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This comprehensive medical textbook is a compendium of the latest information on healthcare quality. The text provides knowledge about the theory and practical applications for each of the core areas that comprise the field of medical quality management as well as insight and essential briefings on the impact of new healthcare technologies and innovations on medical quality and improvement. The third edition provides significant new content related to medical quality

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management and quality improvement, a user-friendly format, case studies, and updated learning objectives. This textbook also serves as source material for the American Board of Medical Quality in the development of its core curriculum and certification examinations. Each chapter is designed for a review of the essential background, precepts, and exemplary practices within the topical area: Basics of Quality Improvement Data Analytics for the Improvement of Healthcare Quality Utilization Management, Case Management, and Care Coordination Economics and Finance in

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Medical Quality Management
External Quality Improvement
– Accreditation,
Certification, and Education
The Interface Between
Quality Improvement and Law
Ethics and Quality
Improvement With the new
edition of Medical Quality
Management: Theory and
Practice, the American
College of Medical Quality
presents the experience and
expertise of its
contributors to provide the
background necessary for
healthcare professionals to
assume the responsibilities
of medical quality
management in healthcare
institutions, provide
physicians in all medical

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specialties with a core body of knowledge related to medical quality management, and serve as a necessary guide for healthcare administrators and executives, academics, directors, medical and nursing students and residents, and physicians and other health practitioners.

This online Clinics series provides evidence-based answers to clinical questions the practicing hospitalist faces daily. The tenth issue in our growing online database, edited by James Newman, covers essential updates in the following topics: Long QT;

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Noninvasive ventilation;
Fever of Unknown Origin;
Post Bariatric Surgery;
Hospital Fall Prevention;
Mimics of Cellulitis; UR
Essentials; Neutropenic
fever; Nephrotic syndrome;
and Chronic Spinal Cord
Injury.

David Samuels, a leading authority on financial models in healthcare, draws on his multidisciplinary background in all aspects of managed care to provide an expansive yet detailed perspective of this complex field. Grounded in evidence-based modeling, the book's multidisciplinary focus puts the spotlight on core concepts from the

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standpoints of health
Study Guide to Substance Abuse Treatment is a question-and-answer companion that allows you to evaluate your mastery of the subject matter as you progress through The American Psychiatric Publishing Textbook of Substance Abuse Treatment, Fifth Edition. The Study Guide is made up of questions divided into individual quizzes of 10-20 questions each that correspond to the chapters in the Textbook. Questions are followed by an Answer Guide that references relevant text (including the page number) in the Textbook

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to allow quick access to needed information. Each answer is accompanied by a discussion that addresses the correct response and also (when appropriate) explains why other responses are not correct.

Inpatient and Surgical Care
Core Skills for Hospital
Case Managers

The Managed Health Care
Handbook

The Case Manager's Training
Manual

The Leader's Guide to
Hospital Case Management

A Guide for Nurse Case
Managers

This book provides a comprehensive
and contemporary discussion about

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the three key areas of acute care surgery; trauma, surgical critical care, and surgical emergencies. The 65 chapters are arranged by organ, anatomical site and injury type, and each includes a case study with evidence-based analysis of diagnosis, management, and outcomes. Unless stated otherwise, the authors used the GRADE evidence classification system established the American College of Chest Physicians.

Trauma, Critical Care and Surgical Emergencies is essential reading for all surgeons, fellows, residents and students, especially those working in trauma, emergency, and critical care environments.

This book traces the growth of

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managed care as a mechanism for curbing excessive growth in health costs, and the controversies that have risen around for-profit health care. Also examined are decentralization in US health care, and the absence of comprehensive health care planning, access rules, and minimum health care benefit standards. Finally, the author proposes a framework for improving access to quality, affordable health care in a competitive market environment.

Volume 2 of the Textbook of Neural Repair and Rehabilitation stands alone as a clinical handbook for neurorehabilitation.

