

## CASE MANAGER INTERVENTION GUIDE

ACTIVE VERBS/PHRASES IN COMMONLY USED INTERVENTIONS

### ASSESSMENT (STEP 1)

Analyzed...  
Assessed needs for...  
Assessed available resources...  
Determined...  
Established need for...  
Gathered history...  
Gathered information...  
Identified needs...  
Re-Assessed needs for...  
Re-Assessed available resources...  
Reviewed...

### ACTIVITIES/ACTIONS (STEP 3)

Assisted client with...  
Coordinated linkage to...  
Coordinated placement...  
Discussed resource options...  
Educated about resources...  
Encouraged use of...  
Established communication between...  
Facilitated client linkage to referral...  
Implemented needs plan...  
Linked client to...  
Referred client to...

### PLAN DEVELOPMENT (STEP 2)

Approved plan...  
Clarified plan...  
Created plan...  
Determined if changes are needed to...  
Developed a plan for...  
Discussed planning...  
Established plan for...  
Explored plan options...  
Explored barriers in plan...  
Helped client redefine plan...  
Integrated client strengths into plan by...  
Modified plan...  
Monitored progress to plan...  
Planned for...  
Revised plan...  
Updated plan...

### MONITORING (STEP 4)

Adjust / Modify / rework plan...  
Arranged services with planned...  
Clarified progress of plan...  
Evaluated effectiveness of plan...  
Follow-up to ensure plan is appropriate...  
Gave feedback...  
Monitored the client's response with plan...  
Monitored adequacy of plan...  
Monitored adherence with the plan...  
Recommended...  
Reviewed...  
Summarized...  
Tracked plan progress...

### EXAMPLES

Established need for transportation to and from medical appointments.  
Established plan for dialysis as provider appointment requires rescheduling.  
Encouraged use of crutch for offloading of affected limb per provider order.  
Monitored adherence with the plan by reviewing pain-medication use for the past 24 hours.

## Case Management Intervention Guide

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# Case Manager Cheat Sheet

**Catherine M. Mullahy**

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

## Case Manager Cheat Sheet:

Case Management Suzanne K. Powell, 2000 The Second Edition of this comprehensive how to text has 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 studies

**The Case Manager's Handbook** Catherine M. Mullahy, 2010-10-25 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 a FREE Student Study Guide is available online **BOOK ALONE: THE CASE**

**MANAGER'S HANDBOOK 5E** Catherine M. Mullahy, 2013-06-20 *Core Skills for Hospital Case Managers* Tony Cesta, Beverly Cunningham, 2009-06 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 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 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 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 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 audience Staff nurses charge nurses staff educators staff development specialists directors of education nurse managers and nurse leaders Nursing Case Management Suzanne K. Powell,1996 *Does Case Management Style Matter?* Holly Welker,2006 **Developing and Managing a Personal Injury Practice** ,1993 **DOS Cheat Sheet** Jennifer Fulton,1995 Each section is broken into task based lessons which cover the basic steps first followed by more in depth information Essential steps are highlighted in a second color for ease of use and handwritten tips are in the margin The first page of each lesson is a cheat sheet of the basic steps covered in that lesson for a handy reference **Business 2.0** ,2006 **Americans with Disabilities Cases** ,2008 *Digest of English Case Law* John Mews,1925 **Court News** ,1991 **GSEC GIAC Security Essentials Certification All-in-One Exam Guide, Second Edition** Ric Messier,2019-08-02 Publisher s Note Products purchased from Third Party sellers are not guaranteed by the publisher for quality authenticity or access to any online entitlements included with the product Fully updated coverage of every topic on the current version of the GSEC exam Get complete coverage of all the objectives on Global Information Assurance Certification s Security Essentials GSEC exam inside this comprehensive resource GSEC GIAC Security Essentials Certification All in One Exam Guide Second Edition provides learning objectives at the beginning of each chapter exam tips practice exam questions and in depth explanations Designed to help you pass the

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**California Lawyer** ,1997

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