

Access Free Case Manager Survival Guide

Case Manager Survival Guide

Nurses are already nurse managers. They must manage patient caseloads and care plans as well as supervise aides, technicians, and other care providers. But moving from this type of organic management to a defined nurse manager role is not a natural progression. Nurse managers must command a vast, diverse, and robust skill set, and those skills must first be defined, explained, and operationalized for success. In an environment that offers new managers little support, where do they turn? The *Nurse Manager's Survival Guide* (4th Ed.) provides an overview of a nurse manager's major roles and responsibilities—all the fundamentals

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needed for success in one easy-to-use, consolidated, practical reference. From tips on building the right team to budgeting basics, time-management tools, and advice on taking care of one's self (and their team), author Tina Marrelli supplies the resources nurse managers need to excel in day-to-day operations.

This new edition focuses on preparing your students to assume the role as a significant member of the health-care team and manager of care, and is designed to help your students transition to professional nursing practice. Developed as a user-friendly text, the content and style makes it a great tool for your students in or out of the classroom. (Midwest).

This text contains the core body of knowledge for case management practice as delineated by the Case

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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.

Comprehensive and easy to read, this authoritative resource features the most up-to-date, research-based blend of practice and theory related to the issues that impact nursing management and leadership today.

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Key topics include the nursing professional's role in law and ethics, staffing and scheduling, delegation, cultural considerations, care management, human resources, outcomes management, safe work environments, preventing employee injury, and time and stress management. Research Notes in each chapter summarize relevant nursing leadership and management studies and show how research findings can be applied in practice. Leadership and Management Behavior boxes in each chapter highlight the performance and conduct expected of nurse leaders, managers, and executives. Leading and Managing Defined boxes in each chapter list key terminology related to leadership and management, and their definitions. Case Studies at the end of each chapter present real-world

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leadership and management situations and illustrate how key chapter concepts can be applied to actual practice. Critical Thinking Questions at the end of each chapter present clinical situations followed by critical thinking questions that allow you to reflect on chapter content, critically analyze the information, and apply it to the situation. A new Patient Acuity chapter uses evidence-based tools to discuss how patient acuity measurement can be done in ways that are specific to nursing. A reader-friendly format breaks key content into easy-to-scan bulleted lists. Chapters are divided according to the AONE competencies for nurse leaders, managers, and executives. Practical Tips boxes highlight useful strategies for applying leadership and management skills to practice.

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The New Manager's Survival Guide:
Everything You Need to Know to
Succeed in the Corporate World
The Project Manager's Pocket Survival
Guide
A C-Suite Crisis Leadership Survival
Guide
THE NURSE MANAGER'S SURVIVAL
GUIDE, 4TH EDITION
The Case Manager's Handbook
The Leader's Guide to Hospital Case
Management
This is the most comprehensive print
and electronic combination study
guide case management certification!
It contains the most up-to-date
information, assures a uniform base
knowledge for the successful case
manager, and provides: study
questions and practice exams to help

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you assess your skills and needs. Uniquely organized around the AONE competencies, this trusted resource gives you an easy-to-understand, in-depth look at today ' s most prevalent nursing leadership and management topics. Coverage features the most up-to-date, research-based blend of practice and theory related to topics such as: the nursing professional's role in law and ethics, staffing and scheduling, delegation, cultural considerations, care management, human resources, outcomes management, safe work environments, preventing employee injury, and time and stress management. **UNIQUE!** Chapters divided according to AONE

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competencies for nurse leaders, managers, and executives. Research Notes in each chapter summarize relevant nursing leadership and management studies and highlight practical applications of research findings. Case Studies at the end of each chapter present real-world leadership and management situations and illustrate how key concepts can be applied to actual practice. Critical Thinking Questions at the end of each chapter present clinical situations followed by critical thinking questions to help you reflect on chapter content, critically analyze the information, and apply it to the situation. NEW! Full-color design makes content more vivid and realistic. NEW! Chapter on

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Communication and Care Coordination covers these integral topics. NEW! Updates to critical thinking exercises, case studies, research notes, and references offer the most current information. NEW! Updated sections on Current Issues and Trends reflect the latest topics in the field. NEW! Relevant Web Sites boxes provide authoritative resources for additional research.