Nursing informatics has a long history of focusing on information

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management and nurses have a long history of describing their computer use. However, based on the technical advances and through the ongoing and consistent changes in healthcare today, we are now challenged to look to the future and help determine what nurses and patients/consumers will need going forward. This book presents the proceedings of the Post Conference to the 13th International Conference on Nursing Informatics, held in Geneva, Switzerland, in June 2016. The theme of the Post Conference is Forecasting Informatics Competencies for Nurses in the Future of Connected Health. This book includes 25 chapters written as part of the Post

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Conference; a result of the collaboration among nursing informatics experts from research, education and practice settings, from 18 countries, and from varying levels of expertise – those beginning to forge new frontiers in connected health and those who helped form the discipline. The book content will help forecast and define the informatics competencies for nurses in practice, and as such, it will also help outline the requirements for informatics training in nursing programs around the world. The content will aid in shaping the nursing practice that will exist in our future of connected health, when practice and technology will be

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inextricably intertwined.

Philosophical, Cultural, and Social Considerations

Volume 2: Practical Applications to Engage and Align Providers and Consumers

Creating the Efficient Hospital of the Future

Measurement and Analysis in Transforming Healthcare Delivery

The Case Manager's Handbook

The Paul Wellstone Mental Health and Addiction Equity Act of 2007 (H.R. 1424)

Today, as never before, healthcare has the ability to enhance the quality and duration of life. At the same time, healthcare has become so costly that it can easily bankrupt governments and

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impoverish individuals and families. Health services research is a highly multidisciplinary field, including such areas as health administration, health economics, medical sociology, medicine, , political science, public health, and public policy. The Encyclopedia of Health Services Research is the first single reference source to capture the diversity and complexity of the field. With more than 400 entries, these two volumes investigate the relationship between the factors of cost, quality, and access to healthcare and their impact upon medical outcomes such as death, disability, disease, discomfort, and dissatisfaction with care. Key Features Examines the growing healthcare crisis facing the United States Encompasses the structure, process, and outcomes of healthcare Aims to improve the equity, efficiency, effectiveness, and safety of healthcare by

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*influencing and developing public policies
Describes healthcare systems and issues
from around the globe Key Themes
Access to Care Accreditation,
Associations, Foundations, and Research
Organizations Biographies of Current
and Past Leaders Cost of Care,
Economics, Finance, and Payment
Mechanisms Disease, Disability, Health,
and Health Behavior Government and
International Healthcare Organizations
Health Insurance Health Professionals
and Healthcare Organizations Health
Services Research Laws, Regulations, and
Ethics Measurement; Data Sources and
Coding; and Research Methods Outcomes
of Care Policy Issues, Healthcare
Reform, and International Comparisons
Public Health Quality and Safety of Care
Special and Vulnerable Groups The
Encyclopedia is designed to be an
introduction to the various topics of*

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health services research for an audience including undergraduate students, graduate students, and general readers seeking non-technical descriptions of the field and its practices. It is also useful for healthcare practitioners wishing to stay abreast of the changes and updates in the field.

*Written by renowned author Catherine Mullahy, **The Case Manager's Handbook, Fourth Edition** is the ultimate how-to guide for Case Managers. It is designed to define good case management, examine the case management process, and present practical procedural information. The Fourth Edition has been completely revised and updated with new references and pertinent information. This book is an excellent daily reference or can be used as a training guide for new case managers, or a teaching tool for client groups. Accompanied by a CD-ROM and*

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a FREE Student Study Guide is available online.

Joseph J. Fins calls for a reconsideration of severe brain injury treatment, including discussion of public policy and physician advocacy.

The Handbook of Mind-Body Medicine for Primary Care introduces an evidence-based mind-body approach to the medical and behavioral problems of primary care patients. Evidence-based mind-body practice draws on the best available scientific research, advocating the integration of well-documented mind-body therapies into primary health care. The handbook summarizes current mind-body practice and provides an overview of the basic techniques, including biofeedback, neurofeedback, relaxation therapies, hypnotherapy, cognitive-behavioral therapies, acupuncture, and spiritual therapies. The editors also

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thoroughly demonstrate the application of these techniques to common disorders such as headache, chronic pain, and essential hypertension, as well as anxiety, depression, chronic fatigue syndrome, fibromyalgia, and sleep disorders.

Innovative Financial Modeling for the 21st Century

Federal Register

Study Guide to Substance Abuse Treatment

Leadership and Nursing Care Management - E-Book

Nurse-Case Management Specialty Review and Study Guide

A Series from StatPearls

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

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involved with the health care system, in pursuit of global objectives on behalf of every stakeholder.

