherapy and analgesics via Ommaya Reservoir. Proficient at peripheral venipuncture including midline and PICC insertion. Proficient with catheter care and use of infusion pumps. Responsible for all weekend nursing supervisor duties 1992-1995 including on-call duty and new referral coordination. Served as relief clinical coordinator.

1985-1989 Scripps Memorial Hospital Stevens Cancer Center
Unit Coordinator

Managed 37 bed oncology unit evening shift. Supervised 10-15 employees and ensured provision of quality patient care. Provided staffing schedules and assignments. Conducted performance appraisals. Formulated all unit specific policies and procedures. Presented numerous in service education classes. Provided expertise in chemotherapy and drug delivery systems, vascular access and ambulatory infusion pumps. Participated in research projects evaluating intraperitoneal chemotherapy and patient controlled analgesia.

1981-1985 Scripps Memorial Hospital Stevens Cancer Center
Clinical Nurse IV

Provided expert nursing care for oncology patients and families. Delivered chemotherapy via intravenous, intra-arterial and intracavitary routes. Co-developed chemotherapy certification program. Served as relief charge nurse. Represented the unit on the policy and procedure committee. Precepted new staff. Formulated standard care plans for oncology patients.

1979-1981 University of Michigan Medical Center
Department of Hematology Oncology
Staff Nurse

Expert nursing care of oncology patients and families. PM shift charge nurse. Co-facilitator of patient/family support group. Participated in

UMMC and SWOG research protocols. Responsible for care of patients with the nation's first implanted access device. Co-developed curriculum for and coordinated first UMMC Nurse Chemotherapy Certification Team.

EDUCATION **University of Toronto – Bachelor of Science in Nursing 1978**

PROFESSIONAL ASSOCIATIONS

The Oncology Nursing Society

REFERENCES Provided upon request

Specialized Consulting Services

ALARIS is capable of handling your national needs by utilizing our extended network.

ALARISGROUP.COM

- Mission
- Outcomes
- Upcoming ALARIS Events
- ALARIS Educates
- ALARIS in the Community
- Employment Opportunities
- New Employees

ALARIS Surveys

- How are We Doing?
- Feed Back Form

The ALARIS Group is the leading resource for insurance carriers, attorneys and employers striving to maximize the recovery of injured employees – and minimize the financial impact. We offer proven case management skills and a suite of specialized consulting services – with unmatched expertise and geographic coverage.

CORE SERVICES

- Medical Case Management
- Disability Case Management
- Vocational Rehabilitation
- Job Placement/Job Development
- FMLA Case Management
- STD/LTD Management Services
- Certified Managed Care
- In-House Dedicated Nurse Programs
- Utilization Management

SPECIAL EXPERTISE / ALARIS SELECT

- Catastrophic Case Management
- Life Care Planning/Medicare Set Asides
- Medical Legal Nurse Consulting
- Liability Reviews
- Independent Vocational Evaluations
- Ergonomic Consulting
- Multicultural Services/Interpretation
- Integrated Disability/Absence Management
- Medical Cost Containment Solutions

URAC ACCREDITED CASE MANAGEMENT

Certified WBENC Women's Business Enterprise

PARTNERSHIP OPPORTUNITIES

- Disease Management
- Health and Wellness Coordination

FRANCHISE OPPORTUNITIES

The ALARIS Group, Inc. ®
For additional information on our services E-mail us or call us at
1-888-4ALARIS (1-888-425-2747)

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EXHIBIT

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B

Extreme injuries require meticulous handling right from the start. ALARIS Catastrophic Case Managers are exceptionally qualified to assess the injury, clarify the diagnosis, define the treatment plan and coordinate all necessary services to stabilize the patient. Their timely involvement can expedite the transition from acute care to optimal functioning—and lessen the cost of the loss.

