Overview -- Engaging -- Assessing resources -- Assessing barriers -- Goal planning -- Assessing external resources -- Assessing internal resources -- Coordination --
Disengaging -- Providing agency support.

This classic resource offers complete coverage of nursing case management - from theoretical background and historical perspective to practical applications and how the field is changing to meet the challenges of today's health care environment. It focuses on the implementation of various case management models used throughout the United States and abroad. Key topics include the impact of public policy on health care; understanding the effects of health care reimbursement and its application at the patient level; throughput and capacity management; the impact of the revenue cycle; compliance and regulatory issues; and principles needed to improve case manager-client interaction. This helpful resource is designed to help nurse case managers assess their organization's readiness for case management, prepare and implement a plan to achieve necessary improvements and evaluate the plan's success. Includes numerous proven case management models currently being used in institutions across the country Organized to take the nursing case manager on a journey from the historical development of nursing case management to the successful implementation of a case management program Offers detailed guidance for planning, implementing, and evaluating a case management program Outlines the planning process with information on key topics such as analysis of the organization, the role of the organization's members, selection criteria for new case managers, case management education, credentialing, and partnerships Features guidelines for implementing a case management program with information on ethical issues, technology, compliance, and regulatory issues Addresses the evaluation component of developing and implementing a case management program by presenting information on outcomes, research, documentation, continuous quality
improvement, measuring cost effectiveness, care continuum, and evidence-based practice Presents acute care and community based models of case management Highlights the evolution of collaborative models of case management, addressing key elements of joint decision-making, shared accountability, and interdisciplinary systems of care Addresses health care delivery through case management and public policy by presenting current legislative issues and their affect on both health care reimbursement and the application of care at the patient level Presents the insights, experiences, and advice of nursing administrators who have researched and successfully implemented nursing case management programs in various facilities A new chapter, Telehealth Applications for Case Management, introduces the concept of telehealth; provides examples of telehealth usage in women's health, chronic disease management, and mental health; and summarizes the evidence that supports telehealth and identifies existing issues and challenges. Case Management: Life at the Intersection of Margin and Mission, is a new chapter that highlights strategies case managers and others can use to optimize their organizations' financial outcomes while simultaneously improving clinical outcomes for their patients. It emphasizes the work of case managers in the financial arena of health care, including revenue cycle management. A new chapter, Maximizing Reimbursement through Accurate Documentation and Coding, provides tips and strategies on maximizing reimbursement by designing and implementing programs focused on improving the physician's documentation. Effective Management Tools for Case Management Leaders: Strategy Maps and Balanced Scorecards, A Case Study is a new chapter that discusses strategy maps and balanced scorecards and their role in transforming an organization's mission and strategy into a management system and a comprehensive set of performance
measures. Features updated information on HIPPA regulation (Health Insurance Portability and Accountability Act), patient safety and confidentiality issues, case management for Medicare patients, Medicare legislation, and utilization management.

Over the course of twenty years and across three editions, this text has approached case management as both an art and a science by providing students and practitioners with the basics of case management theory, skills, and applications. This fourth edition, which focuses on both the social work and nursing professions, offers trainers, instructors, and students detailed information about how case management is delivered, major issues encountered in practice, how services are affected by different populations, and the unique skills that are required by case managers in order to be effective. Chapter exercises and numerous case examples help readers practice some of the skills associated with the content offered. Case Management is unique in that it brings together the major professions that conduct case management in the United States. It is focused on skill learning more than on theory, and discusses not only the importance of case management in the current social work and medical milieu, but also the challenges that case managers face in helping clients. In addition, the text offers a model for integrated case management between professions and in numerous settings, including nursing centers, community mental health facilities, and criminal justice centers.

