

Presents

Case Management: Transforming Home Health Clinical Practice

A Year Long Commitment to Improving Performance

Achieving positive outcomes for patients requires effective, concise communication and collaboration among all providers: between physicians, particularly hospitalists and specialists with primary care practitioners; between care settings to improve transitions from one setting to another, especially when the patient is going home; and among disciplines to coordinate care within the home, as well as across settings. How can home health agencies enhance collaboration among all these partners, and ultimately improve the clinical and financial outcomes for all involved?

*We believe one answer is improved case management of home health patients. To help agencies enhance their case management skills, the Home Care Association has retained **Fazzi Associates**, a nationally respected home health consulting firm, to design and deliver a multi-part program on this topic over the next year.*

Home care nurses remain the primary case manager for their patients, but a focus on accurate completion of lengthy and changing patient assessment tools, accurate medical coding, and achievement of outcomes has had an unintended and undesirable result: many home care nurses have lost or failed to develop a structured method to organize and manage all of the tasks for which a primary case manager is responsible. Weak case management skills can lead to lower efficiency, poor productivity, and variable attention to patients' multiple health issues.

Improving home care case management will involve the training of clinicians starting at orientation, as well as re-training existing staff. Further, changing the way supervisors and managers in home care agencies support and guide their field staff will be critical to implementing case management approaches and sustaining the new approaches. Finally, addressing communications with other healthcare partners will be needed to achieve the desired results.

Registration

Fax or Mail to HCANH by April 27th

Agency: _____ Phone: _____

Primary Contact Person: _____ Email: _____

Register the following individuals for the June 2 on-site workshop(\$150 per attendee): (name & position/title)

- 1) _____ 2) _____
3) _____ 4) _____

Method of Payment: Visa MasterCard Check

Payment:

Two-Part Webinar.....\$ 250

June 2nd Workshop (\$150 per person)....

#attendees _____ X \$150 = \$ _____

TOTAL.....\$ _____

Registrations for the January 12 program will be taken in the fall.

_____ Card Number

_____ Name on Card

_____ Billing Address for Card

_____ Exp. Date _____ CVM (3 digits from back)

SCHEDULE

First Webinar
Second Webinar
First On-Site Workshop (full day)
Second On-Site Workshop (full day)

Wednesday, May 6, 8:30 – 10:00 am
Thursday, May 21, 8:30 – 10:00 am
Tuesday, June 2, 2009 in Concord, NH
Tuesday, January 12, 2010 in Concord, NH

Two-Part Webinar on “Case Management – the Basics” – May 6 and 21, 2009

Audience: clinical managers and supervisors, staff educators, field staff (nurses, therapists)

Purpose/content—Part I (90 min)

- Provide an overview of industry trends that require refined case management
- Detail the difference between case management and care management
- Identify principles of case management

Purpose/content—Part II (90 min)

- Detail emerging best practices transforming the delivery of home health services
- Apply tools and tips to common home care scenarios to refine clinical practice
- Identify proactive agency strategies to transform case management in the changing healthcare environment.

One-Day Training on Advanced Case Management (On-Site) – January 12, 2010

Audience: clinical managers and supervisors, staff educators

Purpose/content:

- Advanced case management skills
- Learning from the past six months of implementation
- Training staff and implementing systems that support case management
- Measuring Success

One-Day Training on Implementing Case Management Approach – June 2, 2009

Audience: clinical managers, supervisors, staff educators

Prerequisite: Webinars (to be viewed prior to the on-site program)

Purpose/content:

- The role of the supervisor/manager in implementing and reinforcing case management with clinical staff
- Application of emerging best practices in Case Management that enhance the delivery of home health care, using tools and tips developed in other agencies around the country
- Teaching critical thinking skills to staff clinicians
- Training and re-training clinical staff in your own agency
- Measuring success

Ongoing Support Group— September 2009- March 2010

Participants: clinical managers, supervisors, with HCANH project consultant as facilitator

Purpose/content:

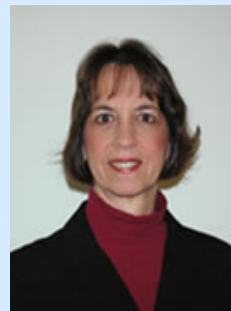
- Review training content (tips and tools) and share implementation strategies and issues
- Collaborate with other home care providers on case management skills and strategies
- Network on challenges, solutions and successes
- Measure success

The Presenters



Cindy Krafft, MS, PT, COS-C, a twelve-year home health veteran, is the current Vice President of the Home Health Section of the American Physical Therapy Association and a senior consultant with Fazzi Associates. As a consultant, she works with agencies on developing their rehabilitation programs to their highest potential, both clinically and financially. Cindy has authored articles and is a popular presenter at

the state and national levels on the topics of program development, therapy utilization and recruitment. She has also been heard on several national teleconferences on PPS and the implications for home health therapy.



Rhonda Marie Will, RN, BS, COS-C, HCS-D, Rhonda's background includes 30 years of nursing experience, both clinical and administrative, in home health care, acute care and physician's office. Responsibilities in the last five years of employment with a private not for profit faith based home health care company included regulatory compliance and staff development,

focusing on PPS with OASIS assessment skill building. Recognized as a national expert on OASIS. Rhonda holds home care certifications for OASIS and ICD-9-CM Coding. Member of the Editorial Board of Home Health Care Nurse Magazine since June 2008.