EXHIBIT
tabbies
C

ALARISGROUP.COM
Mission
Outcomes
Upcoming ALARIS Events
ALARIS Educates
ALARIS in the Community
Employment Opportunities
New Employees

On-Line Referral

ALARIS Surveys
How are We Doing?
Feed Back Form

Minnesota All

JoDee Aafedt Case Manager
Jean Anderson Case Manager
Amy Barker Case Manager
Patricia Bassing Case Manager
Kim Berkley Case Manager
Randy Bradley Director of Sales and Marketing - MN
Amy W. Brown Case Manager
Connie Brown Case Manager
Robin Brown Manager of Service Quality
Jodi Burns Case Manager
Dana Butler Case Manager
Karen Dokken Case Manager
Julia Esch Account Executive - MN
Ann Holman Placement Coordinator
Christine Johnson Placement Coordinator
Kathleen Jordan Case Manager
Marilyn Kahnke Placement Coordinator
Mike Kahnke Case Manager / Placement Coordinator
Greg A. Kestly Case Manager
Pat Kestly Placement Coordinator
Michelle Kunard Case Manager
Nancy Kuntz Case Manager
Jessica L. Kuslich Case Manager
Stacia B. Layman Case Manager
Michael McKenna Senior Account Executive - MN
Heather Mehl Case Manager
Cheryl Morris Case Manager
Tom Nelson Case Manager
Christi Newell Case Manager
Michael Otos Case Manager/Supervisor - MN
Robert Otos Director of Operations - MN
Angela Peda Case Manager
Marsha Pereira Case Manager
Kelly Richards Case Manager
Lori Rowe Case Manager
Lisa Sanmartin Multicultural Coordinator
Audrey Schlong Case Manager
Kim Schuweiler Case Manager
Amanda Srock Case Manager
Heather A. Steffen Case Manager
Ellen Swanson Case Manager
Andrew Verant Case Manager
Bobbi Walior Placement Coordinator
Fran N. Williams Case Manager
Rhonda Ziemski Case Manager
Maureen Ziezulewicz Case Manager

EXHIBIT
tabbies
D

JoDee Aafedt, QRC, RN, BA, CDMS
jodee.aafedt@alarisgroup.com
1515 14th Street East West Fargo ND 58078
Office 701-281-2148
Toll Free 800-313-7197
Fax 1-866-842-0091
Mobile 701-371-7832
ALARIS Select Team: Catastrophic

JoDee brings to The ALARIS Group, Inc.® experience working in case management since 1983. JoDee has experience in the workers' compensation arena as well as long term disability, auto and accident and health. She has worked with catastrophic injuries including burns, spinal cord injury, traumatic brain injury, electrocution, and medical management of multiple injuries. In addition to her case management experience, JoDee has also worked as an account manager for a medical equipment firm and as program director of a safety program for health care facilities. Her excellent communication skills and knowledge of the employers and health care providers in her area allow her to move even the most

difficult cases forward to successful resolution in a timely and efficient manner.

Top of the Page

Jean Anderson, QRC, RN, BSN, CRRN
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Office 218-729-0518
Toll Free 877-729-0518
Fax 1-866-789-1014
Mobile 218-391-5035

Jean has extensive nursing background specializing in the care of neurology and acute rehabilitation patients, including closed head injury and stroke victims. Jean has been involved in the rehabilitation industry for twenty years and has experience in multiple jurisdictions and lines of disability including workers' compensation, LTD, auto, major medical and third party claims. Jean also has expertise in providing early intervention and medical management of catastrophic claims. Jean is on the approved nurse case manager list for the Federal Office of Workers' Compensation Program.

Top of the Page

Amy Barker, QRC, BS, OTR/L, CDMS
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P O Box 446 Chanhassen MN 55317
Office 952-361-4293
Toll Free 888-853-0517
Fax 1-866-205-9549
Mobile 612-396-3113
ALARIS Select Team: Ergonomic Consulting

Amy brings to The ALARIS Group, Inc.® experience providing case management and statutory rehabilitation services within the Minnesota Workers' Compensation field. Prior to working in case management, she provided occupational therapy services in medical facilities. She also assisted teachers working with children with and without special needs and worked with the elderly. Amy's experience interacting with varied age groups and providing direct service has provided her with the ability to work with varied individuals, assess their needs and provide quality case management services.