The Student Survival Guide for Research Methods in Psychology is designed to support students enrolled in undergraduate or graduate level research methods courses by providing them with the tools they need to succeed. It goes beyond course material to help students

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engage more fully with research methods content. This survival guide presents clear step-by-step instructions that will help students hone the basic skills to succeed and thrive in their research methods classes and to navigate common pitfalls. The book covers core practical skills, like formatting and writing at an APA standard, understanding research literature (particularly academic journals), using SPSS, and broader skills like how to communicate with your professor, time management, and teamwork skills. It is a highly effective primer text for all psychology students undertaking research methods courses and will also be particularly

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helpful for students who are currently undertaking these modules and don't feel fully prepared for them.

Health Sciences & Professions

From Essentials to Advanced Practice Applications

Handling Idiots, Whiners, Slackers, and Other Workplace Demons

The Student Survival Guide for

Research Methods in Psychology

Dealing with Bullies, Idiots, Back-

stabbers, and Other Managers from Hell

A Case Manager's Study Guide

Bring Your Own Devices (BYOD)

Survival Guide

The fully updated CMSA Core Curriculum for Case Management, 3rd edition, is the definitive roadmap

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to an informed, effective, collaborative case management practice. This comprehensive, expertly-written guide provides those directly or indirectly involved in case management with information about best practices, descriptions of key terms, essential skills, and tools that fulfill the current Case Management Society of America's (CMSA) standards and requirements. Addressing the full spectrum of healthcare professional roles and environments, this is both a crucial certification study guide and vital clinical resource for the case management professionals in all specialty areas, from students to veteran case managers. This unique resource provides the core

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*knowledge needed for safe, cost-effective case management with the following features ... NEW text boxes highlighting key information and vital practices in each chapter
NEW and updated Standards of Practice implications in each chapter
NEW and updated content on transitions of care, community-based care, care coordination, Value-Based Purchasing, ethics and social media, the impacts of health care reform, and digital technology
NEW and updated content on accreditation in case management
NEW chapter that lists key additional resources, by topic
Official publication of the Case Management Society of America, connecting CMSA core curriculum*

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to current CMSA Standards of Practice Easy-to-grasp, detailed topical outline format for quick scan of topics Complete, updated core knowledge required of case managers, with expert descriptions and direction on areas including: Case management roles, functions, tools, and processes Plans, clinical pathways, and use of technology Transitional planning Utilization management and resource management Leadership skills and concepts Quality and outcomes management; legal and ethical issues Education, training, and certification Health care insurance, benefits, and reimbursement systems Practice settings and throughput Interdisciplinary teams'

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needs in: hospitals, community clinics, private practice, acute care, home care, long-term care and rehab settings, palliative care, and hospice settings Up-to-date guidance on case management specialty practices, including: nursing, life care planning, workers' compensation, disability management, care of the elderly, behavioral health, transitions of care, subacute and long-term care, utilization review/management, primary care and medical/health home, and more Essential content for academic reference, training, certification study, case management models design, performance or program evaluation In times of constant change,

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adaptive leadership is critical. This Harvard Business Review collection brings together the seminal ideas on how to adapt and thrive in challenging environments, from leading thinkers on the topic—most notably Ronald A. Heifetz of the Harvard Kennedy School and Cambridge Leadership Associates. The Heifetz Collection includes two classic books: Leadership on the Line, by Ron Heifetz and Marty Linsky, and The Practice of Adaptive Leadership, by Heifetz, Linsky, and Alexander Grashow. Also included is the popular Harvard Business Review article, “Leadership in a (Permanent) Crisis,” written by all three authors. Available together for the first time,

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this collection includes full digital editions of each work. Adaptive leadership is a practical framework for dealing with today's mix of urgency, high stakes, and uncertainty. It has been used by individuals, organizations, businesses, and governments worldwide. In a world of challenging environments, adaptive leadership serves as a guide to distinguishing the essential from the expendable, beginning the meaningful process of adaption, and changing the status quo. Ronald A. Heifetz is a cofounder of the international leadership and consulting practice Cambridge Leadership Associates (CLA) and the founding director of the Center for Public Leadership at

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the Harvard Kennedy School. He is renowned worldwide for his innovative work on the practice and teaching of leadership. Marty Linsky is a cofounder of CLA and has taught at the Kennedy School for more than twenty-five years.

