



What It Takes To Be
The Best Case Manager
Webinar

June 26, 2018
12:00 p.m. CT / 11:00 a.m. MT

1.0 Continuing Education Contact Hours
awarded by Iowa Western Community
College Board of Nursing Provider #6



Speaker

Diane Link, RN

Diane Link is an RN with over 25 years of home health and hospice experience. She is currently the Director of Clinical Services with BlackTree Healthcare Consultants specializing in all aspects of clinical management including outcome improvement programs, regulatory and compliance programs, episodic management, OASIS and Coding and survey readiness and remediation. Her prior experience includes serving in a variety of roles in the home health and hospice industry from field nurse to executive director of home health and hospice. She was a surveyor for home health, hospice and private duty services for CHAP (Community Health Accreditation Partners). Diane is a frequent contributor to *Home Health Line/Decision Health* articles and is known for her inspiring and knowledgeable presentations at state and national conferences. She is the author of "The Hospice Guide to Quality Care and Reporting: Promoting Sustainability in an Evolving Regulatory Climate".



Diane Link, RN has identified no actual, potential or perceived conflict of interest. The Nurse Planners have identified no actual, potential or perceived conflict of interest.

Objectives

1. Attendee will identify the role responsibility of a home health case manager.
2. Attendee will identify the differences between a good case manager and great case manager.
3. Attendee will identify three time management skills.
4. Attendee will identify how to appropriately schedule and delegate visits.

In order to receive a Certificate of Completion:

1. Attend the entire webinar.
2. Sign and return an attendance sheet.
3. Complete and submit a continuing education half sheet.
4. Complete and submit the webinar evaluation form.

Agenda

- 12:00 -12:15 p.m. Review the case manager model in home health. Discuss the case manager as responsible for the entire episode and role in coordination of care and ensuring plan of care is completed.
- 12:15 - 12:30 p.m. List the attributes of a good case manager. List the attributes of a great case manager.
- 12:30 - 12:40 p.m. Identify time challenges in case management with potential solutions to the time challenges (includes scheduling, office time, telephone time and documentation).
- 12:40 - 12:50 p.m. Discuss the case manager's role in identification of patients to assign to team members. Discuss the need for reports prior to visit and coordination pre and post visit.
- 12:50 - 1:00 p.m. Q & A/Evaluation

Purpose Statement

This presentation is for the field case managers and addresses the struggles of managing patients in home health. The presentation will include topics focused on how to manage the typical case manager's duties, how to be effective time managers and how to work as a team for the best patient outcomes.

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Name(s) of Participant(s) and Credentials (if applicable)

1. _____ Email : _____
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Address: _____ City: _____
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Nebraska Home Care Association Member Fee: \$ 150 \$ _____
Flat rate for an unlimited number of people from your agency/company/organization to attend

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Our agency/organization is unable to attend the live event, but wishes to purchase the recording.

Total \$ _____

Note: A \$3 processing fee will be added to all credit card transactions.

Cancellation Policy:

A 50% fee refund will be given on cancellations submitted to the Nebraska Home Care Association office by June 19, 2018. All refunds will be processed after accounts have been completed.

Payment Methods

- Check - Print this form, fill it out, and send to the Nebraska Home Care Association with a check made payable to the Nebraska Home Care Association.
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