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Introduction to Quality and Safety Education for Nurses Diann Cameron Kelly, PhD, LMSW 2014-03-14 This is the first undergraduate textbook to provide a comprehensive overview of essential knowledge, skill, and attitudes about safety in nursing practice. It reflects the six areas of nursing competencies as developed by the Quality and Safety Education Program for Nurses (QSEN) initiative, which are currently required content in undergraduate nursing programs. Using an inter-professional focus, the book addresses the fundamental knowledge required of entry-level nurses in each of the six QSEN areas: quality improvement, patient safety, teamwork and collaboration, evidence-based practice, informatics, and patient-centered care. The book

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includes all of the content required for nursing programs to be accredited by AACN or NLN. Contributors include nurse educators, faculty, researchers, administrators, case managers, quality improvement practitioners, and entrepreneurs of nursing as well as physicians and librarians from throughout the U.S. Readers will be privy to the unique perspectives of different health care partners who provide real life examples from an inter-professional team perspective. These include pharmacists, lawyers, physicians, librarians, quality improvement nurses, radiology technologists, nurse practitioners, hospital board members, patients, and others. Each chapter includes objectives, opening scenarios, case studies, critical thinking exercises, key terms, NCLEX-

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style questions, photos, tables, figures, web resources, recommendations for additional reading, and PowerPoint slides. An important feature of the book is the listing of QSEN competencies and the associated knowledge, skills, and attitudes (KSA) in the Appendix. Key Features: Comprises the only undergraduate text to address the six areas of requisite nursing competencies as developed by the QSEN initiative Provides a strong foundation for safe, evidence-based care Presents an inter-professional approach that reflects health care today Supports teaching with PowerPoint slides, critical thinking exercises, case studies, and rationales for review questions Includes objectives, critical thinking exercises, case studies,

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real world interviews, tables, figures, visuals, and suggested readings in each chapter
Medical Quality Management Angelo P. Giardino 2020-08-31 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 management and quality improvement, a user-friendly format, case studies, and updated learning objectives. This

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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 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

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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 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.

Introduction to Quality and Safety Education for Nurses Patricia Kelly
2014-03-14 This is the first textbook designed to introduce the six areas of nursing competencies, as developed

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by the Quality and Safety Education for Nurses (QSEN) initiative, which are required content in undergraduate nursing programs.

The Compliance Officer's Handbook

Bret S. Bissey 2006

Clinical Practice Guidelines

Institute of Medicine 1990-02-01 The Alberta clinical practice guidelines program is supporting appropriate, effective and quality medical care in Alberta through promotion, development and implementation of evidence-based clinical practice guidelines.

Medical Assistant Study Guide

Ascencia 2020-08-14

Guidelines for Perinatal Care

American Academy of Pediatrics 1997
This guide has been developed jointly by the American Academy of Pediatrics and the American College of

Obstetricians and Gynecologists, and is designed for use by all personnel involved in the care of pregnant women, their foetuses, and their neonates.

Emergency Department Case Management, Second Edition Kathleen Walsh

2014-11-14 From defining goals, clarifying roles, and understanding the necessary knowledge and skills required, Emergency Department Case Management: The Compendium of Best Practices, 2nd Edition will ensure that ED case management staff have a solid and sustainable foundation in place. After exploring models and reviewing emergency department infrastructure, this compendium will help readers outline key partnerships, present multiple options for case finding, tackle observation status accurately,

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address quality and evaluation issues, and identify ways ED RN case managers and social workers coordinate care for complex cases, such as pediatric, psychiatric, homeless, and uninsured populations. In addition to many new tools, this book is also packed with more than 20 detailed spotlights and case studies discussing ED case management strategies, best practices, and experiences of ED professionals from across the country. The new edition includes: The presence of case management RNs and Social Workers in emergency departments (ED) has become a standard since the first edition of this text was published in 2007. Ever-expanding and changing regulations for EDs and hospitals have emerged, while best practices have evolved to address these

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challenges. This new edition discusses these changes and provides updated guidance on running a compliant, effective, and efficient case management team in the ED. It also provides insight on adapting the role of case management based on unique ED patient populations and helps ED case managers stay ahead of the curve by examining what lies ahead in their profession.

