



Basics of Case Management Boot Camp, Five-Part Series

(GHA Oct/Nov 2022)

Dates: **Thursdays on October 6, 13, 20, 27, and November 3, 2022**

Time: **9:00 a.m. – 11:00 a.m. CT**

Speaker:

Toni Cesta, Ph.D., RN, FAAN

Cost: \$595 to NHA members for the entire series (per hospital, no charge for additional lines, recordings available up to 60 days after the webinar)

Target Audience

Case Management, Chief Nursing Officer, Compliance Officer, Emergency Department Personnel, Joint Commission Coordinator, Risk Manager

Course Curriculum

The world of health care is changing rapidly and so is the role of case management. Whether you are reading or hearing about value-based reimbursement, the Affordable Care Act, the continuum of care, bundled payments, transitions in care, or accountable care organizations, case management is at the center of it all.

With these rapid changes, it can be a challenge to stay knowledgeable about the issues that impact your role as a case manager. Reimbursement, utilization management, transitional planning, and length of stay management have changed dramatically. Changes from the Centers for Medicare & Medicaid Services (CMS) have impacted payments related to readmissions, length of stay, and the cost of care. Who better to address these issues than case managers?

These topics and more will be covered in this jam-packed five-part series. Webinar 1 will discuss fundamental issues pertinent to case managers, including

reimbursement systems, the history of case management, and common trends in the field.

The next three webinars will review the three most imperative roles for acute case managers.

Webinar 2 will discuss utilization management, including rules, regulations, and strategies for incorporating utilization into your daily routine.

Webinar 3 will provide insights into discharge planning, including new rules instituted in 2020.

Webinar 4 will provide an in-depth review of care coordination, an often-forgotten role for hospital case managers.

Finally, Webinar 5 will discuss how to integrate the roles and functions that have been reviewed and will provide a comparison of two state-of-the-art case management models. You will learn about the complementary but separate roles of RN case managers and social work case managers.

Whether you are new to case management or a seasoned professional, this webinar series will provide the latest information to produce the best outcomes for you, your patients, and your organization.

Learning Objectives

At the conclusion of this series, participants should be able to:

Part 1: • Understand the history of case management. • Review how case management fits into today's health care system. • Discuss the ways in which case management is a strategy for managing cost and quality under the latest CMS reimbursement models.

Part 2: • Describe the differences between utilization review and utilization management. • Discuss the best strategies for managing utilization reviews and other utilization management issues. • Identify ways in which a strong utilization management process can reduce payment denials.

Part 3: • Understand discharge planning as a process, not an outcome. • Discuss the new CMS changes related to transitional and discharge planning and how they can impact your practice. • Identify best practice strategies for transitioning patients across the continuum of care.

Part 4: • Understand the key elements of effective care coordination. • Discuss ways to incorporate care coordination into your daily workflow. • Identify how care coordination can be derailed and how you can keep it on track.

Part 5: • Describe the different skill sets and roles of RN case managers and social work case managers. • Review specialty case management roles and determine new or updated roles for your contemporary case management department. • Understand the evolution of case management models. • Identify the best model to ensure a contemporary case management department.

Speaker Bio

Toni G. Cesta, Ph.D., RN, FAAN is a founding partner of Case Management Concepts, LLC, a consulting company that assists institutions in designing, implementing, and evaluating case management departments and models, educational programs, and onsite support for leadership and staff.

She has been active in the research and development of case management for over 25 years. Her research has included two funded studies measuring the effects of a case management model on congestive heart failure and fractured hip patient populations, with measures of patient satisfaction, quality of life, and short- and long-term clinical perceptions and outcomes.

Registration

<https://online.nebraskahospitals.org/events/event-registration/?id=72d1b068-2e2a-ed11-97b0-0003ff66b1f0>