Are you concerned about potential Medicare RAC denials related to appropriate level of care billing...

Is capacity management or patient through-put a concern for your Organization...

Are you struggling with patients coming to your ER for primary care...

If you answered YES… Read on for Help!!
Emergency Department Case Management: 
*Influencing Patient Access, Through-Put, & Outcomes*

Featuring
Linda L. Easterly, MS, BSN

**Overview**
Incorrect level of care placement (outpatient observation vs. inpatient), inefficient patient flow and ER visits for the purpose of primary care result in denied reimbursement, burdensome provider costs, and unsatisfied customers! In today’s strained reimbursement economy, it is more important than ever before to ensure Case Management involvement *at initial point of access* to diminish denials, improve patient flow and prevent the ED from being used to provide community primary care.

This course describes how ED Case Management Programs can positively impact an organization’s patient flow process, decrease denials and costs of care, and improve patient clinical and satisfaction outcomes. Discussion includes how to effectively use ED Case Managers:

- To influence patient flow from all access points including the emergency room, outpatient areas, and urgent or planned admissions;
- To quickly transition patients to the most appropriate clinical level of care within the facility or discharge safely back out into the community;
- To proactively control major patient access points through the organization, including planned and urgent bed management, scheduled outpatient, and same-day procedure registrations; and
- To assist with timely and appropriate daily bed management activities.

In the past, ED Case Management was considered a luxury...but no longer is that true! It’s essential for success! Come spend the day with us and learn how to help your organization and patients.

**Program Agenda**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 a.m.</td>
<td>Registration and Refreshments</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>Current State of Healthcare and its Impact on EDs</td>
</tr>
<tr>
<td>9:15 a.m.</td>
<td>Medicare’s Outpatient Perspective Payment System</td>
</tr>
<tr>
<td>10:15 a.m.</td>
<td>Break</td>
</tr>
<tr>
<td>10:30 a.m.</td>
<td>ED Point of Access, Outpatient &amp; ED Community Case Management Program</td>
</tr>
<tr>
<td>12:00 noon</td>
<td>Lunch (provided)</td>
</tr>
<tr>
<td>1:00 p.m.</td>
<td>Identifying and Managing High Risk ED Patients</td>
</tr>
<tr>
<td>1:30 p.m.</td>
<td>Incorporating CM Functions into Daily ED CM Activities</td>
</tr>
<tr>
<td>2:30 p.m.</td>
<td>Break</td>
</tr>
<tr>
<td>2:45 p.m.</td>
<td>The Case Manager’s Role with Bed Placement</td>
</tr>
<tr>
<td>3:00 p.m.</td>
<td>Medicare Observation Services &amp; Condition Code 44</td>
</tr>
<tr>
<td>3:45 p.m.</td>
<td>Program Outcome Indicators</td>
</tr>
<tr>
<td>4:15 p.m.</td>
<td>Questions/Evaluations/Adjournment</td>
</tr>
</tbody>
</table>
Objectives

- Identify factors contributing to long waits and high volumes in EDs across the U.S.
- Discuss Medicare’s PPS Outpatient Reimbursement (APCs)
  - Definitions and services included in this reimbursement methodology
  - Impact APCs have on Medicare Part B reimbursement for services delivered in the ER, outpatient surgical and procedure units, observation units, etc.
- Describe the ED Case Management Program including:
  - Case management definition
  - ED Case Management Program goals
  - Primary functions/roles of ED RN Case Managers and Social Workers
  - Personnel & staffing levels
  - Expected barriers
  - How to gather program support
- Discuss how to set up an ED Point of Access Program including all facility entry points
- Describe the ED Case Manager’s role in discharging patients to other levels of care or back to the community
- Identify types of high risk patients that could benefit from ED Community Case Management activities to decrease ED recidivism rates
- Discuss the case manager’s role in daily bed management activities
- Discuss appropriate use of observation services and Medicare’s Condition Code 44 regulations
- Identify key outcome indicators that measure program success

Faculty

With over 30 years in healthcare experience, Linda L. Easterly, MS, BSN, provides case management consulting, education and training services built upon a wealth of clinical nursing and management expertise to assist providers in successfully meeting today’s financial and clinical challenges. Her experience includes internal and external consulting in over 30 states throughout the nation, senior and middle management hospital positions and clinical nursing roles. Ms. Easterly earned a Bachelor of Science degree in Nursing from the University of Southwestern Louisiana and a Master of Science degree in Health Services Administration from the College of St. Francis.

Continuing Education

All Attendees will receive a certificate of attendance.

5.7 Nursing Contact Hours will be awarded for all nurses who sign in at the registration desk and attend the entire day.

The Arkansas Hospital Association is an approved provider of continuing nursing education by Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center’s COA.

Registration Fee

The registration fee for this program is $175 per registrant through October 22, 2013. After October 22, 2013, the registration fee is $225. This fee includes speaker fees, printed material, lunch and beverage breaks.

Location and Hotel Information

This program will be held at the Arkansas Hospital Association, 419 Natural Resources Drive in west Little Rock. For driving directions, please see www.arkhospitals.org. A listing of nearby hotels and sleeping room rates is enclosed with this brochure.

Cancellation and Refund Policy

If written cancellations are received after October 22, a refund minus a $50 administrative fee will be given. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. Registrations that are phoned in, faxed or e-mailed are subject to the same cancellation policy.
Arkansas Hospital Association
Emergency Department Case Management: 
*Influencing Patient Access, Through-Put, & Outcomes*
October 29, 2013

Registration Form

Name ____________________________________________  Title ____________________________________________
Organization _______________________________________________________________________________
Address _________________________________________________________________________________
City __________________________    State ______    Zip ___________     Telephone ________________
E-Mail _______________________________________    Fax ______________________

Registration Fee

$175 per registrant through **October 22, 2013**.

**After October 22, 2013**, the registration fee is **$225**.

Registration fee includes speaker fees, printed material, lunch and beverage breaks.

**Method of Payment**

☐ Check Enclosed (Please make checks payable to: Arkansas Hospital Association)

Credit Card:  ☐ VISA  ☐ MasterCard  *AmEx and Discover are NOT accepted.*

Cardholder’s Number: ___________________________    Exp. Date: ________________

Cardholder’s Name: ________________________________________________________________

(Please Print)

Cardholder’s Signature: ___________________________    Phone #: __________________

**2 Ways to Register**

☐ FAX:  501-224-0519  (Credit Card Only)

☒ Mail:  Education Department
Arkansas Hospital Association
419 Natural Resources Drive
Little Rock, AR 72205

**Refunds and Cancellations**

If **written** cancellations are received **after October 22**, a refund minus a $50 administrative fee will be given. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. Registrations that are phoned in, faxed or e-mailed are subject to the same cancellation policy.