

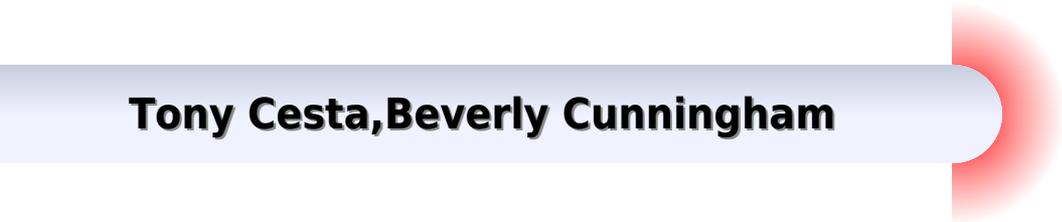
# Case Management

- Definition-It is a concept purposefully designed to control the balance between cost and quality of care.
- Goals of case management
  - Easy access to needed service and coordinate care of clients.
  - Prevent avoidable episode of illness
  - Control or reduce the cost of care
- Activities of case management-  
Identification, assessment, service planning, monitor,service delivery, advocacy



# Case Management

**Tony Cesta, Beverly Cunningham**



## **Case Management:**

**Case Management, Third Edition** Arthur J. Frankel, Sheldon R. Gelman, 2011-08 Case managers provide an indispensable service acting as both experts and liaisons to the wide variety of services resources and opportunities available to their clients The authors use their extensive practice classroom and research experience to delineate clearly the steps of the case management process and to address the myriad roles case managers fill in different practice situations By detailing the various processes and goals of case management and the different populations they help the authors present a resource that is invaluable not only to social workers but also to case managers in nursing centers community mental health facilities and criminal justice centers The third edition of this book is updated to reflect the constantly changing nature of the helping professions New and updated references provide readers with an array of options for pursuing specific aspects of case management The book is attentive to the evolving needs of a variety of populations and it now contains a new section on working with members of the military and their families This edition also contains new information on case management within larger organizations that provide mental health services Case Management Arthur J. Frankel, Sheldon R.

Gelman, Diane K. Pastor, 2018-12-03 This fourth edition centers on the social work and nursing professions in case management With a focus on skill learning the book discusses the importance of case management in the current social work and medical milieu as well as the challenges that case managers face in helping clients *Practice of Case Management* David P. Moxley, 1989 The Practice of Case Management in the Human Services offers a succinct yet comprehensive guide to carrying out a case manager's responsibilities The author explores assessment of the service needs of the client facilitating the client's contact with the appropriate institutions and services monitoring the quality of services provided to the client and taking action when the client's needs are not met He also considers the therapeutic role required when needs are not met because the problems are indigenous to the client Providing an integrated look at practice technologies applicable to a variety of practice areas the volume is appropriate for both preservice and inservice education in the field of human servi

*Case Management Models, Second Edition* Karen Zander, 2017-06-28 Explains the differences between case management and social work and the ways in which case management functions have evolved over time Case management is continuously evolving to meet the needs of patients and manage the quality financial and legal risks health care systems and accountable care organizations ACO face *Case Management* Suzanne K. Powell, 2000 The Second Edition of this comprehensive how to text has been completely revised and updated This text outlines the basics of case management and illustrates some of the pitfalls encountered in the field of case management The book provides information on the new Case Management Standards supplies standard definitions and guidelines of case management for the practicing case manager and presents information on caring for clients in a wide variety of health care settings New to this edition chapters focusing on Quality Reviews and Risk Management with a strong emphasis on Continuous Quality Improvement CQI ethical and legal issues and various case