Here is the only book that gives you a comparison of model frameworks and a critique of multiple perspectives. Community Practice: Conceptual Models (along with its companion volume, Community Practice: Models in Action) illustrates the diverse ways that community practice is conceived and delineates both the central and
subtle differences among models to guide community assessment, action planning, and practice. By knitting together the complex ideas from the social sciences and community practice, this book shows how to combine these ideas to improve teaching, practice, analysis, and research for social work faculty; social work students; practitioners in community work, administration, and social planning; and faculty of related disciplines. The scope of Community Practice: Conceptual Models is broad, providing the first historical report on model development and implementation since 1965. Its chapters present diverse views on community practice approaches and provide the compilation, critique, and analysis of current models --while illustrating how these approaches developed over time. Included is Rothman’s long-awaited revision and elaboration of his 1970s classic, three models conceptual framework. Other vital topics you learn about include: collaborative community development social planning, reform movements, and social action ecological theory in community practice a feminist response and critique to Rothman’s approaches to community intervention a comparison of community practice in the U.S. and U.K., with an emphasis on nonracist practice and community-based service development Community Practice: Conceptual Models offers challenges and indicates directions for practice, theory elaboration, testing, and research and shows community practice in relation to characteristics such as goals and desired outcomes, change strategies, targets of change, primary constituencies, and focus or scope of concern. This book provides the strongest perspectives on community practice to help you improve your practice, assessments, action plans, and research.

Written specifically for case managers, this innovative reference presents a practical integration of disease management and case management to ensure
comprehensive coverage of these two rapidly evolving and expanding fields. It explains and clarifies these two areas with in-depth expert commentary that offers a fresh, contemporary approach and captures both provider and payor perspectives. Its strong emphasis on evidence-based practice helps ensure that disease managers are using the best evidence to formulate the best results. Comprehensive, targeted content makes it one of the only resources available for practicing disease managers Wide variety of coverage includes chronic illnesses such as congestive heart failure, as well as management of those conditions such as pregnancy that do not indicate an unhealthy or diseased state Expert author contributions offer practical guidance and interdisciplinary perspectives Chapters provide case studies or case scenarios to demonstrate the ways in which case managers nationwide have responded to treatment challenges with success Emphasis on preventive care stresses the most practical and cost-effective solution to today's rising health care costs Authors detail specific tips, tools, and techniques that managers can put to use in practice Chapters are organized into three separate parts to present the information logically

Social Work: Strength-Based Practice in Hospital Case Management Bonnie Geld, MSW Shawna Grossman Kates, MSW, MBA, CMAC Contributors: Matt Boettcher, LMSW-AP, LCSW, MSW Linda Brandeis, ACSW, LICSW Eleni Carr, MBA, LICSW Scott Ferguson, MSW, LCSW, ACM Jeanette Foster, MSW, LISW-S Theresa E. Jenner, MSW, LICSW Jill Karnes, MS, MSW, LISW-S Kara Kates Katz, LCSW, ACSW Evelyn Mascareñas, ASW Lori McCullough, MSW, LISW-S, C- Renee Michelsen, MSS, Lawrence Pellegrini, MSW, MPA, and PhD candidate Nancy Shendell-Falik, RN, MA Roy Sittig, MD, SFHM June Stark, RN, BSN, Vicki Weiner, MSW, MA, LCSW, CCM Social workers and case managers work to identify resources to meet primary social welfare needs
needs; at their core, they demonstrate key skills of assessing, brokering, engaging, partnering, risk managing, and problem solving. However, many case management managers and directors need help understanding the social work done in their departments as well as pinpointing what support or mentoring social workers need. Case management directors don't always know how to align social workers and RN case managers to maximize care coordination, discharge planning, and other case management functions for patients. To make matters worse, there is a lack of resources for managing social work programs and the activities that are shared between case managers and social workers. Social Work: Strength-Based Practice in Hospital Case Management will help case managers manage their social work resources and staff members to achieve optimal results as well as maximize the social work being done in their departments. This resource will offer insight into the critical role, contributing value, and significant need of social workers within the healthcare continuum. It will address capitalizing not only on social work strengths but also on valuable tools used to demonstrate measurable care management outcomes. This resource will also present the nursing staff's important perspective and offer suggestions on developing and supporting essential synergies between social work and multidisciplinary teams. Table of Contents Introduction Components of Hospital Social Work Capitalizing on Social Work Skills and Strengths in Case Management Social Work Models in Healthcare Professional Development The Value of Social Work Practice Tying Social Work to Outcomes Partnerships and Department Collaborators Leadership Breaking the Social Work Glass Ceiling in Healthcare Widening the Landscape Conclusion Who should read this book? Case managers Case management directors and managers Social workers Nurse directors and managers Care management directors and managers Nurses
The Handbook of Community Practice is the first volume in this field, encompassing community development, organizing, planning, and social change, and the first community practice text that provides in-depth treatment of globalization—including its impact on communities in the United States and in international development work. The Handbook is grounded in participatory and empowerment practice including social change, social and economic development, feminist practice, community collaboratives, and engagement in diverse communities. It utilizes the social development perspective and employs analyses of persistent poverty, policy practice, and community research approaches as well as providing strategies for advocacy and social and legislative action. The Handbook consists of thirty-six chapters, which challenge readers to examine and update assess practice, theory, and research methods. As it expands on models and approaches, delineates emerging issues, and connects policy and practice, the book provides vision and strategies for community practice in the coming decades. The associate editors are eminent scholars in the field, and chapter authors are leaders in their various community practice arenas.

