

Case Manager Simulation

Catherine M. Mullahy, Deborah K. Jensen

The Case Manager's Handbook Catherine M. Mullahy, 2013-06-20 Written by renowned author Catherine Mullahy, *The Case Manager's Handbook, Fifth Edition* is the ultimate how-to guide for case managers. This practical resource helps case managers build fundamentals, study for the Certified Case Manager (CCM) exam, and most importantly, advance their careers after the exam. Written for all professionals in all practice settings in case management, it uses real-life examples and an easy-to-read, conversational style to examine the case management process while presenting practical procedural information. An excellent daily reference and training guide for new case managers and seasoned professionals in various settings, *The Case Manager's Handbook, Fifth Edition* is the “go-to” resource for facing the day-to-day challenges of case management, especially as the nation navigates through the many changes introduced by the landmark Patient Protection and Affordable Care Act. Significantly updated and revised, it contains eight new chapters: * Hospital Case Management: Changing Roles and Transitions of Care * Patient Centered Medical Home, ACOs, Health Exchanges * Evidence-Based Practice * Public Sector Reimbursement * Predictive Modeling * Pain Management * Health Technology, Trends, and Implications for Case Managers * The Affordable Care Act of 2010: Implications for Case Managers Included with each new print book is an Access Code for a Navigate Companion Website for students with objectives, multiple choice questions, and bonus appendices.

The Case Manager's Handbook Catherine M. Mullahy, 2016-05-23 Written by renowned author Catherine M. Mullahy, *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 (CCM) 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 (ACA). The Sixth Edition includes new chapters on pediatric case management, workers' compensation case management, key factors driving today's healthcare system, the case manager's role in the era of value-based health care, case management and healthcare provider strategies for managing the high-risk or high-cost patient, and transformative healthcare approaches for the millennial generation.

A Case Manager's Study Guide Denise Fattorusso, Campion Quinn, 2004 This is the most comprehensive print and electronic combination study guide case management certification! It contains the most up-to-date information, assures a uniform base knowledge for the successful case manager, and provides: study questions and practice exams to help you assess your skills and needs.

A Case Manager's Study Guide Skinner, Stefany Almaden, 2018-03-20 Preceded by A case manager's study guide / Denise Fattorusso, Campion Quin. 4th ed. c2013.

A Case Manager's Study Guide Denise Fattorusso, Denise Maldonado, Campion Quinn, 1999 As many practice exams as you want, with questions selected randomly by the software.

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

CMSA Core Curriculum for Case Management Hussein M. Tahan, Teresa M. Treiger, 2016-07-05 The fully updated CMSA Core Curriculum for Case Management, 3rd edition, is the definitive roadmap to an informed, effective, collaborative case management practice. This comprehensive, expertly-written guide provides those directly or indirectly involved in case management with information about best practices, descriptions of key terms, essential skills, and tools that fulfill the current Case Management Society of America’s (CMSA) standards and requirements. Addressing the full spectrum of healthcare professional roles and environments, this is both a crucial certification study guide and vital clinical resource for the case management professionals in all specialty areas, from students to veteran case managers. This unique resource provides the core knowledge needed for safe, cost-effective case management with the following features ... NEW text boxes highlighting key information and vital practices in each chapter NEW and updated Standards of Practice implications in each chapter NEW and updated content on transitions of care, community-based care, care coordination, Value-Based Purchasing, ethics and social media, the impacts of health care reform, and digital technology NEW and updated content on accreditation in case management NEW chapter that lists key additional resources, by topic Official publication of the Case Management Society of America, connecting CMSA core curriculum to current CMSA Standards of Practice Easy-to-grasp, detailed topical outline format for quick scan of topics Complete, updated core knowledge required of case managers, with expert descriptions and direction on areas including: Case management roles, functions,

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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.

The Case Manager's Training Manual David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation

A Case Manager's Study Guide Denise Fattorusso, Campion E. Quinn, 2012 Review Guides/Certification Prep/Pocket Guides

Case Manager's Handbook Catherine M. Mullahy, Deborah K. Jensen, 2004 This accompanying CD-ROM contains more than 50 customizable forms from *The Case Manager's Handbook*. These forms include standard letters of introduction, questionnaires, case reports, a cost-benefit a

On Being and Having a Case Manager Jeffrey Longhofer, Paul M. Kubek, Jerry Floersch, 2010-04-05 *On Being and Having a Case Manager* stresses the importance of the process of building relationships in helping clients realize independent lives. Based on a two-year study of Marilyn and her case managers, this book emphasizes the intentional exchange of attention and information between case managers, clients, and others within the caring network and clearly outlines a practical method for all service providers, clients, family members, and close friends to follow. Throughout the day, from moment to moment, relationships fluctuate among doing for, doing with, standing by for support, and doing for oneself. By observing Marilyn and her case manager, the authors prove the value of mutually and continuously monitoring these

fluctuations within three primary domains-feeling, thinking, and acting-while carrying out daily activities. These findings show that managers are often stuck in doing-for modes of relating. Indeed, this may be one of the factors that contribute most to case manager and client burnout. While some clients with severe and persistent symptoms may, in fact, frequently require others to do-for, some like Marilyn may not require as much. They may need more doing-with and standing-by to encourage mastery and the internalization of confidence.

