



Celebrating 20 Years



Hello . Welcome to our Holiday Edition of the Ambrose Spotlight.

As we transition from the colorful days of fall into the crisp winter months, we're reminded of how quickly time passes. This season, we encourage you to pause, take a deep breath, and carve out a moment just for yourself.

At Ambrose, our mission is to provide information, support, and empowerment during life's most challenging times - especially for those recovering from motor vehicle accidents. This newsletter is designed to offer practical guidance, encouragement, and recovery tips, as well as a touch of humor to brighten the journey.

Inside, you'll find:

- 🌟 A provider spotlight to connect you with trusted care and advice
- 💡 Helpful tips from a case manager on attending appointments
- 🔥 Fireside inspiration from our Book Nook, perfect for cozy evenings
- 🍲 A hearty recipe to keep you warm during Michigan's colder days

Whether you're bundled up by the fire or out enjoying the snow, we're here to walk alongside you with compassion, resources, and encouragement.

Ambrose in the Community

Advancing Through Education, Ambrose continues to make an impact by engaging with the community and pursuing further education, strengthening both personal growth and collective success.

Case Managers at the 2025 BIAMI Annual Fall Conference



In September, our Case Managers had the opportunity to attend the **Brain Injury Association of Michigan (BIAMI) Annual Fall Conference**. This event brought together professionals from across the state to share knowledge and best practices, offering a **wide array of educational sessions**. Our team gained valuable insights that will help us better serve individuals impacted by brain injury, and stay informed on evolving industry standards.

Case Management Week & CMSA Detroit Conference



Our industry came together to celebrate **Case Management Week** with a powerful focus on **innovation and advocacy**. It was an energetic day filled with inspiring presenters, engaging discussions, and meaningful collaboration with fantastic vendors. Together, we explored new resources and ideas that will strengthen our work and impact.

A heartfelt thank you to our sponsors - your support makes these moments possible and fuels our ability to grow, connect, and lead within our

Guest of the Month



Introducing:

Heather Kluemper
LPN, BS, CBIS

- CEO/Co-Founder -

Centered Care, LLC



10 Things to Consider when looking at Alternative Housing after a Motor Vehicle Accident

We interviewed Heather Kluemper, Founder and CEO of Centered Care of Michigan and Centered Care Therapy Services. With more than 30 years of nursing and healthcare leadership experience, Heather has built organizations that prioritize person-centered rehabilitation, dignity, and compassionate care for individuals with traumatic brain injuries and complex medical needs.

- 1. Nurse-Centered Care:** Look for housing programs that prioritize skilled nursing oversight; this ensures medical needs are addressed promptly and compassionately.
- 2. Support for Behavioral Needs:** Housing should integrate behavioral health services, offering stability and therapeutic interventions for individuals with varied emotional or cognitive challenges.
- 3. Integrated Care Teams:** The best programs bring medical and behavioral health professionals together, creating seamless collaboration for holistic care.
- 4. Individualized Care Plans:** Every resident deserves a tailored plan that includes physical therapy (PT), occupational therapy (OT), and speech therapy (SLP) to maximize independence and recovery. Person-centered care that treats clients as individuals, not cases.
- 5. Hope-Based Intentions:** Housing should foster optimism, focusing on what residents *can* achieve rather than limitations.
- 6. Ethical Standards & Dignity:** Providers must uphold strong ethical values, treating each client with respect and compassion.
- 7. Strength & Passion Building:** Programs that help residents re-discover

their strengths and passions, encouraging meaningful engagement in life.

8. Strong Advocacy: A quality housing provider advocates fiercely for residents' rights, ensuring access to resources, services, and opportunities.

9. Social and Community integration: Beyond medical care, housing should create a sense of belonging - where residents feel part of a supportive community.

10. Quality of Life Enhancements: Consider enrichment activities (gardening, art, music therapy) that promote emotional well-being.

A supportive environment should feel like home, not just a housing facility. Families should visit facilities, ask about individualized care plans, and evaluate financial options before deciding.

Centered Care embodies all of the above principles, setting the gold standard in alternative housing solutions by uniting nurse-centered care, integrated medical and behavioral teams, and individualized therapy plans. With a steadfast commitment to hope and advocacy, they welcome clients of diverse acuity levels - especially those navigating new healthcare reforms - ensuring every individual finds dignity, stability, and healing in a supportive environment. Click below for more information.

[More about Centered Care](#)

Case Management Appreciation Month Spotlight

In October, Ambrose proudly highlighted some of our incredible case managers. Their dedication, strengths, resourcefulness, compassion, and unwavering commitment to the case management industry inspire us all.

We are grateful for the vital role they play in advancing care, advocacy, and innovation every day and look forward to their continued contributions in 2026!

Tips From a Case Manager

How to Have a Productive Appointment With Your Provider

Before the Appointment

- **Arrange Transportation Ahead of Time**

If you aren't able to drive yourself, make sure you have reliable transportation planned before the visit and confirm the arrival date and time.

- **Write Down Your Goals**

Identify the top 2–3 things you need most from the appointment - clarity of diagnosis, treatment options, medication changes, test results, etc.

Ask for updated disability or off work notes if needed. Provide a simple medical history for the provider which will help with the assessment.

- **Prepare Your Questions**

Bring a written list ranked by importance so you don't forget key items during the visit.

