This educational activity is provided jointly by AXIS Medical Education and Louisiana Hospital Association Management Corporation (LHAMC)

**DATES:**

Part 1: Tue., Oct. 12
1:00 p.m. – 2:30 p.m. CT

Part 2: Tue., Oct. 19
1:00 p.m. – 2:30 p.m. CT

Part 3: Tue., Oct. 26
1:00 p.m. – 2:30 p.m. CT

Part 4: Tue., Nov. 2
1:00 p.m. – 2:30 p.m. CT

Part 5: Tue., Nov. 9
1:00 p.m. – 2:30 p.m. CT

**WHO SHOULD ATTEND:**
RN case managers, nursing directors, social workers, case management personnel, social work staff, post-acute care providers, home care personnel, physician advisors and other interested personnel

**REGISTRATION DEADLINE:**
Registrations are due into the LHA office one week prior to the webinar in order to ensure timely delivery of instructions and handouts.

The world of healthcare is changing rapidly and so is the role of case management in that world! Whether you are reading or hearing about value-based reimbursement, the Affordable Care Act, the continuum of care, bundled payments, transitions in care, or accountable care organizations, case management is at the center of it all!

Reimbursement has changed dramatically as has utilization management, transitional planning, and length of stay management. The Centers for Medicare & Medicaid Services (CMS) has incorporated changes that have an impact on payments related to readmissions, length of stay and the cost of care. No one is in a better place to address these issues than case managers! Finally, how do all these roles come together in a cohesive way to meet your departments and organization’s needs?

The webinar will start with some of the fundamental issues pertinent to case managers, including reimbursement systems, the history of case management, and common trends in the field. Then, the presenter will review three of the most imperative roles for acute case managers; discuss utilization management, including rules, regulations; and cover strategies for incorporating utilization into a daily routine.

In addition, the presenter will discuss insights and up to date information on discharge planning, including new rules instituted in 2020. The presenter will also provide an in-depth review of care coordination, a vital, but often forgotten role for hospital case managers. The series will end with a discussion of how to integrate the roles and functions that have been reviewed, as well as a comparison of two state of the art case management models.

Whether you are new to case management or a seasoned pro, this webinar series will provide you with the latest and most up-to-date topics and information that you will need to be at the top of your game and produce the best outcomes for yourself, your patients, and your organization.

**MEET YOUR FACULTY:**
**Toni Cesta, PhD, RN, FAAN,** is a partner and healthcare consultant in Case Management, LLC. Prior to her current work as a case management consultant, Dr. Cesta was SVP of operational efficiency and capacity management at Lutheran Medical Center in New York. She has also held positions as corporate vice president for patient flow optimization at the North Shore, Long Island Jewish Health System and director of case management at Saint Vincent’s Catholic Medical Centers in New York City.
PROGRAM OBJECTIVES:

Part 1:
- Summarize the history of case management;
- Review how case management fits into today’s healthcare system; and
- Discuss the ways in which case management is a strategy for managing cost and quality under the latest CMS reimbursement models.

Part 2:
- Describe the differences between utilization review and utilization management;
- Discuss the best strategies for managing utilization reviews and other issues related to utilization management; and
- Identify ways in which a strong utilization management process can reduce payment denials.

Part 3:
- Characterize discharge planning as a process not an outcome;
- Discuss the new CMS changes related to transitional and discharge planning and how they can impact your practice; and
- Identify best practice strategies for transitioning patients across the continuum of care.

Part 4:
- Understand the key elements of effective care coordination;
- Discuss ways in which to incorporate care coordination into your daily workflow; and
- Identify how care coordination can be derailed and how you can keep it on track.

Part 5:
- Describe the different skill sets and roles of RN case managers and social work case managers;
- Review specialty case management roles and determine new or updated roles for your contemporary case management department;
- Discuss the evolution of case management models; and
- Identify the best model to ensure a contemporary case management department.
REGISTER ONLINE: www.lhaonline.org/event/2021CaseMgmt

SERIES TIMES & DATES:

- All Session will be held from 1:00 p.m. – 2:30 p.m. CT.
  - Part 1: Tuesday, October 12, 2021
  - Part 2: Tuesday, October 19, 2021
  - Part 3: Tuesday, October 26, 2021
  - Part 4: Tuesday, November 2, 2021
  - Part 5: Tuesday, November 9, 2021

PRICE:

- Hospital Member: $500 (Per Person Rate)
- Associate or Corporate Member: $625 (Per Person Rate)
- Non-Member Hospital: $800 (Per Person Rate)

REGISTRATION: Registrations are accepted online only, and VISA, Master Card, Discover, and American Express are accepted. Email confirmations will be sent to all registrants who list an accurate email address.

CANCELLATION POLICY: Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of $40 (per person) if a payment was required. Cancellations received less than one week prior to the scheduled event, or individuals who fail to attend, are non-refundable. Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have a substitute without incurring a cancellation fee. Please send written notice of any substitutions prior to the scheduled event.

TRANSFER POLICY: If you are unable to attend the program for which you have registered and choose not to have a substitute, you may transfer your registration to another program. The LHA will hold your credit for a period of one year following the start date of the program for which you were originally registered. Transfers must be made in writing prior to the scheduled event, and a $40 transfer fee will be charged if a payment was required.

ACCOMMODATIONS: Please contact the LHA if you have a disability that may require special accommodations for this educational opportunity. The LHA is committed to ensuring full accessibility for all registrants.