Handbook of Human Factors and Ergonomics in Health Care and Patient Safety, Second Edition

Pascale Carayon 2016-04-19 The first edition of Handbook of Human Factors and Ergonomics in Health Care and Patient Safety took the medical and ergonomics communities by storm with in-depth coverage of human factors and ergonomics research, concepts, theories, models, methods, and

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interventions and how they can be applied in health care. Other books focus on particular human factors and ergonomics issues such as human error or design of medical devices or a specific application such as emergency medicine. This book draws on both areas to provide a compendium of human factors and ergonomics issues relevant to health care and patient safety. The second edition takes a more practical approach with coverage of methods, interventions, and applications and a greater range of domains such as medication safety, surgery, anesthesia, and infection prevention. New topics include: work schedules error recovery telemedicine workflow analysis simulation health information technology development and design patient safety management Reflecting developments and advances

in the five years since the first edition, the book explores medical technology and telemedicine and puts a special emphasis on the contributions of human factors and ergonomics to the improvement of patient safety and quality of care. In order to take patient safety to the next level, collaboration between human factors professionals and health care providers must occur. This book brings both groups closer to achieving that goal.

Geriatric Emergencies, An Issue of Emergency Medicine Clinics of North America, E-Book Brendan G. Magauran Jr 2016-08-12 This issue of Emergency Medicine Clinics focuses on Geriatric Emergencies. Articles include: Recent Trends in Geriatric Emergency Medicine, Resuscitation of the Elderly, Pharmacology in the

Geriatric Patient, Trauma and Falls in the Elderly, Sepsis and Infectious Emergencies in the Elderly, Evaluation of the Geriatric Patient with Chest Pain, Evaluation of Dyspnea in the Elderly, Abdominal Pain in the Geriatric Patient, Neurologic Emergencies in the Elderly, Evaluation of Syncope, Altered Mental Status and Delirium, and more!

Geriatric Dermatology, An Issue of Clinics in Geriatric Medicine, E-Book

Christopher R. Carpenter 2012-11-12

This issue of Clinics in Geriatric Medicine features expert clinical reviews on Geriatric Emergency Medicine which includes current information on topics such as palliative medicine and emergency care, alternative management strategies, transitions of care, the

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emergency department observation unit and the older patient, generalized weakness, altered mental status, trauma management, acute pain management, acute visual changes, orthopedic emergencies, dizziness, palpitations, acute stroke syndromes, abuse and neglect, and electrolyte and endocrine emergencies.

Counseling Individuals With Co-Occurring Addictive and Mental Disorders Reginald W. Holt, PhD

2023-04-03 The premier text on co-occurring mental and substance use disorders Written by professional counselors for counselors, this lucid text delivers comprehensive information for those who work with individuals suffering from these complex maladies. It is distinguished by its grounding in the holistic, wellness orientation of the

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counseling profession and a segment dedicated to specific populations such as military, LGBTQ+, multicultural, and those that are gender- or age-related. Contributing authors from diverse backgrounds, comprised mostly of counselors, provide an orientation that is distinct from that of the medical community. Written for masters and doctoral-level students in counselor education programs, the text provides the most current information available and is aligned with DSM-5 and CACREP standards. It offers a step-by-step approach to understanding COD concepts, guiding principles for working with such clients, treatment approaches and diagnostic considerations, and the neuroscience of addiction and mental health. It includes a breakdown of

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specific co-occurring disorders and describes special population considerations. Clinical case illustrations bring content to life and discussion questions reinforce information. A robust instructor's package includes an Instructor Manual, Test Banks, and Instructor Chapter PowerPoints. Key Features: Written by professional counselors for counselors Grounded in a holistic wellness orientation Offers a dedicated "special populations" section with considerations for age, gender, military, and LGBTQ+ groups Discusses diagnosis and treatment of specific co-occurring disorders Provides clinical case illustrations from the perspective of a practicing counselor Includes chapter learning objectives and discussion questions to foster critical thinking Aligned

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with DSM-5 and CACREP standards
Essentials of Managed Health Care
Peter Reid Kongstvedt 2013 Peter
Kongstvedt provides an authoritative
and comprehensive overview of the key
strategic, tactical, and operational
aspects of managed health care and
health insurance. With a primary
focus on the commercial sector, the
book also addresses managed health
care in Medicare, Medicaid, and
military medical care. An historical
overview and a discussion of taxonomy
and functional differences between
different forms of managed health
care provide the framework for the
operational aspects of the industry
as well.

