

Case Manager Training Manual

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.

Designated a Doody's Core Title! An ideal reference guide for case managers who work with complex, multimorbid patients, The Integrated Case Management Manual helps readers enhance their ability to work with these patients, learn how to apply new evidence-based assessments, and advocate for improved quality and safe care for all patients. This text encourages case managers to assess patients with both medical and mental health barriers to improvement in order to coordinate appropriate integrated health interventions and treatment planning. Built upon the goals and values of the Case Management Society of America (CMSA), this manual guides case managers through the process of developing new and important cross-disciplinary skills. These skills will allow them to alter the health trajectory of some of the neediest patients in the health care system. Key Features: Tools and resources for deploying an Integrated Health Model (physical and mental health treatment) to the medically complex patient Complexity assessment grids: a color-coded tool for tracking patient progress and outcomes throughout the trajectory of the illness Methods for building collaborative partnerships in emerging models of care delivery within multidisciplinary health care teams Strategies for using an integrated case management approach to improve efficiency, effectiveness, accountability, and positive outcomes in clinical settings Guidance on connecting multi-disciplinary teams to assist with health issues in the biological, psychological, and social domains to overcome treatment resistance, reduce complications, and reduce cost of care

Managers and supervisors will sharpen their analytical and decision-making skills with this new collection of fully reproducible case studies. Based on actual, real-life situations, these exercises prepare supervisors and team leaders for the challenging problems they face in today's complex workplace. Each case study includes: Summary of the case; Discussion questions which evoke thought and analysis; Suggested solutions to the problems presented. Training Objectives: Improve participant's listening skills; Empower employees to negotiate; solutions fairly; Provide opportunities for participants to practice new skills in a supportive environment; Illustrate the skills needed to respond productively to complex issues. Activities Cover: Performance appraisal; Managing effectively; Sexual harassment/discrimination; Managing disruptive employees; Coaching/counseling employees; Hiring the right person

This text contains the core body of knowledge for case management practice as delineated by the Case Management Society of America (CMSA), the largest professional organization of case managers. The core curriculum provides a "synthesis of case management evolution," and presents essential elements, concepts, and vision for current and future case management practice. This edition is significantly expanded to reflect the dynamic changes taking place in case management. Each chapter is organized in a consistent format that includes learning objectives; introduction; important terms and concepts; key definitions; and references.

Skills for New Managers will include hands-on information on the following key topics: hiring new employees by asking the right questions; delegating work efficiently; dealing with the stress that comes with a management position; communicating effectively with your employees; how to master mentoring, leadership, and coaching styles. These books will be rich in practical techniques and examples, each book will supply specific answers to problems that managers will face throughout their careers. Skills for New Managers will detail specific techniques and strategies that managers can use to smooth their way into a management position, from hiring to delegating. The series will also continue its user-friendly, icon-rich format, which is designed to be easily digested for managers at all levels of the organizational hierarchy. Books in the series will also feature short, snappy chapters, bulleted lists, checklists and definition of terms as well as summaries at the end of every chapter.

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 setting, 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.

Stem Cell and Bone Marrow Transplantation

The text has a variety of user friendly lists, tables, charts, summaries, articles, practice tests, clinical documentation sample forms, resources and contact information about case management in healthcare and human services. There are more than 100 pages of material in addition to the handouts made available in the seminar. The contents of this case management handbook include the following: the differences between case management and social work; case management history; governmental responses in the past; other titles used for case managers; admission summaries; case management service and treatment plans; multi-cultural recommendations for case managers; case management confidentiality; continuity of care; philosophy of case management; case manager status; supervision of case managers; preventing unnecessary prescription problems; depression screenings; case manager attitudes with the chronically mentally ill; counseling and case management professional ethics; establishing rapport with providers; customer service and case management; avoiding case management burnout; hepatitis A/B/C screenings; HIV/AIDS screening; TB screening; release of information; screening for substance use disorders; progress notes; discharge summaries; social history/assessment; psychological history/assessment; medical/dental history/assessment; educational/vocational

history/assessment; legal history/assessment; top work settings; top job titles; HMO models; insurance; legal/medical/insurance terms; and case management organizations.

Accurately report supplies and services for physician, hospital outpatient, and ASC settings with the Ingenix HCPCS Level II Expert. Nearly 400 code updates went into effect for 2009. Be prepared for several more changes on January 1, 2010, with updated, comprehensive information for the HCPCS code set in a reference that focuses on management of reimbursement. This user-friendly book will guide any coder confidently through current modifiers, code changes, additions and deletions with information as dictated by the Centers for Medicare and Medicaid Services (CMS).

The Case Manager's Training Manual Jones & Bartlett Learning

Life Care Planning and Case Management Handbook, Second Edition brings together the many concepts, beliefs, and procedures regarding life care plans into one state-of-the-art publication. This second edition of a bestseller is focused on prioritizing and managing the spectrum of services for people with serious medical problems and their families. Keeping up with advances in the field, this is the most comprehensive reference for everyone concerned with coordinating, evaluating, assessing, and monitoring care.

