Maine Hospital Association

presents

"Case Management Boot Camp"
3-Part Webinar Series

Part 1: Tuesday, January 29, 2019 / 10:30 a.m. - 12:30 p.m.

Part 2: Tuesday, February 5, 2019 / 1:30 p.m. - 3:30 p.m.

Part 3: Tuesday, February 12, 2019 / 1:30 p.m. - 3:30 p.m

This is a 3-part series; each program can be taken independent of the others.

Part 1 - January 29
A Primer on Case Management & Acute Care Reimbursement - From DRGs to Bundled Payments

Course Overview:
This program will provide a foundation of knowledge and understanding of the DRG system used as the structure for reimbursement under the Medicare and Medicaid programs. Included in this will be a review of the DRG relative weights, case mix index and expected lengths of stay. Medical record coding will be discussed in the context of how hospitals are reimbursed. This will be followed by a discussion on managed care and managed care contracting as well as the various managed care products currently on the market.

Our speaker includes a discussion on bundled payments and what case management professionals need to know in order to assist their organizations in controlling cost and length of stay in a bundled payment environment. In this environment, patients may access care and use resources at any touch point on the continuum. A review of the state of the art in case management from both the acute care and community sides will be discussed as well as the emerging trends that correlate directly with changes in healthcare reimbursement over time.

Learning Objectives:
At the conclusion of this session, participants will be able to:
1. Discuss how hospital stays are reimbursed under the DRGs and prospective payment;
2. Describe managed care, the different products and what case management's role is;
3. Discuss bundled payments and other new payment models under the Centers for Medicare and Medicaid Services (CMS); and
4. Identify the changing roles of case management professionals across the continuum of care.

Target Audience:
Anyone involved with transitions in care including RN case managers, nursing directors, social workers, case management personnel, social work staff, post-acute care providers, homecare personnel, physician advisors and other interested personnel.

Part 2 - February 5
Acute Care Case Management: Roles, Functions, Models and Outcomes

Course Overview:
This program will review contemporary, best practice, case management roles and models. It will begin with the contemporary case management roles used in hospitals today, followed by a model review which will include descriptions of the two most commonly used models, the key differences between the models, as well as how they should be designed and structured. Our speaker will discuss the pros and cons of each model and how a department is designed to accommodate each model. The best practice staffing ratios for each model will be reviewed as they apply to the roles of the RN case manager and the social worker, as well as strategies for optimizing existing resources.

The speaker will review the expected outcomes of a contemporary case management department. She will include discussion as to how to align these outcomes with the hospital's strategic plan. This is vital in an era of healthcare reform where quality and cost outcomes affect the hospital's reimbursement and publicly reported data. Designing a case management report card has to start with the identification of the indicators that your department wants to track and trend. Finally, there will be discussion of how to report this information and how to use it for performance improvement.

Learning Objectives:

At the conclusion of this session, participants will be able to:
1. Explain the roles and functions of acute care case managers and social workers;
2. Describe the best practice case management models in the acute care setting;
3. Formulate how to staff a case management department;
4. Disuss the most contemporary case management outcomes; and
5. List the steps for developing your own case management report card.

Target Audience:

Anyone involved with transitions in care including COO, CNO, RN case managers, nursing directors, social workers, case management personnel, social work staff, quality management directors, hospitalists, physician advisors and other interested personnel.

Part 3 - February 12

Fundamentals in Utilization Management and Discharge Planning

Course Overview:

In this jam-packed program, participants will learn how to streamline your utilization management process as well as understand the Conditions of Participation for Utilization Review and how they impact on your work as a case manager. We will discuss the differences between utilization review and utilization management. The process for incorporating medical necessity into the process of utilization management will be explained, as well as a review of compliance components for utilization review and incorporation of Condition Code 44 into the two-midnight rule. Other focus areas that will be discussed include the various types of Hospital-Issued Notices of Non-Coverage (HINNs) and discharge planning as a fundamental role of case managers and social workers.

Learning Objectives:

At the conclusion of this session, participants will be able to:
1. Discuss how medical necessity is applied during a clinical review;
2. Implement the correct processes for Condition Code 44 and Provider Liable billing;
3. Discuss the different types of hospital Issued Notices of Non-Coverage (HINN) and when to use each type;
4. Explain how to apply utilization review to the two-midnight rule process;
5. Describe how compliance applies to the utilization management process;
6. Implement the basics of discharge planning to their role as a case manager or social worker; and
7. Describe the strategies to be used for best practice discharge planning.

Target Audience:

Anyone involved with transitions in care including RN case managers, case management personnel, social work staff, post-acute care providers, physician advisors, finance directors, quality management and other interested personnel.

Web Series Faculty:

Toni Cesta, PhD, RN, FAAN, Founding Partner Case Management Concept

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 models in the acute care, emergency department and outpatient settings. Dr. Cesta writes a monthly column called "Case Management Insider" in the Hospital Case Management newsletter in which she shares insights and information on current issues and trends in case management.

Registration Fee:

$195 per site for MHA members (Discount provided if registering for entire series - see next page)
$295 per site for non-members
The registration deadline is one week prior to the date of each webinar.

Cancellation Policy:

Cancellations made prior to the registration deadline will be issued a refund, less a $25 administrative fee. Cancellations made after the deadline will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

Connecting to the Program:

Google Chrome is the recommended web browser for this webinar. If you use Interent Explorer, please contact Leslie Couturier at lcouturier@themha.org or 207/622-4794 for further information. **All registration fees are per phone connection.** If more than one connection is made from your hospital for any reason, an additional charge of $195.00 (per connection) will be billed. Upon registering for the webinar, notify all participants and arrange a meeting room and speaker phone. At least three business days prior to the webinar, you will receive confirmation of your registration via email including instructions on logging in, as well as attached handouts. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.
If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Couturier at (207) 622-4794 to confirm your registration has been received.

Registration Form

Webinar: Case Management Boot Camp Webinar Series

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Important Note: Instructions for accessing the program will be emailed to the contact person listed below prior to the program date. If you would like the instructions emailed to an additional contact person, please list their email address as well.

Name and Title of Contact Person: ______________________________

Telephone: ______________ Fax: ______________ Email: ______________________

Organization: ______________________________

Address: ______________________ City: ______________ State: ____ ZipCode: ________

Sessions:

❑ **Part 1:** January 29 ❑ **Part 2:** February 5 ❑ **Part 3:** February 12

Registration fee:

$195 per session per site for **MHA members.** If registering for all 3 sessions, there is a discounted registration fee of $500.00 (total).
$295 for **Non-members**

The fee covers **ONE** telephone connection and includes one set of handouts. If more than one connection is made from your hospital for any reason, an additional charge of $195.00 (per connection) will be billed.

Payment Method: ❑ Check enclosed (payable to MHA) ❑ Check being mailed ❑ Credit Card**

If paying by credit card, please register online at www.themha.org. **VISA and **MasterCard** accepted.

Please complete this fillable PDF form and email or fax to lcouturier@themha.org or 207/622-3073. Mail original along with payment to: Leslie Couturier, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330. If you have questions, please call Leslie Couturier or Carol Sinclair at 207/622-4794 or by email at lcouturier@themha.org or csinclair@themha.org.

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