Observation Medicine Sharon E. Mace
2017-03-16 This guide to successful
practices in observation medicine
covers both clinical and

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administrative aspects for a
multinational audience.

AAOHN Journal 1986

Observation Medicine Sharon E. Mace
2017-03-16 Using sample
administrative and clinical protocols
that any hospital can use, this book
gives a detailed account of how to
set up and run an observation unit
and reviews all medical conditions in
which observation medicine may be
beneficial. In addition to clinical
topics such as improving patient
outcomes and avoiding readmissions,
it also includes practical topics
such as design, staffing, and daily
operations; fiscal aspects, such as
coding, billing, and reimbursement;
regulatory concerns, such as aligning
case management and utilization
review with observation; nursing
considerations; and more. The future

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of observation medicine, and how it can help solve the healthcare crisis from costs to access, is also discussed. Although based on US practices, this book is also applicable to an international audience, and contains instructions for implementing observation in any setting or locale and in any type of hospital or other appropriate facility.

Outpatient Case Management for Adults With Medical Illness and Complex Care Needs U. S. Department Human Services

2013-04-10 Chronic diseases are the leading cause of illness, disability, and death in the U.S. Providing medical care for chronic illness is often complex, as patients require multiple resources, treatments, and providers. One strategy for improving care for chronic conditions is to

develop programs that improve care coordination and implement care plans. Case management (CM) is one such supplemental service, in which a person takes responsibility for coordinating and implementing a patient's care plan, either alone or in conjunction with a team of health professionals. CM tends to be more intensive in time and resources than other chronic illness management interventions, and it is important to evaluate its specific value. CM is often utilized when the coordination and integration of care is difficult for patients to accomplish on their own. CM usually involves high-intensity engagement with patients, and case managers often adopt a supervisory role in comprehensively attending to patients' complex needs. Conceptually, a case manager can be

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seen as an agent of the patient, taking a "whole-person" (rather than solely clinical or disease-focused) approach to care, and serving as a bridge between the patient, the practice team, the health system, and community resources. The coordinating functions performed by a case manager include helping patients navigate health care systems, connecting them with community resources, orchestrating multiple facets of health care delivery, and assisting with administrative and logistical tasks. Case managers also can perform clinical functions, including disease-oriented assessment and monitoring, medication adjustment, health education, and self-care instructions. Such clinical functions are often the defining aspects of other chronic illness management

interventions. In the context of chronic illness care, they are central to the role of a case manager, but a case manager also performs coordinating functions. The Agency for Healthcare Research and Quality (AHRQ) commissioned this review to examine the evidence for the effectiveness of CM programs for chronic illness patients with complex care needs. Specifically, we considered interventions in which case managers had a substantive role in performing both clinical and coordinating functions. This report summarizes the existing evidence addressing the following Key Questions: KQ1: In adults with chronic medical illness and complex care needs, is case management effective in improving: a. Patient-centered outcomes, including

mortality, quality of life, disease-specific health outcomes, avoidance of nursing home placement, and patient satisfaction with care? b. Quality of care, as indicated by disease-specific process measures, receipt of recommended health care services, adherence to therapy, missed appointments, patient self-management, and changes in health behavior? c. Resource utilization, including overall financial cost, hospitalization rates, days in the hospital, emergency department use, and number of clinic visits (including primary care and other provider visits)? KQ2: Does the effectiveness of case management differ according to patient characteristics, including but not limited to: particular medical conditions, number or type of

comorbidities, patient age and socioeconomic status, social support, and/or level of formally assessed health risk? KQ3: Does the effectiveness of case management differ according to intervention characteristics, including but not limited to: practice or health care system setting; case manager experience, training, or skills; case management intensity, duration, and integration with other care providers; and the specific functions performed by case managers?

Epidemiology and the Delivery of Health Care Services Denise M. Oleske
2012-12-06 In this introductory textbook to epidemiology, students will discover the knowledge and skills required for managing population-based health care under health reform. Fundamental

epidemiological techniques are presented teaching students to assess the health status of populations served; determine appropriate interventions based upon knowledge of factors which affect health status; and evaluate the impact of health care systems, programs, technologies, and policies on the health status of populations. Each chapter includes case studies and discussion questions.