Alexander Grashow is a Senior Advisor to CLA, having previously held the position of CEO.

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

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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

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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,

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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

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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.

The sad fact is that the majority of people in the workforce have a less than perfect relationship with their supervisor and many of them consider themselves to be working for "a bad boss". But what can they do about it, short of leaving their job? "A Survival Guide for Working with Bad Bosses" gives readers all the guidance they so desperately need not just to survive, but thrive

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while reporting to someone incompetent, mean, unethical, or even worse.

*The Micromanagement Survival Guide: Easyread Large Bold Edition
Winning Strategies for Clinical Practice*

A Survival Guide for Working with Bad Bosses

A Survival Guide to Managing Employees from Hell

The Nurse Manager's Survival Guide

The Case Manager's Survival Guide

The thoroughly revised and updated fourth edition of Foodservice Manual for Health Care Institutions offers a review of the management and operation of health care foodservice

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departments. This edition of the book—which has become the standard in the field of institutional and health care foodservice—contains the most current data on the successful management of daily operations and includes information on a wide range of topics such as leadership, quality control, human resource management, product selection and purchasing, environmental issues, and financial management. This new edition also contains information on the practical operation of the foodservice department that has been greatly expanded and updated to help institutions better meet the

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needs of the customer and
comply with the regulatory
agencies' standards. TOPICS
COVERED INCLUDE: Leadership
and Management Skills
Marketing and Revenue-
Generating Services Quality
Management and Improvement
Planning and Decision Making
Organization and Time
Management Team Building
Effective Communication
Human Resource Management
Management Information
Systems Financial Management
Environmental Issues and
Sustainability Microbial,
Chemical, and Physical
Hazards HACCP, Food
Regulations, Environmental
Sanitation, and Pest Control
Safety, Security, and

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Emergency Preparedness Menu
Planning Product Selection
Purchasing Receiving,
Storage, and Inventory
Control Food Production Food
Distribution and Service
Facility Design Equipment
Selection and Maintenance
Learning objectives,
summary, key terms, and
discussion questions
included in each chapter
help reinforce important
topics and concepts. Forms,
charts, checklists,
formulas, policies,
techniques, and references
provide invaluable resources
for operating in the ever-
changing and challenging
environment of the food-
service industry. Companion

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Web site: [www.josseybass.com
/go/puckett4e](http://www.josseybass.com/go/puckett4e) Additional
resources: www.josseybasspublichealth.com

Core Skills for Hospital
Case Managers: A Training
Toolkit for Effective
Outcomes Toni Cesta, PhD,
RN, FAAN; Beverly
Cunningham, MS, RN As of
June 20, 2014, contact hours
for nurses are no longer
available with this product.
Finally--an affordable,
effective, and consistent
training program for your
hospital case managers. This
one-of-a-kind guide to
fundamental case management
responsibilities is a
necessary reference tool for
every hospital case

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management department. This resource is designed to give case management directors and hospital leaders the tools they need to build and strengthen the basic and advanced skills their case management staff needs to succeed. "Core Skills for Hospital Case Managers" is an orientation and training manual for nurses transitioning into case management, an easy-to-read reference guide for new case managers, and a source of inspiration, tools, and resources for seasoned professionals. With a flexible format, this book and CD-ROM offer practical information and customizable

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tools to develop and maintain a wide variety of care management skills. Table of contents Chapter 1: Hospital Case Management 101 Chapter 2: Case Manager Role Chapter 3: Roles, Functions, and Caseloads Chapter 4: The Case Management Process Chapter 5: The Case Manager's Role in Transitional and Discharge Planning Chapter 6: Utilization Management Chapter 7: Managing Long Length of Stay Patients Chapter 8: Denials: Prevention and Appeals Strategies Chapter 9: Reimbursement Chapter 10: The Role of the Case Manager in Patient Flow Chapter 11:

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Measuring Success: Strategic Outcome Measures Chapter 12: Dealing with the Uninsured and Underinsured Chapter 13: Working with Multidisciplinary Teams Chapter 14: Crucial Communication and Conflict Resolution Learning objectives: Discuss the evolution of hospital case management Explain the different models of hospital case management Determine the various goals of hospital case management Examine the various roles of case management Discuss the variety of functions performed by case managers Discuss the scope of the case manager position