studies Nursing Case Management Elaine Cohen, Toni G. Cesta, 2004-08-26 This classic resource offers complete coverage of nursing case management from theoretical background and historical perspective to practical applications and how the field is changing to meet the challenges of today's health care environment. It focuses on the implementation of various case management models used throughout the United States and abroad. Key topics include the impact of public policy on health care, understanding the effects of health care reimbursement and its application at the patient level, throughput and capacity management, the impact of the revenue cycle, compliance and regulatory issues, and principles needed to improve case manager-client interaction. This helpful resource is designed to help nurse case managers assess their organization's readiness for case management, prepare and implement a plan to achieve necessary improvements, and evaluate the plan's success. Includes numerous proven case management models currently being used in institutions across the country. Organized to take the nursing case manager on a journey from the historical development of nursing case management to the successful implementation of a case management program. Offers detailed guidance for planning, implementing, and evaluating a case management program. Outlines the planning process with information on key topics such as analysis of the organization, the role of the organization's members, selection criteria for new case managers, case management education, credentialing, and partnerships. Features guidelines for implementing a case management program with information on ethical issues, technology, compliance, and regulatory issues. Addresses the evaluation component of developing and implementing a case management program by presenting information on outcomes, research, documentation, continuous quality improvement, measuring cost effectiveness, care continuum, and evidence-based practice. Presents acute care and community-based models of case management. Highlights the evolution of collaborative models of case management, addressing key elements of joint decision-making, shared accountability, and interdisciplinary systems of care. Addresses health care delivery through case management and public policy by presenting current legislative issues and their affect on both health care reimbursement and the application of care at the patient level. Presents the insights, experiences, and advice of nursing administrators who have researched and successfully implemented nursing case management programs in various facilities.

*A Guide for Nurse Case Managers* Charlotte Cox, 2010-08-12 The position of nurse case managers can be a rewarding but challenging career as these managers play a vital role in a patient's care. In *A Guide for Nurse Case Managers*, author Charlotte Cox provides an insightful guide to this evolving field of medicine. Geared for those working in hospital settings, clinics, and health plan offices, this helpful reference text provides guidelines, tips, and tools for becoming a successful nurse case manager. With more than thirty years of health care experience, Cox provides a detailed overview of this important nursing position that works to usher a patient through the health care system. *A Guide for Nurse Case Managers* defines the case manager role, provides an understanding of the basics of utilization and case management, gives an overview of Medicare and Medicaid procedures, discusses the care planning process, shows how to structure a community resource base.

Whether you are a new case manager a student or a seasoned nurse needing a refresher about job basics A Guide for Nurse Case Managers will help to shape your practice provide valuable tips and reference tools and help you with proven organizational ideas to succeed in the career

**Case Management** Suzanne K. Powell, Hussein M. Tahan, 2018-02-26

Prepare for a new career as a case manager or just upgrade your skills to a whole new level with the newly updated Case Management A Practical Guide for Education and Practice 4th Edition Ideal for case management certification CCMC exam preparation this is a thorough review of the case manager's many roles and skills from acute to post acute care Whether you are a nurse transitioning to case management or already active in it this is your road map to coordinating successful patient care from hospital to home Build a strong case management career foundation with expert evidence based direction NEW chapter on case manager orientation programs that offers orientation checklists competency assessment and learning profiles with available online tools NEW topics on current practice issues and developments including the impact of the Patient Protection and Affordable Care Act and value based care NEW content on experiential problem based learning learning practices training programs case management team professional development Offers in depth evidence based guidance on The case manager's roles functions and tasks Key concepts quality management and outcomes evaluation legal and ethical considerations case management process utilization management transitions of care The role of the nurse case manager versus social worker role Strategies that ensure effectiveness of case management models Coordinating care protecting privacy and confidentiality health insurance benefit analysis practice standards The Case Management Code of Professional Conduct accreditation agencies and standards specialty board certifications Management of resources and reimbursement concepts Case management in various settings acute care emergency department admissions perioperative services disease management insurance case management palliative care end of life care hospice home health care physician groups public health community based care rehabilitation Ideal preparation for the CCMC exam offers a large portion of CCMC exam content and for Continuing Education Unit CEU for Case Management study A must have desk reference that offers plentiful case studies considered to be the bible of case management

