



WEBINAR

## Beyond Basics of Case Management Boot Camp

(W2001 – Jan-Feb 2022)

Dates: **Tuesdays (January 11, 18, 25; February 1, 8)**

Time: **1:00 – 2:30 p.m. CT**

### **Speaker:**

Toni Cesta, Ph.D., RN, FAAN

**Cost: \$875 to NHA members for the full series** (per hospital, no charge for additional lines, recordings available up to 60 days after the webinar); \$195 per session if registered separately.

### **Target Audience**

Chief Executive Officer, Chief Operating Officer, Chief Nursing Officer, Compliance Officer, Joint Commission Coordinator, Quality Improvement personnel, Risk Manager, Legal Counsel

### **Course Curriculum**

Having a foundation for effective case management is critical, but likewise, having a foundation for the more complex processes of case management has become vital. Challenges exist for RN case managers, social work case managers, case management leaders, and physicians, as they traverse the shaky environment of constantly changing reimbursement, updated rules and regulations and strategic process improvement to align with any hospital's need to meet their targeted outcomes.

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 or a case management leader. What are the best practice processes for ensuring compliance to rules and regulations, collaborating with physicians, developing a best

practice access point case management role, integrating case management across the continuum, and understanding case management outcomes?

All these topics and more will be covered in this jam-packed five-part series. This series builds on the topics that we covered in the Case Management Boot Camp and is geared for both registered nurses and social workers. The program will start with a focus on how to ensure that your case management practice is compliant with the rules and regulations of today. From there we will discuss the often-challenging subject of how to best collaborate with physicians, especially your high-volume physicians, such as hospitalists and ED physicians. As important as your high-volume physicians are, your physician advisors are essential to support optimal case management processes. Finally, we will discuss how you can establish best practices to align with the community, those case managers in the post-acute care provider world, to whom you will be handing off your patients for their next moves through their health care continuum. Our final webinar will discuss case management outcomes, what they are, and how you can measure them to ensure best practices for your department and yourself.

## Learning Objectives

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

### Part 1:

- Discuss the elements of compliance that affect the daily practice of a case manager.
- Review the CMS requirements and how you can be compliant with them.
- Identify compliance gaps in your daily practice.

### Part 2:

- Describe the key roles of the physician advisor and the hospitalist.
- Develop best practice strategies with key physician stakeholders to ensure optimal outcomes.
- Identify opportunities for improvement at key locations throughout the hospital while collaborating with physicians.

### Part 3:

- Understand the components of the 2 Midnight Rule.
- Discuss best practices for emergence department, transfer center and admitting office case management.
- Describe ways in which to reduce readmissions, unnecessary admissions, and issues of noncompliance at hospital access points.

#### Part 4:

- Define how case management is applied in different settings across the continuum.
- Detail the vital role of case management in coordinating care across the continuum.
- Identify strategies for eliminating barriers affecting care transitions.

#### Part 5:

- Describe contemporary outcome measures for case management.
- Review how to create a workable case management dashboard.
- Understand how benchmarks can be applied to your CM dashboard.

### Speaker Bio

Toni G. Cesta, Ph.D., 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. Dr. Cesta 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.

Dr. Cesta has presented topics on case management at national and international conferences and workshops. She has 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."

*This speaker has no real or perceived conflicts of interest that relate to this presentation.*