The Practical Guide to Case Management in Higher Education offers a comprehensive examination of the growing field of higher education case management. As the first ever book of its kind, this text provides the foundations for the work, defines standards of practice, and includes specific strategies case managers can utilize for a variety of student populations and concerns. Drawing from current experts in the field as well as the most cutting edge research on the work, this functional guide delivers key insights into best practice recommendations as well as practical, real-world examples of protocols and processes for the work.

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

It is my hope that this text, when properly used will be of great benefit to the individual aide or aide in training in mastering the required skills that would make the individual a good home health aide. The book has been specially tailored as a teaching tool for home health aides. The book has two sections, the tutorial section one and the practical hands on section two. The second section is a good aide or good training tool for practical demonstration purposes. For the purpose of understanding only, a home health aide does not have to be a Certified Nurses Aide. As a result this book can be used to train and prepare an individual to function in the capacity of a home health aide. The agency must prepare a set of standardized tests for the aides to ensure that the individual have fully internalized the reaching and training that they have been put through. This book further addresses the rule and regulation (federal and State) that the home health aide must be familiar with. This book is an excellent tool for the home health aide. I strongly encourage all individual who practice and plans to practice as an aide in the home health field to read this book.

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

From the Preface: This manual, *Child Protective Services: A Guide for Caseworkers*, examines the roles and responsibilities of child protective services (CPS) workers, who are at the forefront of every community's child protection efforts. The manual describes the basic stages of the CPS process and the steps necessary to accomplish each stage: intake, initial assessment or investigation, family assessment, case planning, service provision, evaluation of family progress, and case closure. Best practices and critical issues in casework practice are underscored throughout. The primary audience for this manual includes CPS caseworkers, supervisors, and administrators. State and local CPS agency trainers may use the manual for preservice or inservice training of CPS caseworkers, while schools of social work may add it to class reading lists to orient students to the field of child protection. In addition, other professionals and concerned community members may consult the manual for a greater understanding of the child protection process. This manual builds on the information presented in *A Coordinated Response to Child Abuse and Neglect: The Foundation for Practice*. Readers are encouraged to begin with that manual as it addresses important information on which CPS practice is based-including definitions of child maltreatment, risk factors, consequences, and the Federal and State basis for intervention. Some manuals in the series also may be of interest in understanding the roles of other professional groups in responding to child abuse and neglect, including: Substance abuse treatment providers; Domestic violence victim advocates; Educators; Law enforcement personnel. Other manuals address special issues, such as building partnerships and working with the courts on CPS cases.

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.

Written specifically for case managers, this innovative reference presents a practical integration of disease management and case management to ensure comprehensive coverage of these two rapidly evolving and expanding fields. It explains and clarifies these two areas with in-depth expert commentary that offers a fresh, contemporary approach and captures both provider and payor perspectives. Its strong emphasis on evidence-based practice helps ensure that disease managers are using the best evidence to formulate the best results. Comprehensive, targeted content makes it one of the only resources available for practicing disease managers Wide variety of coverage includes chronic illnesses such as congestive heart failure, as well as management of those conditions such as pregnancy that do not indicate an unhealthy or diseased state Expert author contributions offer practical guidance and interdisciplinary perspectives Chapters provide case studies or case scenarios to demonstrate the ways in which case managers nationwide have responded to treatment challenges with success Emphasis on preventive care stresses the most practical and cost-effective solution to today's rising health care costs Authors detail specific tips, tools, and techniques that managers can put to use in practice Chapters are organized into three separate parts to present the information logically

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.

Written by renowned author Catherine Mullahy, *The Case Manager's Handbook, Fourth Edition* is the ultimate how-to guide for Case Managers. It is designed to define good case management, examine the case management process, and present practical procedural information. The Fourth Edition has been completely revised and updated with new references and pertinent information. This book is an excellent daily reference or can be used as a training guide for new case managers, or a teaching tool for client groups. Accompanied by a CD-ROM and a FREE Student Study Guide is available online.

We are extremely pleased to tell you that CCM Certification Made Easy has been updated to its Second Edition, and includes all the new material recently added to the CCM Exam. Every subdomain is covered on the exam. CCM Certification Made Easy is clearly the most complete CCM Exam prep book you can buy. Up to date - every area has been revisited for this updated edition to keep pace with the substantial changes in healthcare and the CCM Exam. Includes a condensed versions of the CCMC's Glossary of Terms that are an essential resource to pass the CCM Exam. Includes a website link to download a free companion workbook and study strategies that countless case managers have used to pass the CCM Exam at no extra charge.