This new comprehensive resource Medical Quality Management: Theory and Practice addresses the needs of physicians, medical students, and other health care professionals for up to date information about medical quality management. In reviewing the key principles and methods that comprise the current state of medical quality management in U.S. health care, this text provides a concise summary of quality improvement, patient safety and

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quality measurement methodologies. Important Notice: The digital edition of this book is missing some of the images or content found in the physical edition. Instead of building new hospitals that import old systems and problems, the time has come to reexamine many of our ideas about what a hospital should be. Can a building foster continuous improvement? How can we design it to be flexible and useful well into the future? How can we do more with less? Winner of a 2013 Shingo Prize for Operational Excell The Second Edition of this comprehensive "how to" text has

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been completely revised and updated. This text outlines the basics of case management and illustrates some of the pitfalls encountered in the field of case management. The book provides information on the new Case Management Standards, supplies standard definitions and guidelines of case management for the practicing case manager, and presents information on caring for clients in a wide variety of health care settings. New to this edition--chapters focusing on Quality Reviews and Risk Management with a strong emphasis on Continuous Quality Improvement (CQI), ethical and legal issues, and various case

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studies.

Proceedings of the Nursing Informatics Post Conference 2016

A Training Toolkit for Effective Outcomes

A Practical Guide to Success in Managed Care

Essentials of Managed Health Care

Rights Come to Mind

Slee's Health Care Terms

In two freestanding volumes, Textbook of Neural Repair and Rehabilitation provides comprehensive coverage of the science and practice of neurological

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rehabilitation. Revised throughout, bringing the book fully up to date, this volume, Medical Neurorehabilitation, can stand alone as a clinical handbook for neurorehabilitation. It covers the practical applications of the basic science principles presented in Volume 1, provides authoritative guidelines on the management of disabling symptoms, and describes comprehensive rehabilitation approaches for the major

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categories of disabling neurological disorders. New chapters have been added covering genetics in neurorehabilitation, the rehabilitation team and the economics of neurological rehabilitation, and brain stimulation, along with numerous others. Emphasizing the integration of basic and clinical knowledge, this book and its companion are edited and written by leading international authorities. Together they are an essential

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resource for
neuroscientists and
provide a foundation of
the work of clinical
neurorehabilitation
professionals.

Advances in medical,
biomedical and health
services research have
reduced the level of
uncertainty in clinical
practice. Clinical
practice guidelines
(CPGs) complement this
progress by establishing
standards of care backed
by strong scientific
evidence. CPGs are
statements that include

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recommendations intended to optimize patient care. These statements are informed by a systematic review of evidence and an assessment of the benefits and costs of alternative care options. Clinical Practice Guidelines We Can Trust examines the current state of clinical practice guidelines and how they can be improved to enhance healthcare quality and patient outcomes. Clinical

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practice guidelines now are ubiquitous in our healthcare system. The Guidelines International Network (GIN) database currently lists more than 3,700 guidelines from 39 countries.

Developing guidelines presents a number of challenges including lack of transparent methodological practices, difficulty reconciling conflicting guidelines, and conflicts of interest.

Clinical Practice Guidelines We Can Trust

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explores questions surrounding the quality of CPG development processes and the establishment of standards. It proposes eight standards for developing trustworthy clinical practice guidelines emphasizing transparency; management of conflict of interest ; systematic review--guideline development intersection; establishing evidence foundations for and rating strength of

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**guideline
recommendations;
articulation of
recommendations;
external review; and
updating. Clinical
Practice Guidelines We
Can Trust shows how
clinical practice
guidelines can enhance
clinician and patient
decision-making by
translating complex
scientific research
findings into
recommendations for
clinical practice that
are relevant to the
individual patient**

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encounter, instead of implementing a one size fits all approach to patient care. This book contains information directly related to the work of the Agency for Healthcare Research and Quality (AHRQ), as well as various Congressional staff and policymakers. It is a vital resource for medical specialty societies, disease advocacy groups, health professionals, private and international organizations that develop or use clinical

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practice guidelines, consumers, clinicians, and payers.