Top of the Page

Patricia Bassing, QRC, MA, BA, CDMS
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Toll Free 877-832-6417
Fax 1-866-246-8906
Mobile 612-418-7876

Prior to joining The ALARIS Group, Inc.®, Patricia's experience included working for the past year providing rehabilitation services on both disability management and statutory rehabilitation files. In addition, she has several years of experience in disability case management within the private sector providing both medical and vocational services. Her other professional positions include teaching at the college level, and working as a counselor and social worker. Her diverse knowledge and skills provide Patricia with the ability to work effectively with varied types of individuals and to identify and resolve problems on complex cases effectively.

Top of the Page

Kim Berkley, QRC, RN, BSN, CDMS
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Office 763-428-8041
Toll Free 877-428-8041
Fax 1-866-855-2503
Mobile 612-269-8140
ALARIS Select Team: Catastrophic

Kim is a skilled case manager with experience in utilization review, clinical nursing and short term disability treatment plans. Prior to coming to The ALARIS Group, Inc.®, Kim worked as a medical case manager for a national case management company. Kim's wealth of experience enables her to be an effective case manager who values quality, efficiency and a team approach to problem solving complex issues.

Top of the Page

Randy Bradley, BS
Director Of Sales And Marketing - MN
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Toll Free 877-906-1194
Fax 1-866-283-0285
Mobile 612-816-1375

Randy has been in the industry since 1988 and entered the sales arena with a solid background in workers' compensation claims administration. Randy has a sales management background. While working as an account manager with a major national firm, he was acclaimed as one of the top performers in the country. Randy handles all aspects of acquisition and retention sales for The ALARIS Group, Inc.® If you need any information regarding our services or individual case managers, Randy will have the answer for you.

Top of the Page

Amy W. Brown, QRC, RN, BSN, CDMS, CNLCP
amy.brown@alarisgroup.com
P O Box 18029 Duluth MN 55811
Office 218-721-0422
Toll Free 866-885-9536
Fax 1-866-833-9026
Mobile 218-340-6902
ALARIS Select Team: Catastrophic, Life Care Planning

Amy's extensive nursing experience includes clinical work in pulmonary hypertension, electrophysiology and cardiology. As a nurse clinician, she managed numerous, often competing priorities and fostering a productive work environment. Amy's vast medical knowledge and ability to work efficiently prepare her well in the field of case management. Her exceptional capacity to multitask will serve her well in resolving cases expeditiously and cost-effectively.

Top of the Page

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P O Box 707 Nisswa MN 56468
Office 218-963-9798
Toll Free 866-495-4194
Fax 1-866-853-1872
Mobile 218-820-6863
ALARIS Select Team: Catastrophic, Independent Vocational Evaluations

Connie brings to The ALARIS Group, Inc.® an extensive medical and case management background. Connie has been a registered nurse since 1965 and has held positions in case management since 1995. This includes positions in health care systems, as a medical case manager for an insurance company and most recently providing both statutory rehabilitation and disability case management services to injured workers for a national rehabilitation firm. Connie is familiar with the employers and providers in her local geographic area, enabling her to effectively and efficiently move a case forward to successful resolution. She played a key role in the establishment of a

catastrophic care program for an HMO providing her with insight into even the most difficult medical cases. Connie's ability to effectively communicate with the varied parties on a case and to develop a successful strategy for safe and timely return to work has provided her with a loyal following within the industry.