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Examine staffing ratios in various models List the steps in the case management process Determine the role of case managers in documentation Examine case managers' role in discharge planning List the factors that influence the discharge planning process Determine strategies for improving discharge planning Discuss how hospital reimbursement affects utilization management (UM) List the stages of UM coordination Determine the affect of outside influences on UM Evaluate different payers' regulations regarding UM Examine case management's role in length of stay (LOS)

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Evaluate strategies for managing patients with long LOS Identify data used to track and trend LOS Evaluate the reasons behind denials Discuss case management's role in preventing denials Examine case management's roles in reversing denials Examine case management's role in reimbursement Determine strategies for effective case management related to reimbursement Evaluate case management's role in patient flow Discuss demand and capacity management Identify strategies for managing patient flow Identify measurable case management outcomes Explain how case

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managers can track quality outcome metrics Discuss other metrics case management departments can track and trend Examine ways to create a case management report card Discuss the unfunded or underfunded patient populations Describe the role of the ED case manager with unfunded or underfunded patient populations Evaluate strategies for dealing with unfunded or underfunded patient populations Examine strategies for successfully working with multidisciplinary teams Describe sources of conflict with which case managers frequently come in contact

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Discuss strategies for reducing conflict
Intended audience Staff nurses, charge nurses, staff educators, staff development specialists, directors of education, nurse managers, and nurse leaders

A practical, encouraging guide to caring for someone with dementia
As a caregiver, you face a multitude of challenging situations and plenty of conflicting information concerning diagnoses, treatments, coping with everyday activities, and dementia itself. This easy-to-read book will give you the necessary resources to make practical and informed

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decisions regarding the best possible care for you and your loved one. Written by a licensed clinical social worker with twenty-five years of experience working with families coping with dementia, Alzheimer's Disease and Other Dementias: The Caregiver's Complete Survival Guide offers useful and vital information on:

- Working effectively with health care providers to get the best treatment for your loved one
- Handling difficult behaviors that change over time
- Making the home safer using simple, low-cost tools and techniques
- Evaluating and choosing respite care and long-term care options,

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including adult day and home care services Finding legal and financial assistance Improving the quality of life for you and your family Drawing from her own clinical and personal experience, Nataly Rubinstein guides you with humor and compassion through your caregiving journey. From tips on preparing for the first visit to the neurologist to advice on coping with changes in daily life, this comprehensive book provides detailed and accessible information for all those caring for someone with memory loss. Book jacket.

What every special education

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teacher needs to know to survive and thrive A Survival Guide for New Special Educators provides relevant, practical information for new special education teachers across a broad range of topic areas. Drawing on the latest research on special educator effectiveness and retention, this comprehensive, go-to resource addresses the most pressing needs of novice instructors, resource teachers, and inclusion specialists. Offers research-based, classroom-tested strategies for working with a variety of special needs students Covers everything from preparing for the new

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school year to behavior management, customizing curriculum, creating effective IEPs, and more Billingsley and Brownell are noted experts in special educator training and support This highly practical book is filled with checklists, forms, and tools that special educators can use every day to help ensure that all special needs students get the rich, rewarding education they deserve.

Foodservice Manual for
Health Care Institutions
Home Health Aide: Guidelines
for Care Instructor Manual
Lessons from Sales' Front
Lines

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Case Manager's Study Guide

The Product Manager's Survival Guide: Everything You Need to Know to Succeed as a Product Manager

The position of nurse case managers can be a rewarding but challenging career, as these managers play a vital role in a patient's care. In *A Guide for Nurse Case Managers*, author Charlotte Cox provides an insightful guide to this evolving field of medicine. Geared for those working in hospital settings, clinics, and health plan offices, this helpful reference text provides

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guidelines, tips, and tools for becoming a successful nurse case manager. With more than thirty years of health care experience, Cox provides a detailed overview of this important nursing position that works to usher a patient through the health care system. *A Guide for Nurse Case Managers* • defines the case manager role; • provides an understanding of the basics of utilization and case management; • gives an overview of Medicare and Medicaid procedures; • discusses the care planning process; • shows how to