Health Insurance and Managed Care: What They Are and How They Work is a concise introduction to the workings of health insurance and managed care within the American health care system. Written in clear and accessible language, this text offers an historical overview of managed care before walking the reader through the organizational

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structures, concepts, and practices of the health insurance and managed care industry. The Fifth Edition is a thorough update that addresses the current status of The Patient Protection and Affordable Care Act (ACA), including political pressures that have been partially successful in implementing changes. This new edition also explores the changes in provider payment models and medical management

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**methodologies that can
affect managed care
plans and health
insurer.**

**Rev. ed. of: Essentials
of managed health care /
edited by Peter R.
Kongstvedt. 5th ed.
c2007.**

**Handbook of Mind-Body
Medicine for Primary
Care**

**Theory and Practice
Hearing Before the
Subcommittee on Health,
Employment, Labor and
Pensions, Committee on
Education and Labor,
U.S. House of**

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**Representatives, One
Hundred Tenth Congress,
First Session, Hearing
Held in Washington, DC,
July 10, 2007**

**Medical Quality
Management**

**Brain Injury, Ethics,
and the Struggle for
Consciousness**

**Cancer Care Issues in
the United States**

A team of Pulitzer Prize-winning investigative journalists offers a provocative exposé of America's health-care system, profiling the hospitals, doctors, and patients that have become trapped by the system, while the HMOs,

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pharmaceutical companies, and nursing home operators are reaping enormous profits. Reprint. 25,000 first printing. This thoroughly revised and updated book provides a strategic and operational resource for use in planning and decision-making. The Handbook enables readers to fine-tune operation strategies by providing updates on critical managed care issues, insights to the complex managed care environment, and methods to gain and maintain cost-efficient, high quality health services. With 30 new chapters, it includes advice from managers in the field on how to succeed in every aspect of

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managed care including: quality management, claims and benefits administration, and managing patient demand. The Handbook is considered to be the standard resource for the managed care industry.

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

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provides 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 structure a community resource base. Whether you are a new case

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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. 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 managers build fundamentals, study for the Certified Case Manager (CCM) exam, and most importantly, advance their careers after the exam. Written for all

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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 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

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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 * 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

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appendices.

Trauma, Critical Care and
Surgical Emergencies
Recovery Facility Care
The Ethos of Medicine in
Postmodern America

Critical Condition

Case Management

The Leader's Guide to

Hospital Case

Management Jones & Bartlett
Learning

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

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and leadership today. 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

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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 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

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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.

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

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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

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students to veteran case managers. This unique resource provides the core 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

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management NEW chapter that lists key additional resources, by topic Official publication of the Case Management Society of America, connecting CMSA core curriculum 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

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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' 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

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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

This text contains the core body of knowledge for case management practice as delineated by the Case Management Society of America (CMSA), the largest professional organization of case managers. The core curriculum provides a

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"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.

Medical Quality Management:
Theory and Practice
Textbook of Neural Repair
and Rehabilitation: Volume
2, Medical

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Neurorehabilitation
Health Insurance and Managed
Care

Volume 3, Issue 2, An Issue
of Hospital Medicine Clinics
E-BOOK

Lean-Led Hospital Design
Forecasting Informatics

Competencies for Nurses in
the Future of Connected
Health

**This volume is complementary to
Volume 1: Quantitative Approaches
in Health Systems Engineering
which provides in-depth analysis of
the statistical and quantitative
aspects of Health Systems
Engineering. Volume 2: Practical
Applications to Engage and Align
Providers and Consumers builds
upon these concepts with the
integration of additional economic,**

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performance and quality measures. Stressing the importance of changes in the economics of health care financing, it will serve as a resource for not only leaders of organizations, but also providers who will be practicing a different type of medicine from that of which they were trained. After defining the challenges, the authors will quantify and define funds flows and various margins necessary for viability, how providers will be measured and rewarded for quality, and the importance of accurate dashboard of physician performance. Types of payment systems, including capitation, ACOs, risk contracts, and hybrid forms of fee for service will be defined and their relative advantages discussed. Lessons

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from other countries that provide high quality care at a lower cost will be examined for applicability to our challenges. Finally, experts in leadership will focus on influencing behavior to achieve results while remembering that healthcare is about the patient. This textbook will serve as a useful resource for clinicians, healthcare executives, governmental agencies, and emerging leaders in organizations. Study Guide to Substance Abuse Treatment is a question-and-answer companion that allows you to evaluate your mastery of the subject matter as you progress through The American Psychiatric Publishing Textbook of Substance Abuse Treatment, Fifth Edition. The Study Guide is made up of more than 375 questions divided into 53