Top of the Page

Robin Brown, QRC, BA, CRC, CCM, CEES
Manager Of Service Quality
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Office 218-728-1411
Toll Free 888-833-9597
Fax 1-866-743-4559
Mobile 218-590-0583
ALARIS Select Team: Ergonomic Consulting

In addition to her work as a QRC, Robin brings a vast amount of experience within the occupational health arena and delivery of workers' compensation services within the clinic setting to The ALARIS Group, Inc.® Robin's background in designing programs in work-related skills development for adults with disabilities makes her an excellent choice for those files with complicated return to work situations. Robin is a Certified Ergonomic Evaluation Specialist. She is able to identify risk factors within the work environment and assist in determining the most effective strategy for controlling or eliminating potentially harmful situations.

Top of the Page

Jodi Burns, QRC, BS, CDMS
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Toll Free 877-260-4411
Fax 1-866-469-3798
Mobile 507-319-8904

Jodi brings to The ALARIS Group, Inc.® a background working in case management services since 1994. She has worked with varied client populations and has held positions not only in direct case management but also has extensive supervisory and management experience. Her experience working with interdisciplinary teams in developing individual client plans for work, medical and daily living needs is a natural transfer to the workers' compensation arena. Jodi's ability to assess needs, identify appropriate solutions and communicate effectively makes her an excellent case manager.

Top of the Page

Dana Butler, QRC, RN, BSN, CDMS
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Toll Free 877-207-1901
Fax 1-866-261-4743
Mobile 218-393-1115
ALARIS Select Team: Catastrophic

Dana's past clinical nursing experience in rehabilitation gave her valuable exposure to brain, cerebral vascular, spinal cord, MS, orthopedic and neurological trauma. Dana has provided medical and vocational case management for multiple lines of insurance including workers' compensation, LTD, STD, and auto. Her expertise has made her the case manager of choice for a number of employers in central Minnesota. Dana is an Authorized Provider for the Union Construction Crafts Trade Workers' Compensation Fund.

Top of the Page

Karen Dokken, QRC, RN, BA, CDMS
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P O Box 157 Alden MN 56009
Office 507-874-3714
Toll Free 877-977-8400
Fax 1-866-741-3388
Mobile 507-339-3374

Karen has nineteen years of occupational and industrial health nursing experience in her background working for a large employer in southern Minnesota. In 1992, she entered the workers' compensation arena and has been functioning as a Disability Case Manager and Rehabilitation Consultant since that time. Karen is the case manager of choice for many employers and carriers who do business in southern Minnesota because of her knowledge of that area and expertise in the field of rehabilitation.

Top of the Page

Julia Esch, BS
Account Executive - MN
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P O Box 1252 Burnsville MN 55337
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Toll Free 866-752-8990
Fax 1-866-635-6012
Mobile 651-353-2024

Julia's past experience as director of marketing for a regional medical company and her background in business and sales development prepare her well for her position as Account Executive in Minnesota. Julia's strong skills in creative project management, relationship building, and planning enable her to excel in the sales arena.

Top of the Page

Ann Holman, QRC-Intern, BA
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Toll Free 888-793-9939
Fax 1-866-893-2846
Mobile 651-470-0410

Ann joins The ALARIS Group, Inc.® as a placement specialist in the Twin Cities metro area. She brings to her position a diverse background including positions in social work, the medical field and for various businesses. Her experience has given her the knowledge of the needs that differing types of employers are looking for when they wish to hire. This provides her with the ability to work effectively with those seeking new employment both within the same industry and with a different category of employer. You will find that Ann has the skills to keep job seekers focused and to advise them as they develop new career goals.

Top of the Page

Christine Johnson, BA
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2077 St. Clair Avenue, Suite #2 St. Paul MN 55105
Office 651-698-0947
Toll Free 888-698-0947
Fax 1-866-357-9563
Mobile 651-260-2282

Christine joins The ALARIS Group, Inc.® as a placement coordinator in Minnesota. She brings to her position a background in the mortgage industry where she counseled and guided people in reaching their financial goals and becoming more financially self-sufficient. This experience and an educational background in communication and counseling provide her the ability to work with people to meet their goals and find

appropriate employment either within or outside their same industry. Christine has the ability to keep job seekers focused and advise them as they develop new career goals.

