SECOND EDITION

Nursing Case Management

FROM CONCEPT TO EVALUATION



TONI G. CESTA



CONTENTS

HNIT I

EVOLUTION OF CASE MANAGEMENT

- 1 Overview of Health Care Trends, 3
- 2 Historical Perspective of Nursing Care Delivery Models Within the Hospital Setting, 10
- 3 Historical Development of Case Management, 21

HNIT II

CONTEMPORARY MODELS OF CASE MANAGEMENT

- 4 The Difference Between Managed Care and Nursing Case Management, 31 Appendix 4-1 Beth Israel Medical Center Multi-Disciplinary Action Plan, 36
- 5 Within-the-Walls Case Management: A Nursing Hospital-Based Case Management Model, 46 Appendix 5-1 Tucson Medical Center Division of Nursing Colectomy CarePlan MAP, 53
- 6 Beyond-the-Walls Case Management, 66 APPENDIX 6-1 Medical Rehabilitation Services Critical Pathway for CVA, 71

UNIT III

COST-EFFECTIVENESS OF CASE MANAGEMENT AND MAINTAINING CONTROL: SOCIOECONOMIC AND POLITICAL IMPLICATIONS

- 7 Patient Demographics Affecting Health Care, 85
- 8 The Business of Health Care and the Prospective Payment System, 91
- 9 Patient Mix and Cost Related to Length of Hospital Stay, 99
- 10 Policy and Legislation, 108
- 11 The Managed Care Market: Nurse Case Management as a Strategy for Success, 115
 TINA GERARDI

UNIT IV

THE PLANNING PROCESS

- 12 Assessing the System and Creating an Environment for Change, 127
- 13 Educating Employees: Preparing for Successful Implementation, 137

UNIT V

IMPLEMENTATION

- 14 The Cast of Characters, 153
- 15 Variations Within Clinical Settings, 161
- 16 Brainstorming: Development of the Multidisciplinary Action Plan (MAP), 167

Appendix 16-1 Chemotherapy Critical Pathway Patient Version, 177

APPENDIX 16-2 Diabetic Critical Pathway Patient Version, 183

APPENDIX 16-3 St. Michael Hospital Uncomplicated MI Critical Path, 191

17 The Role of the Nurse Case Manager, 197

UNIT VI

METHODS OF EVALUATION

- 18 The Importance of Research in the Evaluation Process, 213
- 19 Documentation of Quality Care, 220
- 20 The Link Between Continuous Quality Improvement and Case Management, 228
- 21 Job Satisfaction, 240
- 22 Measuring Cost-Effectiveness, 247

UNIT VII

CLINICAL OUTCOMES

- 23 Linking the Restructuring of Nursing Care with Outcomes: Conceptualizing the Effects of Nursing Case Management, 261 ARTHUR E. BLANK
- 24 Expanding Our Horizons: Managing a Continuum of Care, 273
- 25 Developing Outcome Management Strategies: An Intensive DRG-Focused Study, 287
 BILL BRODIE

UNIT VIII

Issues for Consideration

- 26 Organized Labor and Case Management, 301
- 27 Clinical Career Ladders, 304
- 28 Case Management and Information Technology, 309
 ROY L. SIMPSON
- **29** Ethical Issues in Case Management, 314 SISTER CAROL TAYLOR, CSFN