



Hospital Case Management: Influencing Positive Clinical and Financial Outcomes

(2 Day Course)

April 28-29, 2009/Embassy Suites Cool Springs, Franklin, TN

Program Description

Merging clinical care with finance is no longer an optional activity. It is an essential component for health care excellence and survival! A comprehensive case management program is the interface between the clinical and financial world – a program that focuses on improved patient care delivery for better clinical and financial outcomes. Is your program contributing all it can?

This course details the required case management functions – *clinical care management, utilization management, clinical resource management, discharge planning, and outcomes management*. Course content includes how to incorporate these functions into the daily case management process. Whether *new* to case management or an *experienced* case manager, this program will help bring case managers up to date with the most effective case management processes.

2009 Expanded Course Content Includes

- CMS review agencies (MACs, RACs, CERT, and QIO) roles, anticipated review activities, and strategies to avoid reimbursement and quality denials
- Case management involvement with concurrent facilitation and data collection of CMS core measures

At the conclusion of the session, participants will be able assess the effectiveness of their facility's case management program and establish a work plan to get their program on track!

Who Should Attend

The course is designed for case managers, utilization managers, social workers, discharge planners, quality/performance improvement professionals, chief nursing officers, nursing managers, and front-line nursing staff responsible for incorporating case management activities into patient care processes.

Agenda Day 1

8:30am-9:00am	Registration
9:00am	Welcome, Program Objectives
9:05am-10:45am	Case Management Program <ul style="list-style-type: none">○ Definition○ Common models○ Goals○ Functions○ Staff roles, responsibilities○ CMS Quality Measures
10:45am-11:00am	Break
11:00am-12:00pm	Utilization Management <ul style="list-style-type: none">○ CMS & JCAHO Standards○ Medicare Review Agencies○ Utilization management process including use of physician advisor
12:00pm-1:00pm	Lunch (provided)
1:00pm-2:30pm	Utilization Management...continued <ul style="list-style-type: none">○ Hospital Issued & Payer Issued Denial Management Processes

	○ Performance Opportunity Tracking System
2:30pm-2:45pm	Break
2:45pm-3:15pm	Proactive Discharge Planning
3:15pm-3:45pm	CMS Hospital Discharge Appeal Rights Notices Requirements
3:45pm-4:00pm	Interdisciplinary Patient Care Conferences
4:00pm	Adjourn for the Day

Agenda Day 2

9:00am-10:30am	Healthcare Reimbursement <ul style="list-style-type: none"> ○ Medicare Severity Rated DRG System ○ Incorporating "Finance" into the case management process
10:30am-10:45am	Break
10:45am-12:30pm	Healthcare Reimbursement (Continued) <ul style="list-style-type: none"> ○ Understanding clinical and technical level of care requirements for successful, timely patient transitions to lower levels of care
12:30pm-1:30pm	Lunch (provided)
1:30pm-2:30pm	Proactive Clinical Case Management & Resource Management Strategies
2:30pm-2:45pm	Break
2:45pm-3:30pm	Prioritizing/Organizing Your Workload
3:30pm-3:45pm	Monthly Outcome Monitoring
3:45pm	Questions & Evaluations
4:00pm	Adjournment

Continuing Education Credit:

This workshop had been approved for 11 hours continuing education hours. You must attend both days to receive a certificate of attendance.

Faculty

With over 30 years in health care 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. She also completed a two year management program offered by Louisiana State University and Our Lady of the Lake College.

Location/Registration Information

Embassy Suites Cool Springs

820 Crescent Centre Drive

Franklin, TN 37067

Room Rates: \$149 single/\$159 double

Check-in Time: 3:00pm Check-out: 12:00pm

Overnight guests receive complimentary full cooked to order breakfast, complimentary manager's nightly reception and complimentary parking. Property offers a fitness center, indoor pool and business center.

Registration Fee: \$ 249 (for both days)

Phone: 615-515-5151

Reservation Cutoff: Saturday, April 4, 2009

Registration Deadline The registration deadline is **Monday, April 20, 2009**. If you have not received a confirmation letter prior to the program, please call Penny Williams at THA, 1-800-258-9541 or pwilliams@tha.com to confirm your registration.

Additional Information

- Registrants unable to attend may send an alternate.
- The Association reserves the right to cancel or reschedule a program due to insufficient number of registrants or other unforeseen circumstances.
- **Please contact the education department at 800-258-9541 if you have any questions.**
- Everyone will receive a certificate of attendance upon completion of the second day.
- **Maps to the meeting site will be emailed or faxed with confirmations.**



REGISTRATION FORM

*Hospital Case Management:
Influencing Positive Clinical and Financial Outcomes*

(2 Day Course)

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HOSPITAL/ORGANIZATION _____

NAME _____

TITLE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

TELEPHONE _____ FAX _____

EMAIL ADDRESS _____

(Must list fax number or email address to receive confirmation.)

Registration Fee: \$ 249 per person (2 day program)

Method of Payment

Check made payable to THERF

Mail enrollment form with payment to THERF (Tennessee Hospital Education and Research Foundation), 500 Interstate Blvd., So., Nashville, Tennessee 37210-4634.

Fax Registration

To register by fax, send your completed registration form to 615.742.3753.

Credit Card I authorize THERF to charge my: MasterCard VISA

Account Number _____ Expiration Date _____

Print Name as Shown on Card _____

REGISTRATION Confirmation

If you have not received a confirmation letter prior to the program, please call Penny Williams at THA, 1-800-258-9541 or pwilliams@tha.com to confirm your registration.

Refund/Cancellation Policy: An alternate registrant from the same institution will be accepted under the original registration. Registration fees are non-refundable unless written notice of an individual's cancellation is received five (5) business days prior to the program date, in which case a cancellation fee of \$50.00 will be deducted from the refund. If notice of the cancellation is received after 5 business days required, there is NO refund. The same procedure applies for a registration that is faxed in with the indication of payment to follow. You will be billed whether or not you attend the program.

Registration Deadline: Monday, April 20, 2009

THERF Use Only: 4520-05-20-40