**Handbook of Nursing Case Management** Dominick L. Flarey, Suzanne Smith Blancett, 1996 The author team that brought us Reengineering Nursing and Health Care Delivery has compiled a complete work on the subject of nursing case management Flarey and Blancett provide a scholarly yet practical reference on the state of this increasingly important professional role for nurses While addressing concepts theories and issues the book focuses heavily on the how to of case management development implementation and evaluation This authoritative text will help define nursing case management and its core curriculum

*Case Studies in Nursing Case Management* Suzanne Smith Blancett, Dominick L. Flarey, 1996 Case Studies in Nursing Case Management provides portrayals of health care organizations around the nation that have successfully implemented case management programs It reports on how case management is being used in inpatient ambulatory operating room intensive care home health and

subacute settings Specific populations such as pediatric maternity dialysis geriatric psychiatric and AIDS HIV patients are also addressed Case managers roles in managed care and community based settings as well as in insurance companies are described

**Case Management in Health Care** Peggy Rossi, 2003 Case Management in Health Care is a comprehensive reference designed to educate nurses and other health care professionals on the processes involved in case management This reference discusses interventions and collaboration efforts that are necessary to move the patient through the continuum of care It explores the changes in case management and it explains the financial legal and service aspects of this field It is appropriate for nursing students undergraduate and graduate as well as for practicing case managers Focuses on the most current topics that are based on the changes and trends in case management and health care Addresses health care policies laws and regulations as they apply to a case manager s day to day responsibilities Presents the basics on health insurance and the alternate funding programs equipping case managers to become active advocates for their patients Explores the pitfalls and barriers frequently encountered when locating appropriate patient resources and explains how to overcome them Discusses various levels of care and treatment settings outside the acute care setting ex skilled nursing facility and home health care Explains the increasing number of case management models that are being used in various clinical settings Compares the roles and responsibilities of a utilization manager and a case manager emphasizing the need for their collective efforts in providing quality patient care Case Management and Technology focuses on systems support technology tools and resources meaningful reporting using the Internet and video conferencing in relation to effectively serving patients Quality Management for Case Managers covers guidelines for quality management organization standards and practices accountability increasing customer satisfaction and measuring utilization and costs Audits identifies auditing entities and discusses development of successful competency programs to meet regulatory standards specific to case management The Importance of Credentialing discusses the significance of credentialing as the start of the quality process of an organization Discusses new modalities for case management such as demand management care management drug state management and disability management Addresses the complexity of the moral and ethical issues facing today s case managers Includes content on worker s compensation on site vs telephonic case management and tools to improve the case management practice Tips and training tools for care givers are updated to include agencies literature and various web sites dedicated to care giving Expanded content on legal and legislative issues such as the Balanced Budget Act BBA Emergency Medical Treatment and Active Labor Act EMTALA and Health Insurance Portability and Accountability Act HIPPA Provides current coverage of funding and insurance programs such as Medicare Medicaid Children s health coverage Veteran s benefits and TRICARE Content in Complex Care and Post Acute Care units have been expanded to include the latest advances in emergency care hospice and managing geriatric transplant mentally ill patients Each chapter begins with Objectives that list key points and focus the reader on essential content to better prepare them for learning Suggested Websites and Resources

