

## Program Description

This course provides practical information, useful tools, and skill building for effective case management. It is designed for those involved in coordination health services for others and/or for exam certification review. Topics covered include: assessment, setting and prioritizing goals, planning, communicating effectively and clearly, evaluation, advocacy of the injured persons, problem solving, managing financial resources, general administration, and determination of worker status.

## Program Objectives

- Define case management, characteristics, and roles.
- Relate historical and current trends in case management.
- Provide business rationale for case management services
- Describe concepts of work related and non-work related disability.

## Instructor

*Linda Glazner*, DrPH, RN, CCM, COHN-S, FNP, FAAOHN. Dr. Glazner is the owner and CEO of Linda K Glazner & Associates consulting. She has extensive experience as a case manager and case supervisor. Her experience includes working for Kaiser Permanente, a large HMO in California, Visiting Nurse Service of New York and Corvel Corporation. Her work has been featured in several industry publications. She is on the editorial review panel for the AAOHN Journal and is an active member of the Wisconsin Occupational Health Nurses Association.



## Location

2221 University Avenue SE, Room 114/116  
University of Minnesota, East Bank Campus  
Minneapolis, MN 55414

\* The 2221 building is handicapped accessible.

Our program will allow you to relax and enjoy fall evenings in the Twin Cities. Minneapolis features many parks with walkways and paths as well as the Mall of America with dozens of restaurants and more than 400 unique specialty shops. With no sales tax on clothing, the Mall of America itself can be a destination!

## Cost

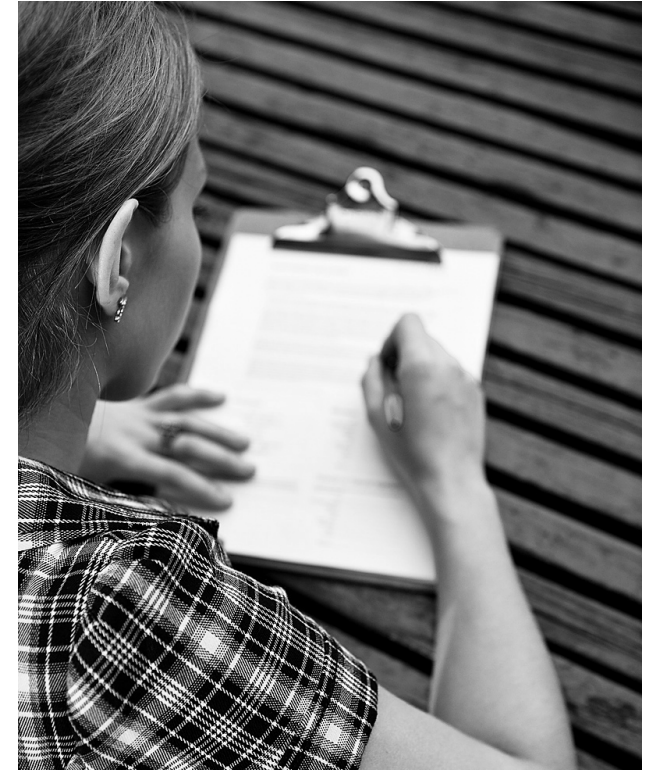
\$550.00 includes tuition, course materials, Datachem software, lunch on days one and two, and refreshments.

2221 University Ave SE, Ste. 350  
Minneapolis, MN 55414

UNIVERSITY OF MINNESOTA  
School of Public Health  
CENTERS FOR PUBLIC HEALTH EDUCATION AND OUTREACH

**Case Management: Tools for the Test and the Task**  
September 9-11, 2009

UNIVERSITY OF MINNESOTA  
**Driven to Discover**<sup>SM</sup>



**Case Management:  
Tools for the Test and the Task**

September 9-11, 2009

Sponsored by:

Midwest Center for Occupational Health and Safety  
A NIOSH-Sponsored Education and Research Center

## Program

**Wednesday, September 9, 8 a.m.- 4 p.m.**

### Introduction to Case Management and Its Concepts

- Case Management: Characteristics, Process, and Case Manager Roles
- Historical and Current Trends in Case Management for New Case Managers
- Why Use Case Managers: Business Rationale for Case Management Services
- Disability: What Is It?
- Occupational Versus Non-Occupational Disability, Disability Plan Designs, and LTD/STD terminology
- CCMC and ABOHN; Review/Take Sample Exam
- Adult Learning Principles
- Communication Interviewing and Negotiation Skills
- Case Management Levels 1 – 4

