MONTANA STATE UNIVERSITY - BOZEMAN
COLLEGE OF NURSING
Master Resource Outline

N345: Care Management I
Credits: 2 (Lect 1, D/R 1)
Co-req/Prereq: N354 or N348 or N349

Course Description: This course focuses on care management and application of ethical legal concepts. The student is introduced to the nurse's role in care management. Care management is defined as a service for clients which includes screening, assessment, care planning, arranging for service, monitoring, reassessment, evaluation and discharge planning.

Objectives:
1. Discuss care management in regard to nursing roles, function, scope, and goals.
2. Explain essential competencies of care management such as advocacy, conflict management and collaboration.
3. Apply legal and ethical principles to selected examples from clinical experiences.
4. Describe care management principles using selected examples from clinical experiences.
5. Discuss the relationship of evidenced based practice to care management.
6. Demonstrate responsibility and accountability reflecting professional values.

Content Outline for Care Management I

Definition of care management used in developing the Care Management Series: N345, N445
Care management is a term used to describe a service for clients that contains the following activities: screening, assessment, care planning, arranging for services delivery, monitoring, reassessment, evaluation and discharge planning. Care management is a process that enhances continuity and appropriateness of care. It is most often used with clients who's health problems are actually or potentially chronic and complex. The term care management, is often used interchangeably with case management.

Selected roles, functions, competencies and legal ethical issues related to care management may be discussed in all three courses at an increasing level of complexity. The following three ideas are recommended as a way to level the content. These were applied in the Master Resource Outline (MRO) development for the series.

CM I: Introduction
Definitions of CM
Roles, functions, scope, and goals of CM - basic level info
Other names for CM, e.g. “Case Management”
Similar roles, e.g. Discharge Planning
Professional values
Define and discuss skills required for CM - advocacy, collaboration, coordination including delegation, negotiation, conflict management, decision making, assertive communication.
History of CM; contemporary models and trends in CM client centered vs organizational centered CM; increasing cost and earlier discharges, etc.
The relationships among health status, utilization, access, quality, outcomes, and cost - how CM can affect these relationships.
Appropriate clients for cost effective CM - at risk, vulnerable individuals & populations. Legal and ethical issues in CM. *See Legal/Ethical Issues

**Legal and Ethical Issues**
Sources of information and support in managing ethical conflicts/dilemmas and legal issues.
- Standards of practice and care
- Codes of ethics,
- Licensing laws,
- Organizational policies and procedures e.g., ethics committees, risk management units.

Care managers are guided in ethical practice by the Code of Ethics for Nursing (ANA) and the contract expressed Nursing’s Social Policy Statement (ANA).

**Ethical Principles**
- Autonomy--personal freedom of action.
- Nonmalice--avoidance of intentional harm or the risk of inflicting harm.
- Beneficence--
- Justice--

**Ethical Issues related to:**
- Reproductive technology
- Organ harvesting & transplants
- Research subjects
- Restraints
- Disclosure
- Client incapacity
- Court intervention
- Right to health care
- Rights of individuals versus rights of the state or society

**Legal Issues related to risks associated with care and case manager’s role:**
- Liability concerns of exist when 3 three conditions are met:
  1) the provider had a duty to provide reasonable care
  2) a breach occurred through an act or omission to act, and
  3) the act or omission caused injury or damage to the clients.

**General areas of risk for care/case manager can be reviewed.**
- Liability for managing care
- Negligent referrals
- Experimental treatment and technology
- Confidentiality
- Fraud and abuse

**Examples of Learning Activities**
- Student presentations
- Care Study
- Debate
- Discussion
- Role playing
- Video and critique of behaviors.
- Development of a care management plan with associated costs.

Approved by Faculty August 2002