listed at the end of chapter provide reader with opportunity for further study and research End of Chapter Exercises 1 5 questions promote active learning and application of pertinent content An AJN Book of the Year Award winner **Advanced Case Management** Norma Radol Raiff, Barbara K. Shore, 1993-08-19 This overview of issues pertinent to case management in the social services illustrates the diversity of innovative approaches which have been developed These include new forms of outreach and assessment alternative methods for engaging family members and natural supports and strategies attuned to the needs of culturally diverse constituencies The degree to which existing services are available to meet clients needs and variations in service philosophies and resources are among the issues discussed Examples from many practice settings illustrate the adaptability of case management The Case Manager's Handbook Catherine M. Mullahy, 2016-05-25 The Case Manager's Handbook Sixth Edition is an indispensable guide for case managers Presented in an accessible and conversational style this practical resource helps case managers learn the fundamentals study for the Certified Case Manager exam and advance their careers after the exam Completely updated and enhanced with information on the latest developments affecting case management it reflects the rapidly changing healthcare landscape including the significant effects of the Affordable Care Act Back cover *Core Skills for Hospital Case Managers* Tony Cesta, Beverly Cunningham, 2009-06 Core Skills for Hospital Case Managers A Training Toolkit for Effective Outcomes Toni Cesta PhD RN FAAN Beverly Cunningham MS RN As of June 20 2014 contact hours for nurses are no longer available with this product Finally an affordable effective and consistent training program for your hospital case managers This one of a kind guide to fundamental case management responsibilities is a necessary reference tool for every hospital case management department This resource is designed to give case management directors and hospital leaders the tools they need to build and strengthen the basic and advanced skills their case management staff needs to succeed Core Skills for Hospital Case Managers is an orientation and training manual for nurses transitioning into case management an easy to read reference guide for new case managers and a source of inspiration tools and resources for seasoned professionals With a flexible format this book and CD ROM offer practical information and customizable tools to develop and maintain a wide variety of care management skills Table of contents Chapter 1 Hospital Case Management 101 Chapter 2 Case Manager Role Chapter 3 Roles Functions and Caseloads Chapter 4 The Case Management Process Chapter 5 The Case Manager's Role in Transitional and Discharge Planning Chapter 6 Utilization Management Chapter 7 Managing Long Length of Stay Patients Chapter 8 Denials Prevention and Appeals Strategies Chapter 9 Reimbursement Chapter 10 The Role of the Case Manager in Patient Flow Chapter 11 Measuring Success Strategic Outcome Measures Chapter 12 Dealing with the Uninsured and Underinsured Chapter 13 Working with Multidisciplinary Teams Chapter 14 Crucial Communication and Conflict Resolution Learning objectives Discuss the evolution of hospital case management Explain the different models of hospital case management Determine the various goals of hospital case management Examine the various roles of case management Discuss the variety of functions

performed by case managers Discuss the scope of the case manager position Examine staffing ratios in various models List the steps in the case management process Determine the role of case managers in documentation Examine case managers role in discharge planning List the factors that influence the discharge planning process Determine strategies for improving discharge planning Discuss how hospital reimbursement affects utilization management UM List the stages of UM coordination Determine the affect of outside influences on UM Evaluate different payers regulations regarding UM Examine case management s role in length of stay LOS Evaluate strategies for managing patients with long LOS Identify data used to track and trend LOS Evaluate the reasons behind denials Discuss case management s role in preventing denials Examine case management s roles in reversing denials Examine case management s role in reimbursement Determine strategies for effective case management related to reimbursement Evaluate case management s role in patient flow Discuss demand and capacity management Identify strategies for managing patient flow Identify measurable case management outcomes Explain how case managers can track quality outcome metrics Discuss other metrics case management departments can track and trend Examine ways to create a case management report card Discuss the unfunded or underfunded patient populations Describe the role of the ED case manager with unfunded or underfunded patient populations Evaluate strategies for dealing with unfunded or underfunded patient populations Examine strategies for successfully working with multidisciplinary teams Describe sources of conflict with which case managers frequently come in contact Discuss strategies for reducing conflict Intended audience Staff nurses charge nurses staff educators staff development specialists directors of education nurse managers and nurse leaders Clinical Case Management Robert W. Surber,1994 The integration of a broad array of interventions is described in this comprehensive practical guide for those working with seriously mentally ill adults It draws on the experience of clients who struggle with severe and disabling problems in a challenging urban environment The contributors argue that psychological and practical issues are intertwined and therefore such interventions must be delivered concurrently They also emphasize that understanding and using the resources of a client s culture is critical to the successful implementation of care and that families and natural support systems are essential components of the care system

