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.