Discussing major policy, management, and program issues facing Congress and the Clinton administration in the area of health and human services, this pamphlet provides recommendations for the Department of Health and Human Services (HHS) regarding the social security system, the welfare system, preventing child abuse, and safeguarding the nation's

food supply. Following an overview of important issues facing the nation, the second section suggests steps to bolster public confidence in the social security system, including building the system's trust fund by increasing contribution levels and modernizing computer systems. The next section provides recommendations for continuing the welfare reform movement and the implementation of the Family Support Act, such as developing automated data systems to effectively manage caseloads, setting goal-oriented program performance standards, and identifying and sharing effective initiatives between states. The fourth section suggests that HHS provide states with greater flexibility in using government funds to prevent child abuse through early intervention and that a national foster care system be developed to provide outcome-oriented data on child welfare services. The final section proposes that an agency-wide system for tracking regulation development be implemented in the Food and Drug Administration to improve agency effectiveness and better allocate existing resources. Includes references for 22 related GAO products. (BCY).

The Hospital Case Management Orientation Manual Guide is a comprehensive resource that supplements of initial training for new case managers. This book explains what to document, where to document it to ensure appropriate level of care and reimbursement, and how to avoid unnecessary denials. This book's focus is utilization management, discharge planning, and relevant CMS regulations. It can help new case managers learn how to perform their jobs effectively on their own time. It can also serve as a wide-ranging resource for more experienced case managers, particularly those whose training was less than adequate.

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.

An invaluable resource on the basic principles of case management, including the necessary guidelines for practice. AACN Protocols for Practice: Healing Environments discusses the benefits of creating a healing environment for critically ill patients and their families and how changes to a patient's environment can promote healing. Family needs, visitation, complementary therapies, and pain management are also covered.

Thoroughly revised and updated since its initial publication in 2010, the second edition of this gold standard guide for case managers again helps readers enhance their ability to work with complex, multimorbid patients, to apply and document evidence-based assessments, and to advocate for improved quality and safe care for all patients. Much has happened since Integrated Case Management (ICM), now Value-Based Integrated Case Management (VB-ICM), was first introduced in the U.S. in 2010. The Integrated Case Management Manual: Value-Based Assistance to Complex Medical and Behavioral Health Patients, 2nd Edition emphasizes the field has now moved from "complexity assessments" to "outcome achievement" for individuals/patients with health complexity. It also stresses that the next steps in VB-ICM must be to implement a standardized process, which documents, analyzes, and reports the impact of VB-ICM services in removing patient barriers to health improvement, enhancing quality and care coordination, and lowering the financial impact to patients, providers, and employer groups. Written by two expert case managers who have used VB-ICM in their large fully disseminated VB-ICM program and understand its practical deployment and use, the second edition also includes two authors with backgrounds as physician support personnel to case managers working with complex individuals. This edition builds on the consolidation of biopsychosocial and health system case management activities that were emphasized in the first edition. A must-have resource for anyone in the field, The Integrated Case Management Manual: Value-Based Assistance to Complex Medical and Behavioral Health Patients, 2nd Edition is an essential reference for not only case managers but all clinicians and allied personnel concerned with providing state-of-the-art, value-based integrated case management.

31 references to books and reports pertinent to case management in diverse delivery environments. Alphabetical arrangement by titles. Each entry gives bibliographical information and abstracts. List of authors.

New collaborative models of health care service delivery are contributing to quality and cost improvements, especially in treating children and families. At the same time, deficits in communication between systems sharing patients can not only lead to confusion and waste, but also to increased risk of harm. Case Management and Care Coordination offers an evidence-based framework, best practices, and clinical common sense to meet this ongoing challenge. Focusing on families of children with chronic health issues, it outlines the processes of case management and care coordination, clarifies the roles and responsibilities of team members, and models streamlined, patient-centered service delivery. This analysis cuts through much of the complexity of case management while emphasizing collaboration, flexibility, and advocacy in pursuing best outcomes for patients. And as an extra dimension of usefulness, the book is accessible to lay readers, empowering families to make informed decisions and have a more active role in their own care. Included in the coverage: Essential skills for integrated case management. Children and youth with special health care needs.

Transitional care and case management settings for children and families. Case management and home visitation programs. Managed care and care coordination. Technology and care coordination. Effectively illustrating the possibilities and potential of health care reform, Case Management and Care Coordination is an essential resource for pediatricians and health care professionals, as well as for families of children with special health care needs.

Along the Continuum of Care creates a mind shift for the case manager in the new paradigm to be effective "agents of change" and "resource connectors". The urgent need to improve health outcomes is resulting in moment-to-moment changes in the world of case management. Along the Continuum of Care focus on helping health care professionals meet the new challenges with Health Care Reform. Case Managers must educate the senior leadership team about the

financial contributions that result from appropriate care coordination. The CEO is responsible for the bottom line but the buck stops with case management and leaders should focus on: *Case management support for adequate resources. *Ensuring that case management staff is educated, adequately staffed, and recognized for managing patient flow which maintains financial stability. *Recognizing that effective case managers manage the tipping point to save and/or create millions of dollars for the organization. The healthcare case management field is exploding. The demand will far outweigh the supply for the next three to five years and beyond. The business savvy case manager will lead the field.

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.

[Copyright: 330da13cbb17d67f573d01be0c40772d](https://www.cmsa.org/copyright/330da13cbb17d67f573d01be0c40772d)