- **Bring an Updated Medication List**

Include current medications, new prescriptions, supplements, and any medications you've recently stopped taking. Also provide a list of refills needed and the name and phone number of the preferred pharmacy.

- **Bring Updated Insurance Card and Identification**

- **Know Your Symptoms Clearly**

Write down when symptoms started, what makes them better or worse, how often they occur, and how they impact your daily life.

- **Bring Recent Medical Records**

If you've had recent testing or were hospitalized, bring copies of those records to save time and avoid extra appointments.

During the Appointment

- **Start with Your Most Important Issues**

Begin with your top concerns - appointment time can pass quickly.

- **Ask for Explanations in Plain Language**

Use phrases like: "Could you explain that in a different way?" "What does this mean for my daily life?"

- **Take Notes or Record (If Permitted)**

Notes help you remember detailed instructions. Always ask before recording.

- **Ask About Next Steps**

Clarify recommended tests, referrals, lifestyle changes, medication adjustments, and what the expected timeline looks like. Ask for instructions in writing.

- **Discuss Trade-Offs**

If you're presented with options, ask about benefits, risks, side effects, costs, and what could happen if you choose to wait.

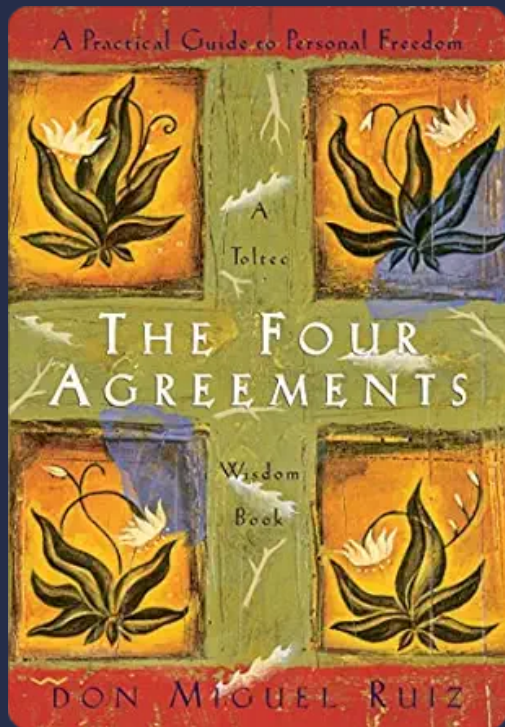
After the Appointment

- **Review Your Notes Promptly**
Clear up confusing details while everything is still fresh in your mind.
- **Set Reminders for Follow-Up Tasks**
Use a phone, calendar, or app to track tests, refills, follow-up appointments, and next steps.
- **Reach Out with Follow-Up Questions**
Use patient portals or call the office (or your case manager) if something is unclear or if symptoms change.

Bonus Tips

- **Advocate Respectfully for Yourself**
It's okay to ask the provider to speak more slowly, give written instructions, or pause if you're overwhelmed.
 - **Track Patterns Between Visits**
Symptom logs, journals, or health apps can help your provider spot important trends, such as blood pressure, blood sugar, pain and activity levels.
 - **Take Care of Your Emotional Well-Being**
Appointments can be stressful - give yourself time to decompress afterward.
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The Book Nook



Our Choice:

The Four Agreements: A Practical Guide to Personal Freedom

- Miguel Ruiz

This is a book based on ancient Toltec teaching that outlines 4 principles for personal freedom: Be Impeccable With Your Word; Don't Take Anything Personally; Don't Make Assumptions; Always Do Your Best. These principles are a guide for living to avoid conflict, stress, and suffering, promoting personal peace and happiness. You can find this book at your local library or online.

Lebanese-Style Chili

As recommended by: Liza Gamel RN, CCM



Lebanese-style chili is a great make-ahead recipe; can be kept in the refrigerator for up to 4 days. It gets fabulous flavor from 7 Spice blend ([find here](#)) together with chili powder. The favorite legume--chickpeas!--is front and center. Finish with a dollop of labneh and a shower of fresh mint. Serve with good pita chips. For full recipe details and instructions, click [here](#).

Ingredients

- 2 tbsp extra virgin olive oil
- 1 med. yellow onion, finely diced
- 1 red bell pepper, finely diced
- 2 tsp salt
- 1 lb lean ground beef, lamb or turkey
- 2 tsp 7 Spice (or Baharat, or a blend of cinnamon, paprika, ground clove, black pepper, cumin, nutmeg, cardamom)
- 1 tbsp chili powder
- 1/2 tsp garlic powder
- 2-3 cups beef broth
- 15 oz. tomato puree
- 1 tbsp pomegranate molasses (or maple syrup and lemon juice)
- 16 oz. cooked chickpeas, dry or canned (drained and rinsed)
- 16 oz. cooked red kidney beans, dry or canned (drained and rinsed)
- 1 bay leaf
- 1 cup labneh (plain yogurt or sour cream)

Bon appetite!

Important Resources

[BIAMI - Brain Injury Association of Michigan](#)

Educational resources and support groups for people with TBIs

[MBIPC - Michigan Brain Injury Provider Counsel](#)

A membership organization for providers who treat people with TBI

[CPAN - Coalition to Protect Auto No-Fault](#)

Legal and Legislative advocate for the protection of Michigan Auto No-Fault

[WeCantWait](#)

A grassroots client and family-driven advocacy group for the rights of people injured in auto accidents in Michigan

[CMSA - Case Management Society of America](#)

Resources for Case Managers



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