CCM Certification Made Easy Andrea Morris 2016-07-20 We are extremely pleased to tell you that CCM Certification Made Easy has been updated to it's Second Edition, and includes all the new material recently added to the CCM Exam. Every subdomain is covered on the exam. CCM Certification Made Easy is clearly the most complete CCM Exam prep book

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you can buy.Up to date - every area has been revisited for this updated edition to keep pace with the substantial changes in healthcare and the CCM Exam.Includes a condensed versions of the CCMC's Glossary of Terms that are an essential resource to pass the CCM Exam.Includes a website link to download a free companion workbook and study strategies that countless case managers have used to pass the CCM Exam at no extra charge.

Knowing What Works in Health Care
Institute of Medicine 2008-05-29

There is currently heightened interest in optimizing health care through the generation of new knowledge on the effectiveness of health care services. The United States must substantially strengthen its capacity for assessing evidence

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on what is known and not known about "what works" in health care. Even the most sophisticated clinicians and consumers struggle to learn which care is appropriate and under what circumstances. *Knowing What Works in Health Care* looks at the three fundamental health care issues in the United States—setting priorities for evidence assessment, assessing evidence (systematic review), and developing evidence-based clinical practice guidelines—and how each of these contributes to the end goal of effective, practical health care systems. This book provides an overall vision and roadmap for improving how the nation uses scientific evidence to identify the most effective clinical services. *Knowing What Works in Health Care* gives private and public sector

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firms, consumers, health care professionals, benefit administrators, and others the authoritative, independent information required for making essential informed health care decisions.

CCM Certification Study Guide 2020-2021 Trivium Case Manager Exam Prep Team 2019-09-23 You're probably thinking this is just another typical study guide. Because we know your time is limited, we've created a product that isn't like most study guides. With Trivium Test Prep's unofficial CCM Certification Study Guide 2020-2021: Exam Prep Book and Practice Test Questions for the Certified Case Management Exam you'll benefit from a quick but total review of everything tested on the exam with real examples, graphics, and

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information. Imagine having your study materials on your phone or tablet! Trivium Test Prep's NEW CCM Certification Study Guide 2020-2021 comes with FREE online resources, including: practice questions, online flashcards, study "cheat" sheets, and 35 tried and tested test tips. These easy to use materials give you that extra edge you need to pass the first time. CCMC was not involved in the creation or production of this product, is not in any way affiliated with Trivium Test Prep, and does not sponsor or endorse this product. Trivium Test Prep's CCM Certification Study Guide 2020-2021 offers: A full review of what you need to know for the Next Generation ACCUPLACER exam Practice questions for you to practice and improve Test tips to help you score higher Trivium Test

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Prep's CCM Certification Study Guide 2020-2021 covers: Introduction Case Management Concepts Principles of Practice Psychosocial Aspects Healthcare Management and Delivery Healthcare Reimbursement Rehabilitation ...and includes 1 FULL practice test!

CMSA Core Curriculum for Case Management Hussein M. Tahan
2016-07-05 The fully updated CMSA Core Curriculum for Case Management, 3rd edition, is the definitive roadmap 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

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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 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 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' 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,

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performance or program evaluation
ICD-9-CM Official Guidelines for Coding and Reporting 1991
Clinical Practice Guidelines We Can Trust Institute of Medicine
2011-06-16 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 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

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guidelines and how they can be improved to enhance healthcare quality and patient outcomes. Clinical 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 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 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 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 practice guidelines, consumers, clinicians, and payers.

