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# **Emergency Department Case Management**

*Strategies for Creating and Sustaining  
a Successful Program*

Kathleen Walsh, RN, MS

Karen Zander RN, MS, CMAC, FAAN



THE CENTER FOR CASE MANAGEMENT

# Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program

**Robert W. Strauss, Thom A. Mayer**



## **Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program:**

**Emergency Department Case Management** Karen S. Zander, 2007 Eliminate sky high wait times and increased denials in your ED Hospitals across the country are seeing extreme backup in the emergency department ED In recent years well structured emergency department case management programs have repeatedly demonstrated their value in Influencing capacity Assigning patients to appropriate levels of care Targeting complex discharge needs Assisting with proper utilization review Whether you are looking to implement maintain or evolve your ED case management program eliminate confusion surrounding the process with the help of Emergency Department Case Management Strategies for Creating and Sustaining a Successful Program Examining all perspectives of ED case management this new and comprehensive guide will help you define a program that best suits your facility s needs All the tools you need to get your program up and running From defining goals clarifying roles and understanding the necessary knowledge and skill sets required from ED case management staff Emergency Department Case Management will help to ensure that you have a solid and sustainable foundation in place After exploring models and reviewing your infrastructure Emergency Department Case Management will help you outline key partnerships present multiple options for case finding tackle observation status address quality and evaluation issues and identify ways ED case managers can contribute to care coordination for complex pediatric psychiatric homeless and uninsured populations Written by Kathleen Walsh RN MS and Karen Zander RN MS CMAC FAAN from the Center for Case Management Emergency Department Case Management provides advice and best practices from two of the nations top case management experts Take a look inside at the table of contents Chapter 1 ED Case Management The Heart of Access Chapter 2 The Foundation Chapter 3 Partnerships Chapter 4 The Process Chapter 5 Developing interventional strategies Chapter 6 Observation status determination Chapter 7 Program level evaluation Chapter 8 Information system support Chapter 9 Quality Chapter 10 Addressing the pediatric population Chapter 11 Responding to the psychiatric population Chapter 12 Strengthening an existing program It s also packed with 15 detailed case studies discussing ED case management strategies as well as five spotlight accounts detailing the experiences of ED professionals from across the country including A case manager A social worker A psychiatric nurse An information systems specialist An ED physician Don t hesitate to jumpstart your ED case management program From beginning to end Emergency Department Case Management will serve as the lead architect to help you design build and strengthen your ED case management model order your copy today Learning objectives Conceptualize a framework for setting up an ED case management program Develop policies procedures and role descriptions Identify structural components tools and processes to support an ED case management program Describe potential outcomes of an ED case management program Who should buy this book Emergency Department Case Management is the perfect resource for case managers directors of case management ED nurse managers social workers ED directors administrators and CFOs HCPro Inc has confirmed that none of the faculty

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of a case management program need to be successful A useful resource for working in the changing face of healthcare it addresses case managers in all settings with an emphasis on nurse case managers and their role in providing patient care and containing costs Focusing on the nuts and bolts aspects of case management it discusses the operations of case management programs based on the authors first hand experiences Case Management Tip boxes in each chapter highlight important tips and provide easy access to this information Case studies in several chapters address possible situations the case manager may confront along with the most effective solutions Key points at the end of each chapter summarize pertinent information Appendices provide extensive examples of forms and multi disciplinary action plans used in various healthcare settings      *Geriatrics Models of Care* Michael L. Malone,Marie Boltz,Jonny Macias Tejada,Heidi

White,2024-05-30 Following the success of the previous edition the second edition of *Geriatrics Models of Care* is the definitive resource for systems based practice improvement for the care of older adults Several new models of care have been published in the last eight years new outcomes have emerged to better understand the impact of existing models and with the rise of the Age Friendly Health Systems movement promoting organized efforts to prepare our health care settings for older individuals is of more importance than ever The second edition is organized based on the practice setting along a continuum of care hospital transitions from hospital to home outpatient settings and the emergency department This book also highlights long term care models which is an important part of the continuum of care for older Americans Further this edition features models that address the needs of vulnerable populations This new section will describe a spectrum of programs for older adults who have Alzheimer s disease or Parkinson s disease Other models describe best practices for older adults undergoing surgery or those who want to remain functioning independently in their home A defining feature of this book is that each chapter follows a standard template 1 the challenge which led to the model 2 the patient population served 3 core components of the intervention 4 the role of interdisciplinary health professionals 5 evidence to support the intervention 6 lessons learned in the implementation and dissemination of the model 7 implications for family caregivers and communities particularly underserved and diverse communities and 8 how each model will provide care across the continuum during an entire episode of care In addition each chapter features a call out box with practical tips for implementing the model      *Caring and Community* Jane S. Norbeck,Charlene Connolly,JoEllen Koerner,2023-07-03