This text/workbook is a step-by-step guide through the case management process, from intake and assessment to referrals and termination. The fifth edition focuses on what is most important for students to consider, document, and pass along in each step of the human services process. Chapters walk students through each step of the case management process, while realistic exercises drawn from active professionals expose students to a broad range of true-to-life circumstances and difficulties. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.
Guide your students from the classroom to success in today's social service setting with the step-by-step practical skills found in this outstanding case management text/workbook. Summers' FUNDAMENTALS OF CASE MANAGEMENT PRACTICE: SKILLS FOR THE HUMAN SERVICES, Third Edition, focuses on what's most important for students to consider, document, and pass along within each step of the human service process. Students leave your course equipped with the basic skills and abilities to make good decisions and contribute to meaningful discussions in a professional setting. Text chapters walk through each step of the case management process--from intake through termination. This edition addresses additional diversity issues with more examples and practice scenarios. Numerous realistic exercises, drawn from the author's more than 20 years of experience and from the first-hand experiences of other active professionals, expose your students to a broad range of realistic circumstances and difficulties. Actual agency forms throughout the text/workbook give your students frequent opportunities to compile and work with information as they manage cases and prepare client files. This textbook will remain a useful reference for your students well after the classroom experience. For additional support and reference, the author's FUNDAMENTALS FOR PRACTICE WITH HIGH RISK POPULATIONS contains information on specific high risk populations, such as survivors of rape and violence, those with drug and alcohol dependence, individuals with mental illness, and more. Together, these texts empower your students to move competently into a professional setting.

Community Services Intervention provides a comprehensive introduction to the theory, models and principles of practice for direct social casework. It
introduces the history and context of professional practice, provides a step-by-step guide to the key skills, demonstrates how theory supports intervention processes and outlines how to work with other professionals to assist clients to achieve best possible outcomes. Reflecting the broad spectrum of casework settings and the need to take client diversity into account, it addresses: community care for the aged; people with a disability; people with mental health issues; acute health settings; injury management and insurance; correctional services; court systems; child and youth welfare; drug and alcohol work; at-risk populations in schools; managed care; and employment programs. With case studies, reflective practice questions, and templates for reports and assessments, Community Services Intervention is an ideal introductory student text. 'Good practical advice that expands on theoretical approaches; a fantastic learning resource.' -Suewellyn Kelly, community consultant and VET educator, Queensland 'The evidence base in all areas of the content is thorough, well grounded in theory and clearly articulated throughout this useful and practical text.'- Dianne Sutherland, TAFE NSW Riverina Institute

Overview Delivering Person-centred Services: A Case Management Approach is designed for community service workers to acquire the knowledge and skills needed to manage, coordinate and deliver services to individuals, groups and communities in response to their needs and future goals. The text addresses all core competency units of the Diploma of Community Services, as well as all the competencies in the case management specialisation. Five chapters also address the general electives: advocacy, crisis situations, research, collaboration and networking. All cases are contextualised to the practice environment and address specialty areas such as youth work, family violence, child protection, mental health,
disability and social housing. Features such as reflective practice, research activities and industry insights are integrated throughout the text.