LHA # M2149071
ACCREDITED CONTINUING EDUCATION

Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Georgia Hospital Association Management Corporation. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This activity was planned by and for the healthcare team, and learners will receive 5.0 Interprofessional Continuing Education (IPCE) credit for learning and change.

Credit Designation for Nursing
AXIS Medical Education designates this continuing nursing education activity for a maximum of 7.5 contact hours.
Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Social Workers
As a Jointly Accredited Organization, AXIS Medical Education is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. AXIS Medical Education maintains responsibility for this course. Social workers completing this course receive a maximum of 7.5 continuing education credits.

Case Managers
This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 7.5 CE contact hour(s). Activity code: I00047934 Approval Number: 210003303. To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org.

AXIS Contact Information
For information about the accreditation of this program please contact AXIS at info@axismeded.org.
Disclosure of Conflicts of Interest
AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, reviewers and other individuals who are in a position to control the content of this activity to disclose all real or apparent conflicts of interest they may have with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant conflicts of interest are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant conflicts of interest disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The faculty reported the following relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

<table>
<thead>
<tr>
<th>Name of Faculty/Presenter</th>
<th>Reported Financial Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toni G. Cesta, Ph.D., RN, FAAN</td>
<td>Nothing to disclose</td>
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</tbody>
</table>

The following directors, planners, managers, and reviewers reported no financial relationships they have with any ineligible company of any amount during the past 24 months:

<table>
<thead>
<tr>
<th>Name of Directors, Planners, Managers and Reviewers</th>
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<tr>
<td>Merle Francis</td>
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<tr>
<td>Toni G. Cesta, Ph.D., RN, FAAN</td>
</tr>
<tr>
<td>Holly M. Hampe, DSc., RN, MHA, MRM, CPHQ</td>
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<tr>
<td>Dee Morgillo, MEd., MT(ASCP), CHCP</td>
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Disclaimer
Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Attestation/Evaluation form online by 11:59 pm ET on December 9, 2021. Instructions will be provided. If you do not complete the online evaluation by this date, you will not be able to get CE credit for this event.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.
Agenda:

WEBINAR 1
DATE: October 12, 2021, 1:00 p.m. – 2:30 p.m. CT
Foundations for Case Management Practice in 2021 and Beyond!

• The environment in which we work; The healthcare industry today;
• The mandate for change; Healthcare costs; Managed care;
• The link between cost and quality of care; Medicare’s new tools;
• The Patient Protection and Affordable Care Act; Value-Based Program Measures;
• Medicare Spending for Beneficiary; Case management strategies to offset reimbursement reductions;
• The Hospital Consumer Assessment of Healthcare Providers and Systems Hospital Survey;
• Hospital Readmission Reduction Program; Accountable Care Organizations;
• The evolution of case management; and Case management – what it is and what it will become

WEBINAR 2
DATE: October 19, 2021, 1:00 p.m. – 2:30 p.m. CT
Utilization Management: Rules, Regs and How To’s

• Utilization management definition; Difference between utilization review and utilization management;
• Medical necessity defined;
• UM processes for, and components of, medical necessity;
  • When patient meets medical necessity; and When patient does not meet medical necessity
• Compliance components of medical necessity;
• Conditions of Participation by CMS and utilization management;
• Essential case management department activities; Utilization management and billing;
• Utilization management and reimbursement; Best practice in clinical reviews;
• Managing utilization from the bedside; Appropriate UM documentation;
• Physician collaboration in utilization management;
  • Practicing physicians; Physician advisor; and
  • Utilization Management Committee physicians
• Incorporating UM into your daily routine; Managing denials before they happen; and
• UM documentation sources; and Utilization management separated from the case management function

WEBINAR 3
DATE: October 26, 2021, 1:00 p.m. – 2:30 p.m. CT
Discharge Planning: Best Practices Including a Review of the Conditions of Participation

• CMS’s discharge planning rules; Case management transitional and discharge planning;
• Admission assessments; Social work triggers; Home care triggers;
• Influences on discharge planning; Latest changes in discharge planning from CMS;
• Communicating across the continuum of care; Next level of care providers; Hand-off communication
• The interdisciplinary impact on discharge planning; Transitions time-outs; and
• How to hard-wire your processes
WEBINAR 4
DATE: November 2, 2021, 1:00 p.m. – 2:30 p.m. CT
Care Coordination: Managing Cost and Length of Stay

• How to incorporate case management into your daily practice;
• Care coordination’s impact on length of stay and cost; How to measure the cost of care;
• Defining value in healthcare; Negative impacts on care coordination;
• Positive impacts on care coordination; Five key elements of care coordination;
• Strategies for evaluating your hospital’s own areas of inefficiency; Effective time-out processes; and
• Rounds and huddles

WEBINAR 5
DATE: November 9, 2021, 1:00 p.m. – 2:30 p.m. CT
Acute Care Case Management: Roles, Functions, and Models

• Contemporary case management roles;
• Contemporary case management functions;
  • Patient flow; Utilization and resource management; Denial management
  • Variance Tracking; Transitional and discharge planning; Quality management; and
  • Psychosocial assessment and counseling
• Integrating case management roles; The case management process
• Social work role in the contemporary model; Evolution of case management models
• Determinants of case management models; The impact of roles and functions on the contemporary case management model
• Model comparisons; Advantages of each model; and Disadvantages of each model