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structure a community resource base. Whether you are a new case manager, a student, or a seasoned nurse needing a refresher about job basics, *A Guide for Nurse Case Managers* will help to shape your practice, provide valuable tips and reference tools, and help you with proven organizational ideas to succeed in the career. Whether you're an experienced employee in a first time managerial role or a complete business novice, this guide has everything you need to excel in your field. Written in a style designed to help you grasp concepts quickly and

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effectively, *The New Manager's Survival Guide* provides the information and tools you need to create a solid team, department, or company. It helps you advance your career by covering the nuts and bolts of managing a business, which is not often taught in business classes and which even experienced managers sometimes need to brush up on. You will learn the ins and outs of management, including understanding organizational design, building and utilizing teams, using data to make smart decisions, crafting strategy, creating product

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plans, and managing people up, down, or across organizational lines. In addition, the book provides new tools for supervisory managers who aren't familiar with the important practice of coaching. Plus, a self-assessment instrument helps you determine your knowledge level beforehand, so you can skip the parts you have already mastered and/or focus more deeply on practices you need work on.

Marcus Goncalves guides us through the do-not's of change management with fatherly wisdom, while masterfully

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weaving in a constant message: human experience and the synergy in human communication are our most valuable resources.

"Between phones, networks, equipment, and vendors, being a telecom manager can be a difficult task. Using four companies' actual experiences as case studies, *The Telecom Manager's Survival Guide* presents an easily understandable method for lining up the best possible services, putting the right tools in place, and saving the business money. The book takes a practical approach, providing

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a proactive system for: * Project management for the implementation of new services * Trouble resolution for equipment * Billing audit and reviews * Strategic planning for the future The Telecom Manager's Survival Guide is an important resource for anyone taking charge of their organization's telecommunications initiatives."

Core Skills for Hospital Case Managers

Adaptive Leadership: The Heifetz Collection (3 Items)
Practical Answers to Everyday Problems

Nursing Case Management

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Leadership and Nursing Care
Management - E-Book

The Caregiver's Complete
Survival Guide

Revised, updated, expanded
edition of essential book for
case managers in nursing,
healthcare and other
professional disciplines New
information on the ACA,
value-based purchasing,
accountable care
organizations, emerging
reimbursement methods,
transitions of care, changing
accreditation standards and
much more A proven
textbook for university
courses, CCM exam prep,

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and continuing education
Hundreds of case studies,
finance formulas, practical
pointers and sample
problems The third edition
of this important book adds
over 10 years of new data,
facts and experience needed
by professional case
managers, administrators
and students of case
management. This new
edition incorporates the
impacts of the Patient
Protection and Affordable
Care Act, value-based
purchasing methods, care
coordination strategies,
transition planning, and

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case management software. Like the previous editions, the book is written to assist the professional and student, especially in the field of nursing, with practical guidance for understanding and mastering the techniques of managing cases in multiple healthcare settings: pre-acute, acute, and post-acute. At once practical and comprehensive, the new and expanded edition provides recent financial, legal and medical information required by case managers to succeed in the evolving

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environment of healthcare delivery. The result is an essential resource for individuals and interdisciplinary teams from many professional backgrounds, who can use the know-how in this volume for coordinating care, containing costs, and improving quality and the patient experience. The Case Manager's Survival Guide is also a proven textbook, used by hundreds of instructors and students in university and continuing education courses, as well by those preparing for the

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CCM exam.

The Case Manager's
Survival Guide Winning
Strategies for Clinical
Practice Mosby Incorporated
Finally! The definitive guide
to the toughest, most
challenging, and most
rewarding job in sales. Front
Line Sales Managers have to
do it all - often without
anyone showing them the
ropes. In addition to making
your numbers your job calls
upon you for: Constant
coaching, training, and team
building Call, pipeline, deal,
territory, one-on-ones, and
other reviews that drive

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business performance
Recruiting, interviewing,
hiring, and onboarding top
talent Responding to shifts
in the marketplace - and in
your company Dealing with,
turning around, or
terminating problem
employees Analyzing and
acting upon metrics to
correct performance
Managing the business and
executive expectations
Leveraging sales systems,
tools, and processes
Conducting performance
reviews and setting
expectations And more All
this and making the

