NRSG 444: Care Management
Credits: 3 (2 lecture, 1 R/D)
Semesters Offered: F, Sp
Pre-requisites: NRSG 352 and NRSG 387R

Course Description: This course focuses on the management of care across the continuum with application of ethical and legal concepts. The nursing role in the care management process will be explored. Case management and disease management will be examined as methods of managing health care.

Course Objectives: The student will:
1. Discuss principles related to management of nursing care using examples from clinical experiences. (F12, T1-3, 8-9)
2. Compare and contrast care management, disease management and case management. (F9, 12; T1, 7-8, 10)
3. Discuss application of evidence-based practice to care management. (T4, 7)
4. Examine legal and ethical issues related to management of nursing practice. (T6-8, 11)
5. Demonstrate essential competencies of care management (F10, T3, 7-9, 11)
6. Demonstrate behaviors that are congruent with the ANA Code of Ethics, Scope and Standards of Practice, and Social Policy Statements in all class related interactions. (F6-10, T2,3,5,6,11)

Recommended Content and Concepts:

1. Care management:
   - History and contemporary models.
   - Assertiveness, managing horizontal violence, bullying
   - Assignment, Delegation, Supervision
   - Care Coordination as an essential competency of the Registered Nurse Role
   - Collaboration with the Interdisciplinary Team
   - Concepts of Management
   - Establishing Priorities
   - Evidence-based Practice
   - Information Technology
   - Quality Improvement; Variance analysis
   - Relationships among health status, utilization, access, safety, quality, outcomes, and cost—how care management can affect these relationships.
Group dynamics; Group empowerment: how to increase group power as member of nursing group
Organizational Culture
Outcomes management
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2. Case management: (Less emphasis on Case Management concepts; More emphasis on Care Management concepts)

History and contemporary models, definitions, roles, functions, scope, and goals of case management.
Screening, assessment, care planning, arranging for services delivery, monitoring, evaluation, transitional planning.
Professional values, advocacy, collaboration, coordination, delegation, conflict management, decision-making, assertive communication, chain of command.
Quality improvement, variance analysis, critical pathways, care maps, client and outcomes.
Relationships among health status, utilization, access, quality, outcomes, and cost
Implementation of care management in various settings, e.g., public health, home health, acute hospital based care, mental health, managed care organizations, etc.
Disease management, quality outcomes and appropriateness of care for client populations. Combining health promotion with illness management.

3. Community resources:
Continuum of Care and Levels of Care
Eligibility, accessibility, and appropriateness.
Healthcare Reimbursement Mechanisms; Health Insurance Concepts
Interdisciplinary and interagency relationships.

4. Legal and ethical issues related to:
ANA Code of Ethics
Advocacy
Client Rights
Nurse Practice Act
Standards of Care
Advance Care Planning, Advance Directives, withdrawing, withholding treatment
Liability, malpractice, professional negligence
Informed consent
Disclosure
Referrals
Confidentiality and HIPAA
Fraud and abuse
Suggested Student Learning Activities:

- Student presentations
- Care Study/clinical pathways
- Debate
- Discussion
- Role playing and evaluation of behaviors
- Development of care management plans (e.g., case management, disease management, outcomes management, critical pathways)
- Guest Speakers and Reflection Papers
- Analysis of Community Care Setting: Process, Structure, Outcomes

Approved by UAAC: April 20, 2015
Approved by Faculty: May 7, 2015