



Basics of Case Management Boot Camp

A Five-Part Webinar Series

All sessions are from 1:00 p.m.–2:30 p.m.

Overview

The world of health care is changing rapidly and so is the role of case management in that world! 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!

Because things are changing so rapidly it can be a challenge to stay current and knowledgeable in the issues that most greatly impact your role as a case manager. Reimbursement has changed dramatically as has utilization management, transitional planning, and length of stay management. CMS has incorporated changes that impact payments related to readmissions, length of stay, and the cost of care. Who is in a better place to address these issues than case managers! Finally, how do all these roles come together in a cohesive way that meets the needs of your department and your organization?

All these topics and more will be covered in this jam-packed five-part series. The program will start with some of the fundamental issues pertinent to case managers, including reimbursement systems, the history of case management, and common trends in the field. We will then review the three most imperative roles for acute case managers. We will start with a discussion of utilization management, including rules, regulations, and strategies for incorporating utilization into your daily routine. Webinar Three will provide insights and up to date information on discharge planning including new rules instituted in 2020. Webinar Four will provide an in-depth review of care coordination, a vital, but often forgotten role for hospital case managers.

We will end our series with a discussion of how to integrate the roles and functions we have reviewed as well as a comparison of two state of the art case management models. You will learn about the complimentary, but separate roles of nurse case managers and social work case managers.

Whether you are new to case management or a seasoned pro, this webinar series will provide you with the latest and most up-to-date topics and information that you will need to be at the top of your game and produce the best outcomes for you, your patients, and your organization.

Intended Audience

- Case Manager
- Chief Medical Officers
- Chief Nursing Officer
- Compliance Officer
- ED Personnel
- Joint Commission Coordinator
- Quality Improvement Personnel
- Risk Managers
- Legal Counsel

Program Objectives

TUESDAY, OCTOBER 12 | Part One

Learning Objectives:

- 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.

TUESDAY, OCTOBER 19 | Part Two

Learning Objectives:

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

TUESDAY, OCTOBER 26 | Part Three

Learning Objectives:

- 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.

TUESDAY, NOVEMBER 2 | Part Four

Learning Objectives:

- Understand the key elements of effective care coordination.
- Discuss ways in which to incorporate care coordination into your daily workflow.
- Identify how care coordination can be de-railed and how you can keep it on track.

TUESDAY, NOVEMBER 9 | Part Five

Learning Objectives:

- Describe the different skill sets and roles of nurse 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

Toni G. Cesta, PhD, RN, FAAN is a founding partner of Case Management Concepts, LLC, a consulting company which assists institutions in designing, implementing, and evaluating case management departments and models, educational programs, onsite support for leadership and staff. She is the author of nine books in the field of case management, a frequently sought-after speaker, lecturer, and consultant, and is considered one of the primary thought leaders in the field of case management. Dr. Cesta also writes a monthly column called "Case Management Insider" in Relias Media's Hospital Case Management newsletter in which she shares insights and information on current issues and trends in case management.

Dr. Cesta has been active in the research and development of case management for over 25 years. Her research in case management 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. She has presented topics on case management at national and international conferences and workshops. She has also published extensively including the fourth edition of her book, "Nursing Case Management: From Essentials to Advanced Practice Applications," the third edition of "The Case Manager's Survival Guide: Winning Strategies in the New Healthcare Environment", which won the AJN Book of the Year award, "Survival Strategies for Nurses in Managed Care" and her newest book: "Core Skills for Hospital Case Managers".

Registration

**\$600 for the entire series - that's \$120 per session,
a \$275 discount for the series!**

Registration includes one internet and one audio connection for one location, although your facility may have numerous participants in one room. Recordings will be provided after each session and will be available for 60 days. We ask that all attendees complete an evaluation and that all are listed on the sign-in sheet provided to the hospital contact listed on the registration form. These items need to be returned to AHA no more than 5 days following the event.

To register, please submit the attached registration form. Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

Registration form is on the next page.



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A Five-Part Webinar Series

\$600 for the entire five-part series – that’s a \$275 discount.

One registration form includes one internet and one telephone connection.

- **Part One: October 12**
- **Part Two: October 19**
- **Part Three: October 26**
- **Part Four: November 2**
- **Part Five: November 9**

NAME AND TITLE OF CONTACT PERSON

ORGANIZATION

MAILING ADDRESS

CITY, STATE, ZIP CODE

EMAIL ADDRESS

PHONE NUMBER

METHOD OF PAYMENT

Check in the amount of **\$600** payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____

Visa

MasterCard

(AmEx and Discover not accepted)

Expiration Date _____ CVV _____ Name on Card _____

Cardholder's Billing Address *(please include zip code)* ↑

Signature _____ Cardholder Phone # _____

MAIL FORM AND PAYMENT TO

Education Department, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; or fax form with credit card information to (501) 224-0519

CANCELLATION POLICY

If cancellations are received in writing five (5) business days prior to the event date, a full refund will be given. If cancellations are received less than five business days prior to the date of the workshop, a refund minus a \$50 administrative fee will be refunded. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Substitutions, however, are permitted. Registrations that are faxed are subject to the same cancellation policy. (Note: All cancellations must be received in writing by the registrar.)