MONTANA STATE UNIVERSITY- BOZEMAN
COLLEGE OF NURSING
Master Resource Outline

N445:   Care Management II
Credits:   2 , (Lect 1, D/R 1)
Semesters Offered:   F, Sp
Prerequisite:   N 345

Course description: This course builds on Care Management I and expands care management skills. It prepares students for care management implementation. Essential competencies will be facilitated using learning activities such as role playing, case study and debate.

Course Objectives: The student will:
1. Model various roles and functions of care management.
2. Demonstrate essential competencies of care management.
3. Apply legal and ethical principles to selected examples from clinical experiences.
4. Apply care management principles to selected examples from clinical experiences.
5. Apply principles of evidenced based practice to case management.
6. Demonstrate responsibility and accountability reflecting professional values.

Recommended Content for Care Management (CM) Series.

Definition of care management used in developing this series. 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 concepts are recommended as a way to level the content. These were applied in the Master Resource Outline (MRO) development for the series.

Care Management I: Introduction
Care Management II: Implementation

CM II: Implementation
Roles, functions, scope, and goals of CM - more complex level info
  CM roles in quality improvement (TQI, TQM, etc.)
  Variance analysis, critical paths, care maps, evaluating client and organizational outcomes
  Combining health promotion with illness management in CM practice

Principles and techniques of skills required for CM - advocacy, values, collaboration, coordination including delegation, negotiation, conflict management, decision making, assertive communication
Implementation of the CM role in various settings, e.g. public health, home health, acute hospital based care, mental health, managed care organizations, etc.
Community and agency resources knowledge of, who is eligible, how to access, appropriate competent resources.
Development of interdisciplinary and interagency relationships in CM role
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.
- Nonmalficence--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 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