Top of the Page

Kathleen Jordan, QRC, MS, CRC
kathleen.jordan@alarisgroup.com
P O Box 185 Osseo MN 55369
Office 763-712-5653
Toll Free 866-712-5653
Fax 1-866-723-0202
Mobile 612-751-8280

Kathleen has worked as a case manager since 1986 for a national case management company providing personal and vocational counseling, coordinating and attending to medical care, and providing vocational training and job placement when necessary. Kathleen evaluates and confers with all parties to determine and expedite a successful avenue to return the injured worker to a productive lifestyle. Kathleen's extensive experience and educational background enable her to serve the customer expeditiously.

Top of the Page

Marilyn Kahnke
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Office 507-835-1750
Toll Free 888-560-1120
Fax 1-866-296-5661
Mobile 507-319-3142

Marilyn has been providing job development services and leads to those in search of new employment since 1996. Marilyn does an excellent job of resume preparation and scheduling interviews for employees in the job search process. Her years of experience in the field have provided her with an extensive knowledge of local employers, seasonal needs and the vagaries of the labor market, allowing her to provide quality service and assistance.

Top of the Page

Mike Kahnke, QRC, BS, CDMS
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Mobile 507-271-1720
ALARIS Select Team: Independent Vocational Evaluations

Mike has worked in the rehabilitation industry since 1990. One of his strengths is his expertise in placement of industrially injured workers. He has great skill in working with employers to find suitable employment and is a Placement Expert for The ALARIS Group, Inc.® Mike's placement experience has assisted him in his role as case manager and QRC. It has enabled him to establish a rapport with both employers and injured workers in identifying and establishing suitable accommodations at the work site, relaying these to the medical provider in a knowledgeable fashion and thus ensuring safe and timely return to work.

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Greg A. Kelly, QRC, MS, BS,

Greg brings extensive past experience in case

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management for multiple lines of insurance, including workers' compensation, auto no-fault and LTD. He also has several years experience providing vocational rehabilitation for the Veteran's Administration, providing assistance to veterans with service related disabilities. Greg has worked in vocational counseling and evaluation with various populations since 1984. He has functioned as an expert witness and is certified as a vocational evaluator. Greg is an expert on vocational testing for The ALARIS Group, Inc.®

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Pat's extensive background in education prepares her well for her position as Placement Coordinator with The ALARIS Group, Inc.®. Since 1971, Pat has been teaching adults and children alike modifying her instruction depending on the specific learning styles of individuals. Her vast experience in working with people that need special accommodations and modified activities enable her to work well with all types of clients. She is able to present needed information to clients in a variety of formats and always focuses on what the skills are, as opposed to what skills are lacking.

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Michelle has a wealth of experience as a medical case manager having been involved in the industry since 2000. Prior to joining ALARIS®, Michelle worked as a worker's compensation analyst and a claims manager. As a registered nurse, Michelle has been responsible for supervising other nurses while earning valuable clinical experience. Michelle's enthusiasm, extensive experience and educational background enable her to be an effective case manager who values quality, efficiency and a team approach to problem-solving complex issues.

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ALARIS Select Team: Catastrophic, Life Care Planning, Medical Legal

Nancy comes to ALARIS® with a wealth of information and experience. She is a Certified Nurse Life Care Planner, a Legal Nurse Consultant, a Certified Disability Management Specialist and a Qualified Rehabilitation Specialist. Nancy's background includes working in case management since 1993 including four years as a case management supervisor. This provides her with a cooperative working relationship with area health care providers and employers. Nancy's expertise includes

Nurse Consulting

working and training others to work catastrophic cases. She also has a background as a clinical nurse in rehabilitation including traumatic brain injuries, spinal cord injury and multi-trauma diagnoses.

