COURSE: NME1022 (WEBINAR)
Utilization Management: The Foundation of Case Management

Date: April 2, 2013
Time: 10:00 – 12:00 pm Central Time

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

This Webinar details the required case management components – clinical care management, utilization management, clinical resource management, discharge planning, and outcomes management. Course content includes how to incorporate these functions into your daily processes.

Webinar Objectives:
- Discuss the most up-to-date and effective case management processes
- Define the required case management components in your daily processes

Webinar Topics:
- Case Management Definition
- Case Management Daily Functions
- Questions to Ask When Designing Your Model
- Case Management Core Team Members and Their Daily Roles/Responsibilities
- Case Manager Skills and Attributes
- Social Worker Daily Activities
- Discharge Planning Activities by Position
- Pre-Admit/Admission Case Manager Roles/Responsibilities
- Emergency Department RN Case Manager Roles/Responsibilities
- Case Management Staffing Levels

Target Audience:
This program is designed to teach senior management, nurse leaders, case managers, utilization managers, social workers, discharge planners, nurses, quality and process improvement managers, and nurse educators how to design and implement a hospital based case management program.

Faculty:
Linda Easterly, MS, BSN
Easterly Hospital & Healthcare Consultants

With over 30 years of health care experience, Ms. Easterly 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 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 March 27, 2013 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 Linda Simmons prior to the program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Linda Simmons at 701 224-9732 or lsimmons@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.

**Utilization Management: The Foundation of Case Management 4/2/2013**

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Facility _______________________________________________________________

Contact Name/Title __________________________________________________

E-Mail ____________________________

Phone Number ____________________________