Gulf War and Health Institute of Medicine 2009-03-02 The seventh in a series of congressionally mandated reports on Gulf War veterans health, this volume evaluates traumatic brain injury (TBI) and its association with long-term health affects. That many returning veterans have TBI will likely mean long-term challenges for them and their family members. Further, many veterans will have undiagnosed brain injury because not all TBIs have immediately recognized effects or are easily diagnosed with neuroimaging techniques. In an effort

to detail the long term consequences of TBI, the committee read and evaluated some 1,900 studies that made up its literature base, and it developed criteria for inclusion of studies to inform its findings. It is clear that brain injury, whether penetrating or closed, has serious consequences. The committee sought to detail those consequences as clearly as possible and to provide a scientific framework to assist veterans as they return home. *Inpatient Versus Observation Status* Vivienne Martin 2021-05-31 Inpatient vs. Observation status is a convenient pocket-size guide that equips admitting providers to determine a patient's admission status quickly, easily, and effectively. This pocket-sized guide contains tables and generally

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accepted guidelines for practitioners who admit patients. Each topic is usually covered on a single page, with an accompanying chart on the facing page, allowing for quick decision-making of the patient's admission status (inpatient versus observation). This makes it precise and easy to comprehend. By matching clinical findings with criteria charts, providers are able to quickly and easily determine if a patient is appropriate for inpatient or observation admission status. In addition, by providing tips for documentation you are able to write the correct admission orders initially, avoiding the headaches of time-consuming changes later, penalties, and/or loss of revenue. This pocket-size guide is ideal for physicians, medical

students, interns, residents, NPs, PAs, dentists, and anyone else responsible for assigning the correct admission status.

Current Perspectives in Clinical Treatment and Management in Workers' Compensation Cases Matt Kruger
2011-04-23 This e-book integrates all aspects of medical care relevant to worker compensation. It explains benefits of the application of evidence-based approaches to worker compensation care. Improved outcomes of such approaches include less risky treatments, faster healing, and good return to work experience. It also points towards designing a better health care system with a focus on the economy, healthcare policy and change, and growing innovation in medical practice. The e-book should serve as a significantly important

reference tool for several working professionals in healthcare systems as well for as students and trainees. *Avoidable Delay Day Analyzer* Gayle Riley 2004-12

Section 1557 of the Affordable Care Act American Dental Association 2017-05-24 Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). This brief guide explains Section 1557 in more detail and what your practice needs to do to meet the requirements of this federal law. Includes sample notices of nondiscrimination, as well as taglines translated for the top 15 languages by state.

Guidelines for Clinical Practice Institute of Medicine 1992-02-01 Guidelines for the clinical practice of medicine have been proposed as the solution to the whole range of

current health care problems. This new book presents the first balanced and highly practical view of guidelinesâ€"their strengths, their limitations, and how they can be used most effectively to benefit health care. The volume offers: Recommendations and a proposed framework for strengthening development and use of guidelines. Numerous examples of guidelines. A ready-to-use instrument for assessing the soundness of guidelines. Six case studies exploring issues involved when practitioners use guidelines on a daily basis. With a real-world outlook, the volume reviews efforts by agencies and organizations to disseminate guidelines and examines how well guidelines are functioningâ€"exploring issues such as patient information, liability,

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costs, computerization, and the adaptation of national guidelines to local needs.

Guidelines on Hepatitis B and C Testing World Health Organization
2017 Testing and diagnosis of hepatitis B (HBV) and C (HCV) infection is the gateway for access to both prevention and treatment services, and is a crucial component of an effective response to the hepatitis epidemic. Early identification of persons with chronic HBV or HCV infection enables them to receive the necessary care and treatment to prevent or delay progression of liver disease. Testing also provides an opportunity to link people to interventions to reduce transmission, through counselling on risk behaviors and provision of prevention commodities (such as

sterile needles and syringes) and hepatitis B vaccination. These are the first WHO guidelines on testing for chronic HBV and HCV infection and complement published guidance by WHO on the prevention, care and treatment of chronic hepatitis C and hepatitis B infection. These guidelines outline the public health approach to strengthening and expanding current testing practices for HBV and HCV, and are intended for use across age groups and populations.

Improving the Quality of Health Care for Mental and Substance-Use Conditions Institute of Medicine
2006-03-29 Each year, more than 33 million Americans receive health care for mental or substance-use conditions, or both. Together, mental and substance-use illnesses are the leading cause of death and disability

for women, the highest for men ages 15-44, and the second highest for all men. Effective treatments exist, but services are frequently fragmented and, as with general health care, there are barriers that prevent many from receiving these treatments as designed or at all. The consequences of this are seriousâ€"for these individuals and their families; their employers and the workforce; for the nation's economy; as well as the education, welfare, and justice systems. Improving the Quality of Health Care for Mental and Substance-Use Conditions examines the distinctive characteristics of health care for mental and substance-use conditions, including payment, benefit coverage, and regulatory issues, as well as health care organization and delivery issues.