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numbers! Sales Manager Survival Guide addresses each of these issues, and many others, clearly, honestly, and in-depth. Drawing upon decades of experience in sales, sales management, and sales executive positions from small companies to giant corporations, David Brock gives you invaluable insight, wisdom, and above all practical guidance in how to handle the wide array of challenges and responsibilities you'll face as a Front Line Sales Manager. If you're a sales manager, or

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want to become one, this book shows you how to survive-and thrive. And if you want to be a great sales manager, this book shares the secrets, tools, and best practices to help you climb to the top-and beyond. "This is THE go-to resource for sales management!" Mike Weinberg, author of Sales Management Simplified

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

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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

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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 *

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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.
The Essential Reference for
Telecommunications

Access Free Case Manager Survival Guide

Systems, Solutions, and Cost
Control

An Agile Adoption and
Transformation Survival
Guide

CMSA Core Curriculum for
Case Management

Alzheimer's Disease and
Other Dementias

Change Management

A Survival Guide for New
Special Educators

**A Case Manager's Study
Guide: Preparing for
Certification, Fifth
Edition is an essential
study guide for case
managers preparing to take
the Certified Case Manager**

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(CCM) exam offered by the Commission for Case Manager Certification (CCMC). Based on the five knowledge domains and eight essential activities from the CCMC, it contains hundreds of questions and answers with comprehensive rationales. Completely updated and revised, the Fifth Edition reflects the latest CCM exam blueprint. Are you managing other people? If so, you will find this an indispensable guide to situations and problems faced by ward managers, sisters and charge nurses today. This

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new edition retains the book's practical approach, providing hints and tips on cutting through bureaucracy to ensure patient care remains uppermost on your agenda. This book will help you to

- Manage your time**
- Create a positive work environment**
- Ensure care is patient-centred**
- Manage your budget**
- Be politically aware**
- Manage difficult staff and situations**

This book will help you to

- Organise yourself and your workload**
- Manage staff, people and difficult situations**
- Make sure care is patient-**

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centred • Manage your budget • Deal with complaints • Handle staff recruitment • Be a good role model. This new edition retains the book's practical approach, providing hints and tips on cutting through bureaucracy to ensure patient care remains uppermost on your agenda. Reflects the most recent developments affecting ward management, including the current national focus on quality indicators and working within tighter budgets. Updated guidance on pertinent issues such

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as 'whistle-blowing' and 'safeguarding'. A new chapter on 'Improving Quality and Safety' explains the national quality initiatives and their impact, as well as taking you through the practical processes of handling complaints and incidents.

This book is geared toward cardiologists, trainees, and housestaff -- anyone who rotates or practices in the CCU--who must grasp the subtleties when treating patients in a cardiac care unit. It is organized in a way to help

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you understand the simplified pathophysiology of the disease, the diagnosis modalities, the initial critical care management in the CCU, the clinical care in a step down unit and plan for discharge therapy. Dr. Herzog has developed unified pathways for the management of patients presenting with acute chest pain or its equivalent, acute heart failure, atrial fibrillation and flutter, syncope, cardiac arrest, hypertension and hyperglycemia. Algorithms

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and pathways for management are provided in each chapter for easy implementation in any health care system. In addition, because specialized units are frightening to the patients and their families, there is a section in each chapter on what the patient and family need to know, that encompasses a capsulated explanation of the condition and treatment management. A companion website accompanies the text that includes fully searchable text and

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patient information.

A clear, concise, hands-on guide to useful, practical tips and techniques to ease the transition from staff nurse to staff manager. The book includes stress generated by the reorganizing and restructuring occurring in healthcare facilities, and examines major healthcare issues, as well as concerns related to managed care. 6 illus.

**A Guide for Nurse Case
Managers**

Concepts and Practice

Patient Safety Handbook

My Way Or the Highway

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From Concept to Evaluation The Telecom Manager's Survival Guide

All managers get saddled with "problem" employees from time to time; what sets great managers apart is how they deal with them. Drawing from real-life stories, this helpful and humorous guide provides readers with practical advice for handling a wide range of difficult types, including: * The Impossible "I"s: Incompetents, Idiots, and Imbeciles -- clueless employees who simply don't know what they're doing * The Bull in the Office China Shop -- the frequently angry worker ready to confront anyone and everyone * The Party-Time Performer -- the employee who, although great with people, constantly turns work-time into fun-time * I've Got a Problem -- employees whose work is

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compromised by any of a range of personal demons, from drug and alcohol problems to emotional issues. From whiners and wastrels to the needy and nefarious, this book gives readers the tools they need to handle any type of difficult employee.