Find out how housing options for the elderly are changing—and not always for the better. To maintain or improve their quality of life, many seniors in the United States will move to new locations and into new types of housing. Housing for the Elderly addresses the key aspects of the transitions they’ll face, examines how housing programs can help, and looks at the role social workers can play to ensure they remain healthy, happy, and productive as they age. Housing for the Elderly provides the tools to build a comprehensive understanding of how housing is changing to support the growing number of elderly persons in the United States. This unique resource examines a full range of housing options, including assisted-living communities, elder friendly communities, and homelessness; looks at the effects of the Olmstead Decision of 1999, which requires states to place persons with disabilities in community settings rather than in institutions; and summarizes current research on Naturally Occurring Retirement Communities (NORCs). The book also presents a historical perspective of housing issues for the elderly, with a special focus on the discrimination of African-Americans. Topics in Housing for the Elderly include: creating elder friendly communities, homelessness among the elderly in Toronto, housing disparities for older Puerto Ricans in the United States, grandparent caregiver housing programs, how the Olmstead Decision affects the elderly, social workers, and health care providers, New York State’s experience with NORCs, relocation concerns of people living in NORCs, the integration of services for the elderly into housing settings, particularly low-income housing, moving from a nursing home to an assisted-living facility.
assisted-living and Medicaid and much more! Housing for the Elderly is an essential resource for social work practitioners, administrators, researchers, and academics who deal with the elderly.

Clinical Problem Solving: Case Management provides a powerful and unique counseling service format for making recommendations to clients and monitoring cognitive behavioral gains. The Listen Identify-Brainstorm-Reality-Encourage (LIBRE Model) and LIBRE Model Stick Figure Tool (LMSFT) enables any counselor to assess, plan and develop intervention services.

Social Work Practice

Written by case managers for case managers, this reference manual for nurses and other health professionals presents a CMSA tested approach towards systematically integrating physical and mental health case management principles and assessment tools. Since the health care field has undergone major changes such as the passing of the Patient Protection and Affordable Care Act, Mental Health Parity, Transition of Care & Chronic Care Management and the Medicare Act and CHIP Authorization Act (MACRA), health care workers must competently know how to integrate those new regulations, describe alternative payment options, and implement requirements for greater patient and family assessment, care planning, and care coordination in their practice. CMSA’s Integrated Case Management delves into the role of the case manager and unpacks how case managers assess and treat complex patients. These are patients who may be challenged with medical and behavioral conditions, poor access to care services, as well as chronic illnesses and disabilities, and require multidisciplinary care to regain health and function. With a wealth of information on regulatory requirements, new
models of care, integration of services, digital and telemedicine, and new performance measures that are clearly defined for nurses in nursing terminology, chapters outline the steps needed to begin, implement, and use the interventions of the Integrated Case Management approach. All content aligns with the newly revised 2017 Model Care Act, CMSA Standards of Practice 2016 as well as the CMSA Core Curriculum for Case Management Third Edition.

This text/workbook is a step-by-step guide through the case management process, from intake and assessment to referrals and termination. The 4th edition focuses on what is most important for you to consider, document, and pass along in each step of the human services process. Chapters walk through each step of the case management process, while realistic exercises drawn from active professionals expose students to a broad range of true-to-life circumstances and difficulties. A DVD, available for purchase, demonstrates the skills and theory in action, providing you with a more robust understanding of case management.

This overview of issues pertinent to case management in the social services illustrates the diversity of innovative approaches which have been developed. These include: new forms of outreach and assessment; alternative methods for engaging family members and natural supports; and strategies attuned to the needs of culturally diverse constituencies. The degree to which existing services are available to meet clients' needs, and variations in service philosophies and resources are among the issues discussed. Examples from many practice settings illustrate the adaptability of case management.

Mental Health Case Management: A Practical Guide
represents the first modern guide designed to provide students and practitioners with a grounded and practical tutorial on the key functions of a case manager serving adults with severe mental illness. The guide is purposely devoid of extensive theoretical and historical discourse, and rather focuses on a direct and to-the-point approach that time-pressed readers will appreciate when learning the fundamentals of providing mental health case management.