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ALARIS Select Team: Ergonomic Consulting

Jessica Kuslich graduated from the College of St. Scholastica with a Master's Degree in Occupational Therapy and has experience working with adults with physical disabilities, upper extremity disorders, neurological dysfunction, and psychological disorders. As a graduate research project, Jessica developed a guide to adapting work sites for return-to-work for disabled adults. She also assisted in research for a documentary on the origin of and treatment protocols for low back pain. She has advanced education in the principles of ergonomics and specializes in ergonomic evaluations of office work stations.

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ALARIS Select Team: Ergonomic Consulting

Stacia brings to The ALARIS Group, Inc.® a background in occupational therapy. Direct clinical experience includes providing both inpatient and outpatient occupational therapy in the rehabilitation services department of Sister Kenny Institute/Abbott Northwestern Hospital. Her experience working with people with varied disabilities gives her the knowledge to identify problems as they occur and successfully resolve them. Stacia's background also provides her with an in depth knowledge of job modification and suitability.

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Mike's background as a nurse case manager prepares him well for his position as an Account Executive in Minnesota. Mike's experience in the field made it a natural move for him into the arena of business acquisition and customer support. His knowledge of the individual case managers and their areas of expertise from working with them over the years enable him to select the appropriate person for a case. Mike's superb communication skills, his willingness and ability to serve the customer's needs, and the understanding of case management allow him to provide exemplary customer service.

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ALARIS Select Team: Multicultural, Ergonomic Consulting

Heather has been working in workers' compensation and the case management field since 2000 in the metro Twin Cities area. She has successfully brought difficult files to a resolution beneficial to all parties. Heather is familiar with employers and health care providers in this area. Prior to entering case management, she had experience providing direct occupational therapy services in clinical settings. This assists her in developing successful return to work plans and in assuring the best treatment plan is in place a varied injuries. Heather is an Authorized Rehabilitation Provider for the Union Construction Crafts Trade Workers' Compensation Fund.

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ALARIS Select Team: Catastrophic

Cheryl is a dedicated and customer-focused registered nurse with proven strengths in case management services. Before joining ALARIS®, Cheryl was a Regional Nurse Manager of Medical and Disability Services for a national insurance company. In addition, Cheryl has held positions as a Chief Operating Officer for a start-up company, a Regional Nurse Manager, and a Disability Case Manager. Cheryl's wealth of experience in health services dates back to 1978 and during this time, she has demonstrated the leadership and innovation necessary in achieving superior results as a case manager.

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ALARIS Select Team: Independent Vocational Evaluations

Tom's experience includes working since 1991 in field case management providing service to injured workers. He has worked both in placement and as a case manager/QRC. His experience in the field has provided him with an extensive knowledge of the employers and medical providers in his geographic area. He has worked with injured workers with varied types of work injuries. His vast experience allows him to assess a case quickly and move it forward to a timely, successful conclusion. Tom is an Authorized Rehabilitation Provider for the Union Crafts Trade Workers' Compensation Fund. You will find he is a good match for even your most difficult cases.

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Christi Newell, QRC, RN, BSN, CCM, CDMS
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Christi has worked in medical case management within the worker's compensation field since 1992. Not only has she provided case management services, she has also

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ALARIS Select Team: Catastrophic

worked with employers providing orientation training to management and key personnel and has assisted in developing networks of qualified service providers. Christi's knowledge of the issues impacting all aspects of a case and her proficiency in establishing working relationships with both employers and health care providers enables her to identify potential problems before they occur, develop plans to address them and move a case expeditiously to successful resolution.

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ALARIS Select Team: Independent Vocational Evaluations, Ergonomic Consulting

Mike graduated from the College of St. Scholastica with an MA in Occupational Therapy. He has been a program director at Camp Courage and also completed Occupational Therapy Internships at Ridgeview Medical Center and River Falls Area Hospital where he did extensive work with upper extremity disorders. Mike has worked with The ALARIS Group, Inc.® since April, 2000. He learned the industry by beginning as an assistant to our experienced case managers. This provided Mike with a thorough understanding and knowledge of the industry. Mike is an Authorized Provider for the Union Construction Crafts Trade Workers' Compensation Fund.