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

Cscm Exam Flashcard Study System Mometrix Media Llc,2010

The Case Manager's Survival Guide Toni G. Cesta,Hussein A. Tahan,2003 This practical, hands-on guide includes vital information every case manager and administrator of a case management program need to be successful. A useful resource for working in the changing face of healthcare, it addresses case managers in all settings with an emphasis on nurse case managers and their role in providing patient care and containing costs. Focusing on the nuts and bolts aspects of case management, it discusses the operations of case management programs based on the authors' first hand experiences. Case Management Tip boxes in each chapter highlight important tips and provide easy access to this information. Case studies in several chapters address possible situations the case manager may confront along with the most effective solutions. Key points at the end of each chapter summarize pertinent information. Appendices provide extensive examples of forms and multi-disciplinary action plans used in various healthcare settings.

Medical Management of Diabetes Mellitus William T. Cefalu, 2000-02-17 This book is a how-to manual for practicing physicians and health care providers, nurse educators, nutritionists, and physicians in training in the management of persons with diabetes mellitus. Experts with strong clinical and teaching backgrounds provide up-to-date recommendations and rationale of the most effective diagnostic and therapeutic approaches to diabetes mellitus and its multiorgan micro- and macrovascular complications for patients of all ages. Gives five practical guidelines for nutrition therapy that supplies realistic recommendations! With contributions from nearly 60 clinicians who reveal a constellation of disorders with different signs, symptoms, clinical characteristics, and therapies, Medical Management of Diabetes Mellitus reviews the autoimmune process and genetics of type 1 and type 2 diabetes offers an overview of the medications that impair glucose metabolism causing hypo- or hyperglycemia covers pathogenesis, clinical presentation, and diagnosis with specialized laboratory tests surveys therapeutic modalities, their mechanisms of action, and rationale for use focuses on outcomes and how they are tracked stresses early detection and therapy of end-organ complications discusses the effect of intensive diabetes management on reducing retinopathy, nephropathy, and neuropathy considers incorporating psychiatric techniques into the treatment of diabetes compares and contrasts diabetes in children, adults, and the elderly and more! Containing over 850 references, tables, drawings, and photographs, Medical Management of Diabetes Mellitus is a cross-disciplinary reference perfect for family practice physicians, internists, pediatricians, endocrinologists, pharmacologists, nutritionists, physiologists, dietitians, obesity specialists, psychiatrists, and medical school students in these disciplines.

The Leader's Guide to Hospital Case Management Stefani Daniels, Marianne Ramey, 2005 This text will address the role of the hospital case manager from a business perspective rather than a nursing perspective. Will engage all areas that are involved with the health care system, in pursuit of global objectives on behalf of every stakeholder.

CMSA's Integrated Case Management Kathleen Fraser, MSN, MHA, RN-BC, CCM, CRRN, Rebecca Perez, MSN, RN, CCM, FCM, Corine Latour, PhD, RN, 2018-01-28 Written by case managers for case managers, this reference manual for nurses and other health professionals presents a CMSA tested approach towards systematically integrating physical and mental health case management principles and assessment tools. Since the health care field has undergone major changes such as the passing of the Patient Protection and Affordable Care Act, Mental Health Parity, Transition of Care & Chronic Care Management and the Medicare Act and CHIP Authorization Act (MACRA), health care workers must competently know how to integrate those new regulations, describe alternative payment options, and implement requirements for greater patient and family assessment, care planning, and care coordination in their practice. CMSA's Integrated Case Management delves into the role of the case manager and unpacks how case managers assess and treat complex patients. These are patients who may be challenged with medical and behavioral conditions, poor access to care services, as well as chronic illnesses and disabilities, and require multidisciplinary care to regain health and function. With a wealth of information on regulatory requirements, new models of care, integration of services, digital and telemedicine, and new performance measures that are clearly defined for nurses in nursing terminology, chapters outline the steps needed to

begin, implement, and use the interventions of the Integrated Case Management approach. All content aligns with the newly revised 2017 Model Care Act, CMSA Standards of Practice 2016 as well as the CMSA Core Curriculum for Case Management Third Edition.

Student's Study Guide for Case Manager's Handbook Catherine M. Mullahy, Mullahy, 1997-12 Designed to help students better understand case management, this book summarizes The Case Manager's Handbook. It includes sample test questions, key words, and learning objectives.

The Case Manager's Survival Guide Toni G. Cesta, Hussein M. Tahan, 2017 Revised, updated, expanded edition of essential book for case managers in nursing, healthcare and other professional disciplines New information on the ACA, value-based purchasing, accountable care organizations, emerging reimbursement methods, transitions of care, changing accreditation standards and much more A proven textbook for university courses, CCM exam prep, and continuing education Hundreds of case studies, finance formulas, practical pointers and sample problems The third edition of this important book adds over 10 years of new data, facts and experience needed by professional case managers, administrators and students of case management. This new edition incorporates the impacts of the Patient Protection and Affordable Care Act, value-based purchasing methods, care coordination strategies, transition planning, and case management software. Like the previous editions, the book is written to assist the professional and student, especially in the field of nursing, with practical guidance for understanding and mastering the techniques of managing cases in multiple healthcare settings: pre-acute, acute, and post-acute. At once practical and comprehensive, the new and expanded edition provides recent financial, legal and medical information required by case

managers to succeed in the evolving environment of healthcare delivery. The result is an essential resource for individuals and interdisciplinary teams from many professional backgrounds, who can use the know-how in this volume for coordinating care, containing costs, and improving quality and the patient experience. The Case Manager's Survival Guide is also a proven textbook, used by hundreds of instructors and students in university and continuing education courses, as well by those preparing for the CCM exam.

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