Case managers provide an indispensable service, acting as both experts and liaisons to the wide variety of services, resources, and opportunities available to their clients. The authors use their extensive practice, classroom, and research experience to delineate clearly the steps of the case management process and to address the myriad roles case managers fill in different practice situations. By detailing the various processes and goals of case management and the different populations they help, the authors present a resource that is invaluable not only to social workers, but also to case managers in nursing centers, community mental health facilities, and criminal justice centers. The third edition of this book is updated to reflect the constantly changing nature of the helping professions. New and updated references provide readers with an array of options for pursuing specific aspects of case management. The book is attentive to the evolving needs of a variety of populations, and it now contains a new section on working with members of the military and their families. This edition also contains new information on case management within larger organizations that provide mental health services.

This practical, "hands-on" guide includes vital information every case manager and administrator of a case management program need to be successful. A useful resource for working in the changing face of healthcare, it
addresses case managers in all settings with an emphasis on nurse case managers and their role in providing patient care and containing costs. Focusing on the "nuts and bolts" aspects of case management, it discusses the operations of case management programs based on the authors' first hand experiences. Case Management Tip boxes in each chapter highlight important tips and provide easy access to this information. Case studies in several chapters address possible situations the case manager may confront along with the most effective solutions. Key points at the end of each chapter summarize pertinent information. Appendices provide extensive examples of forms and multi-disciplinary action plans used in various healthcare settings. Six new chapters have been added on Utilization Management (Chapter 5), Transitional Planning (Chapter 6), Disease Management (Chapter 7), Application of Legal Concepts in Case Management Practice (Chapter 17), Ethical Issues in Case Management (Chapter 18), and Internet Resources and Case Management (Chapter 19). Content on Financial Reimbursement Systems has been expanded to cover community case management issues such as the new community reimbursement systems for ambulatory, home, and long-term care. Information on community-based models is covered in more detail in response to growth in this area - including managed care, telephonic, rehabilitation, sub-acute, and long-term and emergency department case management. The chapter on Skills for Successful Case Management has been expanded to include a discussion of additional skills such as clinical reasoning, cost-effectiveness, and negotiation among others. Content on Developing Case Management Plans has been updated to include more content on community plans and a detailed review of the types of case management plans, including algorithms. The chapter on Quality Patient Care has been updated to include an historical review, minimum data sets, report cards, and
the relationships between outcomes and quality. Quality indicators and organizations across the continuum are included. Appendices have been expanded to include community-based case management plans, home care plans, and long term care plans. A new CD-ROM with each book provides the entire text in an electronic format.

This text contains the core body of knowledge for case management practice as delineated by the Case Management Society of America (CMSA), the largest professional organization of case managers. The core curriculum provides a "synthesis of case management evolution," and presents essential elements, concepts, and vision for current and future case management practice. This edition is significantly expanded to reflect the dynamic changes taking place in case management. Each chapter is organized in a consistent format that includes learning objectives; introduction; important terms and concepts; key definitions; and references.

This text equips future mental health practitioners with a model and theory for case management with those with mental illness. The author helps readers feel more competent working with the these clients, giving readers skills that establish and sustain clinical relationships over months or years. The author provides intervention techniques for clients with a variety of mental illnesses (including schizophrenia, bipolar disorder, major depression, schizotypal personality, paranoid ideation). This text differs from other texts by applying the theory of symbolic interactionism, emphasizing the need for establishing a productive relationship with clients as a prerequisite to any other intervention.

The integration of a broad array of interventions is described in this comprehensive, practical guide for those working with seriously mentally ill adults. It draws on the
experience of clients who struggle with severe and disabling problems in a challenging urban environment. The contributors argue that psychological and practical issues are intertwined and therefore such interventions must be delivered concurrently. They also emphasize that understanding and using the resources of a client's culture is critical to the successful implementation of care, and that families and natural support systems are essential components of the care system.

Social Work Case Management: Case Studies From the Frontlines by Michael J. Holosko is an innovative book that equips readers with the knowledge and skills they need to be effective case management practitioners in a variety of health and human service organizations. A must-read for students and professionals in social work, this important work introduces a unique Task-Centered Case Management Model built around the unifying principles of the profession—person-in-environment, strengths-based work, and ecological perspective. Over twenty case studies by case managers and professionals offer innovative practice insights, illustrating the practice roles and responsibilities of today's case managers and the realities of conducting case management in today's growing, exciting, and challenging field.