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ALARIS Select Team: Independent Vocational Evaluations, Ergonomic Consulting

Rob's past occupational therapy experience has been extensive and focused on amputees and patients with hand and upper extremity disorders, traumatic brain injury and spinal cord traumas. Rob's diverse background makes him an excellent choice to handle all forms of case management including statutory vocational rehabilitation. He is an Authorized Rehabilitation Provider for the Union Construction Crafts Trade Workers' Compensation Fund. Rob has extensive ergonomic training and is one of the ergonomic experts for The ALARIS Group, Inc.® Rob is an expert in the area of job analysis and has a very strong presence in the Twin Cities rehabilitation community.

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Angie has worked since 1981 in private rehabilitation, providing and supervising disability management services in North Dakota and western Minnesota. Angie provides rehabilitation services within multiple lines of insurance including several different state workers' compensation systems, SSDI, Federal Employees'

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ALARIS Select Team: Independent Vocational Evaluations

Compensation Act, LTD, and auto no-fault. Angie brings expertise in legal testimony and vocational assessment to The ALARIS Group, Inc.® She is an Authorized Rehabilitation Provider for the Union Construction Crafts Trade Workers' Compensation Fund.

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ALARIS Select Team: Catastrophic, Independent Vocational Evaluations

Marsha is a skilled case manager with experience as a registered nurse, a college educator in a practical nurse's program and a public health nurse. Marsha has a Master's Degree in Nursing, a Bachelor's Degree in Nursing and is a Certified Rehabilitation Registered Nurse (CRRN). Marsha's wealth of experience and her extensive education enable her to be an effective case manager who values quality, efficiency and a team approach to problem-solving complex issues.

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Kelly's background in pain therapy, psychology and counseling prepares her well for case management work. Since 2000, Kelly has worked as a case manager for a national rehabilitation firm specializing in mental health issues and doing in-home assessments for long-term disability cases. Kelly's case management experience matched with her knowledge of chronic pain management enables her to be an accomplished case manager who efficiently coordinates all communication with the health providers, client and customer.

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Lori joins The ALARIS Group, Inc.® as a medical case manager in Minnesota. Lori has held positions such as a case management compliance specialist, an independent contact consultant, an employee health nurse, an occupational health nurse, a rehabilitation nurse, and a loss prevention specialist since 1993. Previous to coming to ALARIS®, Lori worked to provide training and training manuals for intake nurses at a regional insurance company. Lori's extensive experience within case management and nursing allow her to be a proactive case manager meeting needs of both the customer and the client in an effective and cost effective manner.

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ALARIS Select Team: Multicultural

Lisa has been a medical interpreter for The ALARIS Group, Inc.® since 2003. She has developed her skills with extensive study in Spain. Lisa is a full time interpreter working with Spanish speaking clients while also helping coordinate other interpreters in ALARIS'® six state region. Lisa's cultural knowledge and language skills will aid us in serving our injured worker population better.

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Audrey joins The ALARIS Group, Inc.® with an immense amount of experience in case management and rehabilitation. Most recently, Audrey served as a regional account manager for a national case management company. In addition, she has experience in managing and supervising workers' compensation cases as well as LTD and STD. Audrey holds a Masters Degree in Vocational Rehabilitation, and is a Certified Case Manager, a Qualified Rehabilitation Consultant, a Certified Rehabilitation Consultant, and a Certified Professional Disability Manager. Her extensive education and certifications along with her case management career dating back to 1984 enable Audrey to be a responsive, knowledgeable, and resourceful person as part of the Minnesota team.

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ALARIS Select Team: Catastrophic

Kim began her career working for case management firms in 1990. From 1990 through 1997, she held a variety of positions at two national rehabilitation firms and a health care organization providing direct case management, hospital bill review and audit services, telephonic triage services and working with employers to provide education on managed care. Her other nursing experience includes direct clinical experience in acute care and surgical units, and school health nursing. Her vast experience and breadth of knowledge enable her to work effectively with a variety of clients, employers and health care providers.

