

**MONTANA STATE UNIVERSITY**  
**COLLEGE OF NURSING**  
**Master Resource Outline**

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

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Group dynamics; Group empowerment: how to increase group power as member of nursing group  
Organizational Culture  
Outcomes management  
Institute of Medicine Report on Future of Nursing

**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

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**Suggested Student Learning Activities:**

- Student presentations
- Care Study/ clinical pathways
- Debate
- Discussion
- Role playing and evaluation of behaviors
- Development of care management plans (eg., 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**