A new and updated version of this best-selling resource! Jones and Bartlett Publisher's 2011 Nurse's Drug Handbook is the most up-to-date, practical, and easy-to-use nursing drug reference! It provides: Accurate, timely facts on hundreds of drugs from abacavir sulfate to Zyvox; Concise, consistently formatted drug entries organized alphabetically; No-nonsense writing style that speaks your language in terms you use everyday; Index of all generic, trade, and alternate drug names for quick reference. It has all the vital information you need at your fingertips: Chemical and therapeutic classes, FDA
pregnancy risk category and controlled substance schedule; Indications and dosages, as well as route, onset, peak, and duration information; Incompatibilities, contraindications; interactions with drugs, food, and activities, and adverse reactions; Nursing considerations, including key patient-teaching points; Vital features include mechanism-of-action illustrations showing how drugs at the cellular, tissue, or organ levels and dosage adjustments help individualize care for elderly patients, patients with renal impairment, and others with special needs; Warnings and precautions that keep you informed and alert.

This text will address the role of the hospital case manager from a business perspective rather than a nursing perspective. Will engage all areas that are involved with the health care system, in pursuit of global objectives on behalf of every stakeholder.

This book embodies many of the concepts and terms that you will need as a professional social worker, and will be a valuable tool to use in your professional practice.

Case management is used across a diverse range of organisational settings, from child protection to aged care; disability services; acute and community health; courts and correctional services; employment services; veteran services; education; and immigration programs. However, case management is not always successfully implemented, and practitioners often feel they are not given sufficient support. The Practice of Case Management draws on extensive practice research to identify the key characteristics of successful case management: organisational support; developing delivery models to suit individual client needs; preparation of staff at all levels; and affirmation of the central and active role of the client. The authors outline the challenges and
complexities faced by case managers, acknowledging that their role is often poorly conceptualised and articulated. They demonstrate that true engagement enables effective service provision and offer practical strategies for everyone involved in the case management process to facilitate negotiation, accountability and the achievement of positive outcomes.

For almost two decades, Community Practice has been a definitive text for social workers, community practitioners, and students eager to help individuals contribute to and use community resources or work to change oppressive community structures. In this third edition, a wealth of new charts and cases spotlight the linkages between theoretical orientations and practical skills, with an enhanced emphasis on the inherently political nature of social work and community practice. Boxes, examples, and exercises illustrate the range of skills and strategies available to savvy community practitioners in the 21st century, including networking, marketing and staging, political advocacy, and leveraging information and communication technologies. Other features include: - New material on community practice ethics, critical practice skills, community assessment and assets inventory and mapping, social problem analysis, and applying community practice skills to casework practice - Consideration of post-9/11 community challenges - Discussion on the changing ethnic composition of America and what this means for practitioners - An exploration of a vastly changed political landscape following the election of President Obama, the Great Recession, the rise of the Tea Party, and the increasing political and corporate use of pseudo-grassroots endeavors - A completely revamped instructor's manual available online at www.oup.com/us/communitypractice This fully revised classic text provides a comprehensive and integrated
overview of the community theory and skills fundamental to all areas of social work practice. Broad in scope and intensive in analysis, it is suitable for undergraduate as well as graduate study. Community Practice offers students and practitioners the tools necessary to promote the welfare of individuals and communities by tapping into the ecological foundations of community and social work practice.

Following in the groundbreaking path of its predecessor, the second edition of the Social Workers' Desk Reference provides reliable and highly accessible information about effective services and treatment approaches across the full spectrum of social work practice. Succinct, illuminating chapters written by the field's most respected and experienced scholars and practitioners ensure that it will continue to be the sourcebook for all social workers. Social work practitioners and agency administrators are increasingly confronted with having to do more with less, and must make decisions and provide services as quickly as possible. The Social Workers' Desk Reference, Second Edition, builds on the landmark achievement of the first edition with thorough revisions and over 75 all-new chapters. Its outstanding wealth of well-tested knowledge, presented in a crisp, to-the-point manner, makes it an even more vital resource for time-pressed practitioners. Page after page offers an abundance of up-to-date information and key tools and resources such as practice guidelines, program evaluations, validated assessment scales, and step-by-step treatment plans necessary for success in today's managed-care environment. The growing importance of evidence-based practice in social work is reflected throughout the chapters, as well as by the inclusion of an entire section devoted to showing how to use evidence intelligently and efficaciously. The Social Workers' Desk Reference, Second Edition, speaks directly to the daily
realities of social workers in private, non-profit, and public settings, whatever their expertise and in all areas of practice: assessment and diagnosis, ethics, risk assessment, program evaluation, and beyond. Case managers, clinical social workers, supervisors, and administrators alike who have come to rely on the previous volume will quickly find its successor just as indispensable.

