



THE CENTER FOR CASE MANAGEMENT

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Staff & Leadership Training & Coaching Programs

Case management services, through an array of discreet functions, brings quality, financial, satisfaction, and other goals together at both the organization and patient care level.

Case management professionals work in the service of the patient and family, but also within the context of the reality of reimbursement and the needs for efficiency. Nurses, professionals, social workers, physicians, and others working in case management provide the engine that drives coordinated care as each patient and family receive a customized journey into and throughout their health care journey.

Competency is not only the visible performance of a role or job, but also the sum total of the knowledge and values that people “bring to the table” to carry out their responsibilities. Organizations strive to have employees that are competent to ensure a stable and safe work process.

Key Characteristics:

- ✓ Through both lecture and interactive training, ensure that all case managers, social workers and Care transitions team members enhance their skills promoting patient progress through knowledge of disease trajectory, understanding and effective interventions in psychosocial deterrents created by patient and/or caregivers/family, and ensure clear understanding and influence of the hospital revenue cycle and patients resources.
- ✓ Offer strategies for Case Management leadership to further develop in the mastery of skills as an effective and influential leader within the organization.
- ✓ Promote ongoing quest for learning relative to the case managers/social workers assigned population of patients for which they care.
- ✓ Ensure that Case Managers and Social Workers have the appropriate communication skills to work as lateral leaders of the interdisciplinary team.
- ✓ Provide a framework for ongoing education, orientation, and training within the context of case management and social work professional practice.
- ✓ Training that ensures standardized, evidence based, contemporary practice



Training Programs

Orientation for Case Management Staff Learning & Mastering the 6 Core Skills of Case Management	<ul style="list-style-type: none"> • Learn the basic core functions of Case Management/Social Work • Practice & enhance lateral leadership skills and how to be an influential team member • Learn new skills and mindsets for case managers in managing transitions effectively
Effective Management Inside the Triad Model	<ul style="list-style-type: none"> • Develop clinical skills and competencies inside the roles of the Triad Model <ul style="list-style-type: none"> - From RN Discharge Planning to Coordinating Care Across Transitions - From Utilization Review to Utilization Management - From Social Work to Clinical Social Work • Ensuring Synergistic Partnerships
Effective Management Inside the Integrated Model	<ul style="list-style-type: none"> • Develop clinical skills and competencies inside the roles of the Integrated Model • Ensuring synergy in the partnerships
Case Management Across the Continuum, Skills for Today and Tomorrow	<ul style="list-style-type: none"> • Learn core components & skills of managing patients and families across the continuum of care • Recognize risk and rising risk • Improve hand offs and predicting patient needs across the care continuum
Front and Center Case Management/Social Work Managing the Access Points	<ul style="list-style-type: none"> • Understand critical needs of medical necessity surveillance at the entry points • Learn skills to ensure right patient/right status/right bed • Recognize opportunities to influence admission decisions • Learn how to treat the entry point as a caseload
Launchpad Case Management Leadership Intensive	<ul style="list-style-type: none"> • Workshop for CM leaders and Physician Advisors • Learn the language of case management leadership • Practice opportunities to utilize and leverage data • Learn techniques to get you at the table and be part of the decision making
Game Changer New Skills and Mindsets in Advanced Case Management Programs	<ul style="list-style-type: none"> • Workshop for leaders and administrators that need to restructure for risk contracts and ACO's • Learn skills that promote actionable strategies in improving outcomes
Behavioral Health Case Management at the Nexus of Mental Health	<ul style="list-style-type: none"> • Techniques for supporting behavioral health and/or dual diagnosis patients across the continuum • Ensuring appropriate reimbursement for appropriate care • Partnering with the interdisciplinary team in advancing patient needs and avoiding readmissions
The Evolving and Emerging Role of Social Work	<ul style="list-style-type: none"> • Aligning social work practice in the case management partnership • Leveraging the role of the social worker in health settings
Physician Training Training Physicians in Levels of Care and UM Conditions of Participation	<ul style="list-style-type: none"> • Ensure that physicians have the information and tools to be compliant with COP's for Utilization review including status, levels of care, admissions decisions, long stay patients, and all payer regulations
Physician Advisor Training Training the Advisor to advise in Case Management practice	<ul style="list-style-type: none"> • Individualized training for new physician advisors regarding their role in Utilization Management and Discharge Planning
CUSTOMIZED TRAINING	<ul style="list-style-type: none"> • Any of the deliverables can be incorporated into a unique training opportunity for your team

Customized Coaching Programs

The Center for Case Management offers individualized coaching for staff who will benefit from building upon their skills with a 1:1 experience. Our coaches work on the units with the staff to ensure they are utilizing their clinical and relationship skills to progress the case. We provide role modeling from clinical assessments to implementing the discharge plan.

The Center has coaches in the following disciplines:

- ❖ RN Case Managers
- ❖ Clinical Social Work
- ❖ Nurse Navigators
- ❖ Physician Advisors

Through pre and post assessments, we will identify the team members strength's and challenges, building on foundational skills in care coordination to skills of influence and leadership.