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individual quizzes of 5--10 questions each that correspond to the chapters in the Textbook. Questions are followed by an Answer Guide that references relevant text (including the page number) in the Textbook to allow quick access to needed information. Each answer is accompanied by a discussion that addresses the correct response and also (when appropriate) explains why other responses are not correct. The Study Guide's companion, The American Psychiatric Publishing Textbook of Substance Abuse Treatment, Fifth Edition, has been thoroughly updated to reflect new findings, expanded treatment options and considerations, and expanded, in-depth discussion of special topics,

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enhancing the text's utility while maintaining its reputation as the foremost reference and clinical guide on the subject.

Has postmodern American culture so altered the terrain of medical care that moral confusion and deflated morale multiply faster than both technological advancements and ethical resolutions? The Ethos of Medicine in Postmodern America is an attempt to examine this question with reference to the cultural touchstones of our postmodern era: consumerism, computerization, corporatization, and destruction of meta-narratives. The cultural insights of postmodern thinkers—such as such as Foucault, Deleuze and Guattari, Lyotard, Baudrillard, Bauman, and Levinas—help elucidate the

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changes in healthcare delivery that are occurring early in the twenty-first century. Although only Foucault among this group actually focused his critique on medical care itself, their combined analysis provides a valuable perspective for gaining understanding of contemporary changes in healthcare delivery. It is often difficult to envision what is happening in the psychosocial, cultural dynamic of an epoch as you experience it. Therefore it is useful to have a technique for refracting those observations through the lens of another system of thought. The prism of postmodern thought offers such a device with which to “view the eclipse” of changing medical practice. Any professional practice

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is always thoroughly embedded in the social and cultural matrix of its society, and the medical profession in America is no exception. In drawing upon of the insights of key Continental thinkers such and American scholars, this book does not necessarily endorse the views of postmodernism but trusts that much can be learned from their insight. Furthermore, its analysis is informed by empirical information from health services research and the sociology of medicine. Arnold R. Eiser develops a new understanding of healthcare delivery in the twenty-first century and suggests positive developments that might be nurtured to avoid the barren “Silicon Cage” of corporate, bureaucratized medical practice.

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Central to this analysis are current healthcare issues such as the patient-centered medical home, clinical practice guidelines, and electronic health records. This interdisciplinary examination reveals insights valuable to anyone working in postmodern thought, medical sociology, bioethics, or health services research.

**Stem Cell and Bone Marrow
Transplantation**

**Clinical Practice Guidelines We Can
Trust**

**How Health Care in America
Became Big Business-- and Bad
Medicine**

**A Companion to The American
Psychiatric Publishing Textbook of
Substance Abuse Treatment, Fifth
Edition**

Encyclopedia of Health Services

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Research

Textbook of Neural Repair and Rehabilitation

Quality of Care, Quality of Life

With more than 8,000 nonmedical words, phrases, and acronyms related to the healthcare industry, Slee's Health Care Terms covers finance and reimbursement, managed care, government regulation, health professionals, legal issues, and more. Now in its fifth edition, Slee's is a reference for anyone who deals with the healthcare industry.

Includes: Multiple choice fact, scenario and case-based questions Correct answers and explanations to help you quickly master specialty content All questions have keywords linked to additional online references The mission of StatPearls Publishing is to help you evaluate and improve your knowledge

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base. We do this by providing high quality, peer-reviewed, educationally sound questions written by leading educators. StatPearls Publishing 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 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

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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 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

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***Appeals Strategies Chapter 9:
Reimbursement Chapter 10: The Role of
the Case Manager in Patient Flow
Chapter 11: 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 Examine staffing ratios
in various models List the steps in the
case management process Determine the
role of case managers in documentation***

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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) 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

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*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 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 Discuss
strategies for reducing conflict Intended*

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*audience Staff nurses, charge nurses,
staff educators, staff development
specialists, directors of education, nurse
managers, and nurse leaders*

*Managing Care: A Shared Responsibility
CMSA Core Curriculum for Case
Management*

*Managed Health Care in the New
Millennium*