Case Management for Community Practice provides the reader with the knowledge, approaches and tools to help case managers help a diverse range of client groups achieve their optimal quality of life and life goals. Case studies throughout show the practical application of theoretical approaches and emphasise the importance of collaboration within the formal service system, informal supports and the wider community.

Written by renowned author Catherine Mullahy, The Case Manager's Handbook, Fifth Edition is the ultimate how-to guide for case managers. This practical resource helps case managers build fundamentals, study for the Certified Case Manager (CCM) exam, and most importantly, advance their careers after the exam. Written for all professionals in all practice settings in case management, it uses real-life examples and an easy-to-read, conversational style to examine the case management process while presenting practical procedural information. An excellent daily reference and training guide for new case managers and seasoned professionals in various setting, The Case Manager's Handbook, Fifth Edition is the "go-to" resource for facing the day-to-day challenges of case management, especially as the nation navigates through the many changes introduced by the landmark Patient Protection and Affordable Care Act. Significantly updated and revised, it contains eight new chapters: * Hospital Case Management: Changing Roles and
Transitions of Care * Patient Centered Medical Home, ACOs, Health Exchanges * Evidence-Based Practice * Public Sector Reimbursement * Predictive Modeling * Pain Management * Health Technology, Trends, and Implications for Case Managers * The Affordable Care Act of 2010: Implications for Case Managers Included with each new print book is an Access Code for a Navigate Companion Website for students with objectives, multiple choice questions, and bonus appendices.

Prepare for a new career as a case manager—or just upgrade your skills to a whole new level—with the newly updated Case Management: A Practical Guide for Education and Practice, 4th Edition. Ideal for case management certification (CCMC) exam preparation, this is a thorough review of the case manager’s many roles and skills, from acute to post-acute care. Whether you are a nurse transitioning to case management or already active in it, this is your road map to coordinating successful patient care, from hospital to home. Build a strong case management career foundation, with expert, evidence-based direction: NEW chapter on case manager orientation programs that offers orientation checklists, competency assessment, and learning profiles, with available online tools NEW topics on current practice issues and developments, including the impact of the Patient Protection and Affordable Care Act and value-based care NEW content on experiential, problem-based learning—learning practices, training programs, case management team professional development Offers in-depth, evidence-based guidance on: The case manager’s roles, functions, and tasks Key concepts—quality management and outcomes evaluation, legal and ethical considerations, case management process, utilization management, transitions of care The role of the nurse case manager versus social worker role Strategies that ensure effectiveness of case management models
Coordinating care, protecting privacy and confidentiality, health insurance benefit analysis, practice standards The Case Management Code of Professional Conduct, accreditation agencies and standards, specialty board certifications Management of resources and reimbursement concepts Case management in various settings—acute care, emergency department, admissions, perioperative services, disease management, insurance case management, palliative care, end-of-life care, hospice, home health care, physician groups, public health/community-based care, rehabilitation Ideal preparation for the CCMC exam—offers a large portion of CCMC exam content—and for Continuing Education Unit (CEU) for Case Management study A must-have desk reference that offers plentiful case studies—considered to be “the bible” of case management

“Blundo and Simon have successfully outlined how a solution-focused perspective can be a powerful tool for case managers. Their understanding and presentation is based upon practice scenarios that are real and applied. They clearly demonstrate the impact of ‘thinking and language’ and the importance of building a collaborative relationship with clients. Their work challenges the traditional theory-driven interventions that focus on problems and arrive at a diagnosis. They encourage a ‘shift’ to a co-constructive partnership that requires a practitioner to respect that clients are ‘experts of their own lives’. They provide a clear step-wise discussion of techniques and strategies that can be employed working with individuals and families in case management settings. This book is a must-read.”

