

Title of Activity: **A Pathway for Gaining Recognition of Your Knowledge and Expertise in Case Management**

Total Number of Contact Hours: 480 minutes

Intended Level of Learner: Basic Intermediate Advanced

Objectives	Content	Time Frame	Faculty	Teaching Method
List objectives in operational/behavioral terms.	Provide an outline of the content to be presented for each objective.	State the time frame for the topic area.	List the faculty person or presenter for each topic.	Describe the teaching method(s) used for each topic.
1. Recognize the core competencies that serve as the foundation of a professional practice of case management	I. Defining roles <ul style="list-style-type: none"> A. History B. Care coordination <ul style="list-style-type: none"> 1. Definitions and philosophy 2. Integral concepts 3. Standards of Practice <ul style="list-style-type: none"> a. CMSA b. ACMA c. NASW II. Core Competencies associated with care coordination – Foundation of a professional case management practice <ul style="list-style-type: none"> A. Case management concepts/clinical practice <ul style="list-style-type: none"> 1. Process 2. Goals and objectives of case management B. Principles of practice <ul style="list-style-type: none"> 1. Standards of practice 2. Eight essential activities of case management 	60 Minutes	Nancy E. Skinner, RN-BC, CCM, ACM-RN, CMCN, FCM	Lecture Slide presentation Questions/Answers
2. Analyze the core competencies commonly associated with the delivery of and funding for healthcare services	III. The business of healthcare reimbursement and delivery of healthcare services <ul style="list-style-type: none"> A. Healthcare management and delivery <ul style="list-style-type: none"> 1. Alternative care facilities 2. Healthcare delivery systems/models 3. Transitions of care 4. Interdisciplinary care team 5. Medication therapy management and reconciliation B. Healthcare reimbursement and resource management <ul style="list-style-type: none"> 1. Managed care concepts and rules for reimbursement 2. Publicly funded reimbursement including 	150 Minutes	Nancy E. Skinner, RN-BC, CCM, ACM-RN, CMCN, FCM	Lecture Slide presentation Questions/Answers

<p>3. Describe the psychosocial concepts that are necessary for the delivery of case management interventions through and across each transition of patient care.</p>	<p>Medicare and Medicaid 3. Prospective payment systems 4. Public benefit programs including disability 5. Resources for the uninsured or underinsured 6. Cost containment concepts IV. Psychosocial concepts and support systems A. Behavioral health concepts 1. Substance use, abuse, and addiction 2. Psychological and neuropsychological assessment B. Behavioral change theories and patient activation C. Patient engagement, education and empowerment strategies 1. Health coaching 2. Health literacy 3. Cultural competency 4. Shared decision making, motivational interviewing D. Social determinants of health 1. Support programs 2. Community resources 3. Resources for uninsured E. End of Life Issues</p>	<p>90 Minutes</p>	<p>Nancy E. Skinner, RN-BC, CCM, ACM-RN, CMCN, FCM</p>	<p>Lecture Slide presentation Questions/Answers</p>
<p>4. Discuss quality measures and quality improvement initiatives that are integral to professional practice of case management</p>	<p>V. Quality and Outcomes Evaluations and Measurements A. Organizational quality 1. Accreditation 2. Healthcare analytics 3. Quality indicators a. Sources b. Data interpretation and reporting B. Quality and performance improvement concepts C. Case management tools 1. Caseload calculator 2. Cost benefit analysis</p>	<p>60 Minutes</p>	<p>Nancy E. Skinner, RN-BC, CCM, ACM-RN, CMCN, FCM</p>	<p>Lecture Slide presentation Questions/Answers</p>
<p>5. Understand rehabilitation concepts and strategies that impact a professional practice of case management</p>	<p>VI. Rehabilitation concepts and strategies A. Workers' Compensation and disability concepts 1. Evaluations and testing 2. Return to work initiatives 3. Vocational rehabilitation 4. Vocational considerations for patients with a chronic disease B. Rehabilitation 1. Therapies and interventions 2. Assistive devices and technology 3. Post acute care</p>	<p>60 minutes</p>	<p>Nancy E. Skinner, RN-BC, CCM, ACM-RN, CMCN, FCM</p>	<p>Lecture Slide presentation Questions/Answers</p>
<p>6. Consider the ethical, legal</p>	<p>VII. Legal and ethical aspects</p>	<p>60 minutes</p>	<p>Nancy E. Skinner, RN-BC,</p>	<p>Lecture</p>

<p>and practice standards that guide a professional practice of case management.</p>	<p>A. Ethics 1. Related to care delivery 2. Related to professional practice</p> <p>B. Health care and disability related legislation 1. Federal legislation 2. State legislation</p> <p>C. Legal and regulatory requirements</p> <p>D. Confidentiality</p>		<p>CCM, ACM-RN, CMCN, FCM</p>	<p>Slide presentation Questions/Answers</p>
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