Mental Health Case Management Shaun M. Eack,Carol M. Anderson,Catherine G. Greeno,2012-08-15 Mental Health Case Management A Practical Guide represents the first modern guide designed to provide students and practitioners with a grounded and practical tutorial on the key functions of a case manager serving adults with severe mental illness The guide is purposely devoid of extensive theoretical and historical discourse and rather focuses on a direct and to the point approach that time pressed readers will appreciate when learning the fundamentals of providing mental health case management

**Social Work Case Management** Betsy S. Vourlekis,Roberta Rubin Greene, *Case Management from an Empowerment Perspective, Fourth Edition* Patricia Spindel,2020-12-29 Written for case managers working in health and human services this practical guide addresses the need for more progressive and compassionate ways of working with others

Introducing innovative strategies for working with people that challenge the status quo the book reconsiders old forms of social casework in favour of empowerment approaches that incorporate individual systemic advocacy Patricia Spindel covers the history of case management traditional approaches and their critiques barriers to an empowerment approach the ethical issues of labelling stereotyping stigmatization and pathologizing and key empowerment philosophies and the research that supports them This guide provides concrete methods that will help readers put principles of empowerment philosophy into practice With practical case studies and questions for reflection featured throughout the chapters it is well suited for human services social services and social work programs in colleges and universities in Canada FEATURES Offers a practical how to for developing an empowerment plan and deals with common issues in practice such as projection countertransference and transference Includes core concepts of empowerment and methodology for building individual and community capacity and competence Provides students with case studies from the field and questions to encourage reflection Drug Court Case Management Randy Monchick,2006 Case Management in Healthcare Peggy Rossi,1999 Case Management in Health Care is a comprehensive reference designed to educate nurses and other health care professionals on the processes involved in case management This reference discusses interventions and collaboration efforts that are necessary to move the patient through the continuum of care It explores the changes in case management and it explains the financial legal and service aspects of this field It is appropriate for nursing students undergraduate and graduate as well as for practicing case managers Focuses on the most current topics that are based on the changes and trends in case management and health care Addresses health care policies laws and regulations as they apply to a case manager s day to day responsibilities Presents the basics on health insurance and the alternate funding programs equipping case managers to become active advocates for their patients Explores the pitfalls and barriers frequently encountered when locating appropriate patient resources and explains how to overcome them Discusses various levels of care and treatment settings outside the acute care setting ex skilled nursing facility and home health care Explains the increasing number of case management models that are being used in various clinical settings Compares the roles and responsibilities of a utilization manager and a case manager emphasizing the need for their collective efforts in providing quality patient care Case Management and Technology focuses on systems support technology tools and resources meaningful reporting using the Internet and video conferencing in relation to effectively serving patients Quality Management for Case Managers covers guidelines for quality management organization standards and practices accountability increasing customer satisfaction and measuring utilization and costs Audits identifies auditing entities and discusses development of successful competency programs to meet regulatory standards specific to case management The Importance of Credentialing discusses the significance of credentialing as the start of the quality process of an organization Discusses new modalities for case management such as demand management care management drug state management and disability management Addresses the complexity of the moral and ethical issues facing today s

case managers Includes content on worker s compensation on site vs telephonic case management and tools to improve the case management practice Tips and training tools for care givers are updated to include agencies literature and various web sites dedicated to care giving Expanded content on legal and legislative issues such as the Balanced Budget Act BBA Emergency Medical Treatment and Active Labor Act EMTALA and Health Insurance Portability and Accountability Act HIPPA Provides current coverage of funding and insurance programs such as Medicare Medicaid Children s health coverage Veteran s benefits and TRICARE Content in Complex Care and Post Acute Care units have been expanded to include the latest advances in emergency care hospice and managing geriatric transplant mentally ill patients Each chapter begins with Objectives that list key points and focus the reader on essential content to better prepare them for learning Suggested Websites and Resources listed at the end of chapter provide reader with opportunity for further study and research End of Chapter Exercises 1 5 questions promote active learning and application of pertinent content

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