-Lawrence T. Force, PhD. LCSW-R Professor of Psychology, Mount Saint Mary College, Newburgh, NY From the Foreword Solution-focused practice is a paradigm that stresses client abilities, strengths, and individual goals rather than disability. Written by a team of
educator/practitioners noted for their expertise in solution-focused therapy, this “how-to” text for social work, counseling, and psychology students guides current and future case managers in learning this strengths-based, collaborative approach to case management. It discusses both the philosophical basis for solution-focused casework and demonstrates how it is ideally suited for the case management process. The book is based on teaching materials the authors have developed and used in their classes and workshops with undergraduate and graduate students and professionals. The text incorporates new research and theoretical developments in solution-focused therapy as well as actual practice scenarios demonstrating the process of building a collaborative relationship with individual clients and families. Replete with strategies and tools for practicing solution-focused case management, the text describes such essential skills as identifying goals, monitoring progress, working with other agencies, and transitioning out of treatment. It discusses issues related to ethical practice and presents strategies for self-care. Additionally, the book addresses diversity and social justice and their relationships to solution-focused practice. Student exercises help to reinforce knowledge. The text will assist case managers in a variety of settings—hospitals, nursing homes, rehabilitation facilities, community-based mental health agencies, schools, prisons, court systems, and shelters for the homeless and victims of domestic violence—to partner with their clients towards finding strengths-based and solution-focused approaches to resolving issues in a positive way. Key Features: Authored by noted experts in solution-focused education and practice Facilitates a reframing of casework and case management around client strengths and resources Provides specific case examples that allow readers to troubleshoot and apply solution-focused principles to practice Includes student
Community health workers (CHWs) are an increasingly important member of the healthcare and public health professions who help build primary care capacity. Yet, in spite of the exponential growth of CHW interventions, CHW training programs, and CHW certification and credentialing by state agencies, a gap persists in the literature regarding current CHW roles and skills, scope of practice, CHW job settings, and national standards. This collection of contributions addresses this gap by providing information, in a single volume, about CHWs, the roles CHWs play as change agents in their communities, integration of CHWs into healthcare teams, and support and recognition of the CHW profession. The book supports the CHW definition as defined by the American Public Health Association (APHA), Community Health Worker Section (2013), which states, “A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.” The scope of the text follows the framework of the nationally recognized roles of CHWs that came out of a national consensus-building project called “The Community Health Worker (CHW) Core Consensus (C3) Project”. Topics explored among the chapters include: Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems Care Coordination, Case Management, and System Navigation Advocating for Individuals and Communities Building Individual and Community Capacity Implementing Individual and Community Assessments Participating in Evaluation and Research Uniting the Workforce: Building Capacity for a National Association of Community Health Workers Promoting the Health of the Community is a must-have resource for CHWs, those interested in CHW scope of practice and/or certification/credentialing, anyone
interested in becoming a CHW, policy-makers, CHW payer systems, CHW supervisors, CHW employers, CHW instructors/trainers, CHW advocates/supporters, and communities served by CHWs.

This new practice text provides a series of readings focusing on case management in a number of fields and in a variety of settings with different client populations. Each chapter examines a major component of case management practice by presenting information about an innovative program from a different location around the country. In conjunction, these readings provide a road map to social work case management. In addition to offering up-to-date practice approaches and examining the functions and skills of case management in depth, the authors provide the policy information needed for putting this traditional form of social work practice into today's service delivery context.

The importance of appropriate and effective management of patient with long term chronic conditions cannot be underestimated. Case Management of Long-Term Conditions aims to provide all appropriate practitioners (including nurses, pharmacists, physiotherapists, and social care practitioners) who might be involved in delivery of proactive case management with a practical understanding of how their knowledge and skills can be utilised to improve outcomes for people with chronic long-term conditions. The text contains some broad reflections on care and service delivery based on reviews of evidence and views from clinicians in the use of these skills and competencies to deliver improved outcomes for clients.

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