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Amanda Srock, QRC-Intern, LSW, BS, BA
Multilingual: Spanish
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Amanda joins The ALARIS Group, Inc.® as a bilingual nurse case manager in the Twin Cities. Amanda is a QRC-Intern and a licensed social worker with experience in coordinating return to work, completing skills analysis,

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ALARIS Select Team: Multicultural

and providing vocational counseling while utilizing job placement services. Amanda's knowledge and her ability to communicate effectively with Spanish-speaking injured workers enables her to provide excellent outcomes for customers and timely return to work for claimants.

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ALARIS Select Team: Independent Vocational Evaluations

Heather Steffen brings to The ALARIS Group, Inc.® experience working in public and private rehabilitation since 1995. She is also a Certified Rehabilitation Counselor. Her education coupled with her background with private and public entities in job search activities will help ensure successful outcomes with difficult to place client populations. In addition to meeting placement needs, Heather is also experienced with the full array of vocational counseling services making her an expert at developing individualized rehabilitation plans.

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ALARIS Select Team: Catastrophic

Ellen joins The ALARIS Group, Inc.® with an immense amount of experience in nursing and rehabilitation. With over 27 years of experience in the nursing field, Ellen has specialized in Acute and Chronic Pediatric and Adult Dialysis and Solid Organ Transplant. In addition, she has experience in rehabilitation, burns, mental health, medical-surgical nursing as well as holding positions as a traveling nurse, a cruise nurse, and a liver transplant coordinator. Ellen's superior ability in managing patients from the start of their illness to recovery enables her to be a successful and effective case manager.

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Andrew's background in applied psychology, his experience and training in professional crisis management, and his clinical nursing background enables him to provide ALARIS'® clients and customers with the necessary medical knowledge to resolve cases expeditiously. Previous to joining ALARIS® in 2008, Andrew worked in a hospital setting as member of the wound team who established excellent working relationships with all parties involved. Andrew also has certifications in Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advance Life Support.

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Bobbi brings a diverse background to The ALARIS Group, Inc.®, including management and administration of a clinic setting as well as experience in providing counseling services to rape crisis and family violence victims. Since 1993, Bobbi has been involved in providing job placement services to industrially injured workers. She joins The ALARIS Group, Inc.® in that same capacity working closely with our QRC's serving our northern Minnesota injured workers. Bobbi also is experienced in providing placement services for Long Term Disability cases.

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ALARIS Select Team: Catastrophic, Independent Vocational Evaluations

Fran's more than twenty years of nursing experience add to her expertise in medical case management. In addition to nursing, she has worked as a rehabilitation manager, a case manager for the Minnesota Department of Employee Relations, and the Assistant to the Commissioner and Legislative Director for that same department. Fran is a persuasive communicator and exceptional problem-solver, able to build consensus and facilitate strategies for difficult cases.

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Rhonda's background includes valuable experience in the case management field as a QRC Intern and a Certified Disability Management Specialist with a strong background in occupational therapy. Before joining ALARIS®, Rhonda worked as a case manager for a regional case management company. Rhonda's clinical occupational therapy skills and familiarity with rehabilitation services in Minnesota and Wisconsin enable her to negotiate toward positive outcomes and problem solve comfortably.

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Maureen brings over 30 years of experience in case management, disability management issues, and vocational counseling and rehabilitation. Prior to joining The ALARIS Group, Inc.®, Maureen was vice-president of a large rehabilitation company where she worked with disability management issues and provided medical and vocational case management services to industrially injured workers. In addition, she provided expert witness

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ALARIS Select Team: Independent Vocational Evaluations

services in workers' compensation, personal injury, divorce and employment law. Maureen's vast experience and broad knowledge of workers' compensation, Social Security and ADA issues enable her to resolve cases expeditiously and effectively. Maureen is an Authorized Rehabilitation Provider for the Union Construction Crafts Trade Workers' Compensation Fund.

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