### Case Management Process, Tools and Quality Assurance

- What's the Difference – Case Management, Care Management, Managed Care
- Principles of Documentation, Quality Assurance, and Satisfaction Tools of a Case Manager
- Introduction to Health Care Delivery Systems (PPO; POS; WC; HMO; CPI)
- Principles of Quality Improvement
- Case Management Process: Examination of the Assessment and Planning Steps (Scenarios focusing on Knee, Shoulder, and Back Injuries)
- Group Activity: Planning Care for Back, Shoulder, and Knee Injuries
- Written Communication Skills

**Thursday, September 10, 8 a.m.-4 p.m.**

### Case Management Best Practices

- Clinical Guidelines and Developing Protocols
- Examine Implementation of Occupational and Non-occupational Disability Management Guidelines
- Review Employee Medical Information
- Development and Use of Networks and Other Community Resources
- Benefit Systems: PPO/POS/HMO/Coordination of Selected Case Management Cases
- Case Management: Examination of the Implementation and Coordination Stages
- Case Management: Examination of the Monitoring Stage

### Can The Employee Do the Job and Legal and Moral Issues

- Criteria for Fitness for Duty and Job Accommodation
- Return to Work Program, Transitional Work and Modified Light Duty
- Physiologic Changes Across the Lifespan and Their Impact on Worker Health
- Socio-cultural Influences

- Alternative and Complementary Treatment Modalities
- Can the Employee Do the Job: Red Flags/Green Flags
- Case Law/Confidentiality
- Description of Utilization Review/Principles of Litigation/Patient Rights
- Ethical and Moral Issues in Case Management
- Labor Relations Components and Contractual Agreements
- Case Management: General (This 'n' That)

**Friday, September 11, 8 a.m.-noon**

### The Bottom Line: Effective Case Management From A Financial Perspective

- Insurance and Payment Systems
  - Value Added Criteria (VAT)
  - Cost-Benefit Analysis of Case Management/CBA
  - Effectiveness of a Case Management Program
  - Case Management: Examination of Evaluation
  - Case Management: Examination of Outcomes
  - Case Management: General (This 'n' That)
  - Resources for Case Managers: Voluntary/Government/Private
- Use Sample Cases to take Sample Exams  
Course Summary/Questions and Answers

### Datachem Software

Through an arrangement with Datchem, an organization providing computer-based exam certification software, the Midwest Center is able to offer in-class learning coupled with a Case Management self-assessment and a self-study CD. The Datachem CD contains a database of over 800 questions, answers, and explanations covering key concepts.

### Accreditation

Midwest Center for Occupational Health and Safety 2.0 CEU's Minnesota Board of Nursing--Designed to meet criteria for 24 (50 minute) contact hours and ABOHN requirements for certification.

### Registration

The registration fee, less an administrative charge, is refundable after the course if cancellation is received seven days prior to the course date. No refund is available after that time. The Midwest Center reserves the right to cancel any course. In the event of course cancellation, participants will receive a \$450.00 refund of course tuition. The Midwest Center is not responsible for refund of travel or other costs incurred by registrant. Local lodging, directions, parking options, and other information will be included in your confirmation letter.

The educational programs developed by the Midwest Center for Occupational Health and Safety (MCOHS) are funded in part, by the National Institute for Occupational Safety and Health (NIOSH) grant number 2T42OH008434-03, Principal Investigator/Director Susan Goodwin Gerberich, PhD, Deputy Director, Patricia McGovern, PhD, and the Centers for Public Health Education and Outreach at the University of Minnesota School of Public Health.

## Registration Form

Name \_\_\_\_\_

Title \_\_\_\_\_

Business Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Fax \_\_\_\_\_

Special Dietary Needs \_\_\_\_\_

Add me to the monthly e-mail list?  Yes  No

Please check this box if you do not wish to have your contact information shared with other course participants.

### Area of Specialty

- Industrial Hygienist
- Physician
- Nurse
- Safety Professional
- Other (specify) \_\_\_\_\_

### Employer

- Federal Gov't
- State Gov't
- Local Gov't
- Academic Institution
- Private Industry
- Other (specify) \_\_\_\_\_

### Case Management: Tools for the Test and the Task September 9-11, 2009

Payment Enclosed is: \$550.00

Check  PO# \_\_\_\_\_ Charge to:  Visa  Mastercard

Acct # \_\_\_\_\_ Exp \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Checks payable in USA funds: University of Minnesota-CPHEO

Questions? 612-626-4515 or 800-493-2060

Register Online: [www.sph.umn.edu/cpheo/registration.html](http://www.sph.umn.edu/cpheo/registration.html)

Or mail to: CPHEO/Registrar  
2221 University Ave. SE, # 350, Mpls, MN 55414

Or fax to: 612-626-4525