Although service learning and nursing would seem an obvious combination nursing as a profession within academic research and health care organizations has only recently begun to embrace the true spirit of the practice The chapters in this book fourth in the *Service Learning in the Disciplines Series* are rich with information both theoretical and experiential that describes ways in which nursing has begun to incorporate service learning as a methodology into many diverse settings and with communities of interest      **Strauss and Mayer's Emergency Department Management (eBook)** Robert W.

Strauss,Thom A. Mayer,2013-09-05 A Comprehensive Practical Text on Effectively Running an Emergency Department

Emergency Department Management is a real world pragmatic guide designed to help emergency department managers efficiently handle the many complex issues that arise in this challenging clinical environment Written by professionals who have spent their entire careers in the service of emergency department patients this unique text delivers practical solutions to virtually any problem that may arise in running an emergency department or acute care center COMPLETE EXPERT COVERAGE OF EVERY IMPORTANT MANAGEMENT TOPIC INCLUDING Leadership Principles Operations Informatics Quality and Service Finance Reimbursement Contracts Legal and Regulatory Issues Malpractice Human Resources Emergency Department Management offers the guidance and expertise required to deliver consistent rapid high quality care It is the single best resource available to help you navigate the leadership challenges that arise daily in the emergency department

*Understanding Health Communication Technologies* Pam Whitten, 2004-09-03 Understanding Health Communications Technologies provides a hands on guide for students and professionals for effective investment in deployment of management of communication technologies in health settings Employing case studies that enhance understanding and insight this book guides readers in appropriate technology selection and long term strategic management This book provides an overview of the distribution and use of communication technologies within the health field and includes information about current and emerging synchronous and asynchronous health care communications technologies It is filled with illustrative examples of real life projects that have succeeded and provides lessons learned from projects that failed The thirty eight case studies cover topics such as management and operations implementation communication outcomes education patient care policy unique applications and technology In addition each case study includes discussion questions and references Written by editors Pamela Whitten and David Cook and a panel of highly experienced contributors this book offers students and health care professionals practical approaches to evaluating and selecting communications technologies for improving health services delivery

*Handbook of Gun Violence* Nicholas D Thomson, 2024-10-24 Handbook of Gun Violence provides a comprehensive review of the complex world of gun violence From its roots in epidemiology and public health to the intricacies of biopsychosocial risk factors to criminological and forensic considerations this book offers an interdisciplinary exploration of a pressing societal issue Sections cover everything from the history of firearm injury prevention research to the social political and policy implications surrounding gun violence This book focuses on evidence based strategies and emerging research areas and equips readers with the knowledge needed to navigate the complexities of gun violence prevention intervention research and policy With contributions from leading experts across various fields including scientists from the CDC and NIH this handbook provides invaluable insights into understanding preventing and addressing gun violence Provides an extensive review of gun violence statistics and trends Examines the biopsychosocial risk and protective factors for violence in youth and adults Reviews evidence based intervention and prevention programs for gun violence Assesses global policies for gun violence prevention and discusses the impact of