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.

Troubleshooting tips and techniques for keeping projects and management careers on track. Bestselling author James P. Lewis has become today's number one authority on the rules of project management in virtually any industry or environment. Now, in *The*

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Project Manager's Pocket Survival Guide, Dr. Lewis focuses on areas that are often the largest stumbling blocks to project managers both new and experienced, and provides the practical skills and hidden keys necessary for completing projects on time and within budget. Providing numerous case studies of project management successes and failures in the field, this no-nonsense book explains how to maintain project consistency and success in today's environment of fast change and even faster innovation. Managers will obtain new tools and insights for:

Understanding the politics of projects
Running a successful, results-driven meeting
Managing effectively in the project environment

**FORGE A POWERFUL STRATEGY
TO BECOME A PRODUCT**

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MANAGER WHO DELIVERS RESULTS The world of business is moving at breakneck speed. More is being demanded of everyone--with fewer resources than ever. In no profession is this more apparent than Product Management. Written by one of today's leading Product Management thought-leaders, Steven Haines, *The Product Manager's Survival Guide* provides best practices, practical on-the-job advice, and a step-by-step blueprint for succeeding in Product Management. Whatever your level of experience--whether you're a novice product manager or seasoned Product Management leader--you'll find everything you need to make consistent positive impacts on your business. With this practical guide in your hands, you have the most

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powerful tool available for increasing your productivity quickly and dramatically--in a way that is noticeable and measurable. The Product Manager's Survival Guide is conveniently organized into four sections: I. Getting Your Bearings: Map out your plan to begin the journey to success II. Learning the Product's Business: Go beyond features and functions to become the product expert, customer advocate, and domain expert III. Getting Work Done: Synchronize and orchestrate the work of others to help everyone maintain focus on company goals IV. Moving Forward: Round out your experience to take the next critical steps in your Product Management career The only way to excel as a product manager is to develop a strategy for the long run. Start formulating one now and you will

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be well ahead of your competition--internally and externally. The Product Manager's Survival Guide gives you the tools and insight you need to start putting the pieces in place now--so you can succeed well into the future.

Essentials of Nursing Leadership and Management

The Case Managers Survival Guide

A Case Manager's Study Guide

A Nurse's Survival Guide to

Leadership and Management on the Ward E-book

Winning Strategies in the New Healthcare Environment

The Cardiac Care Unit Survival Guide

Business leaders would be better served by understanding key crisis concepts and applying them to their own situation rather than relying on crisis advisors to swoop in to take care

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of a problem once it has become a crisis. Loaded with Case Studies! How leaders deal with crisis can clarify character and strengthen reputation. On the other hand, the wrong words and actions from the C-Suite can worsen the crisis spiral. Crisis management does not begin on the day the fire erupts, the hurricane barrels through, or the accident happens. Dr. Jo Robertson, a leading expert in heading off and containing crisis, lays out the key concepts that business leaders need to apply to their own organizations so they don't have to rely on outside crisis advisors to swoop in and save the day.

This classic resource offers complete coverage of nursing case management - from theoretical background and historical perspective to practical applications and how the field is

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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

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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

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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

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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*,

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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 HIPAA regulation (Health Insurance Portability and Accountability Act), patient safety and confidentiality issues, case management for Medicare patients, Medicare legislation, and utilization management.

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A resource for nurse managers and clinicians with a guide to assessing an organization's readiness for nursing case management. This is the second edition of the title, which gives information on how to prepare an action plan and evaluate its success. New topics include technology and ethical issues.

Where end-users once queued up to ask the IT department for permission to buy a new computer or a new version of software, they are now bypassing IT altogether and buying it on their own. From laptops and smartphones to iPads and virtually unlimited software apps, end-users have tasted their freedom and love it. IT will simply never be the same.

Bri
Preparing for Certification

Executing Crisis

Sales Manager Survival Guide

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A Training Toolkit for Effective
Outcomes