

This webinar is for the field case managers and addresses the struggles of managing patients in home health. The presentation will include topics focused on how to manage the typical case manager's duties, how to be effective time managers, and how to work as a team for the best patient outcomes.

Agenda:

- Review the case manager model in home health
- Discuss the case manager as responsible for the entire episode and role in coordination of care and ensuring plan of care is completed List the attributes of a good case manager. List the attributes of a great case manager.
- Identify time challenges in case management with potential solutions to the time challenges (includes scheduling, office time, telephone time and documentation).
- Discuss the case manager's role in identification of patients to assign to team members. Discuss the need for reports prior to visit and coordination pre and post visit.
- Q & A/Evaluation

Objectives:

- Identify the role responsibility of a home health case manager.
- Identify the differences between a good case manager and a great case manager.
- Identify three-time management skills.
- Identify how to appropriately schedule and delegate visits.

Continuing Education: The presenters and program planners have no conflict of interest regarding this webinar. RNs and LPNs must participate in the entire presentation for contact hours to be awarded. To apply for nursing contact hours, please e-mail a typed list, and attach an evaluation form and a completed sign-in sheet, listing the individuals at your facility that participated and noting those requesting contact hours.

Individuals requesting contact hours will receive a certificate of contact hours earned. Please make sure that you enter the Contact Person's name in the Registration Form. All correspondence and site registration information will be sent to this person. No commercial support has been provided for this program.



Presenter: Diane Link, RN is an RN with over 25 years of home health and hospice experience. She is currently the Director of Clinical Services with BlackTree Healthcare Consultants specializing in all aspects of clinical management including outcome improvement programs, regulatory and compliance programs, episodic management, OASIS and Coding and survey readiness and remediation. Her prior experience includes serving in a variety of roles in the home health and hospice industry from field nurse to executive director of home health and hospice. She was a surveyor for home health, hospice and private duty services for CHAP (Community Health Accreditation Partners). Diane is a frequent contributor to *Home Health Line/Decision Health* articles and is known for her inspiring and knowledgeable presentations at state and national conferences.

She is the author of *The Hospice Guide to Quality Care and Reporting: Promoting Sustainability in an Evolving Regulatory Climate*.

Registration Fee: Member rate is \$169.00 - Non-members \$269.00

What it Takes to be the **Best Case Manager**

Webinar, June 26, 2018 from 1:00 pm – 2:30 p.m., recording available

Convenience: Enjoy the convenience and cost-efficiency of a webinar – watch the speaker’s slide presentation on the internet while listening by telephone or through your computer’s microphone and speakers (VoIP). There is no limit to the number of attendees from your agency who may participate at your site using one phone line and a computer with internet access.

Confirmation: Prior to the webinar, a GoToWebinar link will be e-mailed to you. You will need to register through this link to attend the webinar. You will be sent a confirmation which will include a join link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts, if available, an evaluation and certificate. ***The webinar will take place from 1:00 p.m. to 2:30 p.m. EST.***

Registration: The registration deadline is June 22, 2018. Registrations may not be shared between agencies – the agency’s registration covers the access of only one phone line/computer access to the webinar. Multiple site participation for your agency will require a separate registration fee for each connection. Please note: if your agency has sent in 1 registration but 3 people from your agency register through the GTW link, your agency will be invoiced for the additional 2 registrations. The handouts will be emailed to you to the email address you provide. Please feel free to provide an additional email address as a backup.

	Links to Live Broadcast & Recording	
	Member of VNAs of VT or HCANH	Non-member
What it Takes to be the Best Case Manager June 26, 2018 1:00 pm -2:30 pm	\$169	\$269

Registration:

Attendee Name: _____ Agency Name: _____
Agency Address _____ Agency City, State, Zip: _____
Attendee Email: _____
Phone: _____ Alternate Email: _____

Payment:

I owe the amount of \$ _____ for the courses selected above.

My check payable to (HCANH) is enclosed.

Charge my:



Credit Card Number _____ Exp. Date _____ Security code _____

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Signature (required) _____

Register online at www.homecarenh.org/education or

Mail, fax or e-mail this form to:

Home Care Association of New Hampshire, 8 Green Street, Concord, NH 03301

Fax: 603-225-5817, Ph: 603-225-5597, E-mail information to: info@homecarenh.org

Please contact the HCANH if you have questions about registering.