funding and research on violence prevention      **Hospital Case Management Models** Karen S. Zander, 2008 The right case management model can make or break your efforts to meet your organization's strategic goals But how do you find the model that works for your organization and how can you garner the support you need from your organization's executive team In this first of its kind resource case management expert Karen Zander RN MS CMAC FAAN guides you through selecting and implementing a proven model that fits cohesively with your facility's culture in **Hospital Case Management Models Evidence for Connecting the Boardroom to the Bedside** Align case management with your organization's top strategic goals This new book will help you choose a model that aligns with your board's mission You'll learn how to carry your model through your organization and operationalize it at the bedside through direct patient interaction by case managers and social workers Plus you'll get the guidance you need to gain support from your executive team      **Clinical Engineering Handbook** Ernesto Iadanza, 2019-12-06 Clinical Engineering Handbook Second Edition covers modern clinical engineering topics giving experienced professionals the necessary skills and knowledge for this fast evolving field Featuring insights from leading international experts this book presents traditional practices such as healthcare technology management medical device service and technology application In addition readers will find valuable information on the newest research and groundbreaking developments in clinical engineering such as health technology assessment disaster preparedness decision support systems mobile medicine and prospects and guidelines on the future of clinical engineering As the biomedical engineering field expands throughout the world clinical engineers play an increasingly important role as translators between the medical engineering and business professions In addition they influence procedures and policies at research facilities universities and in private and government agencies This book explores their current and continuing reach and its importance Presents a definitive comprehensive and up to date resource on clinical engineering Written by worldwide experts with ties to IFMBE IUPESM Global CE Advisory Board IEEE ACCE and more Includes coverage of new topics such as Health Technology Assessment HTA Decision Support Systems DSS Mobile Apps Success Stories in Clinical Engineering and Human Factors Engineering      *Employee Benefits Journal*, 2002      The Foundation 1000, 2005      **Military Medicine**, 1995      *Social Work* Brenda DuBois, Karla Krogsrud Miley, 2002 This introductory textbook distinguishes itself from others because it takes a discipline approach rather than a social problems approach to framing the foundations of social work knowledge values and skills This is a revision of the very first text to fully incorporate the strengths or empowerment perspective The text takes a strong generalist eco systems approach while integrating material from the CSWE education core values and ethics cultural diversity social justice social work practice human behavior populations at risk and policy and services The text details the roles of the social worker in the functions of consultation resource management and education and presents an easy to understand paradigm that shows students how the partnership between practitioners and consumers takes place at all systems levels      **Nurse Case Management in the 21st Century** Elaine Liebman Cohen, 1996 The

professional contributors to this nursing case management guide offer a personal and birds eye view of the development planning implementation cost effectiveness and evaluation of care programs They emphasize the client nurse partnership and advocate for nurses to work politically for the enhancement of health care delivery services Their experiences encompass a variety of situations and environments from rural to urban AIDS care management to chronic disease care The book design follows a how to concept large size bold headings easily read text Annotation copyright by Book News Inc Portland OR

*Contingencies* ,1996      Official Florida Statutes Florida,2005      *The Homeless Prevention Program* ,2008      **Report of the Josiah Macy, Jr. Foundation** Josiah Macy, Jr. Foundation,2004



Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program: Bestsellers in 2023 The year 2023 has witnessed a noteworthy surge in literary brilliance, with numerous engrossing novels enthralling the hearts of readers worldwide. Lets delve into the realm of top-selling books, exploring the captivating narratives that have captivated audiences this year. Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Uncover the Best : Taylor Jenkins Reid's "The Seven Husbands of Evelyn Hugo" This spellbinding historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reid's compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program : Delia Owens' "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens spins a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These bestselling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a exceptional and thrilling novel that will keep you speculating until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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## **Table of Contents Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program**

1. Understanding the eBook Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - The Rise of Digital Reading Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Advantages of eBooks Over Traditional Books
2. Identifying Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - User-Friendly Interface
4. Exploring eBook Recommendations from Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Personalized Recommendations
  - Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program User Reviews and Ratings
  - Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program and Bestseller Lists
5. Accessing Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program Free and Paid eBooks
  - Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program Public Domain eBooks
  - Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program eBook

Subscription Services

- Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program Budget-Friendly Options

6. Navigating Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program eBook Formats

- ePub, PDF, MOBI, and More
- Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program Compatibility with Devices
- Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program Enhanced eBook Features

7. Enhancing Your Reading Experience

- Adjustable Fonts and Text Sizes of Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
- Highlighting and Note-Taking Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
- Interactive Elements Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program

8. Staying Engaged with Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program

- Joining Online Reading Communities
- Participating in Virtual Book Clubs
- Following Authors and Publishers Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program

9. Balancing eBooks and Physical Books Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program

- Benefits of a Digital Library
- Creating a Diverse Reading Collection Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program

10. Overcoming Reading Challenges

- Dealing with Digital Eye Strain

- Minimizing Distractions
- Managing Screen Time
- 11. Cultivating a Reading Routine Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Setting Reading Goals Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Fact-Checking eBook Content of Emergency Department Case Management Strategies For Creating And Sustaining A Successful Program
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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