Emergency Department and Outpatient Case Management
COURSE: WEBINAR
November 13, 2014  1:00pm – 3:00pm Central Time

This webinar was designed to help facilities define the basic structure, functions, and required personnel to maintain an effective Emergency Department & Outpatient Case Management Program. Participants will gain an understanding of how to integrate effective ED & Outpatient case management functions into daily activities and with other business and care processes.

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

Webinar Objectives:
- Define the ED & Outpatient Case Management Program
- Recognize Case management personnel staffing levels
- Discuss required program functions
- Review reporting structure
- Discuss how to integrate ED/OP case management activities with pre-admission and inpatient case management programs
- Define the ED case manager’s role with bed management and point of access level of care determinations

Topics:
- ED & Outpatient Case Management Program
- Definition
- Case management personnel; staffing levels
- Required program functions
- Reporting structure
- Integrating ED/OP case management activities with pre-admission and inpatient case management programs
- ED case manager’s role with bed management and point of access level of care determinations

Faculty:
Linda Easterly, MS, BSN, has over 30 years of healthcare experience and provides 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. She assists hospitals, hospital systems, managed care organizations and other health care companies primarily in the areas of Case Management, Clinical Resource Management, Data Management, Clinical and Financial Performance Improvement, and Organization Assessments. 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 began her health career in clinical nursing in the areas of cardiology, surgery and recovery, urology, and EENT. In the mid-1980’s, she began working in the resource management area assisting physicians and hospitals in the redesign of patient care to achieve improved clinical
and financial outcomes. She has functioned as a Quality and Resource Manager in both profit and not-for-profit institutions. Additionally, Ms. Easterly fulfilled the role of an internal regional consultant working for a national, for-profit company assisting 15 of their southern facilities with the design and implementation of programs to achieve financial and clinical improvements. She spent four years working with SSA Consultants, providing consulting services for health care clients around the country. In 1999, she established her own consulting practice, Easterly Hospital & Health Care Consultants. Ms. Easterly earned a Bachelor of Science degree in Nursing from Southwestern Louisiana University and a Master of Science degree in Health Services Administration from the College of St. Francis. She also completed a two-year health care management program offered by Louisiana State University and Our Lady of the Lake College. She maintains health care quality certification with the National Committee for Quality Assurance (NCQA).

**Registration:**

There is a site fee of **$175.00** for NDHA **Member Hospitals** and **$300.00** for Non-members for this course. **Member Hospital is referred to as an individual freestanding facility, not a hospital system.** The registration fee provides you with one phone number, Web connection and a downloadable handout. Numerous people at one physical site are encouraged to participate in the Web Conference through one registration (utilizing the same telephone/Web connection). If any additional locations or facilities are added into your connection, additional registration fees will be charged. If participants at your site require more than one telephone/Web connection, additional registration fees will be charged.

Prior to the program you will receive an e-mail containing instructions on how to connect to the conference. This e-mail will also contain codes to access the conference call. Advance registration by **November 3, 2014** is required to ensure delivery of instructional materials. **A late fee of $25.00 will be charged for any registrations after this date. This fee is necessary, as we are being charged a late fee for any last minute registrations that require an overflow line on the bridge.** If you do not receive an e-mail from Pam Cook prior to the program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Pam Cook at 701 224-9732 or **pcook@ndha.org** for further information. You may register by fax (701) 224-9529, online at [http://www.ndha.org](http://www.ndha.org) under Education or by mail PO Box 7340, Bismarck ND 58507.

Registration fees are non-refundable unless notice of an individual’s cancellation is received at NDHA **five working days prior to the event**, in which case a cancellation fee of $50.00 will be deducted from your registration fee. If notice of cancellation is received after this date, there is no refund. You will be billed whether or not you attend the program.

**Emergency Department & Outpatient Case Management 11-13-14**

Facility____________________________________________________________________

Contact Name/Title ______________________________________________________

E-Mail ________________________________________________________________

Phone Number_________________________________________________________