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This new volume in the Quality Chasm series puts forth an agenda for improving the quality of this care based on this analysis. Patients and their families, primary health care providers, specialty mental health and substance-use treatment providers, health care organizations, health plans, purchasers of group health care, and all involved in health care for mental and substanceâ€"use conditions will benefit from this guide to achieving better care.

Textbook of Neural Repair and Rehabilitation Michael Selzer

2014-04-24 Volume 1 of the Textbook of Neural Repair and Rehabilitation covers the basic sciences relevant to recovery of function following injury to the nervous system.

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Core Skills for Hospital Case

Managers Tony Cesta 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

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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

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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 Comprehensive Accreditation Manual Joint Commission 2010-04 Integrates standards, rationales, elements of performance, scoring, decision rules, National Patient Safety Goals, and policies and procedures for the hospital accreditation program. This title features the comprehensive resource for continuous standards compliance and operational improvement for hospitals. *The Case Manager's Survival Guide* Toni G. Cesta 2003 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 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. **Case Management** Suzanne K. Powell 2018-02-26 Prepare for a new career as a case manager—or just upgrade your skills to a whole new level—with the newly updated Case Management: A Practical Guide for Education and Practice, 4th Edition. Ideal for case management certification (CCMC) exam preparation, this is a thorough review of the case manager's many roles and skills, from acute to post-acute care. Whether you are a nurse transitioning to case management or already active in it, this is your road map to coordinating successful patient care, from hospital to home. Build a strong case management career

foundation, with expert, evidence-based direction: NEW chapter on case manager orientation programs that offers orientation checklists, competency assessment, and learning profiles, with available online tools NEW topics on current practice issues and developments, including the impact of the Patient Protection and Affordable Care Act and value-based care NEW content on experiential, problem-based learning—learning practices, training programs, case management team professional development Offers in-depth, evidence-based guidance on: The case manager’s roles, functions, and tasks Key concepts—quality management and outcomes evaluation, legal and ethical considerations, case management process, utilization management, transitions of care The

role of the nurse case manager versus social worker role Strategies that ensure effectiveness of case management models Coordinating care, protecting privacy and confidentiality, health insurance benefit analysis, practice standards The Case Management Code of Professional Conduct, accreditation agencies and standards, specialty board certifications Management of resources and reimbursement concepts Case management in various settings—acute care, emergency department, admissions, perioperative services, disease management, insurance case management, palliative care, end-of-life care, hospice, home health care, physician groups, public health/community-based care, rehabilitation Ideal preparation for the CCMC exam—offers a large portion

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of CCMC exam content—and for Continuing Education Unit (CEU) for Case Management study A must-have desk reference that offers plentiful case studies—considered to be “the bible” of case management

Performance Comparison and Organizational Service Provision

Christopher Dorn 2021-02-01 Exploring the mechanisms underlying performance comparisons, Performance Comparison and Organizational Service Provision investigates how such assessments shape hospitals’ service provision and medical professionals’ work. With a focus on U.S. health care, this study outlines how medical quality was defined and compared in the hospital sector from the late 19th century to the present. Developing a novel theoretical framework to investigate performance comparisons,

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several different forms of internal and external performance assessments are contrasted throughout this period. The transformative effects of these comparisons on hospitals’ relationships to patients, insurers, regulators, and staff are analyzed and their ramifications for current hospital care are explored. Drawing on this analysis, the book examines the controversial nature of these measures and the struggles among hospital managers, patients, physicians, and policy makers to determine hospital quality. Affording a deeper understanding of how performance comparisons influence organizational service provision, the book will be of interest to researchers in a broad range of fields including organization studies, accountability and

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evaluation, health care, and policy research as well as practitioners in hospital care and management.

The Ethos of Medicine in Postmodern

America Arnold R. Eiser 2013-12-24

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 Foucault, Deleuze and Guattari, Lyotard, Baudrillard, Bauman, and Levinas—help elucidate the 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 is always thoroughly embedded in the social and cultural matrix of its society, and

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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. 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.