



# ***Beyond Basics of Case Management Boot Camp Webinar Series***

To register online, visit [www.okoha.com/educationcalendar](http://www.okoha.com/educationcalendar).

**March 21, 28, and April 4, 11, 18, 2024**  
**All sessions are 9:00 – 11:00 a.m.**

## **Series Overview**

Having a foundation for effective case management is critical. This five-part series will cover solutions for many of the challenges faced by case managers today. The series will discuss key stakeholders and the integral role they play in the rounding process. Next, there will be a discussion on how to incorporate case management at all access points to your hospital or health system, followed by the often-challenging subject of how to best collaborate with physicians, especially high-volume ones such as hospitalists and emergency department physicians. The series will then review how to remain forward-looking in your practice. Finally, the series will conclude with a discussion of case management outcomes, including what they are, how to measure them, and how to report them.

**Target Audience:** CMO, CNO, compliance, ED, Joint Commission, medical records, quality, risk, legal

**Speaker:** Toni G. Cesta, Ph.D., RN, FAAN, founding partner, Case Management Concepts, LLC

## **Learning Objectives**

### **Part 1 – March 21**

- Describe the differences between interdisciplinary rounds and other modalities such as huddles and teaching rounds.
- Define key members for the rounding team.
- Identify the role of each team member through scripting and other tools.
- Discuss a walking rounds checklist.

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**Part 2 – March 28**

- Discuss the Two Midnight Rule components and how they are positively impacted by access point case management.
- Define best practices for case management in the emergency department, transfer center and admitting office.
- Identify ways to reduce readmissions, unnecessary admissions, and issues of noncompliance at hospital access points.

**Part 3 – April 4**

- Identify the key roles of the physician advisor and the hospitalist.
- Discuss best practice strategies with key physician stakeholders to ensure optimal outcomes.
- Review strategic specialty roles in case management held by RNs and/or social workers.
- Describe opportunities for improvement at key locations throughout the hospital while collaborating with physicians.

**Part 4 – April 11**

- Explain the continuum of care and why it is important to case management professionals.
- Review how case management professionals can provide integrating mechanisms for patients across the continuum.
- Identify strategies for engaging stakeholders across the continuum.
- Ensure that patients and families are prepared for any transitions in care.
- Describe the applications of case management in a variety of settings.
- Define the three components of care transitions.
- Discuss community case management and why it is important to hospital case managers.

**Part 5 – April 18**

- Describe contemporary outcome measures for case management.
- Review how to create a workable case management dashboard.
- Recite how benchmarks can be applied to your case management dashboard.

**Cancellation Policy**

The registration fee, less a \$100 service charge, is refundable if notice is received before 4:00 p.m. five (5) business days prior to the program. No refunds will be issued for cancellations received after 4:00 p.m. five business days prior to the program. The cancellation/refund policy applies to registrations that indicate payment is being mailed prior to the program. No refunds will be issued for those who do not comply with this policy and the full registration amount will be due and owed to OHA.

**Substitutions and Transfers**

Registrants unable to attend may designate an alternate. Report substitutions to Amanda Bowen at [abowen@okoha.com](mailto:abowen@okoha.com) prior to the program. Transfers from one OHA educational program to another are not permitted.

**Connecting to the Program**

After you register for the program(s), you will receive a confirmation notice from OHA. Login instructions for online programs/webinars will be emailed 1-2 days prior to the program.

**If you have not received a confirmation email 24 hours prior to the program, please email Amanda Bowen at [abowen@okoha.com](mailto:abowen@okoha.com) to confirm your registration has been received.**



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To register online, visit [www.okoha.com/educationcalendar](http://www.okoha.com/educationcalendar).

**Registration fee:** \$200 per individual session for OHA members  
\$900 for the entire series for OHA members (must register for all sessions)  
\$400 per individual session for non-members

The registration fee is per hospital location. Multiple connections will be allowed.

**To Register Online:**  
Visit [www.okoha.com/educationcalendar](http://www.okoha.com/educationcalendar) and select the meeting title.  
First-time online registrants may email [mia@okoha.com](mailto:mia@okoha.com) to be assigned a user ID and password.

## For fax or email registrations:

Complete the form below and return to OHA by fax at (405) 424-4507 or email [bowen@okoha.com](mailto:bowen@okoha.com).

Check the box next to the session to register:

- March 21 – Part 1** (G40061)
- March 28 – Part 2** (G40062)
- April 4 – Part 3** (G40063)
- April 11 – Part 4** (G40064)
- April 18 – Part 5** (G40065)

Please register one contact person who will forward access information to other participants.

Name of Contact Person \_\_\_\_\_  
 Title of Contact Person \_\_\_\_\_  
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