



Essentials for Care Management

DATE AND TIME

Thursday, Oct. 12, 2023

8:00 a.m. - 4:00 p.m.

LOCATION

LHA Conference Center

2334 Weymouth Drive

Baton Rouge, LA 70809

WHO SHOULD ATTEND

Case managers, utilization review specialists, directors and managers who oversee case management programs, and anyone who wishes to have a better understanding of the case management role and program

CONTINUING EDUCATION

Nursing: 6.25 contact hours will be awarded for this offering by the LHA for complete attendance and evaluation of the program. The LHA is approved by the Louisiana State Board of Nursing – CE Provider #39.



Case Management: This program has been approved by the Commission for Case Managers Certification (CCMC) to provide board certified case managers with 6.25 clock hours, upon complete attendance and evaluation of this program.

Social Workers: The Essentials of CM course is approved for up to 6.25 CEs for Social Workers by ASWB.

Other Participants will receive, upon completion of this workshop and evaluation, a certificate documenting the completed continuing education/clock hours.

[EDUCATION CALENDAR](#)

[HOTEL WITH LHA GROUP RATE](#)

OVERVIEW:

This comprehensive program covers information for both newcomers and seasoned case managers and includes the full scope of activities under the case management role. The program will cover acute care case management, including the continuation of care to the outpatient setting to improve patient care outcomes. The course content is modeled after best practices found in “*The Hospital Guide to Contemporary Case Management*” (2022).

PROGRAM OBJECTIVES:

Upon completion of this program, participants will be able to:

- Discuss how to build a strong foundation on how to be successful and knowledgeable case managers;
- Discuss with peers and obtain expert advice on how to successfully perform one’s role as a case manager;
- Describe how to influence progression of care and resource utilization;
- Discuss how to effectively communicate with physicians’ peers, patients, and payers, and
- Explain the importance of one’s role and the transition of patient care across the continuum.

AGENDA

- 7:30 a.m. Registration
- 8:00 a.m. Introductions and Overview of Session
- 8:30 a.m. History of Case Management
- 10:00 a.m. Break
- 10:15 a.m. The Case Management Role
- 11:15 a.m. Case Reviews and Small Group Activity
- 12:15 p.m. Lunch (Provided)
- 12:45 p.m. Meeting Daily Expectations & Priorities
- 2:15 p.m. Case Reviews and Small Group Activity
- 3:00 p.m. Break
- 3:15 p.m. Outcomes, Transitions, and Beyond the Continuum
- 4:00 p.m. Q&A

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MEET YOUR FACULTY:

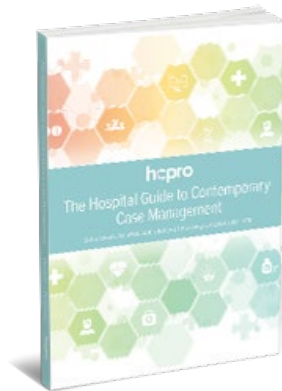
Tiffany Ferguson is the CEO of Phoenix Medical Management, Inc., serves as an adjunct professor at Northern Arizona University Department of Social Work, and serves on the American College of Physician Advisors (ACPA) Observation Subcommittee. She is a regular contributor to RACmonitor and Case Management Monthly; serves on the editorial board for CMSA Today; is a commentator for Finally Friday; and is a weekly correspondent on SDoH for the news podcast, Monitor Monday. After practicing as a hospital social worker, she went on to serve as Director of Case Management and quickly assumed responsibilities in system-level leadership roles in health and care management, which includes case management, utilization review, clinical documentation improvement, health information manager, and coding. She has experience with a large employed medical group, which included value-based arrangements, patient-centered medical home, and outpatient care management. Ferguson is a graduate of Northern Arizona University and received her MSW at UCLA. She is a licensed social worker and is ACM and CMAC certified.

Marie Stinebuck, ACM, is the Chief Operations Officer of Phoenix Medical Management, Inc., the leading case management firm. Stinebuck has practiced as a nurse for more than 26 years with 18 years in the field of case management. She has served in executive leadership roles with oversight of case management, utilization review, denials prevention, clinical documentation improvement, and medical record integrity. Stinebuck has authored articles for RACmonitor and other case management resources and is a weekly contributor on “Finally Friday.” She has served as a board member for the Arizona Chapter of the American Case Management Association (ACMA), and holds an MBA and an MSN in Leadership.

COURSE MATERIAL:

Attendees can purchase the text at the HCPro.com store or Amazon.

<https://hcmarketplace.com/hospital-guide-case-management>



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AMERICAN CASE MANAGEMENT ASSOCIATION
LOUISIANA CHAPTER

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REGISTER ONLINE AT: <https://lhaonline.org/Event.aspx?EventKey=M2310005>

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LOCATION:

- LHA Conference Center, 2334 Weymouth Drive, Baton Rouge, LA 70809

PRICE:

- Hospital Member: \$195 (Per Person Rate)
- Associate/Corporate & Attorney Member: \$250 (Per Person Rate)
(2023 dues must be up to date to qualify for this discounted rate.)
- Non-Member Hospital: \$400 (Per Person Rate)

REGISTRATION:

Registrations are accepted online only, and VISA, Master Card, Discover, and American Express are accepted. Email confirmations will be sent to registrant upon completion of registration. Program material and access information are not meant to be shared with anyone other than registered participants. This is intellectual property of the speakers and as such, is intended only for those who registered and participate in the seminar. Sharing of this information with others within your organization will result in an additional registration fee.

CANCELLATION POLICY:

Individuals who cancel **more than seven business days prior to a scheduled event** will be charged a cancellation fee of \$50 per person. Written notice of the cancellation must be emailed to marthur@lhaonline.org. No refunds will be issued for cancellations received **within seven business days of the event or for no-shows**.

SUBSTITUTION POLICY:

Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have an eligible substitute; however, written notice of the substitution must be emailed to marthur@lhaonline.org **at least seven business days in advance of the event**. The substitution option is not available if written notification is received by the LHA less than seven business days prior to the scheduled program.

ACCOMMODATIONS:

Please contact the LHA if you have a disability that may require special accommodations for this educational opportunity. The LHA is committed to ensuring full accessibility for all registrants.

LHA Code #M2310005